

# Travel Daily

First with the news

Monday 28th August 2017

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## GA cutting London

**GARUDA** Indonesia will operate its Jakarta-Singapore-London Heathrow-Jakarta route twice weekly from 29 Oct, rather than the planned three times per week. GDS displays indicate the Sun flights are closed for reservations.

## Qantas executive shuffle

**QANTAS** Group ceo Alan Joyce says the company's new senior leadership structure (**TD** breaking news) will "help the company keep delivering for customers and shareholders".

The changes will see new heads for Qantas International, Jetstar and Qantas Loyalty, while other executives have had their responsibilities expanded.

Qantas Loyalty ceo Lesley Grant will become the airline's Group Executive of People and Culture - replacing Jon Scriven who is retiring after eight years with QF.

Jayne Hrdlicka, currently Jetstar ceo, will take Grant's role as head of Loyalty and Digital Ventures, plus the addition of Innovation.

Gareth Evans will move from ceo of Qantas International to become ceo of Jetstar Group, while Alison Webster, currently executive manager of freight, catering and airports, will become part of the senior executive team as CEO of Qantas International.

Olivia Wirth will have her role expanded to a new position of Chief Customer Officer, incorporating customer and digital strategy alongside existing responsibilities for brand,

marketing and corporate affairs.

General counsel and company secretary Andrew Finch will take on responsibility for Office of the CEO, while the role of Qantas Domestic ceo Andrew David will expand to include Qantas Freight, Catering and Airports.

The roles of Rob Marcolina, head of strategy, transformation and IT; John Gissing, group exec of associated airlines & services; and chief financial officer Tino La Spina remain unchanged.

Transition to the new structure will begin in Nov this year, Joyce said, adding the reshuffle was "about making the best use of the considerable leadership talent at the top level of our organisation".

## Uniworld upgrade

**THE** Travel Corporation's Uniworld Boutique River Cruises brand has announced the makeover of its *River Beatrice*.

First added to the fleet in 2009, the vessel will have all of its public spaces and staterooms upgraded to become another 'Super Ship' with the move following the successful debut of *S.S. Joie de Vivre* earlier this year.

New dining venues and a grand staircase will complement suite upgrades, with the addition of connecting rooms to suit family travel along with two Royal Suites and a new Owner's Suite.

## Expedia ceo to new role heading Uber

**THE** board of Uber is believed to have chosen Expedia ceo Dara Khosrowshahi to be the company's new ceo, according to a *New York Times* report.

Khosrowshahi has led Expedia since 2005, with his selection following a search process described as "contentious" as the US\$70 billion ride-sharing app operator attempts to move on from a series of scandals.

Other candidates included former General Electric ceo Jeffrey Immelt and Hewlett Packard chief Meg Whitman.

Uber began looking for a new ceo on 20 Jun when co-founder Travis Kalanick was pressured to step aside as ceo, although he remains on the company's board.

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APT5996

### Today's issue of TD

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

- Albatross Tours
- AA Appointments jobs

## Intrepid Japan DMC

**INTREPID** Group has opened its first operations base in Japan in response to growing demand from "increasingly adventurous travellers" visiting the country.

A new office in Kyoto will operate under the PEAK DMC Brand, as the base for 20 local staff and guides servicing brands including Intrepid Travel, Peregrine Adventures and Geckos Adventures.

CEO James Thornton said the new Japan office would become the 18th DMC in Intrepid's global network, with further expansion planned in Iceland in Nov and in three additional Central American locations in Jan 2018.

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## 2m cruisers a stretch

**THE** fast-growing Australian cruise sector is unlikely to achieve its two million annual passenger target by 2020 due to capacity constraints, according to a panel at the 2017 Cruise360 conference convened by Cruise Lines International Association Australasia in Sydney on Fri.

Royal Caribbean's local md Adam Armstrong's emphatic assertion was echoed by CLIA Australasia chairman Steve Odell, who told **TD** that "when big ship after big ship has arrived in the market and that drives volume from the local source market, to get to 2020 we need to get around 14.5% growth every year. It's not going to be natural growth," Odell said.

Despite the constraints, he said the target was not being revised at this stage, with CLIA now working on the issue with the NSW government which is being "far more proactive".

More in the special Cruise360 edition of **CRUISE WEEKLY** today.

## Skinner to head Tour East

**JEFF** Skinner has been appointed as the new general manager Australia of Tour East, the inbound operator formerly part-owned by Qantas and acquired by Japan's JTB some years ago (**TD** 09 Oct 2014).

Tour East Holdings' Singapore-based ceo Shigeyuki Suzuki said effective immediately Skinner would take responsibility for the company's Australian international inbound operations including its activities from India.

Skinner joins JTB after some years heading up his own business, Dynamic Tourism Group.

His industry experience also includes general manager roles with Tourism Queensland, Territory Discoveries, the Sydney Aquarium Group and as head of marketing of Qantas Holidays/Viva!'s Readyrooms division.

He also led Top Deck Travel's wholesale division in the UK before relocating to Australia

to manage the company after it became part of Flight Centre.

Suzuki said Skinner was well respected, with a "proven, results driven management background.

"We see him as being instrumental in consolidating Tour East Australia's strong position in this key area of our business and building further growth," he said.

Skinner takes the role most recently held by Leon Ellas who left Tour East recently after more than a decade with the company.

## Colombo DMC

**MARK** Snoxell's Exposure Downunder has been appointed to represent Sri Lanka ground operator Tour Blue in Australia.

The boutique DMC can offer a wide variety of tailor-made itineraries across the country, with Sri Lanka expected to see a boom in interest due to the debut of non-stop UL flights from Melbourne to Colombo at the end of Oct.

For more information, contact [info@exposuredownunder.com](mailto:info@exposuredownunder.com).

## Excite Thai focus

**EXCITE** Holidays has partnered with the Tourism Authority of Thailand to promote the destination to agents in a two-week 'Create your Thailand' campaign, kicking off today.

A destination guide has been released to showcase Thailand as a holiday destination for first-, second-, third- and four-time visitors, available to download.

Every night booked in Thailand through Excite from now until 10 Sep will earn agents a bonus 500 reward points.

## IAH has a problem

**HOUSTON'S** George Bush International Airport has been closed as one of the biggest storms of the season caused chaos across southern Texas.

Hurricane Harvey flooded all of the roads around the airport, with the Department of Foreign Affairs and Trade urging Australian travellers on the Gulf Coast to follow the advice of local authorities and monitor the media for the latest information.

The storm has also disrupted cruise traffic, with the Port of Galveston closed to all marine access for some days.

Carnival Cruise Line will operate modified itineraries on *Carnival Freedom*, *Carnival Breeze* and *Carnival Valor* which will re-enter the port when it is safe to do so.

**WESTERN AUSTRALIA**

### Tourism WA Tender - Market Representation Service – Interstate Australia

Tourism WA, is seeking to engage a single contractor based in Sydney to represent it in the interstate market (primarily Sydney, Melbourne & Brisbane)

The Contractor will develop trade relations, undertake trade training, attend key networking events and forums on behalf of Tourism WA, support marketing and campaign activity, reinforce public relations and maximise opportunities for the promotion of Western Australia. The Contractor will work in collaboration with the Tourism WA head office domestic marketing team to support and enhance existing interstate activities.

Full details of TWA1718001 can be found at [www.tenders.wa.gov.au](http://www.tenders.wa.gov.au)

**WIN** a spot on a Famil with FJ

Consolidated Travel & Fiji Airways are giving the Top 4 agents and 4 most improved agents the opportunity to WIN a spot on a Famil to Fiji for achieving the highest sales between 15 August - 5 September 2017.

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## Tahiti Niu results

**AIR** Tahiti Nui has achieved a fifth consecutive year of positive financial results, reporting €298 million (AU\$440m) in revenue for the 2016 financial year.

Passenger numbers were up slightly (1.4%) year-on-year to 480,085 with the carrier dropping ticket prices to stimulate demand.

TN accounted for 71% of market share, as inbound tourism to Tahiti increased at the same time by 5%, fuelled by the US market (up 39%) and France (up 20%).

Net income for 2016 after tax was €18.8 million (AU\$28m).

Air Tahiti Nui is poised to take delivery of two brand new Boeing 787-9 *Dreamliner* aircraft in 2018 and 2019, as well as two leased 787s as part of its fleet transition.

Of concern to the carrier & local tourism stakeholders is preserving the positive momentum "as the destination is now facing a new challenge - a lack of rooms due to high demand".

## Hertz SuperCover

**HERTZ** Australia today unveiled a new optional product called Hertz SuperCover.

The product is offered from participating Hertz locations and provides customers reassurance they will have zero excess to pay in case of damage to or loss of a rental vehicle.

Customers taking SuperCover will have the added benefits of personal accident and personal effects cover, premium roadside assistance and no extra charges for additional drivers or young drivers (aged 21-24).

Hertz says that in the event of an accident, the product waives the customer's responsibility for and damage administration fees.

VP Asia Pacific Eoin Macneill said SuperCover is "tailored to further protecting our customers against unanticipated or unforeseen expenses".

It's available to book online, over the counter or via the res centre.

## topbonus insolvent

**AIR** Berlin's loyalty scheme, topbonus, has filed for insolvency proceedings in Germany, with the carrier saying the situation is "regrettable".

The move follows airberlin's filing for administration earlier this month (**TD** 16 Aug).

"Due to the current situation of airberlin and the resulting consequences for the frequent flyer program, topbonus had no other option," AB said.

The 13-year old program boasts having more than 4.3 million members and 24 partners, including Virgin Australia.

"The collection and redeeming of miles remains suspended."

**MEANWHILE**, rival German carrier Lufthansa has officially lodged an intention to acquire elements of Air Berlin.

Lufthansa has flagged interest in purchasing AB's Austrian unit Niki and regional carrier LGW - Luftfahrtgesellschaft Walter.

## Window Seat

**ADELAIDE** Airport has today opened a brand new luxury hotel for four-legged friends.

Beau's Pet Hotel has something for everyone including the classic dog suite, which has plenty of room to move, soothing music, and tempered glass doors and viewing panels so canines won't feel hemmed in.

The \$9 million hotel has 262 standard and luxury rooms in total, with a penthouse condo available exclusively for cats.

Deluxe suites are the alternative for pooches that need a little more privacy, being housed in a private wing and featuring creature comforts of home such as a large screen TV.

Facilities also allow for owners to Skype their furry mates.

### Al Baker IATA role

**QATAR** Airways group chief Akbar Al Baker has been elected as chairman of the Board of Governors of the International Air Transport Association (IATA).

Al Baker will assume his one-year term in the position from Jun following IATA's 2018 Annual General Meeting in Sydney, taking over from Singapore Airlines ceo Goh Choon Phong.

### Collette earlybird

**EARLYBIRD** savings of 10% on touring specialist Collette's range of 2018/19 North America itineraries will end on 31 Aug.

Savings of up to \$1,100 per person are available.

Collette's eight-day America's Music Cities tour encompassing New Orleans, Memphis and Nashville is now \$3,122ppts.

### More Jetstar seats

**JETSTAR'S** fleet of Airbus A320s will be reconfigured to include an extra row of seats in the cabin, boosting capacity from their current 180 seats to 186.

The "cabin enhancement" will involve reducing the galley space, moving toilets & fitting slimmer seats, while expanding overhead baggage space, *News Corp* said.

### Luxperience finalists

**THE** finalists for this year's Luxperience Awards across four categories have been announced.

The awards recognise excellence in the development & promotion of luxury travel and premium business events industries, with categories including Inspiring, Meaningful, Connections and Outstanding Destination.

**CLICK HERE** to view the finalists.

**MORE** than 1,700 guests packed the Grand Pavilion at Rosehill Gardens last Sat for the annual ASX Thomson Reuters Charity Horse Day.

Silversea Cruises threw its support behind Australia's biggest charity race day as one of the key sponsors for the event.

The Silversea team hosted a group of industry guests that helped to raise in excess of \$200,000 for over 30 children's disability and medical research charities.

Guests enjoyed a full day of



entertainment led by emcee Vince Sorrenti, and also included nine races, a champagne lunch, fashion show, live music, auction, raffles and more.

**Pictured** trackside are Silversea Cruises' Julian Perri, Leanne Fonagy and Craig Owens.

### Lake Titicaca unrest

**TRAVELLERS** heading to the popular tourist destination of Lake Titicaca in Bolivia are being advised by the Australian govt to contact their tour providers or local authorities before travelling to the region due to "community unrest and blockades" which has affected transport on routes around Achacachi.

The UK Govt says the blockades are affecting the road between La Paz and Copacababa, with public transport affected.

"There is a dispute between local communities on the Island of the Sun (Isla del Sol) on Lake Titicaca, and foreign tourists have been affected," Gov.uk says.

### Accor lux expansion

**ACCORHOTELS** has confirmed it will add six luxury and upscale properties in the next six months.

The new additions include Sofitel Kuala Lumpur Damansara in Malaysia, Sofitel Singapore City Centre; Sofitel Sydney Darling Harbour, Pullman Brisbane Airport and Sofitel Wellington (re-launch) in Australasia and Pullman Shenyang Ginza in China.

"These developments build on 2016's momentum, where AccorHotels added 86 hotels to our Asia Pacific Network, with 58% of rooms in the luxury and upscale sector," said chairman & ceo Asia Pacific Michael Issenberg.

### Corporate Travel Consultants

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To apply please send your CV, quoting your preferred location to [careers@qbt.travel](mailto:careers@qbt.travel)



### Win Gold Class movie tickets

This week, Helloworld Travel are giving five lucky Sydney based readers the chance to WIN a Gold Class double pass to see *Kingsman – The Golden Circle* on at an exclusive screening on Wednesday 27th September, 6pm at Event Cinemas Bondi Junction.

In 25 words or less, please tell us your favourite movie and why. Please email entries to: [sponsorships@helloworld.com.au](mailto:sponsorships@helloworld.com.au)



**Kingsman**  
THE GOLDEN CIRCLE



# Travel Daily

Monday 28th August 2017

## Toy Story Land coming to WDW



WALT Disney World (WDW) Resort in Orlando, Florida will introduce Toy Story Land from the

US summer of 2018.

Located within Disney's Hollywood Studios, the 11-acre land features two new attractions alongside giant building blocks, game board pieces and the toys and characters from the series.

Walt Disney Company head of travel and business development AU/NZ David Clark said it will be a must see for people of all ages.

"The new land features two new attractions and also expands on the park's iconic Toy Story Mania attraction," he said.

New attractions include Slinky Dog Dash family coaster and Alien Swirling Saucers, which is designed to look like a play set from Pizza Planet.

An artist's impression of the Toy Story Land is **pictured** above.

## Virgin Hols single-parent packages

VIRGIN Holidays is offering long-haul package holidays for single-parent families in an effort to stop pricing discrimination.

The initiative is being launched with 10 Caribbean resorts, including all four properties within the all-inclusive Elite Island Resorts Collection.

The UK travel firm says there are currently no plans to extend it beyond the Caribbean islands.

Virgin claims the offering will save single parents an average of £398 (AU\$650) for a seven-night package holiday.



## Brochures

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Sun Island Tours - 2018 Egypt, Israel & Jordan

Sun Island's latest 2018 brochures is packaged with 29 coach tours, cruises and packages; offering guaranteed departures on all escorted coach tours. The brochure features itineraries such as the popular 11 Days Egypt in Style Independent Package, touring Cairo, Luxor and Aswan and a four-night Nile cruise. Prices for the trip start at \$2,371pp. Inside is a number of day tours from Israel, Jordan and Egypt, including the Biblical highlights of the North, departing from Jerusalem.



### Bunnik Tours - 2018/19 South & Central America

Six brand new tours and nine returning favourites are featured inside Bunnik Tours' new South & Central America program. Itineraries stretch across three continents from Havana to Antarctica, encompassing the Galapagos Islands, Machu Picchu, the Amazon Jungle, Iguazu Falls and Patagonia. To meet growing demand, offerings in Cuba have been expanded, including the popular Mexico, Cuba & the Panama

Canal 'Cruise & Tour'. The brochure has earlybird savings of up to \$1,000pp until 28 Oct.



### Bench Africa - 2018 Africa

In its 49th year of operating safaris, Bench Africa has introduced new small group tours in South Africa, Botswana and Namibia as well as adding the country of Malawi to the mix for the first time in 2018. Destinations from Cape Town in South Africa up to Amman, Jordan are featured inside. A number of touring options are profiled in the 100-plus page offering including rail journeys, honeymoon packages, flying safaris, self-drive holidays and tour options for families. 2018 tour options include the popular 12-day Highlights of East Africa, with prices starting from \$6,895 per person.



### Abercrombie & Kent - 2018 Europe

Abercrombie & Kent has released its new collection of journeys through Europe. Twenty-five countries are covered in the brochure, with a range of travel styles and focuses. Inside, there are a number of ideas for summer travel to the Mediterranean and Adriatic, for springtime in the Baltic or winter in Norway and Iceland. Also included are two new private journeys focusing on the Northern Lights. A&K also has a new

nine-day summer journey in Norway that starts in Oslo. The tour visits the west coast and its fjords, remote islands and mountain ranges rise dramatically from the sea.

## Round 23 Winner

Congratulations

# MATTHEW KENSETT

from Silversea Cruises

Matthew is the top point scorer for Round 23 of Travel Daily's AFL footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.

Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.

NSW permit LTF5-17-1489; ACT permit TP-17/00255

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## ADL agents sample SSH package



**SINGAPORE** Airlines is currently treating 24 South Australia-based travel agents on a five-day famil to learn first-hand about the city and experience the Singapore Stopover Holiday (SSH) package. Highlights have included a ride on the Singapore Flyer, the Night

Safari and the Hop On Bus. The group have experienced the MRT, sampled some Singaporean cuisine and visited food stalls. They are being escorted by two Singapore Airlines Adelaide reps and are **pictured** above outside the Singapore Zoo.

## MU Shanghai Business class famil



**CONSOLIDATED** Travel in conjunction with China Eastern Airlines recently hosted a four-day famil to explore Shanghai. Participants had the pleasure of travelling Business class with MU, while Ornate Travel arranged a hotel stay at the Shanghai

Central Hotel, plus exploration of The Bund, The Former French Concession, Yu Garden, Madame Tussands and a day of magic at Shanghai Disneyland (**pictured**). Hosting the agents were John Skiadopoulos from CTG and Penny Qin from China Eastern.

## Globetrotting around Bangkok



**THAI** Airways International and Globetrotter hosted six corporate clients on a recent educational to experience vibrant Bangkok.

Staying at the five-star Centara Grand at Central Plaza Ladprao Bangkok, the group had the chance to sample the hotel's facilities which includes nine restaurants, including the award-winning Sua-Ban Thai.

Agents enjoyed watching the sun set over the bustling city at the Blue Sky Rooftop Bar, some retail therapy at the adjoining Central Plaza Ladprao, and escaping the hustle and bustle of the city at the resort's swimming pool surrounded by gardens.

Located on the northern side of Bangkok, the property is less than 10 minutes' walk or a complimentary shuttle away from the famous Chatuchak Weekend Market, one of the largest markets in the world with over 15,000 booths selling goods from all over Thailand.

The group are **pictured** outside Sua-Ban and include Simon Prewer & Carolyn Johnston from Globetrotter; Susan Morelli, THAI Airways Int'l; Lyndel Thomas, ERGT; Katherine Murphy, Neptune Marine; Sharon Clarke, Kibaran Marine; Lauren Sisti, Patersons; Wendy McEvoy, Argonaut and Pamela Doyle, Pitcher Partners.

## Infinity's Gold Coast getaway



**INFINITY** Holidays' digital marketing team stopped in at Dreamworld on the Gold Coast en route to a recent weekend team getaway at O'Reilly's Rainforest Retreat in the hinterland.

The group spent their day riding roller coasters, eating ice-cream

doughnut sandwiches, while their team leader got up-close and personal with a lion, being sprayed in the face by the big cat.

**Pictured** from left are Al Morris, Kylie Harris, Bryanna Modolo, Siobhan Collie, Jason Martin and Jayden Meyers.

## Turkmenistan entry

DFAT is advising reports of restricted entry into Turkmenistan except for people involved in the The Asian Indoor and Martial Art Games (AIMAG) and visitors with prior approval between 17-27 Sep.

It is advising travellers to expect strict immigration checks and to contract their travel provider or nearest Embassy or Consulate of Turkmenistan for the latest info.

## Carnival savings

**CARNIVAL** Cruise Line is offering a number of deals on departures from Melbourne in Feb 2018 if booked by 31 Aug.

The short-life promo includes up to \$300 on board credit per cabin on select Tasmania and New Caledonia itineraries aboard *Carnival Legend*.

Prices on the four-night Tasmania cruise start from \$499pp for an interior room and includes \$150 on board credit.

## Employer of Choice

**AMADEUS** has said it is honoured to be recognised as an Employer of Choice in The Australian Business Awards 2017.

The accolade judges companies across organisational culture, leadership, education, performance management, remuneration and OH&S.

Amadeus Australia and New Zealand head of human resources Georgina Boyd said, "Our people are the most valuable asset we have and as such, we place a strong value on our people, communication and culture."

Entry guidelines for the 2018 ABA Awards are now available.

## KLM WeChat Pay

**KLM** Royal Dutch Airlines will allow customers the ability to pay for tickets via WeChat Pay on KLM.com and WeChat.

The dutch carrier will be the first non-Chinese airline to offer the payment option on the largest social media platform in Mainland China.

Over 600 million users have activated WeChat Pay, with over 40% of all mobile transactions executed through the platform.

## inPlace stretching its talent search



**RECENTLY** inPlace Recruitment had its yearly conference which saw staff take part in an Amazing Race-style team building exercise around Sydney.

The event saw the team lucky enough to visit Taronga Zoo and lap up its iconic picturesque views of Sydney Harbour.

They also experienced Taronga's Roar & Snore overnight glamping experience at the attraction.

**Pictured** above feeding a giraffe a leaf at Taronga Zoo are inPlace Recruitment's managing director Sanda Chiles, with Kristi Gomm, Susan Chand, Peter Jackson and Christina Gines.



**Round 25 Winner**  
Congratulations  
**RACHAEL WILLIAMS**  
from *Ballina Cruise and Travel*

Rachael is the top point scorer for Round 25 of Travel Daily's NRL footy tipping competition. She's won a \$100 travel voucher courtesy of Expedia.




Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.

NSW Permit LTFS 17-11489, ACT Permit TP 17/00255



**WIN A TRIP TO THE PHILIPPINES**

**THE PRIZE**

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:

- Return economy class tickets from Sydney to Manila flying with Philippine Airlines
- Two nights accommodation at The Peninsula Manila
- Three nights accommodation at Henann Regency Resort and Spa Boracay



**TO WIN**

Send us your most creative image, photo, collage, meme or photoshop creation which represents your ideal Philippines island destination experience flying Philippine Airlines **AND** tell us about that experience in 50 words or less.

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

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





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