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Friday 6th May 2016

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## Delta goes to Walshe

**THE** Walshe Group has been appointed as the new Australian general sales agent for Delta Air Lines, taking over the contract from Helloworld's Global Aviation Services (**TD** breaking news).

Helloworld isn't commenting on the loss of Delta, which was one of its last online carrier representation arrangements.

The Walshe Group has represented Delta in New Zealand for more than 30 years, with md Jacqui Walshe saying she was "pleased to be granted this opportunity to become their GSA in Australia.

"It is an exciting challenge and we look forward to welcoming many of their loyal and dedicated current team," she said.

DL operates daily non-stop flights between Sydney and Los Angeles and has a joint venture partnership with Virgin Australia.

The GSA deal includes ticketing, reservations, sales and marketing activities for Delta in Australia.

## QHols Tango activation

**QANTAS** Holidays and Viva! Holidays have this week extended the roll out of the new booking system Tango after a successful trial of the system with Premium Agents for over a month.

Set to replace **easyway**, Tango was spruiked as offering significant enhancements at the Helloworld owner managers summit last year in Wellington (**TD** 30 Nov).

The new platform fast-tracks the number of steps required to process a quote or booking.

Managing director at Qantas Holidays and Viva! Holidays Peter Egglestone told **Travel Daily** agents will find the new functionality and end-to-end booking solution very helpful in the consulting process.

"Added to this, the opportunity for agents to incorporate NYOP [name your own price] & finalise bookings at higher margins for them is a feature we want agents

to have immediately," he said.

Agents can access Tango via the 'Booking' tab on the Qantas Holidays/Viva! Holidays Industry Sales Site and by using their existing name and password.

The new system, best accessed via Google Chrome, can be used in conjunction with the existing **easyway** version, with all activity carried across to the old system and vice versa.

The 10-year old **easyway** system will remain accessible through MyCalypsoNet for the short-term.

"We will consider the takeover by agents and also the feedback over the next two months before making a final decision about retiring **easyway**," Egglestone said.

### Today's issue of TD

**Travel Daily** today has five pages of news and photos, plus a full page from: (**click**)

- Travel Trade Recruitment

## Livn backs out of deal

**TOUR** and activities booking company Livn has backed out of a possible acquisition by Capital Mining Limited (**TD** Mon), saying the deal was "not the right fit".

Late yesterday, Capital Mining Ltd confirmed for the first time it had engaged in discussions with the directors of Livn, with the view to takeover 100% of the issued capital in the firm (**TD** breaking news yesterday).

Chief executive of the six-year old company, Sean Cummins said it was a compelling opportunity, however at this point in time was not the best fit to fund further expansion of the fast-growing Livn business.

"It's been a very interesting and also encouraging process.

"There's been a lot of interest about what we are doing in the tours and activities space, a global market worth more than \$200 billion annually, and we are excited about the future," Cummins commented.

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## Badgers flight paths

**THE** Federal Govt has dropped plans for flight paths to converge over the Blue Mountains for Badgers Creek Airport in Sydney's west to avoid concerns over noise & pollution, Minister for Major Project Paul Fletcher says.

APT

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APT4321

## Flight Centre's new IAPs

**FLIGHT** Centre has launched new 'International Airfare Package' (IAP) add-ons to flight purchases as part of its ongoing push to develop unique product.

There are three levels of IAP offered to customers, starting at the \$39 'Captain's Basic' which offers a fixed \$50 fee for airfare changes and \$180 for cancellations, plus 24/7 customer care, a visa and passport check and transferable deposits.

The mid-range 'Captain's Essentials' for \$59 adds price drop protection and next business day refunds, while the top level 'Captain's Ultimate' at \$99 also includes fee-free cancellations and a \$150 accommodation discount.

The IAP was highlighted in an investment conference

presentation today, with Flight Centre cfo Adam Campbell also confirming that despite the "softer than normal trading climate" the company has maintained its commitment to investing in longer term growth.

Campbell also discussed the firm's recent strategic acquisitions including StudentUniverse.com and BYOjet, which he said were both "growing strongly and together should deliver in excess of \$500m in TTV" next year.

The new 'Aunt Betty' virtual travel agent is on track for a launch in the coming months, while Flight Centre's Travel Money will also shortly debut a new 'Key to the World' digital travel wallet, he said.

## NCLH net upgrade

**NORWEGIAN** Cruise Line, Oceania Cruises and Regent Seven Seas Cruises will quadruple the bandwidth available on their vessels as part of a new wi-fi network to be rolled out by Jul.

Under a long term strategic deal with EMC, multi-million dollar bandwidth and technology upgrades will be installed fleet-wide before the end of Jun.

Regent guests receive complimentary wi-fi, while Oceania guests under the OLife Choice promotion and NCL guests who selected free wi-fi as part of the Free at Sea promo will be able to access the internet.

Remaining pax can purchase a plan, per minute package or unlimited access package.

## IATA global pax stats

**GROWTH** in aviation global demand slowed in Mar, according to the latest global passenger traffic results released by IATA.

Monthly demand rose 5.3% year-on-year, but was outpaced by capacity at 5.9%, pushing the average load factor to 79.6%.

Following the global trend, Asia-Pacific airline's international traffic climbed 6%, but capacity increased 7.8%, causing the overall load factor to slide 1.3%.

Domestic load factors in Australia dropped 0.1% to 75.7%, only ahead of Japan and Russia.

## Travelport Q1 results

**TRAVELPORT** has continued its momentum from 2015 and reported strong revenue growth for the first quarter.

Revenue for the Asia-Pacific region jumped 9% on the prior corresponding period, behind Europe, Latin America and Canada, all which are up 18%.

Net revenue climbed 6% to \$609m, boosted by a 23% increase in net revenue from the firm's Beyond Air operations.

## SLH £12m injection

**SMALL** Luxury Hotels of the World is now jointly owned by the hotels it represents and the management company due to a restructure.

The restructure allows for a £12m (AU\$23.2m) investment in the brand over five years.

SLH ceo Filip Boyen said the funds allows the firm to further drive its newly improved quality assurance program; refresh its loyalty offering & ramp up technology & distribution systems.

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**XIAMEN** Airlines held a launch function for its upcoming flights to Melbourne at an event in the Victorian capital earlier this week.

The Melbourne-Xiamen route is set to debut on 01 Jul and is MF's third route into Australia, joining services from Fuzhou and Xiamen to Sydney which commenced at the end of last year.

MF will operate twice weekly frequencies using Boeing 787-8 jets on the MEL route, equipped

with four seats in First class, 18 in Business and 215 in Economy.

**Pictured** at the event from left are Nigel Aldons, senior investment manager of Invest Victoria; Wang Xiaojia, Commercial Counselor of Consulate-General of the People's Republic of China in Melbourne; Teresa Tony, general manager Melbourne office, Xiamen Airlines and Simon Gandy, chief of aviation, Melbourne Airport.

## Poll: VA top employer

**VIRGIN** Australia is the most attractive employer in the country, according to a survey of over 10,000 job seekers.

More than half of Aussies (51.34%) said they would like to work for VA, pipping Qantas by a very narrow margin which was second at 51.30%, up from its fifth placing last year.

Australia's largest travel group Flight Centre scraped into the top 20, positioned as number 20.

The research, commissioned online over three months by Randstad Australia is based on public perception and takes into account the largest 150 companies in the country.

"Virgin Australia clearly has a winning formula as one in every two people in the country know the Virgin brand, love it and would love to work there. This is a very powerful asset to own," Randstad ceo Australia and New Zealand Frank Ribuo remarked.



## Window Seat

**JETSTAR** teamed up with Japanese casual wear retailer Uniqlo to whisk away a group of Melbourne shoppers to the opening of the retailer's first store on the Gold Coast.

Over 25 shoppers arrived at Uniqlo's Melbourne Emporium store following a last-minute call out on social media and were popped on a bus to the airport.

They boarded a Uniqlo-branded Jetstar A320 aircraft (**pictured**) and upon arrival were greeted by traditional Japanese drummers.



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# Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

Cruise Australia and New Zealand during the holiday season with **Creative Cruising's** 15-night return package and receive a bonus US\$50 onboard credit per person twin-share when booked by 11 Jul - [CLICK HERE](#).

Book on select **Uniworld** itineraries by 31 May and fly free to Europe with Qatar Airways in Economy class. The deal includes the 15-day European Jewels river cruise departing 25 Sep - call 1300 780 231.

Enjoy six nights accom at **Outrigger Fiji Beach Resort** in a Deluxe Ocean View room. Prices start from \$999 per adult twin share for stays between 24 Apr-20 Jun, 01 Nov-26 Dec and 16 Jan-31 Mar, 2017 - call 1300 880 571.

**Celebrity Cruises** is offering free return flights for two repositioning Asian sailings onboard *Celebrity Solstice*. The offer will provide free flights for bookings made in Balcony Staterooms or above and is valid for new individual bookings made before 24 May. Visit [www.celebritycruises.com.au](http://www.celebritycruises.com.au) for more information.

## Amadeus Q1 results

**AMADEUS** has had a strong start to the year, reporting a 13.2% revenue increase for Q1, when compared with Q1 2015.

The technology provider saw a whopping 63% increase in passengers boarded to 269.5m.

Amadeus Air TA bookings rose 9.7% in the Asia and Pacific to 25.1 million.

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## Fiji donation drive

**UNLEASHED** Travel has partnered with not-for-profit organisation Spirit of Sharing to initiate a private donation drive to assist those effected by Tropical Cyclone Winston in Fiji.

"It's been over two months since the devastation of Cyclone Winston, but the huge rebuilding task for Fiji is still very real," said managing director of Unleashed Travel, Jot Lynas.

A total of five 40 foot shipping containers filled with donations of clothing, bedding, kitchen items and non-perishable food were shipped to the Fijian capital of Suva, following a call for contributions from Unleashed Travel's network of 15,000.

## Airbnb leisure tours?

**AIRBNB** is looking to expand into leisure touring, according to co-founder Nathan Blecharczyk.

Blecharczyk told *BBC* the company was now looking at pairing hosts and guests for tours, playing sport, and other activities.

"What we've demonstrated is there's an immense appetite to travel more authentically and immerse yourself in culture... as opposed to having a commoditised experience," said Blecharczyk.

"But connecting with real people having a good time, that's something not currently available in the professionalised world of hospitality," he continued.

Blecharczyk was speaking from Delhi where the firm is looking to expand and attract new business.

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## Preferred MICE ready

**INDEPENDENT** hotel brand, Preferred Hotels and Resorts, has expanded its portfolio of MICE-equipped luxury hotels to offer planners a greater variety of global destinations for gatherings.

New MICE-ready properties include Palazzo Versace Dubai, Dubai, UAE; Wanda Reign Chengdu, China; The Watergate Hotel, Washington; NOMO SOHO, New York City; Nassima Royal Hotel, Dubai; Pulitzer Amsterdam, Netherlands; EAST Miami, Florida; NH Collection Roma Palazzo Cinquecento, Italy.

## New \$2.6m NT ferry

**SEALINK** Northern Territory will add a vessel to the Mandorah ferry route which links the settlement with Cullen Bay, less than 2km from Darwin's CBD.

NT Deputy Chief Minister Peter Styles said the service would support the Tiwi route when it begins operation in Sep.

## Tourism left out: TTF

**THE** government has been criticised for leaving tourism out of a myriad of industries recommended to be included in the Seasonal Worker Programme.

Federal Parliament yesterday tabled a report as part of an inquiry, with the Tourism Transport Forum Australia commenting the program "should have been recommended for the tourism sector...This is a critical missed opportunity."

**ABOVE:** Qantas this week hosted winners from the Qantas and ATP 'Hit a home run' incentive on a five-star, five-day famil to Los Angeles.

Agents enjoyed stays at the Omni La Hotel and the Sunset Marquis in West Hollywood, and spending an exciting day out at Universal Studios Hollywood.

Trip highlights included tickets to a Los Angeles Dodgers vs. San Diego Padres baseball game, walking tours, shopping, cocktails and more.

**Pictured** above soaking up the Californian sun are: Ani Ghazarian, Voyager Sydney; Adrian Gonzalez, Voyager Sydney; Melissa Leach, Voyager Sydney; Jake McCoy, Voyager Melbourne; Samantha Cirakovic, Voyager Melbourne; Melinda Gathercole, Voyager Melbourne; Perlita O'Neill, Qantas Airways, Groups.

## Rocky clarification

**ROCKY** Mountaineer has clarified that its 'Free Hotel Offer', available on new bookings for packages of four nights or more, is valid until 27 May, not 24 Jun as mentioned in *TD* on Wed.

## Rosewood into DC

**ROSEWOOD** Hotels and Resorts has expanded its presence in North America to five properties with the addition of Rosewood Washington, DC in the capital.

Formerly branded as the Capella Hotel, the property features 49 rooms and 12 suites alongside the historic C&O Canal.



## GNTO showcase Magdeburg



**THE** German National Tourist Board's 42nd Germany Travel Mart (GTM) was held this year in Saxony-Anhalt, Magdeburg.

More than 500 international key account managers, tourism professionals and journalists from 45 countries participated in the B2B platform, meeting with over 300 German exhibitors from hospitality, incoming tourism, transport, and local and regional tourism organisations.

GTM was this year hosted by Magdeburg Marketing Kongress and Tourism PLC.

A two-day workshop held at Messe Magdeburg was the focus of the event and was heralded as a great success.

Suppliers particularly praised the event organisation by the GNTB and the host city.

Positive feedback was also

given about the quality of the workshops and the use of public transport.

The general program was also well received, including the official opening at the Maritim Hotel and evening dinner at Magdeburg cathedral square.

The host city has also arranged a medieval Christmas market which ended with a fascinating fire show.

Next year, the 43rd GTM will take place in Nuremberg.

**Pictured** from right are Christine Retschlag, freelance Journalist; Zeljka Galik Cimic, Scenic Cruises; Janai Bozza, Beyond Travel; Natalie Emdin, Utracks; William Freeman, AAP journalist; Catherine Griffiths, Renaissance Tours; Stefanie Eberhard, German National Tourist Office & Barbara Whitten, Anywhere Travel.

## Schoolies specials

**SCHOOLIES.COM** has released its Bali and Fiji programs for 2016-17 with ceo of the site Matt Lloyd saying the destinations were growing in popularity because of their affordability and all-inclusive nature.

The site is offering packages to Bali priced from \$999pp including flights, seven-nights accom at the Bounty Hotel, transfers, breakfast, resort pool parties and a Schoolies crew on site. Accommodation packages at the Bounty Hotel start from just \$299 for seven-nights.

Agents receive 10% commission, see [www.schoolies.com/agents](http://www.schoolies.com/agents).

## Nickelodeon to open

**THE** 208-suite Nickelodeon Hotels & Resorts Punta Cana is on track to open on 15 May.

The 5-star "experiential" resort on the Dominican Republic's Uvero Alta beach features water slides, splash pads, spray ground and a kids club, themed on Nickelodeon characters.

## Long boards on JQ

**JETSTAR** is upping its oversized baggage allowance on the majority of international and domestic flights from 1.9 metres to 2.3 metres in response to calls from the surfing community.

## Aussie nature for UK

**A NEW** digital campaign showcasing Australia's coast to the UK market highlights the natural attractions of Queensland's Sunshine and Fraser Coast.

The collaboration between Visit Sunshine Coast, Fraser Coast Opportunities and Tourism and Events Queensland (TEQ) features a social media campaign and search marketing strategy timed to coincide with the broadcast of the Ray Mears Wild Australia series on UK's ITV.

The push also stars Aussie ambassadors such as foodies Matt Golinski and Peter Kuruvita.

Destinations featured include the World Heritage-listed Fraser Island and Lady Elliot Island, 47 State and National Parks, reserves and forests and over 200 kilometres of beaches, rivers and waterways.

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## HX self bag drop

**HONG** Kong Airlines has confirmed plans to launch a Self-Bag Drop (SBD) service for passengers departing Hong Kong International Airport.

Six of the self service machines are soon to be installed at the international airport.

Initially, the service will only be available to passengers travelling with one piece of checked luggage, but it will be extended to multiple bags after the full launch.

Staff will be on hand for customer assistance.

Passengers with overweight and oversized checked baggage cannot use the service.

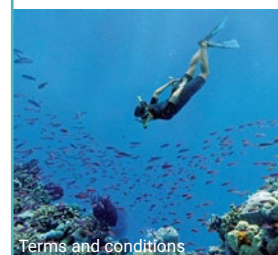


This month Travel Daily, New Caledonia Tourism and Aircalin are giving agents the chance to win a trip to New Caledonia. The prize includes:

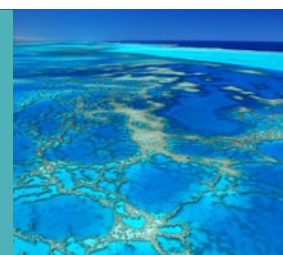
- Two return economy class flights on Aircalin
- 5 nights at Ramada Hotel & Suites Noumea staying in a one bedroom apartment
- Daily breakfast
- One week unlimited golf for two at the Exclusiv Gold de Deva + Garden Gold de Dumbea
- Return airport transfers

To win, answer every daily question correctly and have the most creative answer to the final question.

Send your entries to [newcalcomp@traveldaily.com.au](mailto:newcalcomp@traveldaily.com.au)



Q5. True or false: New Caledonia is home to the largest lagoon and second largest barrier reef in the world?



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Gold Coast, Attractive Base Wage, Ref: 2250SZ1

Looking for a new challenge? Tired of being on the phones or dealing with customers face to face for the whole day, every day? This could be the perfect role whilst maintaining the skills you have learnt through your travel career as a leisure or Corporate Consultant, you will also be working closely with internal departments as the along with ensuring you provide the best possible service to existing customer base, answering questions and assisting with general enquiries.

For more information please call Serena on  
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### Corporate Travel Consultant

Melbourne, \$55-60k, Ref: 2281KF1

Have you got a strong Corporate Travel background? Can you offer outstanding customer service to clients? Move into the challenging world of Corporate Travel. Strong GDS and past corporate experience is required for this leading national TMC in the inner suburbs of Melbourne. Handling complex international bookings, building itineraries to include flights, accommodation and land arrangements. Career progression is available for those wanting to maximise their corporate travel career.

For more information please call Kate on  
(03) 9988 0616 or click [APPLY](#) now.

### Travel Consultant

Adelaide, up to \$60k, Ref: 2260LM1

We are looking for a strong sales travel consultant who has the ability to create complex travel itineraries in a fast pace working environment. You will have good knowledge on multiple cruise and rail holidays; along with strong international destination knowledge. The suitable candidate will have GDS experience and personal overseas travel experience. This is a reputable travel company that is continuously expanding! Don't miss out on a great opportunity. Interviewing now!

For more information please call Lia on  
(02) 9113 7272 or click [APPLY](#) now.

### Inside Sales /Product Coordinator

Sydney CBD, Package to \$55k + Super, Ref: 2252PE1

We are looking for an ambitious travel professional looking for their next career move to inside sales, this role is key to driving success to the travel industry market across Australia. You will have a good knowledge of the industry and be keen on Sales and Marketing. If you are a creative thinker, have strong communication skills, thrive working in a busy environment and have an exceptional eye for detail, then this opportunity is for you. Excellent staff retention & salary is on offer.

For more information please call Paul on  
(02) 9113 7272 or click [APPLY](#) now.

### Ski Wholesale Travel Consultant

Brisbane, Competitive Salary + Comm, Ref: 1864KH2

Calling all ski and snowboard enthusiasts! Are you a seasoned ski and/or snowboarder and eager to share your knowledge of the best slopes and resorts? If you are interested in developing your current skills further in this booming niche market, then this could be your dream position! You will need experience in the travel industry, a proven sales record and a commitment to providing a level of customer service that is second-to-none. Progress your career! We are interviewing now!

For more information please call Kate on  
(07) 3123 6107 or click [APPLY](#) now.

### Leisure & Cruise Travel Consultant

Melbourne, \$45-48k, Ref: 2288KF1

I am recruiting for a travel consultant with a fantastic personality and ability to provide exceptional customer service to clients from all walks of life. Predominately selling high end leisure and cruises and FIT or pre packaged itineraries to all destinations of the world, we want someone that has a love for the travel industry with good product knowledge. This is a dynamic position working in an office based environment with vibrant yet professional personalities, Monday to Friday!

For more information please call Kate on  
(03) 9988 0616 or click [APPLY](#) now.

### Corporate Consultant

Perth, \$50-\$55k, Ref: 2191LM3

My client is looking for a Multi-skilled Corporate Consultant to join their expanding and successful team in the Perth area! Your experience within Corporate will be rewarded and valued in this global company and you'll be offered further development. If you have excellent corporate consultant experience then you can succeed in this exciting challenge and build your career further...In return for your hard work you will receive an excellent competitive base salary plus company commission.

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