





TTC plans mega-famil

THE Travel Corporation will next month launch the 2017 version of its "TTC Great Escape" incentive program, which this year looks to see separate destinations showcased by each Travel Corporation brand.

Participating brands include Trafalgar, Contiki, Uniworld, AAT Kings, Adventure World and Insight Vacations, with a teaser video and slides now online at ttcgreatescape.com.au indicating "six amazing destinations" of Africa, China, Switzerland, Indochina and France along with Australia will be included.

The promotion is expected to formally launch on 15 Sep.

Luxperience update

ORGANISERS of Luxperience have reported an incredible 950% increase in global Meetings, Incentives, Conventions and Exhibition buyers for this year's show, which is now inside one month from kicking off.

MEANWHILE, Luxperience 2016's Gala Dinner and Awards will be held at the Four Points by Sheraton Sydney, Darling Harbour - more details on page eight.

TravelManagers new TVC

TRAVELMANAGERS is gearing up for a major consumer promotion to boost awareness of the home-based network's brand, including a new video commercial highlighting the group's extensive reach and collective experience.

Speaking at the TravelManagers 2016 National Conference in Bangkok on the weekend, the group's marketing director Jodie Banbury said the campaign would "be in market later this year and position TravelManagers to consumers as the most experienced travel network in Australia".

The video is just one component of the consumer push, which also includes a revamped website in which each TravelManagers consultant will be able to highlight any destination

Today's issue of TD

Travel Daily today has seven pages of news and photos plus a photo page for **Visit Sunshine Coast** and full pages from:

- Luxperience
- AA Appointments jobs
- IITC

specialties, upcoming events, and limited offers.

It will also include a map-based snapshot identifying where the individual Personal Travel Manager (PTM) has travelled to, allowing them to manage their own enhanced online presence.

The site will feature travel tips, destination guides and holiday deals as well as highlighting the large team at TravelManagers' National Partnership Office so consumers are aware of the group's strong support structure.

The "love" themed consumer campaign, to launch in Q4 of 2016, will also include digital elements showcasing why clients want to deal with TravelManagers such as 'I love knowing my money is safe', and 'I love dealing with someone who has experience and knowledge'.

Initially leisure-focused, the company is also working on a future corporate campaign, Banbury confirmed.

sunlover

A sneak peek of the new TVC can be seen at traveldaily.com.au/videos.

More on page three.

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中国南方航空 CHINA SOUTHERN AIRLINES



Page 1







DE USSPORTSTICKETS

New ceo for NQA

AUCKLAND Airport general manager aeronautical commercial Norris Carter has been confirmed as the new chief executive officer of North Queensland Airports Ltd (NQA) - the operator of Cairns and Mackay airports.

Norris has been with Auckland Airport since 2014 and will make the move to NQA in late Nov.

AKL owns a 24.55% stake of North Queensland Airports Ltd and Carter has been a director of the organisation since Aug 2015.

Bentours bonus OBC

UNTIL 31 Dec, passengers booking on Hurtigruten' Classic Norway Voyages will receive an On Board Charge (OBC) of up to \$520 per couple.

The OBC can be put towards expenses such as drinks, meals and excursions on the North, South, Discovery and Return sailings.

To avail the OBC offer, bookings must be made by 23 Dec.

QFFF to earn at Woolies

QANTAS has further strengthened its relationship with Woolworths, today confirming its Frequent Flyers will be able to grow their points whilst shopping at the retail supermarket chain, as mooted last week (TD Fri).

Effective 31 Aug, the partnership will see Qantas Frequent Flyers earn Woolworths Points for every dollar spent both in-store or online at Woolworths Supermarkets and BWS.

Additionally, Frequent Flyers will also be able to earn Woolworths Points on fuel purchases at 530 Caltex Woolworths petrol locations around the country.

"Qantas is very pleased to continue its relationship with Woolworths and to give our shared customers more ways to be rewarded," said Qantas Loyalty ceo, Lesley Grant.

"The ability to earn with every dollar spent, plus special offers to earn more, will really help Frequent Flyers grow their points balance, so their weekly shop helps them get closer to their next holiday.

"We know the offer of Qantas Points influences people's decision on where they shop, so this is something that will deliver value to our millions of members as well as to Woolworths as our partner," said Grant.

Under the updated program, all shoppers will earn at least one Woolworths point for every dollar spent, while Frequent Flyers can opt-in to convert those points to Qantas Points at an exchange rate of 2,000 Woolworths Points to 870 QF points.

Woolworths ceo Brad Banducci told members the reintroduction of the scheme follows several months of feedback.

Banducci said any Woolworths Dollars earned will remain safe & all balances will be automatically converted to the equivalent points value next week.

See woolworthsrewards.com.au.

Quest Perth boost

A NEW Quest-branded property has opened in central Perth, WA.

The 71-key Quest Mounts Bay Road features a mix of fully self contained studios and onebedroom apartments.

The property is Quest's second in the Perth CBD, joining Quest West End, with the third - Quest East Perth - due to open in Sep.

Quest Apartment Hotels plans to add 790 rooms to the local market over the next two years, with seven other new properties in the WA pipeline.

Scenic Jul winner

CONGRATULATIONS to Terri Dillon of Cruise Holidays for winning Scenic's monthly comp, which featured exclusively in Travel Daily last month.

Dillon has won an 11-day Gems of the Seine River Cruise for two people, which includes return airport transfers, complimentary beverages, private butler service and all tipping and gratuities.









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TravelManagers hits 500

TRAVELMANAGERS has reached a milestone this year and surpassed 500 members, making it "Australia's leading and largest personal travel manager network," according to general manager Michael Gazal.

Introducing the group's annual conference in Bangkok on the weekend, Gazal also highlighted the 20.4 years of average industry experience of its Personal Travel Managers (PTMs), saying this was "unrivalled in the travel industry".

TravelManagers is targeting further growth, with chairman Barry Mayo saying he believes there is still further potential to boost numbers.

"However we are recruiting based on quality rather than quantity," he said, with the two decades of average industry experience seen as a key benefit.

"We're not looking to bring that figure down," he told TD.

The event was themed 'Adding Value', showcasing the ongoing partnership with PTMs.

Technology is seen as a key enabler, with recent innovations including the Mar launch of the

TravelManagers app and ongoing development of the group's consumer-facing website (see p1).

The conference also saw the launch of SPLASH, a new in-house 'aggregator of aggregators' for TravelManagers members to use when sourcing accommodation.

Bookings made using SPLASH automatically populate through to customer profiles in TravelManagers' Tramada NextGen mid-office system, simplifying the process for consultants and eliminating the need to re-enter information.

MEANWHILE, TravelManagers members also have access to Hoot Holidays packages, with the business-to-consumer operation acting as an in-house wholesaler, in response to demand from the group's members.

Exclusively available to TravelManagers PTMs, Hoot wholesale product includes holidays in destinations such as Fiji, Vanuatu, Bali, Hawaii, Norfolk Island, the USA and more.

The Hoot Holidays call centre is now available to PTMs from 9am to 11pm, seven-days a week.

ReadyRooms revamp

QANTAS Holidays is undertaking a complete makeover of its ReadyRooms wholesale accommodation site. which now features GTA and HotelBeds content.

GM sales David Green told delegates at the TravelManagers conference in Bangkok last weekend the "complete rebrand" will be finished by the end of the year, offering better functionality and ease of use.

With the addition of GTA and HotelBeds, ReadyRooms offers 140,000 properties along with QH's directly contracted product.

Green also highlighted changes to the Qantas Holidays brochure range, with a new separate program for Canada/Alaska as well as the Cook Islands.

Sunlover Holidays product is evolving towards a 'signature collection' identity with more packages and boutique properties, while Viva! continues to focus on experiences rather than particular destinations.

Other recent QH developments include the new ability to pay for Rail Tickets content using eNett, Green added.



Window Seat

THERE will be significant flexibility in the content that can be added by individual agents to the new TravelManagers website, set to launch in the coming months (see page one).

Speaking about the new portal at the TravelManagers conference in Bangkok last weekend, marketing manager Chrissy Tayfield highlighted the 'reworked testimonial section' which will allow clients to write a 500-word essay about their favourite Personal Travel Manager.

The site also allows individual PTMs to create their own section on their page.

"You can highlight whatever you want to," enthused Tayfield, adding "ideally, what goes in this section should be legal and clothes are preferable".

OneFineStay growth

ONEFINESTAY. which offers access to 2,500 upmarket homes and apartments in London, Paris, New York, Los Angeles and Rome is set to expand into a sixth destination in the near future.

The organisation, which was taken over by AccorHotels earlier this year (TD 06 Apr) has an Australian office through local representative Masstige Moments, and is preferred with Virtuoso and Signature.

THO goes wholesale

SUBCONTINENT specialist Total Holiday Options, which has extensive inbound ground operations in India, Sri Lanka, Nepal, Bhutan and Myanmar, is promoting its own product to the Australian travel trade.

THO has just released a new brochure for 2017, with a wide variety of product including golf and culinary tours of India.

See totalholidayoptions.com.au.











AirAsia X's blonde bombshells

AIRASIA X has recruited its first two Australian cabin crew on flights departing Kuala Lumpur.

Chloe Markham and Hayley Austin (pictured to the right), both from Queensland, are the first two Aussies to graduate from the AirAsia-CAE Aviation Centre of Excellence in Kuala Lumpur.

AirAsia X chief exec officer Benyamin Ismail said the airline was "delighted to recruit enthusiastic Australians as crew aboard its flights between Australia and other destinations across ASEAN".

The women said being blonde and fair meant they received a little extra attention and even some surprised looks.

"Lots of passengers on the Hangzhou and Taipei flights have



filmed me, especially when we do the demonstrations. They snapchat pictures of me because they haven't seen Australians working on the flights before," Markham commented.

More Aussie cabin crew including males are expected to join the AirAsia team.



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NZ hits July record

NEW Zealand has clocked 237,900 international visitor arrivals this Jul setting a new record for the month, jumping 14% from Jul 2015.

The country's population statistics manager Jo-Anne Skinner said more vacation seekers from Australia, China, and the US boosted the holiday arrival numbers for the month.

"This is the first time that holiday visitor arrivals from Australia have exceeded 50,000 in a July month," she said.

Tourism New Zealand (TNZ) welcomed the stats, along with an 18% increase in spending for the autumn quarter.

Asia drove the expenditure boom with Japan up 57% and Korea up a whopping 92%.

"To have sustained such strong growth into the winter months is further confirmation that NZ can be a successful holiday destination for all seasons," TNZ chief executive Kevin Bowler said.

AA taps into Aussie

QANTAS has struck a new codeshare deal with American Airlines in a bid to lure more international visitors to Tasmania.

Announced last week, the agreement will see Tasmania widely promoted to the Dallasbased airline's some 100 million frequent flyers.

"We think that it's really an incredible market that we can grow...(Australia) is for many Americans the number one aspiration destination on their list of places to go," American Airlines spokesman Kurt Stache told The Mercury.

Tasmanian Premier and Minister for Tourism Will Hodgman, said the codeshare arrangement would open the island state up to a new market.

"What this means for travellers booking a flight through American Airlines is they can now select Hobart as a final destination and purchase just one ticket," he said.

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Golden Hirsch sold

STARWOOD Hotels & Resorts Worldwide has offloaded Hotel Golden Hirsch, a Luxury Collection Hotel in Salsburg, Austria for €20m (\$29.6m).

Under terms of the transaction, Starwood will continue to operate the hotel as part of a long-term management agreement.

The property has been acquired by WILD Group, which also owns Hotel Schloss Mönchstein, located 2km from Hotel Golden Hirsch.



from Air Tickets

Dan is the top point scorer for Round 22 of Travel Daily's AFL footy tipping competition. He's won a \$100 travel coupon from Expedia.





Major prize for the 2016 footy tipping competition is return economy class airfares flying with EMIRATES to any one of the 39 cities they fly direct to in Europe including Rome

Trek Plus itineraries

ADVENTURE travel company Trek America has unveiled a new collection of itineraries that offer creature comforts when exploring the USA and Canada.

The new batch of trips includes all the elements of Trek America's camping and Budget Lodging Tours, as well as extra perks, such as twin-share hotels/motels and an extra night at the start of a journey, enabling guests to meet their travelling companions a day before heading off on tour.

Tours will also have an average group size of 30 people, travel on coaches (for a maximum of 50 people), and there will be more activities and highlights included in the cost of a journey.

Breakfasts and specialty dinners will also be included.

Trek Plus is initially available on four tours - the 11-day Glaciers & Grizzlies, 13-day Freedom & Falls, 14-day Canyons & Coast and 22day Cities & Souls.

CLICK HERE to find out more.

KQ/JZ codesharing

KENYA Airways has this month begun codesharing with its nofrills offshoot Jambojet on flights to Malindi, Lamu, Ukunda (Diani) and Eldoret, ex Nairobi.

The agreement will see KQ now focus on its domestic operation on the Mombasa and Kisimu routes, enabling Jambojet to jack up frequencies to Malindi from a daily service to 17 per week.

"This will bring about a greater flow of both local & international travellers and boost the number of tourists to the Coastal cities," Jambojet ceo Willem Hondius said.

Nowra visitor centre

SHOALHAVEN Tourism in NSW has opened a new Visitor Information Centre in Nowra, located within the Shoalhaven Entertainment Centre.

The outlet features digital touchscreen information kiosks to connect visitors with Shoalhaven tourism operators, businesses and experiences.



Brochures

WELCOME to Brochures of the Week, Travel Daily's Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Natural Focus Safaris - Antarctica & The Arctic 17/18 Natural Focus Safaris is now offering a combination of cruising and flying in Antarctica, cutting sailing time by up to two days. Featured in the new brochure is the 10-day Polar Circle Air Cruise departing Punta Arenas by air, landing on the South Shetland Islands before enjoying six days on a ship exploring the region. Also new are a number of departures leaving Invercargill in New Zealand - a more convenient option for Australian

travellers. One such option is the 13-day Galapagos of the Southern Ocean round-trip.



Abercrombie & Kent - Europe 2017

Featuring close to 40 itineraries and extensions inside for travellers wanting to explore Europe in luxury via a hosted small group journey or by meeting a private guide at each stop. New trips for this year include a seven-day Highlights of Puglia adventure exploring Italy's unspoiled regions, hilltop villages and UNESCO World Heritage Sites. Also debuting in 2017 is a fourday Discover Champagne journey through Reims

in France and a seven-day Land of Fire & Ice journey through Iceland taking in the Northern Lights, the Golden Circle and the healing waters of the Blue Lagoon.



Rail Plus - Great Train Journeys 2017

Belmond's growing collection is a key focus of Rail Plus' newly-released brochure with eight pages dedicated to the product. Belmond's Andean Explorer - South America's first luxury sleeper train - is featured for the first time with four itineraries, including a full-day journey from Cuzco across the high plains of the Andes and on to the shores of Lake Titicaca. As part of a major catalogue redesign, Rail Plus is

now grouping journeys geographically with each page now featuring a comprehensive product summary with simple icons pointing to the key features and inclusions.

VOYAGES of DISCOVERY









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If you're a travel agent, TMC or airline rep, we invite you to one of our open days at Travelport. Meet our trainers, helpdesk and account managers and have your questions answered. Listen to our solution seminars or request one on one product demonstrations of your choice. It's your day.

Tues, 6 September from 0845 and Wed, 7 Sept from 1430

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Touch down at the Sunshine Coast

VISIT Sunshine Coast partnered with Ailevon Pacific, the Quotient Group and Sunshine Coast Airport to gather together national and international airport and airline representatives at Mooloolaba last week.

The inaugural roundtable for airport marketing and route development in the Asia Pacific region had participants enjoying the Sunshine Coast hospitality at venues including the Mooloolaba Surf Club and See Restaurant.



Monday 22nd August 2016

Sunshine Coast Airport has been the fastest growing airport in the country for the last 11 months and recently broke passenger records with more than 964,000 passengers using the airport in the 2015-16 financial year. Growth is thanks to increased capacity from Jetstar, Virgin Australia and Air New Zealand and the return of Qantas to the Coast in Dec 2015.



MICHAEL Cullen, Launceston Airport; Laura Jackson, Denver International Airport and Paul Hodgen, Launceston Airport.

RHETT Morgan, Ailevon Pacific; Anthony Gilmer, The Quotient Group; Nick Hammond, Sydney Airport and Andrew Boardman, Kangaroo Island Council.





Quotient Group; Peter Pallot, Sunshine Coast Airport and Oliver Lamb, Ailevon Pacific.



SIMON Kleinsorge, Air New Zealand; Oliver Lamb, Ailevon Pacific; Brad DiFiore, Ailevon Pacific and Matthew Findlay, Newcastle Airport.







WN up Mexico routes

SOUTHWEST Airlines is adding three new transborder routes ex Los Angeles, effective 04 Dec.

The flights into Mexico include twice daily services to Cancun and San Jose del Cabo/Los Cabos and a new daily operation to Puerto Vallarta, subject to regulatory approvals.

The city pairings are the first to be approved by the US Govt under a new air agreement.

Sheraton into Palau

STARWOOD Hotel & Resorts will mark its entry into Miconesia in 2.5 years, having struck an agreement to manage a property under the Starwood brand.

The newbuild Sheraton Palau Resort in Koror, the largest city in the Republic of Palau, will feature 114 rooms and nine suites.

Qantas ahead on OTP

FIGURES out late last week show Qantas achieved the best on-time performance for arrivals (79.5%) and departures (82.9%) among major airlines in Jul.

Qantas pipped Virgin Australia (81.3%) for departures, with Tigerair Australia behind (81.3%), followed by Jetstar (67.6%).

The airlines held the same positions on the arriving flights, data from the Bureau of Infrastructure, Transport and Regional Economics shows.

The arrival and departure figures were both lower than the long term average.

For the 12 months ending Jun, VA achieved the highest on time arrivals (at 89.5%) and departures (at 90.6%), with Qantas less than one percentage point behind on both accounts.

QantasLink had the highest percentage of cancellations (2.6%), just ahead of Jetstar (2.2%) and Virgin Australia Regional Airlines (2.1%).

Sunshine Coast Airport had the lowest percentage of on-time departures for the year, at 72.0%.

Europcar fee spin

CAR rental firm Europear has announced the introduction of revised credit card fees in line with stricter rules being enforced by the ACCC (TD 27 May).

Effective 01 Sep, Visa and MasterCard transactions will incur a surcharge of 1.3%, down from the previous 1.5%.

Diners and American Express cardholders will see their levy more than double, increasing from 1.5% to 3.4%.

CTM accolade, again

ON FRI, Corporate Travel Management was recognised for the second consecutive year as one of Australia's most innovative businesses, ranking 37th on the **AFR Most Innovative Companies** List, honoured for the team's dedication to service excellence.

THAI to Tehran

THAI Airways International is adding a new four times weekly service between Bangkok and Tehran, effective 01 Oct.

TG527/528 will be operated by Boeing 777-200/300s.

Zaragoza guides

ARRIVALGUIDES has added Zaragoza in Spain to its collection of destinations, accessing content produced by the Official Tourist Board - Zaragoza Turismo.

To view the content, GO HERE.

Peppers' 7-day sale

CLOSE to 30 Peppers properties around Australia, New Zealand and in Bali are offering extra special deals under a week-long promo running until 28 Aug. See www.peppers.com.au.



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About the Organisation

Destination NSW is a Public Service Executive agency with responsibility for developing and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

About The Role:

The purpose of the role is to develop Eastern Market inbound tour operator trade relations and implement the Destination NSW international Eastern trade familiarisation program. The role provides key wholesale and retail agents with opportunities to experience NSW tourism products first hand in order to confidently sell and promote NSW products and services. The successful applicant will build and maintain relationships with Inbound Tour Operators based in Australia who represent and/or market to the Eastern international markets, tourism industry bodies and tourism suppliers. The applicant must be fluent in Mandarin, being able to read to HSC (Higher School Certificate) level proficiency. Written Mandarin will be a distinct advantage.

Applying for the Role:

Applications must be lodged electronically via Jobs NSW website. Applications submitted via email will not be accepted.

Closing date: 31 August 2016 at 11:59pm

Enquiries: Fiona Lyne Tel: 02 9931 1455 or Email:

fiona.lyne@dnsw.com.au



This month Travel Daily and Club Med are giving readers the chance to win a trip to Indonesia. The luxury prize includes:

• An all-inclusive 7 night stay in Club Med Bintan Island Resort Indonesia.

To win this great prize, answer every daily question correctly and have the most creative answer to the final question. Send your answers to clubmedcomp@traveldaily.com.au

16. Where is the other Club Med resort in Indonesia?



TERMS & CONDITIONS

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Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry sign up at www.traveldaily.com.au.

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Street address: Suite 1, Level 2, 64 Talavera Rd, Macquarie Park, NSW, 2113 Aust. P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

Publisher/Managing Editor: Bruce Piper Editor: Guy Dundas Editorial email: info@traveldaily.com.au Contributors: Jasmine O'Donoghue, Bonnie Tai, Nathalie Craig, Jenny Piper, Sarah Piper Advertising and Marketing: Sean Harrigan and Lisa Martin - advertising@traveldaily.com.au Business Manager: Jenny Piper - accounts@traveldaily.com.au Part of Business Publishing Group.

CRUISE trave Bulletin business events news DAI Travel Daily







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August 2016

LUXPERIENCE 2016, A 5 STAR EVENT

THERE'S just one month to go before we kick off this year's Luxperience! It's going to be an incredible show with the most diverse, innovative and exciting group of buyers and exhibitors that we have ever seen - a true 5 star celebration for our fifth anniversary edition.

NEW BUYERS AND EXHIBITORS

Overall buyer registrations are up 20% on 2015. We are particularly excited about the number of new buyers we are seeing this year, making up 60% of our total. Many of our international first-time buyers have not been to Australia

before but recognise the potential and opportunity in our region for incredible luxury experiences and want to be able to showcase these to their high net worth clients. We also have the largest number of national buyers in our five year history and are truly bringing the best in the industry to the one place.

Exhibitor numbers are up too and we have had to increase our floor space by almost 20% this year to accommodate the interest. First time exhibitors have increased more than 50%, bringing an incredible range of hotels, resorts, tours, cruises, rail journeys and more to the show.

BUSINESS SEMINARS HIGHLIGHT AN EXCITING SPEAKER PROGRAM

Along with business connections, we want to ensure that our Luxperience delegates have the opportunity to learn from emerging trends. As such, for 2016 we have introduced a series of exclusive personal development business seminars. The three seminars hosted by industry experts, including style guru Henry Weinreich Roth, will be tailored around wellness, personal branding and social media. These seminars will reveal expert knowledge for both organisational and individual business development.



LUXPERIENCE NEWS

New home for Luxperience Awards

This year, our glittering Gala Dinner and Luxperience Awards will be held in the ballroom of the Four Points by Sheraton Sydney in Darling Harbour. The property has recently completed a multimillion dollar refurbishment, which saw a third tower added to the luxury property. The ballroom is one of the finest event spaces in the city and is equipped with state of the art technology. We can't wait to welcome our award nominees, Luxperience community and special guests to another incredible event!

EVENTS BY LUXPERIENCE embraced by the Business Events market

We are proud to say that the global meetings and events industry now views Luxperience as a 'must-do' business event and we have come to be recognised as innovators in the industry, bringing exciting new products to the market.

There's been an overall increase in business event specialists and corporate buyers of 20% and global MICE buyers have increased by an incredible 950%. In anticipation of these numbers we have introduced a brand new MICE Marketplace for Luxperience 2016. The MICE Marketplace will be a new meetings area offering more flexible options for meetings and events suppliers, enhancing the activity on the show floor.

Follow us on social media to get the daily updates on the event taking place 18-21 September. #soluxperience















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TECH HEADS THIS IS YOUR DAY

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SYDNEY & MELBOURNE — \$85K PACKAGE (DOE)

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CORPORATE SALES – LARGE MARKET

STRATEGIC CORPORATE SALES MANAGER MELBOURNE – SALARY \$95K + BONUSES

This leading travel management company is looking for an experienced & driven BDM to join their large market sales team. You will be responsible for acquiring new corporate business, developing relationships & implementing sales strategies to optimise client spend. Attractive salary with uncapped bonuses. Experience as a travel BDM with a proven sales track record along with strong customer service, presentation, communication and negotiation skills essential.

DEVELOP & DELIVER

LEARNING & DEVELOPMENT FACILITATOR GOLD COAST - \$70K - \$80K PACKAGE

Are you an experienced in learning and development within travel or hotels? You will be responsible for the entire training process from researching & recommending programs to developing & delivering to employees, maintaining the training calendar & evaluating their effectiveness. Previous experience in a similar role within travel or hotels essential, along with great organisation, communication & presentation skills

NEW ROLE CALLING ALL MANDARIN SPEAKERS

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MELBOURNE - SALARY TO \$80K (NEGOTIABLE)

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