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Travel Daily

First with the news

Monday 7th March 2016



French
TRAVEL CONNECTION

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EK boosts Istanbul

EMIRATES has seen such strong demand on its new flights to Istanbul's Sabiha Gokchen Airport that it will increase capacity by more than 50% later this month with the deployment of a Boeing 777-300ER on the route.

MTA quality agent focus

MTA - Mobile Travel Agents says retention of existing high quality members is instrumental in the success of the retail group, with expansion not a top priority.

Chief executive officer Don Beattie told *Travel Daily* at last weekend's annual conference on the Gold Coast that selecting highly skilled agents was at the heart of the MTA business.

"I could easily open the doors and bring everybody in - but what value to the brand is that? All it does is dilute the quality," Beattie told *TD* during an exclusive interview on Fri.

The 'original' mobile retail group currently has 350 members in its national network, with just 5% of agents who apply to join the firm making the cut, he revealed.

"Is our business model going to grow? Absolutely, but our focus is on making sure our members are skilled," he said.

Beattie told *TD* education was a "central focus" for MTA.

"It's about quality, it's about expertise and it's about support.

"We encourage people to go & learn because once they learn, they will come back as experts."

Today's issue of *TD*

Travel Daily today has nine pages of news and photos, a front cover page for **Sunlover Hols** plus full pages from:

- Albatross Tours
- AA Appointments jobs

MEANWHILE, Beattie revealed a new itinerary building app that will allow members to deliver customised & bespoke itineraries to clients will be rolled out soon.

A global fare sales tool will also be activated within six months, permitting MTA members to view all airfare prices, including LCCs, from any GDS all in one place.

More from MTA in today's issue on **pages five and seven**.

Sunlover expands into South Pacific

SUNLOVER Holidays has today announced an "exciting new direction" with the addition of its product range to include New Zealand, Fiji, the Cook Islands and the Pacific Islands (*TD* breaking news).

The wholesaler said the move would provide its retail agency partners an extensive range of product to choose from when choosing these destinations.

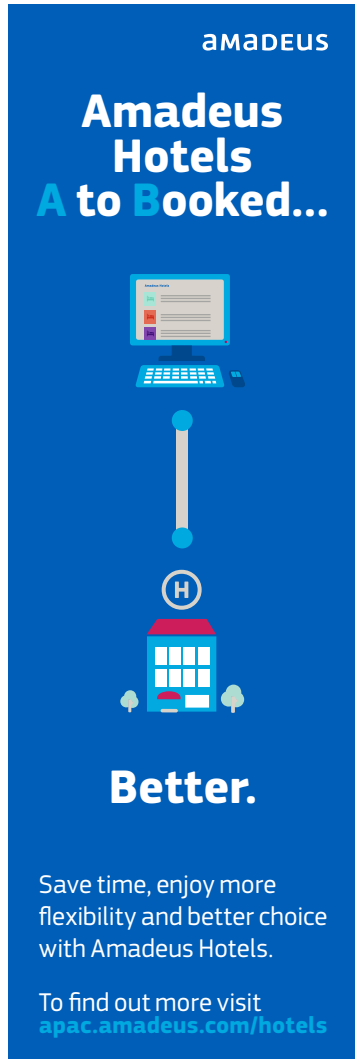
Sunlover's new 2016/16 Fiji and New Zealand brochures are available to agents in both Australia and NZ this week, with the Cook Islands and other Pacific product to debut later in Mar.

As well as the product expansion, Sunlover Holidays is also expanding its distribution with the launch of its full product range in the New Zealand market, comprising 16 brochures in total.

For more, see the **cover page**.

Vale Lauris Bryant

THE travel industry is mourning the death of Lauris Bryant, well known as a long-time member of the Sunshine Coast club of Skai International and operator of Top Spot Motel, who lost a long battle with cancer last week.



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Dalton to be Uniworld md

FIONA Dalton, whose extensive industry career includes being general manager sales at Qantas Holidays/Viva! Holidays for the last five years, has been appointed as the new managing director of The Travel Corporation's Uniworld Boutique River Cruise Collection in Australia, taking up the role in early May.

Helloworld wholesale md Peter Egglestone confirmed Dalton's departure (**TD** breaking news Fri), saying she had "been presented with a significant opportunity to advance her career".

He thanked Dalton for her "amazing contribution and hard work," with her role in Sydney to be replaced as part of the new structure implemented as the business is integrated with AOT.

Last month The Travel Corporation announced the resignation of former Uniworld gm John Molinaro (**TD** 17 Feb) after eight years in the role.

Travel Corporation md John Veitch said "after an extensive search I am thrilled to welcome Fiona into the TTC family and wish her well in her new role as

md of one of our most prestigious global brands".

Uniworld president Guy Young said Australia continues to be an "incredibly successful growth market for Uniworld, and with Fiona about to take the helm we welcome the opportunity to further strengthen our invaluable relationships with our agent partners".

Trafalgar on sale

TRAFALGAR this morning announced a 'one week only' sale on Britain & Ireland itineraries.

The Buy one, get your travel partner 30% off flash sale is valid for bookings made 07-13 Mar, offering savings of up to \$1,665 on twenty 2016 departures.

"With the market still very active we want to support our agency partners...Britain and Ireland continue to be standout destinations for our guests and this sale allows agents to offer their clients the opportunity to see the best of each destination for less," said managing director Matthew Cameron-Smith.

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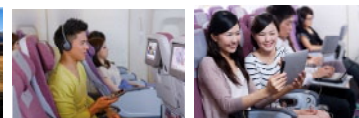
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Travel Daily

First with the news

Monday 7th March 2016

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HOTELS & RESORTS

Show Group joins helloworld

HELLOWORLD for Business has signed a new long term agreement with Avis Budget group-owned Show Group Enterprises (**TD** breaking news Fri), which becomes the 73rd member of the network.

Show Group md George Proos said the company was attracted

by the strong buying power of Helloworld, with the new partnership "the next step in further expanding our business."

"We look forward to taking advantage of the variety of tools and support we will have access to as a member," Proos said.

Helloworld ceo Andrew Burnes said he was delighted to see Show Group joining the network, while helloworld for business head David Padman said the deal reflected the networks' "unique proposition for independent business travel agencies, delivering the aggregated purchasing advantages of buying together with a range of other critical value adds for members".

Show Group Enterprises specialises in the entertainment, film, corporate & sporting markets, offering a combination of travel management, logistics, freight and tour trucking options.

QF/AA rebut HA claim

QANTAS and American Airlines have told the US DOT it should throw out Hawaiian Airlines' bid to railroad their proposal to attain antitrust immunity on the Trans Pacific route (**TD** 25 Feb).

"None of the concerns articulated by Hawaiian justify denying or delaying the grant of immunity here," QF/AA told DOT.

"Hawaiian has failed to carry its burden of proving that the alliance would substantially reduce or eliminate competition".

Jetstar to Noumea

THE International Air Services Commission has indicated Jetstar may commence operations to New Caledonia.

On Fri, the IASC announced a fresh determination of capacity on the New Caledonia route for Qantas for five years for 149 seats per week, effective 13 Dec 2016.

A number of changes were approved in the decision process, with QF seeking permission to allow "another Australian carrier which is wholly-owned subsidiary of Qantas" to operate the service.

The IASC said following talks with Qantas "it was confirmed that Jetstar Airways Pty Limited (Jetstar) will be the wholly-owned subsidiary proposed to utilise the capacity (in addition to Qantas to whom the capacity is allocated)".

Within its ruling, the IASC said Qantas wishes to add Jetstar to the new determination to "provide flexibility in the use of capacity for future operations".



Window Seat

LET'S hope this is not a new tourism trend.

Two travellers have been arrested in South America after taking naked pictures of themselves at Machu Picchu.

The pair were spotted by Peruvian Culture Ministry guards stripping off for the nude selfies, with officers arresting the 28-year-old Frenchman and 23-year-old Briton and taking them to the local police station while they were still unclad.

After questioning police also released nude photos of the men taken on their cellphones "as a warning to other tourists of the embarrassment along with legal consequences".

The exhibitionists were subsequently charged with "offences against morality".

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Travel to Japan - so hot right now

JAPAN was the fastest growing outbound destination for Australian travellers during Jan, with numbers surging 27.4% over the same period 12 months ago.

According to Australian Bureau of Statistics figures released this morning, that saw Japan catapulted into fourth position for outbound travel, behind New Zealand, Indonesia and the USA.

Other fast growing markets included India, up 13.8% and Fiji which rose 11.6%, while the only destination in the top ten to see a decline was Thailand, down 6.3%.

Overall the trend estimate for short term resident departures increased 0.7% for the month to 818,500 movements, with the figure up 6.4% year on year.

The arrivals figures for Jan showed the ongoing boom in travel from China, with 114,300 Chinese visitors during the month - up 35.1% - placing it firmly ahead of New Zealand in second

place with 89,100.

There was also a surge in arrivals from South Korea which was up 23.8%, while the flows were also strong inbound from Japan, up 18.3% to 24,600.

Arrivals from the USA increased 14% to 51,800 for the month, while Singapore was a strong inbound market for Australia, up 13.7% to 15,700.

33 degrees does a 180

THE new "experiential" cruise company announced with a fanfare as 33 Degrees last month by e-cruising's Brett Dudley (*TD* 18 Feb) has been rebranded as Latitude 33.

Citing "unforeseen circumstances," the company said today it was also required by law to request all media outlets which had published content on the new venture to change any reference to Latitude 33.

Gong for TravelEdge founder

SUE Hollis, who established Sydney-based TMC TravelEdge in 2000, has been recognised for her entrepreneurial flair by being inducted into the Australian Businesswomen's Hall of Fame.

Hollis (**pictured**) is among 20 new members of the Hall of Fame which is an initiative established by networking group HerBusiness, formerly known as the Australian Businesswomen's Network.

Other inductees include Jude Turner from Spicer's Retreats, whose husband Graham is Flight Centre managing director.

Over the last 16 years TravelEdge has grown to have about 120 staff and describes itself as "Australia's largest privately owned corporate travel management provider".

TravelEdge is also the largest



shareholder in CT Partners.

As part of the induction, Hollis has given advice to other entrepreneurs, telling them to "scale up to rather than into your business...although it might be challenging financially, put in the people, the structure and the framework you need to enable your business to grow before you actually need it - rather than put it in when you can afford it".

Jump into
Ireland

Win 1 of 6 spots on a once-in-a-lifetime famil to Ireland!

Here's your chance to explore stunning Ireland with Etihad Airways. You'll experience Ireland's unique culture and rugged scenery like nowhere else, with friendly locals, traditional music and cosy pubs to explore along the way. Plus, you'll get to experience first-hand some of the most memorable filming locations from HBO's Game of Thrones series.

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Offer is valid for bookings until 17 March, for travel until 31 December 2016.

Visit agents.etihad.com to sign up to SuperSeller and see the full terms and conditions.

Happy selling!

Falls Ck Ride-stay-ski

FALLSBUS has released a range of multi-night 'ride-stay-ski' packages to Falls Creek for the 2016 ski season.

Packages start at \$599pp for five nights at the Snow Ski Apartments based on quad share, with other options including five nights at Astra Lodge priced from \$799pp twin share or KOKI Alpine Resort from \$819pp twin share.

Single prices start at \$1,449 for five nights at Feathertop Lodge.

Offers include coach transfers from Melbourne, Adelaide and Albury - see fallsbus.com.au.

Great Wolf Cali open

GREAT Wolf Resorts, operator of North America's largest family of indoor water parks, has opened its first location in California.

Great Wolf Lodge Southern California is located in Garden Grove and features 105,000ft² of indoor facilities, including a wave pool, lazy river and water slides such as the six-storey Howlin' Tornado - **CLICK HERE** for more.

SAA up closing time

SOUTH African Airways will increase closing time for domestic flights from Johannesburg to Port Elizabeth, Cape Town, Durban & East London by 10 minutes, to 40 minutes effective 01 Apr.

The move is due to "significantly increased passenger traffic" on the routes to ensure all passenger baggage can be checked in and loaded," said country manager for Australia, Tim Clyde-Smith.

"Boarding times have not changed and we are confident with the additional time we will see a much smoother passenger experience at Johannesburg," Clyde-Smith added.

Agents holding domestic SAA flight bookings are urged to communicate the increased flight closure times to their clients.

Jordan DFAT update

THE Department of Foreign Affairs and Trade has reissued its travel advice for Jordan, downgrading the alert level for the Zaatari refugee camp.

The new Smartraveller advice also suggests travellers visiting the country may wish to contact their airline regarding proposed flight paths, with Australian officials having been warned against travelling on flights which cross over Syrian airspace.

MTA with the stars



MTA - Mobile Travel Agents had the biggest turn out to date at its annual conference held at The Sheraton Grand Mirage Resort on the Gold Coast last weekend with close to 400 members, suppliers and special guests attending.

The aim of the conference themed 'Power of Community' was to inspire and educate MTA members, providing them with valuable takeaways to weave into their day-to-day work.

"Our members want to learn because they know it's going to change the way they do business," md and co-founder of MTA, Karen Merricks said.

The conference was emceed

by ABC *Gruen Planet* regular Dan Gregory while inspirational key note speaker and author of best-selling novel *Mao's Last Dancer*, Li Cunxin, wowed the audience with his life story which highlighted the rich rewards of hard work.

Members enjoyed a bbq hosted by Fijian chef Lance Seeto, assisted by MTA ambassador & sailing star Jessica Watson on Sun.

See images from the pool party & supplier event on **page seven**.

Pictured above from left are md and co-founder of MTA, Karen Merricks together with Li Cunxin, Li's travel agent and MTA member Jonica Gilbert, and md and co-founder of MTA Roy Merricks.

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CANBERRA-BASED Active Travel attended a UN Women Australia 1,200-person charity lunch on Fri to mark International Women's Day on 08 Mar.

Held at the National Convention Centre in Canberra, the event was held to promote gender equality and combat violence against women and girls.

Active Travel hosted a table of guests at the luncheon, with funds raised directed to programs across the Pacific region to fight systemic violence against women.

Pictured are: Active Travel Directors Beck and Nick Carter.

SQ new metal arrives

SINGAPORE Airline's welcomed the arrival of its first A350-900 to Singapore on Fri with a water cannon salute and a ceremony.

Singapore Airlines ceo, Mr Goh Choon Phong said the plane's efficiency will allow the airline to open up more new routes.

The plane is the first of 67 on order and will be deployed on long-haul services to Amsterdam from May & Dusseldorf from Jul.

Design SPG burning

MEMBERS of Starwood Hotels & Resorts Worldwide's loyalty scheme SPG (Starwood Preferred Guest) are now able to redeem points at participating Design Hotels member properties.

The expansion of the pact between the hotel groups follows the integration of 32 (of over 290 Design Hotels) since Nov and the activation of SPG Starpoints earnings on every stay.

More than 30 additional hotels will join the SPG pipeline in coming weeks.

Sweden downgrade

SWEDEN has wound back its national terrorism threat from level four to level three (on a five-level scale) based on an overall assessment of current conditions.

Level three still indicates an elevated threat level remains.

The country increased the terror alert level due to terrorist attacks in Paris last Nov.

In a fresh update by Australia's Dept of Foreign Affairs & Trade for Sweden on Fri, Smarttraveller said identification checks will remain at the point of departure for all passengers on trains, buses and ferries from Denmark to Sweden.

Australian travellers are advised to "exercise normal safety precautions in Sweden".

QR DOH-AKL by Dec

QATAR Airways has vowed to commence mooted direct flights between Doha and Auckland by the end of the calendar year.

CEO Akbar Al Baker confirmed the service would begin operation by Dec at a media conference in Sydney last week at the launch of QR's new Doha-Sydney service.

Al Baker took a swipe at rival Gulf carrier Emirates which last week inaugurated a daily nonstop flight to Auckland - the world's longest commercial route.

The airline boss revealed plans for the Qatar-New Zealand direct route in Jan (**TD** 27 Jan).

"You already saw the reaction from my competition that they immediately put their flight directly there. We are not going to chicken out. We will definitely fly to Auckland," Al Baker stated.

Encore floated out

ULTRA-LUXURY liner Seabourn "floated out" the new *Seabourn Encore* during a traditional ceremony at Fincantieri's Marghera shipyard in Italy on Fri.

It's the first time the *Seabourn Encore* has touched water.

Encore will undergo final construction at the shipyard until the 40,350 gross tonne ship is delivered at the end of 2016.

Samsonite acquisition

SAMSONITE International has agreed to acquire Tumi Holdings in a move to expand its presence in the premium segment of the global business bags, travel luggage and accessories market.

Tumi shareholders will receive US\$26.75 in cash per share, for a total value of approx US\$1.8b.

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Industry mates rates

ALAM Anda Ocean Front Resort and Siddhartha Ocean Front Resort & Spa in Bali have introduced industry rates starting from AU\$79 per night.

Wu to S Africa & S America

WENDY Wu has expanded into South Africa and South America with the launch of a 17- and 18-day fully escorted group tour, each with one departure in 2016 and a second in 2017.

"It was a natural progression to offer the Wendy Wu Tours group touring expertise and experience to our loyal customers in two of the world's most intriguing and exciting destinations," Wendy Wu and Alan Alcock said.

Available options include The 17-day South African Trails spends two-nights in Johannesburg before heading on to Kruger National Park, Swaziland, KwaZulu Natal, Durban, Port Elizabeth, Plettenberg Bay and Cape Town.

Highlights include exploring Kruger National Park in an open-air safari vehicle, the coastal scenery of the Garden Route and a Cape Winelands Tour and the

tour departs 26 Nov 2016 and 18 Mar 2017.

The 18-day South American Trails explores Lima, Cusco, Puno, Lake Titicaca, La Paz, Buenos Aires, Iguazu and Rio de Janeiro.

Stopping off at Machu Picchu, Iguazu, the tour includes a visit to the Moon Valley, Rio's beaches and tasting the "world's best steak" in Buenos Aires and dep 20 Nov 2016 & 19 Mar 2017.

The tours were created due to demand from repeat customers, especially those in active senior market who wanted to explore beyond Asia, Alcock said.

Both holiday packages are inclusive of return airfares from Australia, all accommodation and all meals, domestic transportation and sightseeing with guides.

For more information head to www.wendywutours.com.au or call 1300 727 998.



MTA conference thumbs up

MOTIVATIONAL talks, breakout sessions and workshops were all part of last weekend's MTA - Mobile Travel Agents' annual conference on the Gold Coast.

Along with a number of new initiatives (see **page one**), MTA members were provided with updates from suppliers, while there were more than 50 prizes, including cruises, flights & accom.

Socialising and down time were tied into the

RIGHT: Lara Vale, MTA; Neil Robertson, Virgin Australia & Julie Evans, MTA at the supplier event.

conference with a casual pool party on Fri evening, a fun run, and celebration gala dinner on Sat night.

Pictured here are images from the weekend.

ABOVE: MTA members Sandy Mulcahy, Katrina Casey, Margy Stimson and Lesley Kempf.



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ABOVE: Julia McLean, MTA; Remus Gheorghiu MTA; Suzana Blazevska, MTA; Jordan Pearce, guest and Sara Pearce MTA at Fri's pool party.

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CA plots CKG/DXB

AIR China will add a second route between mainland China and the Middle East from 02 Apr with new thrice weekly services between Chongqing and Dubai.

Services will be operated by Airbus A330-200s.

Air China already operates flights from Beijing to Dubai.

Hotel Zeppelin SF

HOTEL Zeppelin officially opened its doors in San Francisco last week.

The 196-room property offers a street level cafe, bar and lounge, a gameroom complete with shuffleboard, oversized electronic bingo and a quick-shot basketball wall as well as a digital concierge service putting guests in touch with staff from anywhere.

Keeping in line with the eclectic theme, furnishings such as vintage record players have been placed in select rooms.

The property is owned by Pebblebrook Hotel Trust and operated by Viceroy Hotel Group.

DNQ/YBWW MOU

DENILIQUN Council and Brisbane West Wellcamp Airport have signed a Memorandum of Understanding with the intention of providing regional air freight transport between Deniliquin Airport and YBWW.

Wellcamp Airport general mgr Phil Gregory said the Queensland airport was also in "ongoing discussions" with several airlines to secure regular international freight services.

NSW-Air China deal

THE NSW government this morning revealed its first co-operative marketing agreement with Air China and Destination NSW aiming to bring more Chinese visitors to Sydney and the state's regional areas.

Stuart Ayres, NSW Minister for Trade, Tourism and Major Events, said last year NSW welcomed almost 567,000 Chinese visitors who spent \$2.3 billion in total.

"This agreement demonstrates the NSW government is focussed on increasing visitation from China which is our number one inbound tourism market.

"We look forward to welcoming many more Chinese visitors to our state," Ayres added.

Destination NSW ceo Sandra Chipchase said the agreement would see the state promoted via key Air China travel trade partners, endorsing Sydney and regional NSW itineraries.

NSW travel offers will also be highlighted through Air China's Phoenix Miles frequent flyer program, which has more than 36 million members.

"There are many wonderful regional destinations within a short drive or flight from Sydney for Chinese visitors to explore such as our world-class food and wine, golf courses, nature experiences, attractions and local festivals and events," Chipchase enthused.

MU adds PVG/ORD

CHINA Eastern has announced plans to add a daily direct service between the Chicago O'Hare International Airport and Shanghai Pudong International Airport, with services to commence 18 Mar.

The new route will be operated using a Boeing 777-300ER aircraft.



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.



EvergreenTours - '17 preview Europe River Cruising

This new brochure comes complete with new itineraries exploring France and Portugal. The expanded trips for next year include the 15-Day Amsterdam to Avignon, which takes travellers on a journey to historic cities including Cologne, Koblenz, Rudesheim and disembarking at Arles; as well as the 8-day Secrets of the Douro itinerary which departs Porto and journeys through Pinhao, Vega Teron, Salamanca, Pocinho and Regua.



Wendy Wu Tours Asia River Cruising 2016-17

Destinations covered in this new brochure include China, Vietnam, Cambodia, Laos, Myanmar and India. Highlights include the 14-day Majestic Yangtze River itinerary, which gives travellers a taste of Shanghai, Yichang, Chengdu and Beijing; as well as the 12-day Irrawaddy Voyager showcases destinations including Yangon, Mandalay, Mingun, Amarapura, Yandabo, Pakokku and Bagan.



World Journeys - WORLD 2016 Tailor-Made

A range of trips that span Africa, Europe, North Africa & the Middle East, the Indian subcontinent, Asia, Canada & Alaska, Antarctica & the Arctic as well as Central and South America are included in

this latest edition. Itineraries have been split into different travel styles which include group journeys, hosted journeys and special interest journeys with accommodation in three, four, five and six star properties. A feature of the brochure is the six-day Al Andalus luxury train journey which gives travellers the opportunity to experience the history and lush scenery of Spain.

Canopy London City

HILTON Worldwide has announced plans to bring Canopy by Hilton to the UK.

Slated to open in early 2018, Canopy by Hilton London City will be situated adjacent to historic Roman and medieval city walls, all within walking distance of the city's East End.

The new property will offer a range of dining options as well as meeting rooms and a fitness centre.

France advisory

AUSTRALIANS travelling to France have been reminded that a state of emergency will remain in place in the country until 26 May 2016.

Visitors should remain vigilant, follow the instructions of local authorities and follow the media for the latest information on security.

The overall level of advice for France remains at the 'high degree of caution' category.

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Cover-More has great opportunities for highly motivated Telephone Sales Consultants to join their team on a full time basis. You will be responsible for providing customers with quotes and information, closing sales, making outbound calls to follow up on existing leads, and hitting your monthly sales targets. As well as enjoying a dynamic and energetic workplace, you will receive an attractive base circa \$42,500 + uncapped commissions. Year 1 Sales Consultants who are reaching their targets earn \$15,000+ in commissions. Once you enter Year 2 and beyond your earnings will increase further. You'll also enjoy other benefits including performance recognition awards, quarterly team functions, discounted gym memberships and free travel insurance!



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MAKING HOLIDAYS EASY

Wholesale Travel Consultants

Sydney, Melbourne, Perth & Brisbane

Do you have a passion for sales? Start an exciting adventure with Australia's largest travel group!

Infinity Holidays is looking for ambitious sales-focused go-getters, who have been bitten by the travel bug to join the Infinity team as Wholesale Travel Consultants. You'll liaise with an array of travel experts across different retail brands, to create tailored holiday packages including flights, accommodation, tours and activities, transfers and more.

An industry leading salary package is on offer, comprising of a base, plus commissions. You will be guaranteed \$40K including super, with first year on target earnings between \$55K - \$60K. You will also have access to a range of fantastic benefits including discounted travel and global career advancement opportunities. Apply Now!

Apply Now at: applynow.net.au/jobs/76718

EW new pax jets

EUROWINGS has acquired two new Airbus A320 passenger jets as part of its plan to replace its existing fleet with Airbus A320s by Apr 2017.

The jets offer 180 seats, with the first three rows reserved for BEST fare customers and the first 12 rows have additional spacing between seats.

Eurowings' new metal will fly routes the airline will launch as part of its summer flight schedule beginning 27 Mar.

RCL shore excursions

ROYAL Caribbean has launched 18 new shore excursions for Australia, New Zealand and South Pacific cruises, providing a "new and improved" offering, with "something for everyone".

New excursions include: fishing at Airlie Beach, jet boating in Cairns, mountain biking in Hobart, a craft brewery tour in Wellington, a mining experience and historical town tour of Port Hedland, the Suva Kila Eco trek in Fiji & and a volcanic walking tour and glow worm cave experience in New Zealand.

Bentours 2-for-1

BENTOURS two-for-one special on its Symphony River Cruise and Essence of Scandinavia itineraries have been extended until 30 Mar.

Cruises depart from both Moscow and St Petersburg and prices start from \$2,500 for two people and \$5,013 for an eight-day cruise.

For more information contact res@bentours.com.au.

Qantas refund calcs

QANTAS has highlighted its Refund Calculation service for travel agents, which provides consultants with "accurate and timely refund information".

The service aims to help weigh up the best options for customers, to determine whether to proceed with the refund or retain a ticket in credit for future travel with Qantas.

To obtain a refund calculation agents can use BSP Link to submit a "refund application" and in the Reason field enter "refund calculation request only".

The calculation will be provided within three business days and is valid for 90 days; it can be viewed via BSP Link using the ticket number via a "Document enquiry".

If accepted, the agent can then re-submit the refund via BSP Link, but if the client decides not to proceed with the refund no further action is required.



This month *Travel Daily*, Tempo Holidays and Taj Hotels are giving readers the chance to win a trip from two to India, on Tempo Holiday's 8 day Incredible Royal Escape - with Taj Hotels. The prize includes 7 nights accommodation, transfers and comprehensive sightseeing throughout, valued at up to \$8,400.

To win, have the most correct answers and the most creative answer to the final question. Send your entries to tempo@traveldaily.com.au

Q5. Tempo Holidays' Golden Triangle Tour includes which three Indian cities?

Hint: Too easy!



SUPER RUGBY
Round 2 Winner
Congratulations
SUE HENDERSON
from Flight Centre
Sue is the top point scorer for Round 2 of Travel Daily's Super Rugby footy tipping competition. She has won a Lonely Planet wine trails book, from Collette.

collette
guided by travel

Emirates

Major prize for the 2016 footy tipping competition is return economy class airfares to Dubai flying with **EMIRATES**

NSW permit TFS/16/01397; ACT permit T/16/00339



Aussies Visit Flanders

Hilton Garden Inn

HILTON Worldwide has penned a franchise agreement with SC Apex Alliance to present the new Hilton Garden Inn Bucharest Old Town, located within a historic building in the city centre.

The 201-room property will offer contemporary dining options & a 24 hour fitness centre.

Hilton Garden Inn is slated to open in 2017.

VISIT Flanders hosted trade buyers from Australia for the first time at the bi-annual Flanders Brussels Travel Forum held on 22 Feb in Ghent.

Pictured visiting the Menin Gate in Ypres are: Peter Smith, McLachlan Tours; Ben Hayes, Boronia Travel; Vicko Bacic, Scenic; Robyn Brown, Insight; Kim Vaughan, Tempo Holidays and Tiffany Watters, Scenic.

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SYDNEY – EXECUTIVE SALARY PACKAGE

Looking for an amazing new destination to market? This Wholesale company requires the skills of an adaptable Product Manager. You will be well organised and have the ability to source and develop new and unique products to your competitors while being able to develop a brochure that stands out from the rest. With your talents you will have a creative flare and an eye for detail. Amazing company culture and career advancement opportunities.

JOIN IN ON THE SUCCESS
HOTEL FINANCIAL CONTROLLER
MELBOURNE – SALARY PKG TO \$100K+ (DOE)

Our client is a leading hotel chain with unique brands across their portfolio. Looking for a Financial Controller to join their talented team, you will oversee a property in Melbourne's Northern suburbs & will be responsible for all corporate reporting, annual budgets & quarterly forecasts as well as evaluating & improving operational systems & procedures. You will work with the property to implement all financial operating strategies to ensure growth for the property.

HIT THE ROAD WITH A LEADING BRAND
SALES EXECUTIVE - CRUISING
SYDNEY - SALARY PACKAGE \$80K

Our client is searching for a Sales Executive who is passionate about cruising along with the ability to source and secure new business. You will have a real drive, passion and understanding of the cruising market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm.

LEAD FROM THE FRONT!
HOTEL MANAGER
BRISBANE – PKG \$90-\$100K

Our client, a well-respected Brisbane hotel is looking for a Hotel Manager to join their team. They require the experience of a seasoned professional to manage & oversee hotel operations including Rooms Division & Food & Beverage. Excellent remuneration plus benefits on offer for the successful person. Experience in a similar role or considerable experience as an EAM for a 4 or 5 star property required. Apply now to find out more.

ESCAPE THE SHOP FRONT ENVIRONMENT
HEAD OF LEISURE

MELBOURNE – SALARY PACKAGE TO \$80K (DOE) + \$\$ INC.
This corporate travel company is seeking a competent leisure travel supervisor with a proven track record managing a team of senior leisure consultants. Working with this professional leisure team, you will be responsible for developing & driving the team to achieve results & maintain service levels, whilst remaining hands on consulting by appt only. Experience in a luxury high end leisure travel environment & solid management experience is essential.

PROMOTE OUR GREAT LAND

OPERATIONS MANAGER – INBOUND TRAVEL
MELBOURNE – SALARY PKG TO \$80K (DOE) + BONUSES
New to Melbourne, this Overseas Inbound Travel Company are seeking an Operations Manager to join their Management Team promoting Australia & New Zealand! Your role as Operations Manager is to ensure all operational business, sales & service delivery needs are met & opportunities for market share strategies are completed within professional & integrated means. Ensuring that all overseas & local offices deliver on all KPI requirements.

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Are you working in a sales role but on a low base? Want to have security of a high base salary plus a very strong commission structure? If you consider yourself a consummate professional in Sales preferably with TMC sales, we have a prestigious new role available now with one of the most dynamic TMCs in the business. Targeting the SME space, you must be driven by winning new business and achieving targets. OTE Over \$100k in first year.

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