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Helloworld profits soar

HELLOWORLD Travel Limited this morning revealed its financial results for the year to 30 Jun, with a stellar performance seeing it report an eight-fold lift in profit to \$31m (**TD** breaking news).

The strong result came despite TTV growth of just 3.1% to \$5.87 billion, and reflects the successful implementation of the company's turnaround strategy.

The Australia, New Zealand and Rest of World segments all delivered earnings growth, and the company's retail network now comprises over 2,000 members across Australasia "reflecting the stabilisation of our pre-existing network, the addition of MTA in Australia and WTG (World Travellers Group) in NZ".

"We have strengthened the relationship with our member networks via investment in consumer marketing, advertising

and sponsorships, and through our successful rebrand to 'Helloworld Travel - The Travel Professionals' with our new store look," the company said.

Key technology initiatives in the last year have seen further alignment of the group's franchise network distribution with on-line platforms.

The company's corporate travel operation QBT saw "major new account wins" during the year, while AOT Hotels successfully retendered for the Whole of Australian Government contract for accommodation program management (**TD** 10 Aug).

TTV in Australia was \$4.9 billion and revenue here rose 8.7% to \$243.6 million, mainly reflecting the full year inclusion of AOT businesses including Sunlover Holidays, AOT Inbound and AOT Hotels - partially offset by the exit of the company's "previous unprofitable relationship with Orbitz," the company said.

Lower airfare prices were offset by a 19% lift in ticketing volumes.

More from Helloworld on **page four** of today's *Travel Daily*.

Today's issue of TD

Travel Daily today has seven pages of news and photos, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

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HKG disruptions

HONG Kong Airport is advising travellers to reconfirm their flights before heading to the airport due to likely disruptions caused by Typhoon Hato.

The typhoon has resulted in the cancellation of cross boundary ferry transfer services between Hong Kong Int'l Airport and Pearl River Delta and Macao.

HKG-based Cathay Pacific and Cathay Dragon have cancelled the majority of their flights that were scheduled to depart between 6am-5pm today.

"We understand that the flight disruptions are likely to cause inconvenience and we are trying very hard to provide alternative flight arrangements for affected passengers," a Cathay Pacific spokesperson said.

A Qantas spokesperson told **TD** QF117 from SYD-HKG has been cancelled today, with the majority of pax rebooked on alternate flights today, while QF97 ex BNE and QF 29 ex MEL have been delayed by around seven hours.

Options are also available for other pax holding a valid QF ticket to HKG issued before 22 Aug.

Jetstar adds Zhengzhou

JETSTAR is set to introduce new Australia-China services from 06 Dec, revealing it will begin twice weekly flights from Melbourne to the 'new-first-tier city' of Zhengzhou (**TD** breaking news).

Targeting the inbound market, services to the capital of China's Henan Province will be operated using Boeing 787 *Dreamliners* as part of an alliance with local travel specialist, China Comfort Travel, which sells flights and packages directly to Chinese travellers.

The new charter service was touted by Jetstar chief executive Jayne Hrdlicka in Jun during the American Chamber of Commerce lunch in Melbourne.

Hrdlicka said this morning the CGO route would capitalise on the growing middle class in China, with Zhengzhou home to more than 10 million residents.

"We expect our low-fares will further stimulate inbound tourism from China to Australia."

"China already accounts for the largest source of tourism in Victoria, and by 2020 it's predicted that China will overtake

New Zealand to be Australia's largest tourism market," she said.

The MEL-CGO service is the first intercontinental passenger route to Australia from Henan province.

Victoria's Minister for Tourism & Major Events John Eren lauded the new route, the state's tenth direct destination in China.

"To land Jetstar's new direct service to Zhengzhou is another major coup," Eren commented.

Travel agents more relevant than ever

RESULTS from SureSave's 2017 Travel Insurance Index which monitors Australian traveller's view on booking travel, insurance and the role of agents has found frontline sellers are more relevant today than ever before.

"It seems that, despite travellers now having multiple online options for purchasing both travel and travel insurance, Australians increasingly see travel agents as their trusted source of travel and safety advice," SureSave gm of distribution Ross McDonald said.

The Index, now in its sixth instalment, found 74% of Aussie travellers view travel consultants as a 'trusted source', up from 57% recorded in the 2012 study.

Over the same period, there was also an 11% increase in the number of travellers who believe travel insurance is a 'necessity', now sitting at 75%.

Park ride legislation

THE Queensland Government yesterday introduced legislative changes to create a new offence of industrial manslaughter in the wake of the Dreamworld tragedy last year which cost four lives.

The new offence is one of 58 recommendations within Tim Lyon's Best Practise Review of Workplace Health & Safety Qld, commissioned by the govt.

The review found theme park rides are legally required to have annual inspections, but fall short of the "major inspection" for plant equipment such as cranes.

"By way of comparison, a high-risk work licence is required to operate a forklift truck and arguably the risk associated with the operation of certain large amusement devices is significantly higher than a forklift," the study found.

"The level of risk to the general public from amusement devices can be compared to that of facilities which use, generate, handle or store hazardous materials," the review found.

On releasing the report, Queensland Industrial Relations Minister Grace Grace said: "under our proposed laws, the maximum penalty for industrial manslaughter will be 20 years imprisonment for an individual, with a maximum fine of \$10m for a corporate offender."

Theme parks will be targeted first by the changes, with the new arrangement taking effect 01 Dec.

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New B747-8i From Sydney To Incheon (02SEP17 ~ 29OCT17)



Australia key to Air NZ result

AIR New Zealand is seeing strong results from the expansion of its sales force in Australia (TD 06 Oct 2016), with head of commercial Cam Wallace telling TD the airline's annual profit in part reflects the "ongoing success of the airline's strategy to expand its resources and reach in the Australian market".

Air NZ this morning announced its second best result in history, with a pre-tax profit of NZ\$527 million - 21% lower than last year's record NZ\$663m, but the company increased its final dividend to 11c per share.

While earnings dropped, passenger growth was strong, with total pax carried increasing 5.2% to 15.9 million in 2016/17.

CEO Christopher Luxon also announced a NZ\$1,700 bonus for 8,500 staff, saying 2016/17 had been "exciting and productive".

"This year Air New Zealand faced an unprecedented increase

in the level of competition from some of the world's largest airlines and effectively rose to the challenge," Luxon said.

Wallace said expanding the carrier's Australian operations in order to heavily promote one-stop flights from Australia to Air NZ's North American destinations including Vancouver, San Francisco, Los Angeles, Houston and Buenos Aires was paying dividends, with more "cut-through, more reach and more revenue than anticipated".

The aggressive sales approach for long-haul flights to North and South America complements Air NZ's long-standing partnership with Virgin Australia on shorter haul trans-Tasman routes, he said.

Luxon said recent statements from some key competitors on capacity rationalisation supported the airline's view of "a stronger revenue environment in the coming year," with Air NZ to focus offshore growth on Japan as well as lifting peak season flights to the Pacific and Americas.

RCL 10 years in Aus

ROYAL Caribbean Cruises will kick off its 10th year of cruising to Australia when *Radiance of the Seas* arrives in Sydney on 08 Oct.

To mark the milestone, the company will be announcing some "special birthday surprises" for agents and guests throughout the season.



GA Biz Star Chefs

GARUDA has enlisted top Indonesian restaurants to design new Business class menus under a Star Chefs program on select routes from 01 Sep.

Flights from Sydney or Melbourne to Denpasar or Jakarta will offer a special menu by chef Vindex Tengker.

Returning flights from DPS to SYD and MEL will offer a menu by Chris Salans, while services from CGK to both ports will provide dishes by Antoine Audran.

The program runs to 31 Dec.

Pacquiao rematch

QUEENSLAND is expecting another tourism windfall from boxing with confirmation of a rematch between Australian Jeff Horn and Filipino great Manny Pacquiao later this year.

Brisbane Lord Mayor Graham Quirk has confirmed the bout, though dates and details have yet to be announced.

The replay followed meetings between Quirk, promoters, Queensland Premier Annastacia Palaszczuk and Tourism Minister Kate Jones.



Window Seat

THE streets of Hong Kong can be an assault on the senses, but Cathay Pacific has come up with a way to ensure its passengers come away with a positive recollection no matter what they encounter on the shores of Victoria Harbour.

A new fragrance called Parfums de Voyage will be offered on Australian routes from Oct and claims to be "scientifically crafted to ignite passengers' travel memories".

Created by Cathay in collaboration with perfume expert Samantha Taylor, the scent aims to evoke memories of Hong Kong with "a fresh, clean top note inspired by the greenery of the island, drying down to a warm, peppery base note that's evocative of exotic spices and smoky incense".

The airline cites the Queensland Brain Institute saying the sense of smell brings back memories faster and stronger than other senses.

Exodus program

ADVENTURE World has released its Exodus Cycling Asia collection offering holidays by bike in Vietnam, Cambodia, Myanmar, Indonesia, Thailand, Bhutan and Sri Lanka.

Itineraries include the 14-day Cycling Vietnam from the country's north to south, from \$2,555pp, and the 14-day Southern Indian Coast to Coast ride from \$3,995pp.



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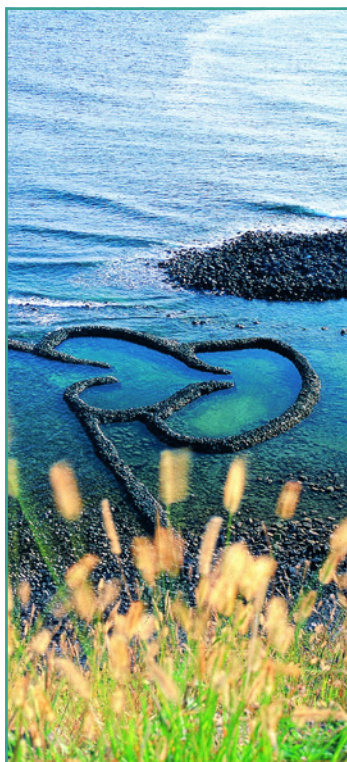


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Taiwan
THE HEART OF ASIA

Travel Daily

Wednesday 23rd August 2017

Balwyn joins TTFN

VICTORIAN agency Balwyn Travel has this month merged with TTFN Travel and rebranded as TTFN Travel Melbourne.

The alliance has seen the former Balywn Travel business relocate to new premises at 12 Nestan Drive, Ringwood.

Under the partnership, Melanie Ford will be a director and the agency manager for TTFN Travel in Melbourne, while Kathleen Nicholson will continue to be a director and agency manager for TTFN Travel in Perth.

Both are Magellan members.

HNL special fares

HAWAIIAN Airlines has a one-day sale today on return flights to Honolulu priced from \$797.

The Economy class promotion is based on travel between 22 Jan and 24 Mar ex Sydney.

Flights from Brisbane to HNL are priced from \$855 return.

DL video Sky Assist

DELTA Air Lines is piloting a new video chat service at Washington National Airport, enabling customers at the facility to have a face-to-face conversation with a specialist about their booking.

Customers pick up a receiver to initiate a video chat and connect to a Delta Sky Assist agent.

Bali Jul visitation

PRELIMINARY visitor data released yesterday by Bali Govt Tourist Office shows a slow down in the number of Australians travelling to the Indonesian hot spot during the month of Jul.

Figures show Bali welcomed 105,354 Aussies last month, down 6% compared to 112,470 for the same time last year.

Arrivals from the China market continue to go gang-busters, with numbers up a whopping 51,000 to 153,652, equating to 26% of Bali's inbound market share.

Insider Journeys revenue declines

A **STRONGER** focus away from direct-to-consumer sales for Insider Journeys saw Helloworld Travel's "Rest of World" segment drop by 6% or \$1.4 million.

The dip was mainly due to a "refocusing of the Insider Journeys business back to its traditional wholesale market," the company said, adding that Insider Journeys "continues to face challenges of aggressive pricing and heavy discounting by competitors in key markets".

The Rest of World segment lost \$1.4 million which HLO said was a "significant improvement".

MTA \$900k profit

MTA Mobile Travel Agents contributed \$900,000 in profit to the Helloworld annual result announced today, based on HLO's 50% share in the group acquired for \$13.9m effective 01 Dec 2016.

HLO restates TTV

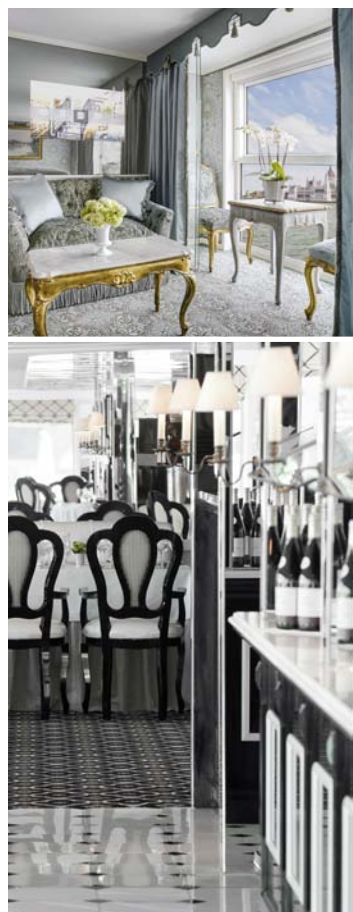
HELLOWORLD'S reported Total Transaction Value (TTV) has been "restated" in today's full year accounts, with the figure adjusted to recognise inter-divisional TTV and ancillary products sold, which were not previously included.

Adjustments include \$247m in direct retail sales through the group's wholesale division and \$46m of travel management sales.

\$2.2m in one-offs

SIGNIFICANT one-off items recorded in the Helloworld accounts for 2016/17 (see p1) include \$700,000 worth of "franchise loyalty shares" which were introduced during the year to "align and strengthen Helloworld Travel and franchise member network partnership".

The company also recorded \$900,000 in redundancies and \$600,000 in costs mainly relating to "property rationalisation".



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Quest Newcastle West launch



QUEST Newcastle West has officially opened its doors with a launch party last week.

The 78 room hotel is the company's second location in the Newcastle market.

Quest gm of growth James Shields formally launched the hotel and said it was ideally placed to capture the growing corporate sector in Newcastle.

To mark the opening event, the Quest Newcastle West team donated \$5,000 to the Mark Hughes Foundation.

Pictured: Daniel Burton, Jill Burton, Nuatali Nemes, Mark Hughes, Lee Bennett, Sheree Bennett and James Shields.

Vivid 2018 launch

NEW South Wales Premier Gladys Berejiklian has invited the largest ever Japanese travel trade delegation to Vivid in 2018, in a bid to boost the number of int'l tourists to the Sydney festival.

The invited delegation will be made up of 50 Japanese travel agents and wholesalers.

"We are seeing a resurgence of Japanese visitors to our shores and we want to see that grow even further," said Berejiklian.

In 2017, 5,062 Vivid Sydney packages were sold to visitors from Japan, up from 4,710 the year prior.

CFS upgrade ready

COFFS Harbour Airport now has the capacity to accept larger aircraft including Boeing 737s and Airbus A320s after upgrade works at the facility were completed.

NSW Deputy Premier & Minister for Regional NSW John Barilaro yesterday announced the refurb of Coffs Harbour Airport's terminal, apron and airside were ready to enter operation.

The main passenger apron was strengthened and augmented to accommodate five large aircraft, instead of four, & heavier planes.

Inside, the arrivals concourse has been extended with extra amenities, an additional check-in counter and relocation of the Qantas lounge.

"The upgrade means the Coffs Harbour airport now has the capacity to handle more planes, and bigger planes," he said.

Member for Coffs Harbour Andrew Fraser said "By upgrading the airport we are improving services for pax and attracting more flights into the region.

"Increased visitation to the airport will grow our tourism sector which is anticipated to grow by 2% annually," Fraser said.

The NSW Govt contributed \$5.1 million towards CFS's overhaul.

AVANI Maldives

AVANI Hotels & Resorts has announced plans for its first resort in the Maldives.

The property will open in late 2019 and will be known as AVANI Fares Maldives Resort.

Located on Fares Island, the AVANI Fares Maldives Resort will have 200 rooms.

The US\$70 million development is a joint venture partnership between Minor Hotels and Cyprea Group.

Bentours promo

BENTOURS is offering \$300 on board credit per cabin on their "Follow The Midnight Sun" tour.

The offer is valid for booking made before 30 Sep.

Bike NZ's South Is

TOURISM New Zealand is encouraging Australians to explore NZ's South Island by bike on their next trip.

The focus is part of a new advertising campaign through TNZ's social and digital channels, and will run from Sep to mid-Oct.

Featured in the video is the The West Coast Wilderness Trail, Tasman's Great Taste Trail and the Otago Central Rail Trail.

Tourism NZ Australia gm Tony Saunders said the organisation would target the 35 plus age group who enjoyed cycling.

"They have the time and resources to travel the way they want at their own pace."

Tourism New Zealand estimates 10% of Australian travellers already cycle as part of their visit.

DTW into Ecuador

DISCOVER the World has opened two offices in Ecuador, with one in the capital Quito, and the other in Guayaquil.

The expanded network, means the global travel distribution company now has offices in 15 Latin American countries.

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NSW relief funding

THE NSW Government has allocated \$2.1m to a recovery fund for communities affected by the North Coast floods which occurred from 28 Mar.

Minister for Justice Michael Keenan said the fund includes money "to support the recovery of the local economy, including for a tourism and marketing campaign to let people know the region is open for business again."

A significant component of the Community Recovery Fund will also go to mental health support and community engagement.

CX A321neo order

CATHAY Pacific's subsidiary Cathay Dragon has inked an MoU with Airbus for 32 A321neo jets, valued at approx HK\$31.7 billion at current list prices.

The A321neos will replace the carrier's existing narrow-body fleet of 23 aircraft and are slated for delivery from 2020 to 2023.

JetBlue to Syracuse

JETBLUE will introduce daily nonstop services between Syracuse Hancock Int'l Airport in upstate New York and Boston Logan International Airport.

The flights will take to the air on 04 Jan and operate year-round with Embraer 190 aircraft.

Domestic pax up

DOMESTIC passenger numbers in Jun climbed 1.7% year-on-year to 4.9 million passengers, according to the latest air stats from the Australian Government.

During the month capacity growth outpaced Regular Public Transport (RPT) revenue passenger kilometres, at 0.6% and 0.4% respectively, lowering industry wide load factor from 77.6% in Jun 2016 to 77.4% in Jun this year.

Melbourne-Sydney remained Australia's busiest RPT route, followed by Brisbane-Sydney and Brisbane-Melbourne.



Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Baillie Lodges has reopened outback camp **Longitude 131°** at Uluru-Kata Tjuta, following a multi-million dollar refurbishment. A new premium suite has been added to the property called the Dune Pavillion (pictured), which is Australia's only accommodation to offer views of both World Heritage-listed natural icons Uluru and Kata Tjuta. The guest areas have also been upgraded, with the Dune House featuring a new entrance with floor-to-ceiling glass windows showcasing Uluru. Longitude 131° now features a dedicated spa, Spa Kinara, offering two retreats and treatments using the Australian LI'TYA spa care range. The new design has also seen daybeds and a 'help-yourself' bar added to the pool area, and the outdoor dining experience Table 131° has been remodelled to include a central campfire.



The first phase of a complete redesign of all the rooms and suites at **Four Seasons Hotel Cairo at The First Residences** is complete. The hotel has refurbished five of its twenty floors and will finish the project in early 2018. The rooms have been upgraded with new soft furnishings, light fixtures, carpets, curtains and wallpapers.

Hard Rock ski hotel

HARD Rock International will open Hard Rock Hotel Davos in the Swiss Alps in Dec, its first ski resort in the region.

The 111-room property will cater to both business and leisure travellers and features a chapel, restaurant and rooftop bar.

FRA LCC terminal

FRAPORT AG has submitted a building permit application for the construction of a new Pier G at Frankfurt Airport.

The new pier would aim to provide cost-saving, no-frills ground handling for LCC traffic & is slated to be completed in 2020.



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If you have the passion and experience these roles will be well rewarded. Contact Michelle on 02 93893800 or email "Michelle@wbtravel.com" <http://www.wbtravel.com/careers/>

Scotland after Australia



WITH a growing number of one-stop flights to Scotland, VisitScotland believes there has never been a better time to visit. Speaking at VisitScotland's trade nights last week in Sydney and Melbourne, snr marketing manager Kirsten Spence said, "Scotland has never been so well connected with our major long-staying target markets in Australia and New Zealand," she said.

The tourist board is also promoting Scotland's Year of Young People in 2018 to the trade.

Spence said VisitScotland was targeting young Australians to

sample "Scotland's unique brand of adventure and fun".

Pictured at the event is: Kirsten Spence, VisitScotland; Alan Glover, Etihad Airways; and Adam Vance, Etihad Airways.

DFAT Brazil update

DFAT has issued an advisory for tourists in Rio de Janeiro, saying the Brazilian Government has deployed the military to enforce public security in the coastal city.

The current level of advice for Brazil has not changed and remains high.

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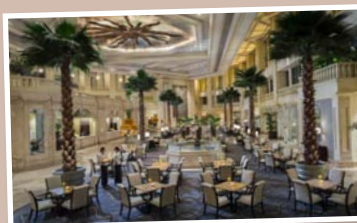
This month Travel Daily together with Philippine Airlines, The Peninsula Manila and Henann Regency Resort and Spa Boracay are giving readers the chance to win an island getaway to the Philippines.

The prize for two people includes:

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Two nights accommodation at The Peninsula Manila

Three nights accommodation at Henann Regency Resort and Spa Boracay



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And remember, you don't have to have been to the Philippines yet, just be creative!



IT'S MORE FUN IN THE PHILIPPINES

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DC arrivals up 3.3%

VISITORS to Washington DC were up 3.3% in 2016 to 22m according to Destination DC.

Domestic numbers increased 3.6% to 20 million compared to 2015, while international visitors dropped 1.6% to two million.

Australia had the seventh highest visitation numbers to DC in 2016, with China number one and the UK in second place.

DDC president and ceo Elliot Ferguson said it was the capital's seventh consecutive year of record tourism numbers.

Hilton Sarasota open

HILTON has opened the doors to Homewood Suites by Hilton Sarasota Lakewood Ranch on Florida's Gulf Coast.

The property boasts 133 suites and is a short drive from Sarasota's beaches, and adjacent to University Town Center.

DL expands Lagos

DELTA Air Lines will expand its presence into Nigeria, with a new thrice weekly service from New York-JFK to Lagos.

Scheduled to start on 24 Mar, the flight will be operated by an Airbus A330-200.

Currently DL operates four weekly services to LOS from its hub in Atlanta.

QR, Vistara interline

QATAR Airways has entered into an interline agreement with Indian airline Vistara.

The agreement will allow QR pax to travel seamlessly to and from a number of Indian cities across Vistara's network, via Qatar's 13 Indian gateways.

MEANWHILE Qatar Airways has commenced services on its first non-stop Doha to Prague flight.

QR will use Airbus A320 on the daily service to PRG.

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Online Travel Consultant

Gold Coast, Weekly Salary, Ref: 1265SZ4

Looking to get out of retail travel and work with inbound calls and email enquiries only? Free flowing quotes coming through on a daily basis so you will never be short of enquiries! Work & life balance including working only a 7.6 hour day with morning and afternoon tea breaks and ½ hour lunch break too! If you have current or recent consulting experience and would like to be apart of this dynamic and growing business with lots of room for career progression, then get in touch today.

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

Corporate Consultant – Temp

Melbourne, \$Competitive + Super, Ref: 2998HC1

This is a fantastic opportunity for an experienced Corporate Travel Consultant to work with an established TMC in Melbourne looking after their busy portfolio of clients. This is an ongoing temp assignment working Monday –Friday paying competitive hourly rates + Super. The ideal candidate will have great Galileo knowledge, experience with corporate clients and would be able to really hit the ground running. You will have access to a diverse client portfolio and be arranging trips for them.

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

FIT Inbound Travel Consultant

Sydney, Up to \$65k DOE, Ref: 2980PE4

Our client is a leading provider of luxury inbound travel arrangements & has unrivalled expertise in delivering market-leading tailored tours to groups visiting Australia & the Pacific. They offer bespoke itineraries and products – from city breaks to multi destination and special interest tours. I am looking for a talented inbound travel specialist with strong Australian tourism knowledge & experience in dealing with Western Markets. Excellent remuneration is on offer for the right person.

For more information please call Paul on (02) 9119 8744 or click [APPLY](#) now.

Travel Consultant

Drummoyne, From \$55k + Super + Comms, Ref: 2978RM2

This is a very rare opportunity for a passionate consultant who can earn an amazing base salary as well as uncapped commission making this a top of the range salary package within an award winning brand. The role is in a small and vibrant office in an area featuring great shopping and cafes. This position requires an experienced consultant in Galileo and Crosscheck who is focused on superior customer service whilst offering extensive knowledge of products and destinations and airfares.

For more information please call Ruth on (02) 9119 8744 or click [APPLY](#) now.

Wholesale Travel Consultant

Brisbane, Excellent Salary, Ref: 9823CNA

Are you currently working as a Wholesale Consultant? In this role you will be working with Travel Consultants focusing on FIT and tailor-made itineraries and selling the services of this company to the consultants as well as maintaining relationships with suppliers. This role is great for an experienced Wholesale Consultant that is looking to kick start their career. Candidates must have the ability to thrive and succeed in a customer focused, travel sales role. Long term career progression.

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



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