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# Travel Daily

First with the news

Thursday 27th April 2017



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MATTHEW CAMERON-SMITH,  
MANAGING DIRECTOR

## TIME executive program

**THE** Travel Industry Mentor Experience last night unveiled a major expansion of the program, with the addition of an Executive Mentoring component.

Aimed at managers, managing directors and senior executives already working in the travel, tourism and hospitality sectors, the new Executive program aims to provide a confidential environment for self-reflection and exploration of ideas.

More effective interpersonal skills, improved management of diverse stakeholder interests and greater clarity of organisational goals would be key outcomes of the program which will be underpinned by the same mentor-mentee compatibility found in the main TIME program.

"While coaching and mentoring share some similarities,

mentoring provides career guidance and longer term support, as opposed to the relatively short-term and performance-related purpose of coaching," said TIME founder Penny Spencer of Spencer Travel.

The Executive Mentoring Program will run over a six month period with weekly one-hour one-on-one mentoring sessions.

On completing the program, graduates will also benefit from two 90-minute sessions with different TIME mentors.

TIME's Executive Mentoring is available to all managers, managing directors and ceos in the industry - for more info email [time@travelindustrymentor.com.au](mailto:time@travelindustrymentor.com.au).

### People's Choice

AFTA has produced some special collateral for travel agents to encourage their clients to vote in the 2017 National Travel Industry Awards People's Choice: Travel Agency of the Year category - with an incentive of an APT Mekong River cruise up for grabs as part of the campaign.

See **page eight** for details.

### Today's issue of TD

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

- AA Appointments jobs
- People's Choice
- Collette product profile pg

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## RCI commits three ships

ROYAL Caribbean has revealed itinerary details for the 2018/19 Australasia season, which will see RCI bring three ships to the region, a reduction from five this season.

*Ovation of the Seas* will return for her third and longest season to date based down under.

*Radiance of the Seas* will offer Royal Caribbean's first departure from Melbourne, as well as three cruises departing from Auckland.

The third ship RCI has lined up is *Explorer of the Seas*, which returns for her fourth Aus season.

*Voyager of the Seas* will not make the voyage back to Australia for the 2018/19 summer cruise season, instead remaining in Singapore and China for a year-round season.

Royal Caribbean Australia & New Zealand managing director Adam Armstrong said, "we expect that local demand for Royal Caribbean's innovative and ground breaking ships will see a fourth Royal Caribbean ship return to Australian shores in 2019/20".

The 2018/19 season will kick off with the arrival of *Radiance of the Seas* to Sydney on 06 Oct 2018, while *Explorer of the Seas* will sail from 27 Oct, and *Ovation of the Seas* on 02 Nov 2018.

Together, the three ships will offer 61 voyages, from three to 23-night sailings to countries including; NZ, Fiji, New Caledonia, Singapore, the USA and more.

Read more about RCI's offerings in today's *Cruise Weekly*.

## EVA winds back BNE

STAR Alliance carrier EVA Air is trimming capacity on the Taipei-Brisbane route, with GDS displays showing the current Airbus A330-200 service will drop from five to four weekly, effective 04 Sep.

Between 04 Dec-30 Jan, BR will continue to operate five weekly flights to the Queensland capital.

## Collette touring deals

A RANGE of discounts are available on select Collette tours to North & South America, Japan and European Christmas markets when booked before 31 Jul.

View all the details in Collette's 'Special Offer Collection' on page nine of today's issue.

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## Taronga Zoo retreat approved



**TARONGA** Zoo has been given the green light to proceed with a new 62 room and suite eco-retreat (TD 08 Apr 16) by the NSW Govt.

Dubbed the "Australian Habitat and Taronga Wildlife Retreat", the \$44.5 million project will be built at the site of the current 'Australia Precinct' in the eastern portion of the zoo, and includes the 30-year old Taronga Centre.

Five accommodation buildings ('pods') ranging between two and four storeys will house up to 131 guests and there will be a new

restaurant for up to 100 guests, along with a function area with outdoor terrace for up to 150.

The wildlife exhibit surrounding the 'pods' will feature kangaroos, a platypus exhibit and an aviary.

Twenty-four objections were raised, with 42% worried about the zoo being used as a hotel.

NSW Department of Planning & Environment said the retreat was consistent with accommodation opportunities currently available at sister-zoo, Taronga Western Plains Zoo in Dubbo.

## NZ mulls laptop ban

**AUTHORITIES** in New Zealand are considering restricting carriage of laptops and other large electronic devices on flights from some Middle East countries, according a *Reuters* report citing NZ prime minister Bill English.

The possible changes would mirror similar measures introduced last month by the United States and Britain based on intelligence suggesting flights could be targeted.

English said the NZ Civil Aviation Authority is considering the issue, which would affect passengers flying directly to New Zealand from Dubai and Doha.

In response, Qatar Airways ceo Akbar Al Baker said the Doha-based carrier may consider dropping flights to Auckland.

"Well we have to then measure if it's really worth us still flying to New Zealand or not," Al Baker told reports in Dubai on Mon.

## Cruise360 speakers

**SEABOURN'S** svp of global sales and marketing Chris Austin has been named as one of two additional international speakers to headline CLIA's Cruise360 Australasia conference in Aug.

Joining Austin will be Carnival Cruise Line's svp commercial port operations and international, Terry Thornton, who oversees ship deployment in Australia & China.

Already announced to speak at the event are cruise execs Jan Swartz and Larry Pimentel.

Full details at [cruising.org.au](http://cruising.org.au).



## Window Seat

**WELL** that's awkward...

Great Western Railway staff were left red faced after people travelling first class between Taunton and Trowbridge in the UK were offered tickets for \$17,171pp... just \$17,149 more than it should be!

What is usually \$22 for a roughly hour and 40 minute journey between the two towns instead would have worked out to be \$268 a minute.

One guy tweeted: 'I knew UK train prices were bad at times but £10,000 for a train ticket?'

The extreme IT glitch is currently being rectified.

## Qld ditch visitor levy

**QUEENSLAND** Tourism Industry Council chair Shane O'Reilly has advised industry partners that the state will not be pursuing a visitor levy which was presented during a recent series of member forums.

In a memo yesterday, O'Reilly said the majority of members insisted a visitor fee was not an acceptable option for the state's tourism industry

"We have made it very clear from the beginning that we will not advocate for any change that does not have industry support.

"Given this clear feedback, the visitor levy presented in the KPMG business case will not be taken any further by QTIC."

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Thursday 27th April 2017

## TIME mentees graduate



**THE** Travel Industry Mentor Experience last night celebrated the graduation of its 24th intake, with current and former mentees and mentors gathering at Rydges Sydney Central for the event.

Guest speaker was Katrina Barry, managing director of Contiki, while the evening also included the launch of the new TIME Executive Mentoring Program (see p1).

**Pictured** above are the new graduates, with more pics online at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## Visit USA expos

**VISIT** USA will head to major regional centres next month in its final national expos for 2017.

Prizes will be available for attending agents including tickets to Los Angeles with Fiji Airways.

Events will be held in Newcastle, the Gold Coast and the Sunshine Coast on 02 and 03 May.

For details **CLICK HERE**.

## WTTC ceo departs

**THE** World Travel & Tourism Council has announced its president and ceo David Scowsill will step down in Jun after six years in the role.

The council's chairman Gerald Lawless thanked Scowsill and said he had contributed to many successes through his leadership.

Step back in time in Israel and Jordan in the April issue of *travelBulletin*.

**CLICK HERE** to read

**travelBulletin**



## SYD lauds Etihad

**SYDNEY** Airport has welcomed Etihad's plans to upgauge its second daily service to an Airbus A380 from Oct (**TD** yesterday).

Airport managing director Kerrie Mather said the move would make Sydney the fourth largest A380 hub in the world.

"We've continued to invest in airport improvements to increase capacity in order to support these larger aircraft," Mather said.

Etihad's A380 replaces a B777.

## Mövenpick Maldives

**MÖVENPICK** Hotels & Resorts will expand into the Maldives after signing a deal to manage a 105-room property on Noonu Atoll when it opens next year.

The Mövenpick Resort & Spa Kuredhivaru Maldives will include 72 over-water villas.

## In-room Westin bikes

**WESTIN** Hotels & Resorts has teamed up with fitness tech company Peloton to provide in-room cycling classes at hotels in the United States.

The partnership involves Peloton commercial-grade bikes in select rooms and WestinWORKOUT fitness studios, and allows guests to take part in live cycling classes and on-demand sessions.

The service is offered in cities including New York, San Francisco, Chicago & Los Angeles.

## SQ A350s to Rome

**SINGAPORE** Airlines will deploy Airbus A350s on three weekly services to Rome effective 29 Oct, travel agent GDS displays show.

Flights SQ366/365 will operate on Tue, Fri and Sun.

# UNITED



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## Tauk, BBC Earth pact

**TAUCK** is further expanding its four-year partnership with BBC Earth, which is behind the award winning *Planet Earth* series.

Starting in 2018, all Tauk Expedition small ship cruises will become part of the Tauk Earth Journeys portfolio featuring customised BBC Earth programs, which aim to connect travellers with wildlife and nature.

The newest destination to be added to the Earth Journeys' cruise collection is Iceland.

Planned enhancements include BBC Earth experts on board select cruise departures and Tauk director training and certification by of BBC Earth's historians and filmmakers.

Many Earth Journeys also include BBC Earth-approved field equipment gadgets for guest use.

## CZ orders 20 A350s

**CHINA** Southern Airlines has announced it has signed a firm order agreement for 20 Airbus A350-900s.

A disclosure to the Shanghai Stock Exchange yesterday said that of the 20 aircraft, six would be delivered in 2019, six in 2020, four in 2021, and four in 2022.

CZ will fund the purchase through loans and cash, which is subject to government approval.

## Solstice discount

**TO MARK** *Celebrity Solstice's* Australian season, guests can save up to \$200 per person on select *Celebrity Solstice* sailings, departing 02 Oct to 11 Apr.

Select sailings are eligible for a US\$300 onboard credit and a free beverage package for two.

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## Trav Choice heads together

**A GATHERING** of Travellers Choice business development managers in Canberra recently occurred with a 'disorderly' Segway journey around the nation's capital.

Travellers Choice general manager of sales Nicola Strudwick said the purpose of the Canberra meeting was to drive their network forward.

"The aim was to explore ways to continue to deliver our nationally distributed member shareholders with an unrivalled customer experience," she said.

The meeting of bdm's also discussed plans for the 40th celebration of the company later this year in Perth.

**Pictured** from left enjoying a



Segway ride: Melissa Robertson, Western Australia; Jane Southee, sales support executive; Kim Tomlinson, Queensland / Northern NSW; Justin Michael, gm - finance and administration; A.J. Moore, South Australia; Nicola Strudwick, gm sales; Leith Poat, sales analyst; and Graham Smith, Victoria & Tasmania.

## Mama Shelter Dubai

**DUBAI** has been selected for the first Mama Shelter hotel in the Middle East, according to local media reports.

AccorHotels MEA managing director and coo Olivier Granet announced the news during a panel at the Arabian Investment Hotel Conference in Dubai.

He said the Dubai Canal-side project was being "fast-tracked" & would be completed before 2020.

Mama Shelter positions itself as a casual boutique chain.

## Alitalia to Maldives

**ALITALIA** will begin Rome-Male services from 31 Oct - the first time the carrier has flown between Italy and the Maldives.

The thrice-weekly service will operate until 24 Mar on A330s.

## Strong Mar for AKL

**AUCKLAND** Airport reported an increase of 6.6% in international passengers for the month of Mar.

The 52,000 pax increase on Mar 2016 was driven by increased capacity on Asia/Middle East routes (+40,000 pax), and the Americas (+23,000 pax).

The late timing of Easter in Apr this year, compared to Mar 2016, led to a decline on Tasman routes in March (-13,000 pax), which AKL said would be offset by higher Apr 2017 traffic.

AKL saw a 14.9% increase in arrivals from Germany, which was the 11th straight month for year-on-year growth from Germany.

Arrivals from Australia were down 7.1% compared to the previous year, while arrivals from the UK were down 6.4%.



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## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Seabourn** has promoted **Teresa Haughey** to the role of Director, Hotel Services for Hotel Operations and **Daniel Putzhammer** as Director for Food & Beverage Operations. Both bring over 20 years of experience.

**Leigh Bochicchio** has been welcomed as President of **The Association for Corporate Travel Executives** for 2018-20, effective 01 Jan 2018. Bochicchio has a background in strategy development and talent management and chaired the ACTE Board's Nominations Committee.

**Georgina Torrington** is the new Chief Commercial Officer for **Brook Serene** collection of boutique hotels in New Zealand, based at The George in Christchurch. Torrington was previously Sales & Marketing Manager for Continental Event catering in Christchurch.

**Swiss-Belhotel International** has named **Laurent A. Voivenel** as Senior VP for Operations & Development for the Middle East, Africa and India.

**Duncan Mars** has stepped up to the role of General Manager of **Ramada Resort Port Douglas** in Queensland. Mars spent the last five years as a GM in Victoria at The Sebel Pinnacle Valley Resort and Mercure Portsea Golf Resort & has 15 yrs of senior management experience in hospitality.

**Ardent Leisure Group** has announced **Simon Kelly's** appointment as Group CEO and Managing Director effective 01 Jul. Kelly was recently Chief Operating Officer at Nine Entertainment Co and oversaw Virgin Australia's recent capital structure review. Current Group CEO Deborah Thomas will transition to a new role as Chief Customer Officer and Chief Operating Officer for the Australasia region.

## GC2018 Comm Games tix open



**HOPEFUL** spectators have until midnight 22 May to put in their ticket requests ahead of next year's Gold Coast 2018 Commonwealth Games, to be held in the Easter school holidays.

There are over 278 competition sessions to choose from on top of opening and closing ceremonies, including several events to be hosted in Brisbane, Townsville and Cairns.

More than 55% of all tickets cost \$40 or less and include fees and public transport within the South

East Qld Translink public transport network, Cairns Translink bus network and Townsville qconnect bus network.

**Pictured** at the launch on Mon from left are Mark Peters, Gold Coast 2018 Commonwealth Games chief exec; Kate Jones, Qld Minister for Tourism & Major Events; Olympian Cameron McEvoy; Annastacia Palaszczuk, Queensland Premier and Peter Beattie, Chairman Gold Coast 2018 Commonwealth Games.

See [www.gc2018.com/tickets](http://www.gc2018.com/tickets).

## 3-nts on Kangaroo Is

**SEALINK** is offering a four-day fully inclusive and escorted Kangaroo Island Experience tour which will include visits to Frenchman's Rock, SA's first lighthouse at Cape Willoughby, a guided walk at Seal Bay Conservation Park and a gourmet lunch at Adermel Marron Farm.

Pax will stay at Kangaroo Island Seaside Inn and prices start at \$1,179ppts for departure on 20 Apr, 15 May, 25 Sep and 17 Oct ex Adelaide, click **HERE** for more.

## DL Havana increase

**DELTA** Air Lines has sought approval to add a new daily non-stop service between Miami and Havana, Cuba with the capacity to be used by 15 Dec.

## VA, FlyPelican loyalty

**NEWCASTLE-BASED** regional carrier FlyPelican has become a partner of Virgin Australia's Velocity frequent flyer program.

Members can earn up to two Velocity points per dollar spent on select flights with FlyPelican.

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## Design Inn seminar

**REFURBISHMENT** company SHAPE Australia will lead an international hotel design symposium Design Inn on 02 May at Grand Hyatt Melbourne.

New York's Hotel Central Park general manager Hans Schaeppman will be the keynote speaker at the conference and will discuss how to engage visitors' five senses.

The event runs from 3pm-6pm.

## 'Grand' Nashville

**SHERATON** Grand Nashville Downtown has undergone a \$35m renovation run by JRK Property Holdings and made its way into the brand's prestigious 'Grand' category, one of five in the US and less than 40 across the world to do so.

The hotel debuted Penthouse Skye, its 2,787m<sup>2</sup> meeting space.

## Win tickets to UK/Europe

To celebrate the 50th Anniversary of Singapore Airlines' flights to/from Australia, Singapore Airlines is offering Travel Agents in Australia the opportunity to win two return Business Class tickets from Australia to any Singapore Airlines destination in UK/Europe!

To win, correctly answer each daily question in April. The lucky winner will have the most correct answers as well as the most inspired final entry. Send your answers to [singaporeairlines@traveldaily.com.au](mailto:singaporeairlines@traveldaily.com.au)



Q14. Singapore Airlines' frequent flyer program, KrisFlyer, allows members to earn and redeem miles with more than 30 world-class partners including Star Alliance airlines and which Australian carrier?

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# WHO WILL BE CROWNED PEOPLE'S CHOICE: TRAVEL AGENCY OF THE YEAR 2017?

*AFTA is on the hunt to find Australia's Favourite ATAS Travel Agency. To do this, AFTA has partnered with APT & Australian Traveller Media to help us deliver the campaign.*



## HOW DOES IT WORK?

Have your clients vote for your ATAS Travel Agency. The Travel Agency with the most consumer votes by 30 June 2017, will be crowned the NTIA People's Choice: Travel Agency of the Year and awarded at the NTIA Gala Dinner on Saturday 22 July 2017.

## WHY SHOULD MY CLIENTS VOTE?

To incentivise consumers to vote APT are offering Australians the chance to win a Mekong River Cruise for two people valued at over \$7,000.

## HOW CAN I GET MY CLIENTS TO VOTE?

AFTA has produced some promotion material that you can use to encourage your clients to vote for you. Simply visit [www.afta.com.au](http://www.afta.com.au) to download the assets.







# Collette Special Offer Collection

## Touring for today's traveller...

**FEATURING** the luxurious Collette Chauffeur return airport transfer service, award-winning tour managers, superior accommodation and inclusive tipping, Collette have been pioneers in guided touring since 1918.

With classic tours, small groups and 'spotlight' city stays – over 150 tours go to more than 55 countries to offer your customers exceptional choice, value and quality. Discover the Collette difference today!

### **SPECIAL OFFER COLLECTION IS OUT NOW!**

A range of special offers on many best-selling tours departing through 2017 and into early 2018 are AVAILABLE NOW.

**Save \$1,000pp off Complete South America:** A 23-day tour that includes 37 meals – featuring Machu Picchu, Cuzco, Santiago, Buenos Aires, Iguazu Falls and Rio de Janeiro.

**Reductions of up to \$450pp** on popular tours to North America including National Parks of America and America's Music Cities.

**European Christmas markets:** A 6-day Magical Christmas Markets

tour is **now only \$1729pp** - including Innsbruck and Munich – with visits to Salzburg and Oberammergau.

**New Japan tour including Cherry Blossom season:** A new small group tour to Japan includes 13 days and 23 meals is from \$6,119pp – it features Tokyo, Mt Fuji, Takayama, Kanazawa and Kyoto.

### **SPECIAL COLLECTION OFFER TERMS:**

Savings applicable for new bookings made 24 April - 31 July 2017 on specific tours departing until 30 April 2018. Prices are per person based on two sharing and subject to availability. See [gocollette.com](http://gocollette.com) for tours and full terms and conditions.