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Travel Daily
First with the news

Friday 13th May 2016



Cuba has arrived!

travelcube



Travel Daily
on location in Singapore

Today's issue of *TD* is coming to you courtesy of Helloworld, which is hosting the annual helloworld for business Summit in Singapore this weekend.

ABOUT 120 members of the helloworld for business network and key suppliers have gathered at Singapore's Shangri-La Hotel for the Summit, which is themed "Evolution to Revolution".

Helloworld ceo Andrew Burnes opened the conference this morning, before presentations from David Padman, the company's Head of Associate, Corporate and Affiliate Networks and AFTA ceo Jayson Westbury.

Keynote speakers include Qantas International and Freight ceo Gareth Evans, along with financial journalist Ross Greenwood and Google Head of Travel for Australia and NZ, Dougal Mackenzie.

As well as presentations, the event includes workshops about key challenges and opportunities facing the corporate travel sector, while Tony O'Connor, founder of travel management consultancy Butler Caroye Asia Pacific will host a session for attendees on "Winning at tenders - an insider's guide".

More from the helloworld for business Summit in Mon's edition of *Travel Daily*.

QF VLI c'share off until Nov

THE recent completion of the first phase of runway upgrades at Vanuatu's Bauerfield Airport in Port Vila (VLI) appears to have done little to encourage Qantas to resume codeshare services to the South Pacific country.

Yesterday, Qantas notified travel agents its suspension of codeshare services on Air Vanuatu flights to Port Vila ex Sydney and Brisbane will continue to 29 Oct.

In Jan, Qantas halted the sale of flights between Australia and Vanuatu for an indefinite period due to concerns over the condition of the runway.

Agents with passengers booked on Qantas (081) issued tickets on SYD/VLI and/or BNE/VLI flights departing up until 29 Oct are able

to rebook, change destinations or retain the value of the ticket as credit under the waiver.

Earlier this month, the Vanuatu Tourism Office said the next phase of the rehabilitation work at Bauerfield will see the airport meet "code E specifications", which will allow the airport to cater for long-haul flights from wide body aircraft, "opening the door to more travellers from around the globe".

MEANWHILE, Virgin Australia is expected to resume scheduled services from Australia to Port Vila from 23 May (*TD* 29 Mar).

New QF roles for Limbrick and Hudson

VANESSA Hudson, who was most recently Qantas senior executive vice president, The Americas, has returned from the United States to take the role of the airline's executive manager customer and commercial relationships.

She steps into the position formerly held for the last four years by Steve Limbrick, who now has responsibility for QF's various airline alliance partnerships.

Tourism Aus reshuffle

TOURISM Australia today confirmed the outcome of a review of its international network, which will see the former roles of general manager Asia and general manager Western consolidated.

Under the new structure there will be one Sydney-based gm responsible for International Operations and Global Distribution, with the role to be filled by Katherine Droga.

Consequently Tim Jones, who has been with TA for a decade, will leave the organisation at the end of the month.

Today's issue of TD

Travel Daily today has eight pages of news and photos, plus full pages from: (click)

- Citroen EuroPass
- Travel Trade Recruitment

Egglestone resigns

HELLOWORLD this morning confirmed the pending departure of Qantas Holidays managing director Peter Egglestone, who has "resigned to pursue a number of opportunities outside of the company" (*TD* breaking news).

Egglestone, who has been with the business for almost 17 years, has headed up Helloworld Wholesale since 2013, with the company's executive director, Cinzia Burnes, saying a recruitment process was currently under way to secure a replacement.

Qantas Holidays staff were advised of the departure last week, with Burnes this week also announcing the appointment of David Green as the group's gm sales, Wholesale (*TD* yest).

HLO leadership team

HELLOWORLD ceo Andrew Burnes this morning revealed the final structure of the group's senior leadership team, which he said would "take the business into the 2020s".

Speaking to delegates at the helloworld for business conference in Singapore (*see p2*), Burnes said the executive group had been reduced from 17 to 12 people including himself, David Padman, Julie Primmer, Russell Carstensen, Mike Thompson, Yusuf Ahmed, Anthony Woodyard, Stan Scott, Simon McKearney, Des Fielding, Michael Burnett and Cinzia Burnes.

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Holidays Trip



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Treasury Casino & Hotel, 159 William St

MELBOURNE
Tuesday 24 May, 5.30-7.30pm
RACV City Club, 501 Bourke St

SYDNEY
Wednesday 25 May, 5.30-7.30pm
Sheraton on the Park, 161 Elizabeth St

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Scenic TV campaign

SCENIC will this weekend unveil a new TV campaign highlighting the cruise & tour operators point of difference from its competitors in the luxury river cruise market.

Dubbed 'The Difference is Scenic', the 90-second TVC was shot in Europe aboard the next-gen Space-Ship, *Scenic Amber*.

The ad hones in on Scenic's premium inclusions such as top shelf beverages, butler service, extensive onshore activities and Scenic Enrich experiences.

Preview the TVC, debuting on 15 May, by **CLICKING HERE**.

Two other new commercials will directly support Scenic's top tier Diamond Specialist Agents, aimed at driving "footfall in store" and airing for one week commencing 22 May - **CLICK HERE**.

"We really value their ongoing support," Scenic gm sales and marketing Michelle Black said.

The campaign will run through mainstream press as well as online and in cinemas.

HLO to push business brand

HELLOWORLD ceo Andrew Burnes today confirmed the helloworld for business brand will continue to roll out publicly, with a significant brand marketing campaign over the next year.

Helloworld for Business was highlighted in national full page advertisements in the *Financial Review* the day after the Federal Budget earlier this month, which Burnes said was a first step in boosting the brand.

Speaking to delegates at the Helloworld for Business Summit in Singapore this morning (see **p1**) he also outlined a number of other initiatives, including the launch of a new dedicated website at www.hwfb.com.au which showcases members of the group and will be used as the call to action for marketing.

Burnes, who has been ceo of Helloworld for just over 100 days, detailed the ongoing transformation of the operation.

A range of new initiatives for the helloworld for business rolling out in recent weeks include a network-wide deal with Serko, as well as the Carlton in Business partnership (**TD 11 Apr**) which Burnes said had already resulted in "significant new business".

The Helloworld brand will be pushed out further alongside other sponsorship deals, with Burnes confirming he was in talks with the National Rugby League and also an unspecified other sporting code about an agreement.

Burnes also flagged a change to the 'experts in everywhere' tag line, saying "at Helloworld we are experts in a lot of things but it's not everywhere".

"We have to get across a fundamental proposition to our customers," he said, with a slide presentation suggesting it could be 'Helloworld...because flights are just the beginning'.

JQ adding ADL/MCY

JETSTAR has today announced it will commence a new thrice weekly service between Adelaide and the Sunshine Coast from Sep.

The route from South Australia builds on Jetstar's existing flights to MCY ex Melbourne and Sydney which JQ's head of commercial operations & improvement Carly Povey said were "performing well".

"The Sunshine Coast is one of our most popular leisure destinations and we're sure Adelaide holidaymakers, as well as Queensland tourism operators, will warmly welcome today's announcement," Povey added.

Flights will commence on 30 Sep, operating on Wed, Fri and Sun and adding an extra 56,000 seats between the two cities.

Visit Sunshine Coast ceo Simon Latchford said the new ADL capacity into the region would complement significant growth from SYD, MEL and New Zealand.

Special launch fare on the route are priced from \$69.

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First with the news

Friday 13th May 2016



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CLICK TO VIEW DEALS

Odell new local CLIA chairman

NORWEGIAN Cruise Line Holdings svp and md Asia Pacific Steve Odell has been named as the chairman of Cruise Lines Int'l Association (CLIA) Australasia, replacing Gavin Smith who is relocating to the UK.

Odell has more than 30 years cruise industry experience and previously held the same title 10 years ago when CLIA was known as the International Cruise Council of Australasia.

CLIA Australasia's executive committee has also expanded to now include the local heads of Royal Caribbean, Princess Cruises and Carnival Cruise Line.

Adam Armstrong, Stuart Allison and Jennifer Vandekreeke boost the exec committee number to eight line representatives.

They join MSC's Lynne Clarke, Silversea's Karen Christensen, Ponant's Sarina Bratton & Travel the World's Andrew Millmore (GSA for Tauck).

The expanded committee were confirmed following yesterday's Annual General Meeting, with CLIA Australasia md Neil Linwood praising Smith for his five years dedication to the role since his appointment in 2011.

"Gavin has been very generous with his support and guidance for CLIA during a time of rapid industry growth and we thank him for all his hard work on the industry's behalf," Linwood said.

Smith was promoted to the UK-based position of senior vice

president international for Royal Caribbean (**TD** 18 Mar).

The shuffling of the committee also sees the departure of Carnival Australia executive chairman Ann Sherry.

"I welcome the opportunity to work in collaboration with the Board, providing a voice for the industry at such exciting times for the sector," Odell remarked.

TNZ India, US funding

NEW Zealand Prime Minister John Key today announced the govt would inject an additional NZ\$8 million over four years to Tourism New Zealand (TNZ) to target visitor growth out of the United States and Indian markets.

"The increased funding supports our work to secure growth opportunities these markets present to generate value for the industry now and into the future," TNZ chief executive Kevin Bowler said.

Extra support will be ploughed into the US market immediately, capitalising on new direct flights being launched by American Airlines (on 23 Jun) and United Airlines (on 01 Jul).

In India, the increased funding will assist with training travel agents to promote New Zealand during shoulder seasons.

There will also be an increased investment in aviation pacts to maximise sales in the key May-Jun travel period for Indians.

Contiki winter brox

CONTIKI is aiming to curb perceptions the cooler months of the year in Europe are about snow, freezing temp and skiing & snowboarding trips, releasing a video series to showcase the sights, festivals and winter sun.

The 'Sexy Winter Man' videos will run across contiki.com and its social media channels.

The launch of the videos coincide with the roll-out of Contiki's 2016/17 Winter Europe program which explores Iceland for the first time, building on the successful introduction of the destination in summer.

Based out of Reykjavik, over four days participants will visit hot springs and take an excursion to view the Northern Lights.

More details at contiki.com.

Harmony delivered

ROYAL Caribbean International took delivery of its latest cruise ship overnight, the 16-deck 5,479 guest *Harmony of the Seas* at a ceremony in Saint Nazaire, France.

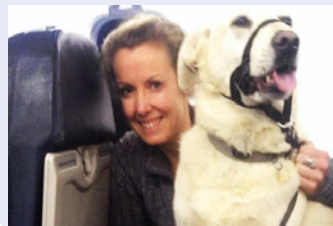
Harmony is RCI's 25th vessel and is the world's largest cruise ship at 227,000 gross tonnes and 362 metres in length.

The ship features 2,747 rooms and will homeport in Barcelona, from where it will embark on its first voyage on 07 Jun.

Window Seat

CANADIAN North & WestJet airlines turned into flying Noah's Arks this week when they bent their rules to allow feline, canine and even reptile pets inside flight cabins with their owners.

These animal-filled flights (pictured below) may have looked pretty damn cute but the reason behind it was a serious one - allowing people and their beloved pets to escape the serious wildfires that are burning in the Canadian town of Fort McMurray.



Ticketek GC18 partner

THE Queensland Government has appointed Ticketek as the official ticket agent to provide ticketing technology & marketing services for the Gold Coast 2018 Commonwealth Games (GC18).

Ticketek will provide end-to-end services across its multichannel ticket sales network.



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Product Executive AUS/NZ (Melbourne based)

Would you like to become part of the ongoing success of APT, now is your opportunity. APT is currently seeking a Product Executive to join our Domestic Product Team working on our AUS / NZ Program.

If you are highly organised, enjoy dealing with people and have strong attention to detail, this could be the role for you.

Strong destination and product knowledge of Australia and New Zealand with a passion for delighting the customer with every experience is essential.

To learn more about this exciting opportunity with APT and to apply please check out our careers page:

aptouring.applynow.net.au. Applications close Wednesday 18th May.

Friday 13th May 2016

UK Terror level raised

UK AUTHORITIES have raised the terror threat level from dissident Northern-Ireland militants to a three of five rating, meaning an attack on Great Britain is probable.

The overall advice level for the UK on Smartraveller has not changed, with the Department of Foreign Affairs and Trade advising visitors to “exercise common sense and look out for suspicious behaviour as you would in Australia”.

Tassy brand asset

TASMANIA has been allocated \$650K from the state budget to “amp up” its branding message.

Tas Minister for Tourism, Hospitality and Events Will Hodgman reiterates the state will not be re-branding as “our brand is already strong”, instead focussing on “turning up the spotlight that’s already shining on our people, place and produce.”

IE suspends Sydney

SOLOMON Airlines has cancelled its weekly Sydney service with effect from 17 May due to poor market conditions.

The airline said the suspension is temporary and plans to re-enter the market once conditions improve and in the meantime, reintroduce seasonal services.

General manager operations & commercial, Gus Kraus said the situation has been further compounded by the carrier’s absence on the Honiara-Sydney route since 19 Feb due to its Airbus A320 undergoing longer-than-expected planned maintenance in Singapore.

MEANWHILE, Qantas has issued a waiver code for customers affected by the suspension for departures from Australia on/ after 18 May through to 02 May 2017.

Rebook, change destinations, retain the value of the ticket or receive a refund using 438413.

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itravel product experiences

THIS week the itravel team hopped on board an AAT Kings coach and the Indian Pacific train to experience the products first hand just as guests do.

AAT Kings product manager and previous tour director Lauren Walker presented a product update before imparting insight on the fun life of a Tour Director. On board the Indian Pacific,

agents were treated to a walkthrough and visited dining rooms and cabins including the Platinum and Gold Class offerings.

Pictured above in front of the AAT coach is: Joanne Rothwell, Priscilla Fuentesfria, Anne Parkinson, Donna Sheather, Joanne Agius, Lyndall Collins, Manuel Rivera, Agnes Tye, Amy Morris and Georgie Banovic.

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Enjoy seven unforgettable days cruising on the southern Adriatic Sea from one island to another.

SOUTHERN PEARLS | 8 DAYS from **\$1070***

Cruise from Dubrovnik to Split on this one way journey, exploring ancient towns and beautiful sights along the way.

SPLIT TO DUBROVNIK | 8 DAYS from **\$2020***

Experience the best of the Southern Dalmatia islands and Croatian coastline while on board this deluxe cruise ship.

SPAIN

SPANISH CAPITALS BY TRAIN | 10 DAYS from **\$1866***

Enjoy the freedom to discover the Spanish Capitals with the ease and comfort of travelling by rail.

CLASSIC ANDALUCIA BY TRAIN | 7 DAYS from **\$1222***

Explore the beautiful region of Andalucia, travelling through major cities, on this classic train journey.

SPAIN, PORTUGAL & MOROCCO | 17 DAYS from **\$2399***

This unique tour will open the doors to the magic triangle of mixed cultures between Spain, Portugal and Morocco.

*Conditions apply. Prices are per person twin share and are correct at 10 May 2016 but may change depending on surcharges, fees, taxes and/or currency changes. See tempoholidays.com for more details.

Sensational southern India



TAJ Hotels, Resorts & Palaces, MW Tours & Scoot recently hosted a National Luxury Southern India famil.

The group enjoyed a full itinerary taking in Kerala, Mangalore, Coorg Madikeri and Hyderabad.

Highlights included boarding a houseboat to journey through the Kerala backwaters, staying in India's latest palace hotel – Taj Falaknuma Palace, experiencing the Begum Bazaar and visting the restored Chowmahalla Palace.

Many culinary delights were enjoyed including famous Kerala fish curries.

Pictured from left are:

Reichlyn Aguilar, Instagrammer/photographer; Mukesh Sharma, local tour guide; John Layton, owner/director italktravel Bribie Island; Ruby O'Connor, Scarfe & Turner Travel Associates Darwin; Judy Watters, helloworld Toowoomba City; Thushara Liyanarachchi, regional director of sales Australia & New Zealand Taj Hotels, Resorts & Palaces; Trace Olsen, national sales manager MW Tours; Joanne Langhorne, Langhorne & James Travel Associates; Jessica Lowy, Flight Centre Rose Bay Sydney and Bikramjit Bhangoo, director of sales, the Falaknuma Palace.

gw Mumbai-SIN boost

INDIA'S Jet Airways is boosting capacity on its Mumbai Singapore route on one of its two daily flights effective 01 Jun thanks to the introduction of an Airbus A330-200.

W Hotel music room

A PRIVATE music studio and writer's room has debuted at hotel W Bali in Seminyak featuring sound equipment and a studio layout for professional use.

More music rooms at W Hollywood, W Barcelona and W Seattle will debut later this year.

BENCH INTERNATIONAL

NSW/ACT Sales Representative

Bench International has a unique opportunity for a highly motivated and energetic Sales Representative in NSW/ACT.

Experience in sales together with first-hand travel knowledge of Africa is a must. The successful candidate will be responsible for managing existing relationships with key travel agents, as well as developing new ones within New South Wales and the Australian Capital Territory. Participation at travel shows and consumer nights are some of the aspects of the role.



Email your CV to jobs@benchinternational.com.au with a summary of where you have travelled in Africa plus tell us about your most memorable African experience.

Mirage MICE promo

SHERATON Mirage Port Douglas Resorts will reveal its \$40m dollar revitalisation next month, attracting the attention of the MICE market.

Forward MICE bookings for the next two years have shown "exceptional growth" according to the Mirage team.

Key renovations include revamped guest rooms, refurbished function facilities, fresh pool side areas and event-friendly outdoor spaces as well as a new Lobby Café and upgrades to the Feast Restaurant.

&Beyond Botswana

&BEYOND Nxabega Okavango Tented Camp in Botswana has reopened this week after extensive renovations.

The nine tented suites have been transformed and the private verandas have been extended while two of the tents have been converted into a family suite

A private vehicle is now also available for hire.

Japan Snow shows

JAPAN snow and ski industry reps are heading to Melbourne and Sydney this month for the Snow and Adventure Travel Mart organised by Japan National Tourism Organization.

The event gives Aussie travel agents an opportunity to network and to get up-to-date on the Japan ski scene.

There will also be prizes on offer including hotel vouchers and a Sony camera.

The travel show will be held in Melbourne at the Novotel Hotel on Collins on the 23 May and at the InterContinental Hotel in Sydney on 30 May.

Those interested in attending are asked to send their name, company name and position to jntoinfo@jnto.org.au.

General Manager

QT Travel (owned by Teachers Mutual Bank Limited)

QT Travel is a well-established member and multi market Travel agency group, wholly owned by Teachers Mutual Bank Limited. With existing Sydney and Perth based agencies, Diploma Travel and Tertiary Travel provides exceptional leisure and corporate travel services to our existing members and also operates as an independent retail and corporate travel management company. We wish to appoint a General Manager to lead and drive our next stage of growth, the creation of a new exciting brand and innovation of our business in Australia from either our Sydney or Perth offices.

You will have a proven track record having established strong industry experience, a superb reputation for delivering what you promise and building and nurturing a successful multi location and multi market travel agency group.

You will already be in a leadership role or demonstrate the desire to step up to that level and be able to market, communicate and execute our unique position and strategy in the Australian marketplace. You will also have an established background in both the retail leisure and corporate travel markets, with a strong focus on digital services and innovative travel service delivery and sales.

In return we offer you the chance to be empowered to take QT Travel in Australia to the next level and build a unique and innovative travel agency brand in the country.

If you have the drive and ambition to realise your potential in this unique role, we would love to hear from you.

To be successful in this role you will have:

- More than 5 years' previous experience in the Travel Industry
- Demonstrated successful leadership roles within the Travel Industry
- Corporate and Leisure retail travel management experience, in Marketing, Sales or Operations.
- Well rounded knowledge in leading travel technologies and online booking solutions
- Strong experience in digital marketing methods and strategies
- Excellent written and spoken communications skills
- Strong business acumen
- Police Check will be required
- Current Australian Driver's License

Applications can be sent via email to jobs@tmbank.com.au

NSW export-ready

A GROUP of 14 newly export-ready Aussie suppliers were introduced to 40 inbound tour operators and industry reps at last month's Destination NSW New Product Workshop.

The event was the first inbound trade event for most of the suppliers, which included Australian Surf Tours, BIG4 Great Lakes, Dolphin Swim Australia, Dave's Brewery Tours and more.

NSW Minister for Trade, Tourism and Major Events Stuart Ayres said the government is delighted to support these businesses "to showcase their products, attractions & services to inbound tourism operators that can in turn promote and sell these products to their customer base".

BYO grandmothers

WHY not party it up with nan? This summer Stoke Travel Co. is giving away two free nights in a tent at select festivals for anyone who brings their grandmother.

"We're just trying to demonstrate that we are an inclusive movement," said Toby Paramor, ceo of Stoke Travel.

"Young and old, gay and straight, Trump supporters (or human beings) are all invited to contribute to this big ol' continuous party."

See www.stoketravel.com.

Anantara free diving

THE first PADI-certified free diving centre in the Maldives has been opened by Anantara.

Titled Aquafanatics, the facility is available for guests of Anantara Dhigu Maldives Resort, Anantara Veli Maldives Resort and Naladhu Maldives.

Conducted without an oxygen tank, free diving relies on the diver to hold their breath.

FC top agents party in Top End



FLIGHT Centre's top sellers of Infinity products were treated to a luxurious get-away to Darwin last month as part of the wholesaler's 'Aussie Gold' incentive.

This year Infinity sent 64 consultants on the trip, with the top 14 sellers flown out two days earlier to spend their first night at Skycity Darwin where they enjoyed sunset drinks before heading out to Il Piatto Restaurant for a three-course meal.

The trip involved stays at five star hotels, train trips through Australian scenery, cultural cruising, iconic national park experiences and more.

The rest of the Aussie Gold winners joined the top 14 back in Darwin, staying three nights at Mantra on the Esplanade.

The opening night saw a

huge shindig at Crocosaurus Cove, followed by VIP access to Monsoons Night Club, for those that still wanted to party the night away.

Next year, Aussie Gold will change into 'Aussie & Kiwi Gold' and Infinity will take winners on an adventure to New Zealand visiting Waiheke Island, Rotorua, Hobbiton and more.

Aussie Gold winners are **pictured** above at the closing party, hosted at the Darwin Aviation Museum.



Hello New Career!

helloworld has a number of vacancies across the following locations:

- **Manager helloworld Toorak - VIC**
- **Travel Advisor – helloworld Canberra Centre - ACT, helloworld Eastgardens Westfield - NSW and helloworld Knox Westfield - VIC**

At helloworld, Australia's fresh, new travel brand, our mission is to offer travellers unparalleled convenience, industry leading service and the best value, tailor-made holidays.

We believe the best service and advice comes from people who are passionate travellers themselves and can speak knowledgeably from their own experiences. Some of your key objectives include:

- Achieve monthly commission and service fee targets
- Achieve sales of helloworld preferred partners.
- Maximise each sale to its fullest through upsell and cross-sell opportunities.
- Excellent airfare knowledge and able to provide alternatives in all travel classes
- Deliver unparalleled, passionate, educated and insightful customer service in a customer centric manner.
- Be responsible for the development and maintenance of loyal, repeat customers and ensure all client data is current and housed in the database.
- Implement individual and team local community business development initiatives to drive sales growth.
- Adopt and adhere to all Company Agency systems and standards.
- Full Time Permanent positions
- Salary negotiable and commensurate with experience

If you thrive in supportive and motivating environments, then we're most likely your employer of choice. Contact us today to enquire about joining helloworld – winner of Australia's Best Travel Agency Group 2014.

Email: careers@helloworld.com.au and reference your preferred location of interest.

Only shortlisted candidates will be contacted

TT MoveMe service

TIGERAIR Australia is offering a new product that enables flight late-comers or early-arrivals the opportunity to move to an alternate flight at a minimal cost.

Called 'Move Me', the service is \$12 one way & purchased online during the booking process, for flights on trunk routes between Melbourne, Sydney and Brisbane.

It allows pax to alter booked flight to another service on the same route without incurring any additional change fees.

Pax running late have 15 mins after their original scheduled time of departure to take up the service - **CLICK HERE** for info.

"MoveMe will help take the stress out of flying for those who may need to change their plans and offers peace of mind for those who may occasionally run late," Tigerair Australia comm director Adam Rowe said.



This week, Travel Daily and Sonoma County are giving travel agents the chance to win a bottle of sparkling Sonoma County wine each day.

With more than 400 friendly wineries, 40-plus spas, 88km of stunning Pacific Coast, farm-to-table restaurants, rivers to kayak or float down, redwood forests to explore, shops and galleries that entice, and hiking and biking trails that meander over oak-covered hills, Sonoma Wine Country beckons the adventurous, the curious, and the lovers of the laid-back Northern California lifestyle. Visit www.sonomacounty.com.

To win, be the first agent to send the correct answer to the following question to sonoma@traveldaily.com.au

Which iconic California highway runs alongside 80kms of Sonoma County's rugged Pacific coastline?

Need a hint? **CLICK HERE.**

Today's Technology Update is brought to you by Amadeus IT Pacific.

It's a 'bleisure' when business and leisure travel collide



When I travel with my family, it's great to feel that I have a say over the trip I'm going to take (wife permitting of course). I

enjoy the choice and freedom to choose what will work for us all.

And why should it be any different when I travel for business? I love being on the ground with clients in their environment. Equally though, after my all-day meetings I enjoy a walk around the city and a visit to the pub for a local beer. If I'm lucky, sometimes there's even time for a game of golf.

There has been an evolution in business travel. Amadeus believes that travellers increasingly expect the travel industry to know what their needs are to cater to them accordingly. Travellers want to experience a business trip similar to their leisure ones. This provides us with a challenge but also an opportunity.

If all the players in the travel ecosystem were to focus a little more on what the business traveller wants, or is likely to want, I reckon we may be able to put the fun back in business travel while still respecting the needs of the corporation.

Travel providers need a traveller centric approach and breakthrough technology that offers end-to-end solutions to improve the traveller experience. To learn more about the Amadeus vision to welcome 'bleisure' travel, [click here](#) to download our Managed Travel 3.0 white paper.

Tony Carter
Amadeus IT Pacific

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FCG agents take off to Sin City



THE Las Vegas Convention and Visitors Authority (LVCVA) and United Airlines recently hosted 12 Flight Centre frontline agents on a five-day trip to Sin City.

The group flew in on United's new *Dreamliner* aircraft before arriving at their luxury accommodation at Bellagio and The Cosmopolitan of Las Vegas.

Activities included high performance car racing at Exotics Racing; a flight over the famous 'Strip' at night with Maverick Helicopters; seeing the views from the new High Roller observation wheel; a Cirque du Soleil show; Absinthe performance and a VIP experience at one of Vegas'

hottest nightclubs.

Agents secured their place on the famail by booking United and Las Vegas during a recent sales incentive run in conjunction with the Flight Centre Group.

Agents **pictured** (from left) are: Nicholas Pemberton, Escape Travel Burnside; Rani Haddara, Escape Travel Highpoint; Cameron Clark, Flight Centre Gladesville; Kerri Lester, FC Eltham; Sarah Jones, FC Semaphore; Isabella Cilia, FC Southland; Brooke Devlin, FC Werribee Plaza; Olivia Hewson, FC Warringah Mall; Bart Druitt, LVCVA - Aus/NZ; Morgan West, FC Ulverstone; Peter Monaghan, FC Eastgardens Navy; Edwin Jungwirth, FC Product and Eliza Vangelatos, FC Hornsby.

Zimbabwe cash crisis

DFAT is warning that Zimbabwe is in the middle of a cash crisis making it increasingly difficult to withdraw money at banks and ATMs across the country.

Credit and debit cards are not widely accepted, meaning tourists should plan their expenses in advance and bring enough money with them to support their entire stay.

DWC Q1 traffic up 80%

DUBAI Airports has reported an 80% rise in passenger traffic at Dubai World Central (DWC) in the first quarter of 2016 when compared to the corresponding period in 2015.

The increase was spurred by demand on routes served by major carriers including flydubai and Qatar Airways.

The growth trend is expected to continue with a key factor being flydubai's entire operation transferring to DWC by end of next year.

Friday 13th May 2016

China FIT uptick

A RISE in free independent travellers (FIT) from China who favour "spontaneous exploration" has been identified by a Phocuswright study.

Sponsored in part by TripAdvisor the report examined the habits of more than 3,000 outbound Chinese travellers.

It revealed China's FIT's are young, well-educated and affluent with 9 out of 10 aged between 18 and 44.

The market often chooses their destination just one to two weeks prior to departure and take the majority of their trips between May and Oct.

While short haul destinations in East Asia (particularly Greater China) are the top choice for outbound Chinese FITs, there is a strong interest in long-haul travel to Europe, Australasia and North America in the next two years.

Nearly half of outbound Chinese FITs plan to take more trips in the next two years when compared to the last 12 months.

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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.

Fly to Vanuatu from Sydney with flights starting from \$480pp. Book with **Air Vanuatu** by 31 May for travel until the end of Mar 2017. See www.airvanuatu.com for details.

Savings of up to 30% are available on Royal Caribbean International's 2017/2018 sailings when booked by 28 May. For more, **CLICK HERE**.

All of **Tigerair Australia's** domestic and international routes are on sale with up to 60% off travel between Nov-mid Dec. Book by 12pm 14 May.

Explore South Africa, Victoria Falls & Mauritius for 16-nights with flights from Perth starting at \$6,399ppts with **Journeys Africa**. For more information, see www.journeysafrica.com.au/special-offers.

Last minute 2016 deals on Ireland and Britain coach tours are on offer with **CIE Tours**. Find discounts of up to \$800 per couple **HERE**.

Preferred Japan deal

ADVANCE purchase deals up to 25% off the best available rate are offered with Preferred Hotels & Resorts during Japan's season of festivals.

Participating properties include Royal Park Hotel, Tokyo; Hotel New Grand, Yokohama and Kyoto Tokyu Hotel.

For the full list, **CLICK HERE**.

Homewood Wash DC

BUSINESS travellers in the US have another option with the opening of Homewood Suites by Hilton Washington DC Convention Center.

The 160-suite hotel is just a few steps away from the Walter E. Washington Convention Center and Mount Vernon Square Metro Station.

Qantas Games decal comp



GETTING into the Olympic spirit, Qantas is calling for the public to choose the Boxing Kangaroo design to feature on the Boeing 747 aircraft which will bring the Australian Olympic Team home from Rio de Janeiro.

Voters will go in the draw to win a trip to Qantas' Olympic Team Welcome Home event, where the athletes will be reunited with family and friends.

The three options to choose from are **pictured**.

To have your say on the design, **CLICK HERE**.



Langham Melb perks

THE Langham, Melbourne has unveiled extra perks for guests choosing to extend their stay.

Corporate guests who book for eight nights or more can enjoy complimentary extras such as a \$50 food and beverage or spa credit, laundry service for four items & high-speed internet.

Those who stay for 15 nights or more may be eligible to receive \$100 food & beverage voucher or spa credit, two free in room movies and popcorn.

Terms and conditions apply - for more info call (03) 8696 8009.

OTG Africa 2 for 1

ON THE Go Tours is offering a special two-for-one deal on Africa overland safaris.

Tours span Maasai Mara in Kenya through down to Cape Town, with 23 safaris available in May - to book, call 1300 855 684.

Tokyo travel guide

AN ONLINE one-stop travel guide for foreign visitors planning a trip to Tokyo has been launched by a group of private and public enterprises in the country.

The 'Live Japan Perfect Guide Toyko' website is available in eight languages and focuses on four categories - Visiting, Eating, Shopping and Lodging.

It also features a travel map that highlights 19 essential locations (ATMs, wi-fi hot spots, etc), and sheds light on Japanese culture and instructions on how to use trains & the best methods for paying at restaurants.

See livejapan.com.



WIN A TRIP TO NEW CALEDONIA

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 Golf de Deva + Garden Golf 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



Q10. Name the aircraft types that Aircalin has in their fleet that fly from Australia to Noumea?

[CLICK HERE for a hint](#)

[Terms and conditions](#)

Travel Daily is Australia's leading travel industry publication. 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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FORGET ONE FREE TICKET WIN THE WHOLE MOVIE THEATRE!

That's right – simply tell us in 50 words or less why you should win an entire Hoyts LUX movie theatre, to watch a movie of your choice - for yourself and your customers, friends or family - and go into the draw to win it!

CONDITIONS

- Enter by emailing europass@citroen.com.au
- You must include the words "Citroën EuroPass" in the entry
- Entries close Friday 20 May 2016 (EST)
- Only the winner will be notified - by Wednesday 25 May 2016
- To enter you must be a full time retail travel agent
- One entry per agency
- Entry must include your name + all agency address/contact details
- Winning entry may be published
- Hoyts LUX theatres range in size (30-60 seats) and are located in NSW (4), VIC (4) and WA (1)
- Hoyts LUX theatre, movie and date/time are subject to availability and must be used before 30 June 2016
- **Prize also includes catering package (canapes/mains/drinks)!**

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Working in partnership with the Australian Travel Industry

Travel Team Leader

Gold Coast, \$DOE + Super, Ref: 2216SZ3

Are you a Travel Team Leader or Assistant Manager with a proven track record in sales and a desire to grow a team? This role is focused on the online and cruising market. You'll be responsible for mentoring, teaching and training existing & new consultants as well as leading by example, providing support in a non retail agency to a group of savvy consultants. A major part of your role is to create structure & ensuring monthly targets are met by individual consultants and as a team.

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

Calypso Travel Reservations | Temp

Sydney, \$25-\$28 P/H Neg, Ref: 1900PE3

Can you give memorable customer service & help make exceptional holidays for your customers. If you love the travel industry and have worked on Calypso reservations system, then this role will suit you perfectly! In this role, you will take high volumes of calls from agents, where you will provide competitive quotes for their customer's. Your destination knowledge will assist the consultant's book the best trips, Temp to perm potential for the right person. If this sounds like you please apply!

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

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 face 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.

Travel Store Manager

Brisbane, Great Package on Offer, Ref: 2274KH1

A super opportunity has arisen for an experienced travel consultant or manager to take the next step in their career and run your own store. The successful candidate will have a strong travel consultant background with the ability to run your own desk. We are looking for someone who is creative, innovative and looking to make a real impact with this travel company. If you can bring your own client base, then this is a plus! Don't miss out on a great opportunity. Interviewing now!

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

Travel Consultant

Sydney, Up to \$50k + Bonus, Ref: 2261HC1

Are you an ambitious Travel Consultant in Sydney passionate about the travel industry and selling holidays? We are looking for an experienced Travel Consultant who is looking for a refreshing change and keen to progress. Work for a well-established Travel Company who offers excellent career progression and training. It is a Monday – Friday role with some weekend work. If you think you have what it takes to be a successful Travel Consultant then this is the perfect role for you.

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

Retail Travel & Cruise Consultant

Melbourne, Attractive Package + Travel Incentives, Ref: 1826TS13

We are looking for a dynamic individual to join this fantastic team selling unique travel products in a boutique office in Northern Melbourne. The successful candidate must have at least three years of experience in a customer facing role selling domestic, international and cruise products and can offer exceptional service and deliver tailor made itineraries to their clients. In return you will be rewarded with an attractive package + superannuation with loads of travel opportunities!

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

Corporate Business Development Manager

Perth, \$110k OTE, Ref: 2231LM1

Do you have a passion for sales and lead generation? My client has an opening for an enthusiastic, sales focused Business Development Manager to join their successful team! Main responsibility of this role is to increase business across Perth. You will need to have a passion for travel, sales and Business Development to make this role a success! This is an autonomous role with regular interstate travel. In return you will be rewarded with an attractive package + super with uncapped commission!

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



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