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Travel Daily

First with the news

Monday 31st October 2016



#HelloSabah
Sepilok, Sandakan

Travel Daily

on location in
Christchurch, NZ

Today's issue of *TD* is coming to you courtesy of Emirates, which operated the first ever scheduled A380 flight into Christchurch today.

EMIRATES has pulled out all stops today with the launch of its new A380 services between Sydney and Christchurch.

Flight EK412 this morning operated with a brand new superjumbo, only delivered by Airbus last week, with passengers including some very special *Travel Daily* readers who won spaces on the flight in our recent competition.

The new service is an upgauge from the previous 777-300ER flights, and the new A380 route coincides with the launch of superjumbos on EK's daily non-stop flights between Auckland and Dubai - and sees the Emirates Sydney operation move to an all-A380 fleet on the three daily flights.

Cunard Europe sales soar

AUSTRALIAN and New Zealand bookings for Cunard's 2017 Europe program are up almost 60% on the same time last year, Cunard svp Simon Palethorpe said at the World's Leading Cruise Line Summit (WLCL) on Sat.

The 2017 season will feature sailings on *Queen Elizabeth* & the recently refurbished *Queen Mary 2* and *Queen Victoria*, so the luxury cruise line was expecting this year to be successful.

"We knew 2017 would be big, but European bookings have already exceeded our expectations," Palethorpe told delegates during the summit.

Unlike some other Asian cultures, particularly Japan, Cunard hasn't seen a real reduction in support for European travel from Australians due to

world issues.

"I think the Australian customer is much more resolute and robust in terms of their understanding of some of the world's politics," Palethorpe explained.

Cunard's Transatlantic crossings have been particularly popular, with Aussie and NZ forward bookings up 72%, while res for its Med program are up 26% on the overall number for 2016.

MEANWHILE, P&O Cruises World Cruising saw 13% more Aussies boarding Northern Europe itineraries in 2016, while forward bookings indicate more growth is ahead, Carnival UK vp int'l development David Rousham revealed at the conference.

More details on **page five** and in tomorrow's *Cruise Weekly*.

Today's issue of *TD*

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

- One&Only Hayman Island
- AA Appointments jobs

Vanuatu giveaway

TODAY is the last chance for readers to enter this month's competition to win a five night trip for two to Vanuatu, staying at Tamanu on the Beach and flying with Air Vanuatu - see **page six**.

LAS Vegas

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TA exec gm of int'l

TOURISM Australia has this afternoon named Phillipa Harrison as its new executive general manager of international.

The position will see Harrison oversee TA's network of offices spanning 12 countries and manage airline relationships and distribution channels (**TD** 08 Jul).

Currently sales & marketing gm at the Rawson Group, Harrison has 20 years' tourism industry experience spanning Australia and the United Kingdom.

She has also held senior roles at Viator Systems, Base Group, STA Travel (London), Contiki Holidays (London) & Trailfinders (London).

QF tips H1 profit decrease

QANTAS has forecast a first-half pre-tax profit of up to \$850m, down from its \$921m result last year but still the third-best first-half profit in its history.

QF today said its Q1 revenue had declined 3% due to increased competition on int'l routes and subdued domestic demand.

Domestic revenue was down 2.9% in Q1, impacted by factors including soft demand around the Jul Federal election.

Int'l revenue fell 6.9%, attributed to lower fuel prices and capacity growth which had created more competitive pricing

industry-wide.

Despite weaker revenues, the airline said continued cost improvements and lower fuel prices meant it expected a first-half underlying profit before tax in the range of \$800m to \$850m.

Qantas ceo Alan Joyce said the airline had the foundations to keep performing well despite a more challenging environment.

"Like most carriers globally, we are seeing international airfares below where they were 12 months ago, but the impact of that is tempered by the competitive advantages we've been working hard to fortify including our strong domestic position and diversified loyalty business," Joyce said.

The airline said new int'l routes continued to meet expectations, but had lowered revenues during their "ramp-up phase".

Qantas int'l capacity had increased 5.8%, while Jetstar int'l capacity had grown 4.3% with the completion of its transition to a fleet of 11 Boeing Dreamliners.

CHOICE on insurance

CHOICE magazine has examined the travel insurance policies offered by Australian airlines, comparing the costs and cover against stand-alone products.

A newly released report looks at the policies offered when booking online with Qantas (QBE Insurance), Virgin Australia (Cover-More) and Jetstar (Good2Go The Works), noting their level of cover and comparing costs to those of the same policies bought elsewhere. For the full results, **CLICK HERE**.

Seabourn Ventures

VENTURES by Seabourn expedition program will expand to Australia and NZ waters next year, allowing guests to board inflatable boats and kayaks from a fold-out water sports marina on the Seabourn vessels.

The program will enable pax to get up close with the mangrove systems of northern Australia and explore Phillip Island in search of wildlife in a zodiac.

There will also be a choice of zodiac or kayaking tours of Sawmill Bay in the Whitsundays, New Zealand's Fiordland National Park and more.

Seabourn Encore will introduce Ventures by Seabourn on her inaugural Aussie season in 2017.

Contiki adds Bali

YOUTH travel specialist Contiki is ramping up its Asia program in 2017, adding five new itineraries and four new destinations, including India and Bali.

Contiki introduced its Asia program six years ago, with md of Contiki Australia Katrina Barry saying the region "continues to be one of the hottest destinations for young Australian travellers".

The fresh batch of tours includes an eight-day Bali Island Hopper itinerary, nine-day Laos and Cambodia Uncovered adventure and 12-day Eternal India tour.

More at www.contiki.com.

SQ SYD check-in move

SINGAPORE Airlines check-in counters at Sydney International Airport have moved.

As of yesterday, all SQ flights now check in from Row J (Counters 15-28).

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TRAVELMARVEL
Travel More

2 FOR 1
AIRFARES*

PORTUGAL & SPAIN CRUISING 2017
ON THE MS DOURO QUEEN

Spencer extends with Tramada

SPENCER Travel has renewed its contract with Tramada Systems for a further five year term, building on a long-standing pact with the travel technology firm inked 12 years ago.

The award-winning corporate agency first selected tramada as their travel management solution in 2004, in which time Tramada has developed a totally new solution, redefining the tech space for local travel agencies.

Tramada Systems ceo Jo O'Brien said Spencer Travel was one of the most respected businesses in the industry.

"We are proud that they have contributed to our product offering and worked with us as we developed tramada into the leading product it is today."

Spencer Travel founder Penny Spencer said she has "complete confidence" in Tramada making advancements in technology.

YVR rated top airport

VANCOUVER Airport has been crowned the 'Best Airport in the World' at the Aviation Awards for Excellence, conducted by CAPA Centre for Aviation.

The award recognises an airport that has been a "strategic leader" over the past 12 months and is active to "advance the progress of the aviation industry globally".

Over the past year, YVR has welcomed 18 new services, 11 new destinations and two new airlines - Xiamen Airlines and Beijing Capital Airlines.



Window Seat

A CAT hotel offering four-posted beds, room service and pampering has debuted in the Victorian city of Geelong.

Purr Central is designed to please even the fussiest felines with Oriental, Caribbean, Roman and African themed executive suites.

And no cat hotel would be complete without puss' own private garden terrace for optimal sunbaking and bird watching time.

The hotel's most exclusive guests can enjoy a stay in the Penthouse suite featuring interactive toys, TVs, luxury decor and a climbing castle.

The hotel owners are mad about cats and believe there is a demand for this niche market.

More at purrcentral.com.au.

Kate charged up for TD survey!



CONGRATS to Kate McDonald (pictured) from Flight Centre Travel Group who was a lucky winner in *Travel Daily's* recent Airlines & Airfares survey.

Just by completing the online survey, Kate was chosen at random as one of two winners of a Fitbit Charge 2 device.

The other Fitbit Charge 2 winner was Ann Cichon from Campus Travel in Adelaide.

Results from the survey are available to view in the Nov issue of *TD's* sister-print publication, *travelBulletin*, out now.

DL int'l wi-fi roll out

DELTA Air Lines has completed the fit-out of wi-fi on its entire long-haul international fleet of Boeing 747s, 777s, 767s, int'l 757-200s and Airbus A330s.

Powered by Gogo's high-speed Ku-Band satellite technology, the procedure took four years.

"Completion of international wi-fi installation means our customers are more connected than ever when flying to the more than 50 countries we serve," DL md - product and customer experience, Joe Kiely said on Fri.

EY scam warning

ETIHAD Airways is alerting consumers to a number of fraudulent websites in which EY tickets are being offered in return for participants filling out a survey, adding a link on Facebook and sharing it with their network.

An announcement on EY's website says the carrier has "no association with these websites whatsoever and has initiated proceedings against the owners of the sites" and any fares issued contrary to the airlines terms and conditions are void and will not be accepted for travel.

CIE \$300 cash bonus

CIE Tours is offering a \$300 booking bonus for group reservations on its 2017 Ireland, Britain, Croatia, Italy and Eastern Europe tours.

The special is valid from now until 30 Nov and is available for all new group bookings.

For more information on the deal, call 1800 502 911.

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Intrepid Group's new digs



THE Intrepid Group has a brand new home, however, this is no ordinary office!

Located at 567 Collins Street in Melbourne's CBD, the company's new digs thrive on creativity, and it's obvious that these thoughts have been implemented into the overall layout and design.

Occupying the entire 7th floor of the new building, the office was officially opened to its 230+ staff last Mon, and **Travel Daily** was fortunate to get an exclusive tour of the premises.

The contemporary office reflects the fun and fresh culture of the company featuring lots of open spaces inspired by destinations the Intrepid Group travels to, and also combines the local cultural history and visual flavour.

The office features a beer garden with a soon-to-be installed putting green, a table tennis table, a function room, an enormous communal kitchen and 19 themed meeting spaces.

Sherry ANZLF co-chair

ANN Sherry AO has been announced as the replacement for outgoing Australian New Zealand Leadership Forum (ANZLF) co-chair Rod McGeogh

McGeogh was thanked for his service in strengthening trans-Tasman relations at the Australia-New Zealand Single Economic Ministerial Meeting in Sydney.

Intrepid Group employee Liam Neal volunteered his time and services to become the Office Design Manager, working closely with Melbourne design agency PTID over six months to create the new office.

Speaking to **Travel Daily** he said: "We wanted to create a space with a social and active aspect, incorporating significant elements to our company".

Visitors can also expect to see four 'neighbourhoods', each featuring mobile desk seating (including the ceo), stand-up tables, white board project walls, breakout areas, lockers, plenty of natural light and unique artwork designed by locals.

The funky furnishings that add to the truly unique atmosphere were purchased through online auctions, reclaimed or recycled from Intrepid Group's former office.

See **Travel Daily's** Facebook page ([HERE](#)) for a gallery of pics showcasing the new space.

Pictured in the office foyer is Intrepid Group's co-founder and ceo, Darrell Wade with Liam Neal.

Banyan, Angsana reps

COMPLETE Travel Marketing has signed a representation agreement with Banyan Tree Lang Co and its sister property Angsana Lang Co located just north of Da Nang, Vietnam.



What's the value of celebrity endorsement? Find out in the November issue of *travelBulletin*.

CLICK HERE to read **travelBulletin**

NZ mulls hiking fees

NEW Zealand's Department of Conservation is considering introducing fares for those looking to hike some of the country's Great Walks.

DOC director general Lou Sanson said the popularity of the Great Walks had "exploded" which had created some problems, the *NZ Herald* reports.

Sanson proposed a charge of \$100 for foreign tourists and a domestic \$40 charge for New Zealanders to cope with the uptick in int'l trampers and their effect on the environment.

EK Aviation degree

APPLICATIONS are now open for an all-new MBA Program in Aviation Management introduced by Emirates Aviation University, in collaboration with Coventry University in the UK.

The course is designed for students who plan to pursue a career in aviation management or want to transition from an operation role into a general management position.

Consisting of six modules and set over 12 months, the course was specifically developed to fit the lifestyle of busy professionals.

Learn more about Emirates' new aviation management course by **CLICKING HERE**.

Airbnb Community Commitment Act

AIRBNB is asking its users to agree to a 'Community Commitment' to "treat everyone - regardless of race, religion, national origin, ethnicity, disability, sex, gender identity, sexual orientation - with respect, and without judgement or bias".

An automatic pop-up asking users to accept the commitment will appear from tomorrow and if it is declined, users will no longer be able to host or book using the popular home-sharing site.

Istanbul concerns

TRAVELLERS to Istanbul, Turkey are being reminded by the Department of Foreign Affairs and Trade to "be vigilant in public places", following warnings from the US that extremist groups are continuing efforts to attack US citizens based in the city.

AirVision innovation

SABRE has launched a next-generation revenue management platform designed to respond to rapidly changing market conditions in real-time.

Dubbed AirVision Revenue Optimizer, the tool features real-time data, enhanced integration and advanced support capabilities.

Topdeck
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Visit www.topdeck.travel or **click** for more information.
Applications close Nov 4th.

Monday 31st Oct 2016

Eurostar ambassador

RAIL Plus is calling on ambitious travel consultants to join its Eurostar Ambassador Program by completing 30 online questions and one creative question.

Those with the highest scores will be eligible for prizes including a high tea for six, bottles of champagne and goodie bags.

CLICK HERE to register for the program by midnight 14 Nov.

QF/NF c'share update

QANTAS has suspended Air Vanuatu codeshare services between Sydney-Port Vila and Brisbane-Port Vila for departures on/after 23 Jan & on/before 31 Jan.

Affected passengers with a ticket issued on or before 28 Oct can, without fee: rebook an alternative flight, change destination or receive a refund.

Las Vegas incentive

BRAND USA Australia and Las Vegas Convention and Visitors Authority today announced a new trade incentive.

Travel agents who complete Brand USA's Regional Expert and Las Vegas Specialist badges will automatically go into the draw to win a \$500 Visa Prezzy Card.

The competition runs through to 27 Nov; see more [HERE](#).

Dreamworld update

ARDENT Leisure has engaged inspector Mike McKay to provide advice on Dreamworld and Gold Coast community recovery following the death of four people at the park last week.

CEO of the company, Deborah Thomas confirmed they wouldn't be thinking about reopening the park until the inspector had "developed a structured program of community healing".

Inspector McKay is expected to work with the families, authorities, the govt, non-govt organisations and the public to rebuild trust in Dreamworld.

WLCL Summit comes to a close



CARNIVAL Corporation's top executives flew from around the world to board *Carnival Spirit* in Sydney for the 2016 World Leading Cruise Lines Summit.

The conference program fused business with pleasure, allowing more than 200 agents (22 from New Zealand) to explore and experience the vessel, networking along the way.

Carnival, Princess, Cunard, P&O Cruises, Holland America Line and Seabourn all had big news to share and were joined by president of Fathom and Global Impact Lead of Carnival Corporation & plc Tara Russell.

Over three-nights, Carnival Corp kept everyone entertained by presenting four lip sync battle performances by the cruise brands complete with confetti and fog machines, along with two

more from some daring agents.

Agents also got into the spirit of Halloween on Fri for a spooktacular dinner - complete with a show from the ship's staff - and on Sat, donned their best frock and suit for a formal evening to wrap up the summit.

The team of execs are **pictured** during Sat night's formal evening.

P&O bring on VR tech

NEXT year P&O Cruises will roll out Australia's first virtual reality experience at sea and for the first time will sail into the Kimberley.

The cruise line recently inked a Memorandum of Understanding with Sony, revealed Simon Cheng, vp sales and marketing, P&O Cruises, at the WLCL summit.

VR technology will be rolled out across the fleet in the coming year, starting with *Pacific Jewel*.

P&O Cruises will make its first visit to the Kimberley in 2017, adding Kuri Bay to its Fremantle program, including the opportunity for walking tours, scenic flights and a visit to a Paspaley pearl farm.

It will mark the first time a major line has been able to bring a large ship into the region.

Princess Across Ditch

PRINCESS Cruises is enhancing its offering between Australia and New Zealand, launching the Across the Ditch program soon.

More NZ wines and local dishes will be on board, as well as Maori cultural presentations such as teaching guests the Haka.

SCENIC^o

LUXURY CRUISES & TOURS

Executive General Manager

Scenic is Australia's leading luxury global travel company with offices around the world. We are currently recruiting for the role of Executive General Manager, Scenic Australia. This role will be based in Head Office Newcastle with the successful candidate responsible for IT, Human Resources, Guest & Corporate Affairs whilst also overseeing the operations of the Australian business by driving performance and ensuring exceptional levels of quality, efficiency and customer service.

The successful candidate will be required to:

- Focus on the entire customer service delivery journey from Reservations to Operations whilst ensuring that our product delivery is of highest order;
- Oversee the management of the day to day operations within Head Office;
- Meet the changing needs of the business; drive business growth, enhance business operations, plan strategically;
- Collaborate with the management team in relation to systems, processes and personnel;
- Maintain all trade marks and Business Licences.

It will be essential for you to have:

- Tertiary qualifications in Business Management, Finance or related field;
- Extensive experience in similar management roles;
- A proven track record in operations and corporate administration;
- Experience developing and motivating a high performance team and be hands-on and customer centric;
- Superior communications and negotiations skill, be results orientated and commercially astute;

It is desirable for you to have experience within a fast paced, entrepreneurial environment and knowledge of a customer service centre.

Please forward letter and resume to HR Manager, Nicole Robertson at employment@scenic.com.au. A full PD is available upon request.

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ELEVEN excited itravel agents took part in an exclusive family to Fiji accompanied by Pinpoint Travel Group's Lisa Tappin. The team flew Fiji Airways from Sydney and were greeted upon arrival in Nadi with flower leis and smiles before heading to Double Tree Resort on Sonasali Island. The agents took part in a site inspection at the Radisson Blu on Denarau Island before boarding the *Fiji Princess* for three nights of cruising the Fijian waters. Activities included swimming

with reef sharks off the Yasawa Islands, visiting the Soso Village on Naviti Island and relaxing on their own private beach on Naukacuvu Island. Back on land they inspected the Outrigger Resort and the Bebe Spa before heading to Mulomulo School, where the team volunteered to paint a village primary school office. **Pictured** are Tegan Worboys, Tiano Sakaria-Cecil and Nicole Callinan with the students at Mulomulo School.

WIN A TRIP TO VANUATU



This month, *Travel Daily* and Vanuatu Tourism Office, Air Vanuatu and Tamanu on the Beach are giving readers the chance to win a trip to Vanuatu including:

- Five (5) nights run of house accommodation at the newly reopened Tamanu on the Beach including daily a-la-carte breakfast
- Return transfers courtesy of Tamanu on the Beach
- Two complimentary return economy class tickets on Air Vanuatu from Sydney or Brisbane to Port Vila.

To win, answer each daily question correctly and have the most creative final answer. Send your entries to vanuatucomp@traveldaily.com.au

20. The Vanuatu Tourism Office tagline is 'Discover what matters'. In 25 words or less, what would you like to discover in Vanuatu if you won this prize?

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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Radiance at the Gong

ROYAL Caribbean International's *Radiance of the Seas* made history on Sun as the first cruise ship to visit the South Coast destination of Wollongong.

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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.



Bunnik Tours - Africa 2017/18

Bunnik's new program offers a brand new South Africa, Botswana & Kenya tour beginning in Johannesburg and travelling along the Panorama Route to Mthetomusga Private Game Reserve. The journey then crosses into Botswana to the Okavango Delta before visiting Chobe National Park. Accommodation highlights include a luxury eco tent in the middle of the Delta. Also featured inside the brochure are six returning favourites with itineraries stretching from Morocco and Egypt to Namibia, Rwanda, Zanzibar and Cape Town. All tours have a maximum group size of 12 passengers.



APT - Antarctica Luxury Expedition Cruising 2018

New for APT is a 10-day sailing on board the privately chartered 200-passenger *Le Lyrial*, the newer sister ship to *Le Boreal*. Sailing from Ushuaia in Argentina it will cross the Drake Passage to the Antarctic Islands. The trip will include daily zodiac excursions to get up close to the incredible landscapes. Travellers looking for a more in-depth tour can opt for the 35-day Best of South America with Galapagos Islands including a three-night stay at Finch Bay Eco Lodge.



Scenic - India and Sri Lanka 2017/2018

Scenic has added the new destination of Sri Lanka for 2017/18 along with three new itineraries in northern India. The 14-day ultimate Sri Lanka tour includes the seaside towns of Negombo and Benato, Sigiriya ancient rock fortress, historic Kandy, the tea-growing region of Hatton and the colonial fort town of Galle. Also new for the Indian section of the program is the 10-day Golden India, 16-day Jewels of India and 21-day Royal Heritage of India.

CX A350 AKL first

CATHAY Pacific became the first int'l airline to fly an Airbus A350-900 to New Zealand, with flight CX197 arriving in Auckland from Hong Kong last Fri.

Auckland is the third long-haul destination to welcome CX's A350, after Düsseldorf & Gatwick.

CX plans to deploy the A350 on routes to Rome and Paris followed by Vancouver and Tel Aviv in Mar next year.

Outback Exposure

A NEW \$400,000 outback tourist information centre and cafe has opened in Broken Hill as the centrepiece of new tourism brand Out of the Ordinary Outback.

To mark the launch, the brand is offering 20% off its three-day Outback Exposure tour with Tri State Safaris, when booked by 31 Jan, with sale prices leading in at \$1,104pp, twin share.

CLICK HERE for more.

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STUNNING PRODUCT
SALES MANAGER (WA)
PERTH – LUCRATIVE SALARY PACKAGE

Looking after the WA market, you will be responsible for developing strategies to increase sales, growing sales revenue & building strong ongoing relationships with key clients. Representing a premium product, impeccable presentation skills together solid experience as a Sales Manager in the WA market is essential. Working with this amazing product, you will be thrilled with the benefits on offer here.

TRAINING ROLES GALORE
TRAINING MANAGERS X 2

SYDNEY – EXCELLENT SALARIES UP TO \$90K PLUS

AA Appointments currently have 2 different opportunities in training. Training roles are rare so if you are a training specialist and thinking of a change please call to discuss. We have a technical training role with mandarin speaking skills and a training role for a niche travel specialist. All are paying exceptional salaries and offer excellent working environments and opportunities for progression, interviews are underway so call today.

GET IN NOW BEFORE THE NEW YEAR
TEAM LEADER – WHOLESALE
SYDNEY – SALARY PACKAGE \$75

This successful well established wholesaler have a very rare vacancy in their city based team leading up to 10 staff. We are looking for a strong but personable leader who can bring their strong coaching and mentoring skills to a group of experienced staff. If you have a proven record of increasing sales through strong coaching methods we want to hear from you so please send your CV today. Interviews are currently underway.

JOIN AN INDUSTRY LEADER
OPERATIONS & DELIVERY MANAGER

YULARA – SALARY TO \$90K (DOE) + SUPER

This leading tourism company is looking for an Operations & Delivery Manager to join their team in Yulara. You will be managing the day to day operations of the two depots, the smooth running of tours, working closely with tour leaders/drivers, managing a large team & all other ops requirements. Amazing career progression & benefits. Strong understanding of the industry, leadership, operations & communication skills required.

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

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