

2017

Year in review



Thanks from the team at Travel Daily, travelBulletin, Cruise Weekly and Business Events News: Bruce, Jenny, Jon, Sean, Guy, Lisa, Mal, Sarah, Jasmine, Melanie, Rowena, Christian, Adam, Matt, Lisa & Ben.

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Welcome

2017 has been another big year for the Australian travel sector - and our team at the Business Publishing Group has once again brought you all the news as it has happened.

We pride ourselves on accurate, timely and relevant reporting right across our portfolio. **Travel Daily** brings you the facts every day, along with all the latest social action from those events the industry enjoys so much. The massive growth of the cruise industry is reflected in the popularity of **Cruise Weekly**, while **Business Events News** continues to provide comprehensive coverage of the MICE sector.

Finally our flagship monthly magazine **travelBulletin** brings sense to the avalanche of news with expert opinion and commentary, along with destination features, selling tips, in-depth interviews and more.

We hope you enjoy this Year in Review which provides an opportunity to reflect on the year that was. Thanks to our legions of loyal readers for your ongoing support - we very much appreciate your input and look forward to a big 2018!

Bruce Piper
Publisher, Business Publishing Group

Year of change

THE cover story in the Dec/Jan issue of *travelBulletin* discussed the good, the bad and the ugly sides of the travel industry, looking back over the previous 12 months.

Analysis combed through all of the major travel verticals, with historical norms in the industry noted as being under threat from a variety of external factors, and in particular the disruptive influence from major technological shifts.

Further feature content focused on the US states that make up New England, as well as the often underrated island destinations in the Philippines such as Boracay, Bohol & El Nido.

Trends in the fast-growing Australasian cruise industry were also highlighted, with in-depth profiles provided on the ships docking locally during wave season.



Other stories

- Swan Hellenic/Voyages of Discovery collapse
- CLIA restructure
- Jetstar to add Vietnam
- Viking Australia sailings
- NCLH expands local operation



Window seat

HUNDREDS of pranksters braved the London cold for the eighth annual 'No Trousers on the Tube Day' in Jan (pictured below).

Bemused commuters took to social media to express both their confusion and amusement while a spokesperson for the Central Line was at pains to make clear it was not endorsed by Transport for London.

It wasn't just social media that spiked on the provocative day, with fines for fare evasion rumoured to have jumped.

It makes sense when you consider participants didn't have many pockets in which to keep their tickets.



January 2017

Travel Daily

Bali knocks back Tiger

VIRGIN Australia low-cost offshoot Tigerair Australia hit a major snag with its services into Bali following a regulatory dispute with the Indonesian authorities which saw all of the airline's flights to the popular tourist hub put on hold.

The carrier was shut out of the market suddenly on the request of Indonesia's head of Air Transport, who claimed Tigerair Australia was in breach of base regulatory requirements with regard to its ticketing operations.

The low-cost airline and the Indonesian Government traded blows in the media throughout the ensuing chaos before

negotiations ultimately failed and Tigerair pulled the pin.

MEANWHILE Tourism Western Australia struck a global marketing deal with Expedia to promote the state across seven of the company's online platforms.

The agreement covered key markets including Japan, New Zealand, the US, Singapore, Malaysia and the UK as well as the domestic audience.

In other news, Flight Centre looked for further gains in the Africa market by leading a push from the group's South African office into Namibia.

This was Flight Centre's first African expansion outside SA.

Carnival's tech

Cruise Weekly reported on the Las Vegas launch of Carnival's 'Ocean Medallion' initiative.

The new tech allows passengers access to key services anywhere on the vessel using near-field communication (NFC) in a first-of-its-kind move by a cruise company.

Breaking news

- Etihad announces pending departure of James Hogan – two senior executives set to part ways with the airline.
- Tigerair Australia suspends Bali flights – The low-cost carrier in regulation dispute with Indonesian Govt.

Goldman Thai trip



CHAIRMAN of Goldman Travel Group Tom Goldman took time out in Thailand to make a splash and show other travel companies the best way to approach the industry, scoring a 9.8 on entry.



IGNITE Travel Group with MyHoliday agents to mark the annual MyFiji Bula Bonus Sale.



INFINITY Holiday agents braved the winter in British Columbia, Canada on a chilly famil.

Other stories

- WA backs PER/LHR route
- Trump's travel ban
- Travel adverts surge
- TTC's new e-learning
- W Melbourne confirmed
- Spicers Sydney hotel
- QF inflight wi-fi rollout
- Virgin flags PEK flights

Breaking news

- Aquire revamped to be QF Business Rewards
- Helloworld purchases SevenOceans, Cruise Factory & Cruise Abroad
- Virgin & HNA Aviation alliance revealed

February 2017

Travel Daily

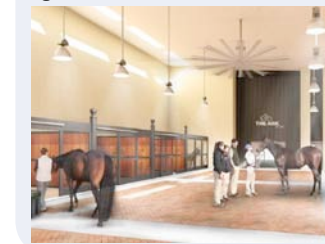


Window Seat

THE ARK at JFK, the world's first privately owned 24/7 animal airport terminal, quarantine and full-service transportation centre for animals, has opened.

Touted as being "like a luxury, airside hotel for creatures great and small," The ARK provides services for pets, horses, birds, livestock and exotic animals.

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A fortunate life

APT'S patriarch Geoff McGeary was the subject of this month's *travelBulletin* cover story, opening up candidly about the secrets of his long-standing success in the travel industry.

The wide-ranging interview recounted a near-death experience that he believes propelled him onto a path of business success, describing his subsequent good luck as living a "fortunate life".

"It was a turning point in my life – I felt everything after that was a bonus." McGeary said.



Virgin's Chinese alliance

VIRGIN Australia this month announced a major alliance with airlines operated by shareholder HNA Aviation, including Hong Kong Airlines, Hainan Airlines & sister carriers.

The pact saw the formal announcement of flights between Melbourne and Hong Kong from mid-2017, with customers of Beijing Capital Airlines, Hainan Airlines, Hong Kong Airlines and Tianjin Airlines also able to book travel on VA's domestic and trans-Tasman network.

VA ceo John Borghetti described the alliance as a "game-changer for travel between Australia and China".

He also unveiled the carrier's financial results for the six months to 31 Dec 2016, showing a statutory loss after tax of \$21.5 million, with revenue down 9% due to "subdued trading conditions in the domestic market".

MEANWHILE in response to a sliding share price following the arrests of senior executives in China, Crown shareholders mulled a class action citing a lack of information regarding risks in the Chinese market.

In other news, the Australian Hotels Association took a stand against ATM provider DCM Payments for "oppressive" contract terms.



SEABOURN'S Mark Dexter & Tony Archbold hail *Seabourn Encore's* Syd stop.

Queen Liz in Oz

CRUISE Weekly reported that Cunard will deploy its *Queen Elizabeth* in Australia for almost two months in early 2019.

The iconic vessel will operate seven voyages out of Sydney and Melbourne in line with a growing fondness from the Aussie public for Cunard cruises.

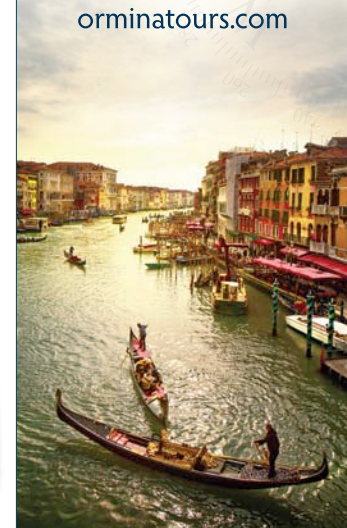


QATAR Airways unveiled the Business class seats aboard its A380 aircraft.

Beauty to Thailand



THE Tourism Authority of Thailand (TAT) invited Miss World Australia 2017 (centre) & runners up as Aussie reps to attend the opening ceremony of Women's Journey Thailand.



Joan chimes in



UNIWORLD'S *Joie de Vivre* is christened by its honorary godmother Dame Joan Collins at a ceremony in Paris where the ship was promoted as boasting the luxuries of "all things French".

Window Seat

OVER-PACKERS of the world can be finally be free of their collective shame - because the ruler of Saudi Arabia has now outdone us all.

King Salman bin Abdulaziz Al Saud embarked on a nine-day visit to Indonesia accompanied by an excess baggage inventory that included two Mercedes Benz S600 limousines and two electric elevators, weighing in at a hefty 459 tonnes according to a local freight company.

This was not the first time King Salman has raised eyebrows while on tour, having previously booked out entire hotels and resorts on visits to Washington and the French Riviera.



TRAVEL trade reps hitting the Victorian wine trail for Winery Experiences Australia.



TOURISM Minister Steve Ciobo spruiking the Gold Coast in London.

March 2017

Travel Daily

Allure of film

THE March issue of *travelBulletin* examined the potentially lucrative connection between travel marketing and the silver screen, illuminating the persuasive power film has to lure travellers to various locations around the world.

From VisitBritain harnessing the exposure of James Bond, Tourism NZ jumping on the Lord of the Rings bandwagon, not to mention the hype around Game of Thrones and Star Wars, tourism professionals were advised to capitalise on the buzz to maximise sales opportunities.



Cyclone Deb's havoc

TROPICAL Cyclone Debbie made landfall in Australia towards the end of Mar and was labelled by meteorologists as the most dangerous storm to hit Queensland since Yasi in 2011.

Popular tourist destinations in the sunshine state had to be evacuated including Bowen, Proserpine and Airlie Beach in the Whitsundays as the region was pelted by 195km/h winds, causing more than \$2.4 billion worth of damage.

Another major tourist hub affected by the disaster was Hayman Island which was forced to take cover, suspending arrivals and eventually forcing its closure until some time in 2018.

More fallout was seen

Other stories

- Jetstar in bed with Airbnb
- International Women's Day industry celebration
- EK expands lounge access via paid options
- Google Trips showcased

on Daydream Island which subsequently closed for a major refurbishment, while Hamilton Island also shut down temporarily after the storm.

MEANWHILE Air New Zealand and Cathay Pacific announced an extension to their strategic alliance partnership through to 2022, coinciding with the announcement of nonstop CX flights between Hong Kong and Christchurch.

In other news, Intrepid Group announced a range of executive appointments including naming James Thornton as ceo, Pete Rawley as gm sales, Asia Pacific and Aaron Hocking as general manager, global sales.

Breaking news

- Jetstar and Virgin fined for drip pricing
- Limbrick to leave QF in executive reshuffle
- Virgin Australia announces Economy X
- NTIA nominees revealed
- Flight Centre launches global DMC incorporating Buffalo Tours, as well as digital advisory board.

New Royal ship

CRUISE Weekly reported that Royal Caribbean Int'l named its impending ship *Symphony of the Seas*.

The vessel will set sail in Apr 2018 and is due to spend her inaugural season exploring destinations in the Mediterranean, calling on ports in Barcelona, Mallorca & Naples.



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TIM Shepherd, Emirates; Adele Sheers, Qantas; Will Owens, Emirates and Rob Harrison, Qantas; play host to 130 travel consultants at an agent experience featuring camels in Sydney.



SAMUEL Johnson congratulating second place winners Stewart Edgar, Michael Gazal and Roger Aldons on their result at the TravelManagers charity golf day.



CONSTELLATION Journeys founder and md Dan Kotzmann (pictured right) and Qantas Boeing 747 Captain David Oliver celebrate the launch of Constellation Journeys.

April 2017

Travel Daily

Helloworld Travel new era

HELLOWORLD shareholders voted in Apr to change the company's name from helloworld to Helloworld Travel.

The company also announced the former Harvey World Travel "The Travel Professionals" tag line would return to the brand as part of the refresh.

Helloworld Travel ceo Andrew Burnes said the name change was designed to strengthen the company and "bring back some of the historical value from our legacy brands".

The rebrand also included a return and revamp of Harvey World Travel's iconic "We're the travel professionals" tune to incorporate the HLO name

- a move well received at the group's Gold Coast OMC.

The month of Apr also saw Webjet drop its anti-agent advertising, after first airing the controversial TVCs in Jan 2016.

The company's new TV campaign took a much friendlier approach, after previous promos claimed the OTA had access to a more fares than bricks and mortar rivals.

In other news, Qantas and Virgin both commenced trials of wi-fi on their domestic fleets.

And ongoing updates from the operators of Gold Coast theme parks confirmed a sector-wide downturn after the Dreamworld tragedy in late 2016.

RCI cuts back

Cruise Weekly reported that Royal Caribbean Int'l will deploy three ships in 2018/19 instead of five this season due to capacity constraints in local waters.

Meanwhile Princess Cruises will homeport the 3,560-guest *Majestic Princess* in Australia for six months from Sep 2018.

Breaking news

- Helloworld Travel flags higher earnings – the company upped profit guidance to \$52-\$55m.
- Qantas Perth-London nonstop on sale – tickets for the new "Kangaroo Route" went on sale on 27 Apr ahead of the groundbreaking debut scheduled for Mar 2018.

Touring alive and well

TRAVELBULLETIN revealed exclusive research into the state of the touring and rail sectors in Apr's edition, based on a study of travel consultant perceptions and experience.

For decades touring was the bread and butter of the Australian travel industry, and despite the pressure it faces from cruising the independent travel, research showed touring still offering strong growth potential as the sector evolves.

The Apr *travelBulletin* also celebrated 40 years of Travellers Choice from its humble beginnings in WA, back in 1977.

As well as all the latest industry news and analysis, the Apr edition also offered extensive features on Hawaii, Israel & Jordan, Thailand, trekking and weddings & honeymoons.



Other stories

- Rocky Mountaineer plots new destinations
- TravelCube to merge with HotelBeds
- Emirates US flights hit by Trump travel ban
- Ardent appoints Simon Kelly as ceo
- Xi'an event targets Oz
- VA Perth-Canberra flights



TOILETS were the talk of the town in Apr, with two Window Seats dedicated to relieving ourselves.

According to the Best Bathroom Facility comp, run by Total Facilities, Brisbane Int'l Airport has Australia's Best Bathroom Facility.

The airport's toilets feature state-of-the-art wash basins, urinals and hand-dryers, touch-screen technology and large-scale photography that shows the Queensland outback, native animals, the Daintree rainforest and Bondi Beach.

Later on we covered international dunny aficionado Bronwyn White and the Toilet Tourism Awards.

"Toilets are a vital and underestimated part of the global visitor economy," White said, adding that a well spruced convenience provided a valid reason for tourists to stop and spend at restaurants, shops or other attractions.



MEMBERS of the Star Alliance celebrated the airline group's 20th anniversary of 'Connecting People and Cultures' in Frankfurt in May. **Pictured** are cabin crew from all Star Alliance carriers.



RACHEL Healy, Kevin Sanderson, Christine Lawler, Nicole Eirth, Woody Woodpecker, Robyn Forsyth-Grant, Christopher Derlis and Rosemary Castro from HRG at Universal Studios Singapore.



RAY Stone, Voyages; Peter Collins, Qantas Freight; Emma Gaunt, QF; Bruce Munro artist, Rosie Southwood, QF & Andrew Williams, Voyages celebrate Bush Tucker Journeys' launch.

May 2017

Travel Daily

BA imposes \$14 GDS fee

WHEN the International Airlines Group, parent company of British Airways & Iberia, announced plans to impose a \$14 GDS fee from Nov, it sent the industry into a frenzy.

The \$14 fee would be added to all bookings made for customers via GDS, and was blasted by AFTA among other industry stakeholders.

Sabre said the move was inconvenient for those booking through a GDS, while Travelport said it would penalise consumers using travel agents.

In other news, backpacker specialist Wicked Travel was placed into administration owing more than \$1 million.

Several stores reopened across the country as Greyhound Wicked Travel.

Alitalia also filed for administration in May after unions rejected a restructuring and financing plan, which would include 1,700 job losses.

The collapse followed a decision by major shareholder Etihad to cut financial support after saying it had done all it could to help the airline.

The Samoan govt & Virgin Australia announced the end of Virgin Samoa in Nov after both sides failed to end a dispute.

The decision sparked a war of words, with Samoa to instead start its own international airline.

Breaking news

- Air Canada to launch non-stop Melbourne-Vancouver services
- Flight Centre expands corporate footprint with European acquisitions
- EK drops A380 flights on SYD-AKL route, with QF to add capacity instead
- Tourism sector to run Star Ratings program

APT revolution

In May, *CW* revealed details on APT's promise to "revolutionise the river cruise industry," with a newbuild twice as wide as traditional European river cruise ships.

The luxurious *AmaMagna* will have capacity for 194 passengers and is set to debut in 2019.

Indigenous ops in tourism

THE May issue of *travelBulletin* examined the new generation of Indigenous tourism ventures and how they are creating employment opportunities for Aboriginal communities.

The feature also looked at some of the top performers in this field - the companies placing real value on Aboriginal heritage and the Indigenous ground-breakers who are succeeding in Australia's tourism industry.

As well as all the latest industry news and analysis, May's edition also provided a special cruise focus, a *Business Events News* showcase on Adelaide, as well as destination features and consultant selling tips on Korea, Canada & Alaska, the islands of the Pacific, Abu Dhabi, and river cruising.



Other stories

- Qantas targets OTA direct bookings, bypassing consolidators
- Trump to axe Brand USA?
- Beijing Capital announces Brisbane flights
- Fiji plans local expansion
- Regent, Oceania sales surge down under
- Malindo Air plots growth

Window Seat

TONGUES were set wagging about a potential new airline alliance at May's HelloWorld Travel conference on the Gold Coast, when Air NZ chief commercial officer Cam Wallace and Emirates vice president Australasia Barry Brown disappeared into an on-site photo booth.

They spent quite a bit of time inside - but it turns out rather than high level discussions they were just working on their pose (**below**) which definitely deserves a spot on the fridge.



travelBulletin on accessibility

travelBulletin zoned into access for disabled travellers in Jun, uncovering the big and lucrative market that is often not catered for by Australia's travel industry.

The issue looked at the estimated 20% of Australians who live with some form of disability, including the growing number of older people who have restricted mobility and need better assistance when travelling.

Industry experts had their say on the shortcomings in catering to disabled and older travellers, and considered the potential business benefits in providing better access.

Destination features and consultant tips in the Jun edition of travelBulletin showcased rail travel, skiing, Indochina and South America.



Other stories

- Travel Counsellors outlines growth plan
- Gulf dispute isolates Qatar from neighbours
- TNZ renews 100% Pure
- Si Holidays takes on mainstream rivals
- Flight Centre launches inaugural 'Turner Report' on travel trends



Window Seat

VIRGIN and Sir Richard Branson are known for doing many outlandish things, but this may take the cake - now they're planning on building a departure lounge on a beach in Barbados.

Scheduled to open mid 2018, pax will be able to swap an enclosed space in the terminal for the tropical wonders of the outdoor lounge, while sneaking a cocktail.

The beach concept will include a bag drop facility from your hotel, so you don't need to see your luggage until you arrive at your Virgin Atlantic destination.

Entry to the lounge will be complimentary for guests staying at Savannah Beach and Virgin Holidays cruise customers whose itinerary terminates in the tropical location.

Otherwise fees start at £20 for adults and £15 for kids for entrance to the lounge.

June 2017

Travel Daily

Google Flights, Airbnb

GOOGLE Flights touched down in the Australasian travel sector in Jun, rolling out "Google Flight" search results in Australia and New Zealand.

The service allows users to search flights and shop by price, airline, times, stops, flight duration & connecting airport.

Once a result is returned, shoppers are then invited to "book, track or share this flight" via buttons which link to airline, OTA or travel agency websites.

Google Flights also features an 'Explore' option to inspire travellers about where they might go on their next holiday.

MEANWHILE, Flight Centre sealed a deal with Airbnb,

forming a new alliance which allowed FCTG corporate clients to be offered Airbnb accommodation options.

The agreement followed a successful trial and made listings available to Campus Travel and Stage and Screen, followed by Corporate Traveller and FCM Travel Solutions.

Also during the month, Kerzner International and resort owner Mulpha revealed One&Only would no longer manage Hayman Island Resort in the Whitsundays.

The mutual decision followed damage to the resort by Cyclone Debbie, forcing it to close until mid-2018.

Encore's return

SEABOURN delighted fans when it confirmed its newest vessel *Seabourn Encore* would return to Australian waters for an extended period over the 2018/19 cruise season.

The 600-passenger ship will mark its third consecutive season in Australia from Dec 2018.

Breaking news

- Webjet concludes US operation
- AFTA announces new AICS insolvency chargeback scheme in conjunction with Reserve Bank credit card surcharging reforms
- High Court dismisses Air NZ, Garuda price fixing appeals



BRISBANE Airport's first ever "Show & Go Event" went off with the bang, with HelloWorld Travel Albany's Dena Griffiths & TravelManagers' Kylie Gretener securing themselves a Hawaii trip.



GLOBUS family of brands' 2017 Supertour saw agents travel to Mexico for 10 days of sightseeing and activities, including time to stop to toast a great year at The Ritz Carlton, Cancun.



GEOFF McGeary, director Australian Pacific Touring and Chris Hall, managing director, celebrate APT Travel Group's 90th anniversary with staff.

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Other stories

- Fiji Airways added a fourth Australian gateway with the debut of its Nadi-Adelaide route
- Veriu Hotels & Resorts launched first property in Broadway, Sydney

Where are they?

PREVIOUS NTIA winners came into the spotlight in Jul's *travelBulletin* edition where some high-profile performers shared secrets to their success, what the win meant to them & how it shaped their career.

In an industry first, the Jul issue also probed the Australian Federation of Travel Agents' new Insolvency Chargeback Scheme (AICS) and looked at how changes in credit card regulation provided a window to achieve greater protection for travel agents.



July 2017

Travel Daily

Another massive NTIA

HELLOWORLD Travel Group was among the big winners at AFTA's 2017 National Travel Industry Awards (NTIAs), taking out the Best Branded Travel Agency Group category at the glittering event, held for the first time at Sydney's new ICC.

Helloworld's wholesale arms Sunlover Holidays and Qantas Holidays/Viva! Holidays were also triumphant in the Best Wholesaler - Australian Product and Best Wholesaler - International Product fields.

Magellan won the Best Non-Branded group award while Kingscote Travel took the People's Choice category.

MEANWHILE also during

Jul Virgin Australia made its maiden entry into China with the launch of the new Melbourne-Hong Kong service.

Virgin founder Sir Richard Branson, who took part in the inaugural, told **TD** on board that Virgin Galactic would operate its first space flights in 2018.

Apollo Tourism & Leisure acquired 100% of Canadian-based motorhome operator Canadream for \$28 million.

In hospitality news, Hayman Island was put on the market by its Malaysian owners, while Australia's StayWell Hospitality Group was acquired by Japan's Prince Hotels for approximately \$50 million.

Garden location

FORMER NSW Opposition Leader and Navy Reserve Captain Peter Collins was tasked with pinpointing potential locations for new cruise facilities at Sydney's Garden Island naval base.

Collins said a "win-win" solution at Garden Island between the Navy & cruise industry was achievable.

Breaking news

- Flight Centre forecasts profit up to \$330m
- Virgin Australia signs frequent flyer deal with multiple China-based airline partners
- Flight Centre expands in NZ with acquisition of TravelManagers (not related to the Australian group of the same name).

Globus Supertour



GLOBUS family of brands treated 20 top selling agents from 2016 on its 2017 Supertour to Mexico, sampling elements from Globus' 10-day Wonder of Mexico's Yucatan itinerary.

John Thomas pulls out of Virgin

VIRGIN Australia's heir apparent, John Thomas, has left the carrier after less than a year as second in command to ceo John Borghetti.

Thomas was group executive in charge of VA's domestic and

ONE of TD's Jul headlines that generated a lot of interest among the trade.



IGNITE Travel Group "suits" sparkle at Flight Centre's Global Gathering in Hawaii.



Window Seat

THE Star Gold Coast became the first venue in Australia to offer a champagne vending machine, dispensing mini bottles of Moët & Chandon for a mere \$29.

The miracle machine is the work of humanitarians at Moët Hennessy who first pioneered the concept in 2013 at London's Selfridges department store.

The local version can be found at The Star's Garden Kitchen & Bar.



Google's vision

TECH giant Google took centre stage in the Aug edition of *travelBulletin*, as *TD*'s sister title charted Google's vision across the four key phases of the travel cycle - Dream, Plan, Book and Experience.

travelBulletin publisher Bruce Piper investigated Google Destinations, the new-to-Australia Google Flights, as well as Google Hotels, Google Trips and where to next?

The Aug issue included a 14-page wrap-up of the 2017 AFTA National Travel Industry Awards, including exclusive chats with some of the winners - released as a special supplement just after the NTIA.

Also in the edition were special features on destinations including Europe, Australia, India and Sri Lanka, as well as Sports Travel and a review of some of the latest river cruising options for 2018.



Other stories

- McKeon to head UL operation
- Helloworld Travel wins Whole of Australian Govt accommodation contract again
- Air China plans PEK/BNE
- QF, Alibaba partnership

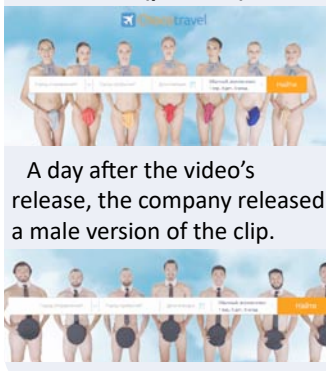


Window Seat

A KAZAKHSTAN travel company, Chocotravel, came under fire on social media for an advertisement which showed air stewards in all their glory, dressed in only a hat and scarf.

The video opens with a close-up of the females, showing only the neck upwards and then slowly zooms out to reveal almost everything.

The women's modesty is (kind of) saved only by a banner and the quick transfer of their hats (pictured).



A day after the video's release, the company released a male version of the clip.

August 2017

Travel Daily

FC buys Travel Partners

FLIGHT Centre moved into the home-based agency market in a big way during Aug with the acquisition of Jeff Hakim's Travel Partners for \$3.5m.

The deal followed Flight Centre's acquisition of NZ-based broker group Travel Managers the previous month, with ceo Graham Turner saying the businesses provided a lower cost distribution option.

Aug was also huge for Express Travel Group, which saw the addition of Western Australia's seven RAC Travel outlets into its Independent Travel Group, along with SA's RAA Travel.

MEANWHILE, Flight Centre reported a profit decline of

5.7%, Qantas revealed the second highest underlying profit in its history and Virgin recorded a "significant improvement in performance" on the previous period.

Other big stories this month included a move by Mantra to acquire the Art Series Group of boutique Australian hotels.

Also, in a surprise move, Qantas announced it was abandoning the so-called 'Falcon Route' to London via Dubai, favouring a return to Singapore.

Emirates will continue to provide QF codeshares via DXB through to Europe, while Perth and Singapore will become QF's "hops" on the Kangaroo route.

Intrepid teams up with Chimu

CHIMU Adventures revealed it would ramp up its cruise charter business to polar regions under a strategic deal with Intrepid.

The deal saw Intrepid buy a 50% stake in Chimu Adventures & its Asia tour operator, Get About Asia.

Breaking news

- Helloworld Travel buys into Hunter Travel Group and sells company stores.
- Flight Centre expands in eastern Canada
- Webjet buys Europe-based JacTravel
- Strong year for Corporate Travel Management
- Helloworld reports record profit



PHIL Hoffmann Travel forged a new partnership with the Ensemble Travel Group, having left Virtuoso last year.



CELEBRATING at Helloworld's Global STARS travel agent reward program in Western Australia - Nicole Chapman, Qantas Holidays; Jo Francis, Global Travel Solutions; Deb Long, Weston Travel & Cruise and Gemma Smith from City Beach Travel & Cruise.



THIS group of top achieving Travel Managers slipped away to Singapore where they enjoyed a taste of luxury at nearby Banyan Tree Bintan.



TIM "The Bachelor" Robards made a special appearance at a U by Uniworld launch event, naming Michelle Mickan of Phil Hoffmann Travel as the winner of a seven-night river cruise.



THE 615th Boeing Dreamliner and first Qantas 787-9 rolled out of the aircraft manufacturer's paint shop in Sep, showing off the airline's updated livery.



TRAVELMANAGERS' annual conference in Darwin attracted a record attendance, including the new musical act Juan Direction which is surely now on the cusp of international stardom.

September 2017

Travel Daily

Trav Choice online move

TRAVELLERS Choice made a surprise move in the long-running tussle between traditional agencies and online retailers, forging a commercial partnership with TripADeal during Sep.

The agreement sees Travellers Choice members acting as fulfilment partners for TripADeal, creating a new sales channel for the web-based retailer while giving bricks and mortar agents a hand in the growing online world.

"I really see this as something that's going to open up a new customer base for a lot of our members," said Travellers Choice managing director

Christian Hunter.

Sep also brought a new development in the trans-Pacific air scene, with United Airlines announcing it would begin direct Boeing 787 flights between Sydney and Houston in early 2018.

The month involved revelations on the full cost of the Reed Holidays collapse, with the Melbourne-based company owing consumers \$5.3 million.

Reed companies, which included Young at Heart Holidays, Seniors Coach Tours and Australian Air Holidays, also owed \$1.5 million to their travel industry suppliers.

Cunard 4th ship

CUNARD Line will add a fourth vessel to its fleet in 2022, its first new addition since the launch of *Queen Elizabeth* in 2010.

Cruise Weekly reported on the line's announcement in Sep that it would build a ship with capacity for up to 3,000 pax, slightly more than the *Queen Mary 2*.

Breaking news

- Scenic faces potential \$14m payout after class action ruling
- Azamara 50% boost with order of *Azamara Pursuit*
- P&O Cruises switches Australian ship, cancels 2019 local deployment of *Carnival Splendor* in favour of *Golden Princess* in 2020


In survival mode

IN THE Sep edition of *travelBulletin* we called a tribal council to examine the most spectacular destinations featured on the TV show *Survivor*.

The issue contained a "Survivor guide to the South Pacific", helping to explain what defines the idyllic island nations in Australia's eastern playground, including Samoa, Vanuatu, Fiji and the Cook Islands - all of which have provided incredible settings for different editions of the *Survivor* franchise.

The edition also offered extensive features on Britain & Europe, Hong Kong & China, Family Holidays and Arabia.

Plus, we published a bumper cruise feature, timed to follow the annual Cruise360 conference in Sydney which drew record crowds to hear the latest issues affecting cruising.



Other stories

- \$40 billion visitor spend
- CLIA: China cruise market doubles
- US on hurricane alert
- World Tourism Alliance debut
- Magellan TTV up \$42m
- QF backs Joyce's \$24 million salary
- Qantas/Jetstar 10 yr JV


Window Seat

ALL is not lost for aspiring suitors who missed out on winning the heart of *Bachelor* charmer Matty J.

The formerly eligible Queenslander might be off the market in TV land, but he's still ripe for the taking in an augmented reality sense thanks to the wax masters at Madame Tussauds Sydney.

The attraction announced in Sep would offer a state-of-the-art augmented reality experience in which visitors can take a seat with Matty J, interact, take home a photo and even steal a kiss.

We hope everyone leaves with their dignity intact.



Palawan turns on its colours



MANDARIN World Tours and Cebu Pacific hosted a team of 10 agents from NSW and ACT on a famil to the Philippines, exploring Manila and Palawan, including the islands of El Nido.



Window Seat

IT'S banned on flights across Asia and has been known to clear a room in seconds, but now scientists say they've discovered the secret to its stomach-turning odour.

The terror-inducing durian - a fruit loved by devotees and detested by innocent bystanders - is believed to derive its overpowering smell from a single odour gene, the *BBC* reported.

The discovery could open the way for genetic manipulation to allow an odourless version of the fruit.

"Our analysis revealed that volatile sulphur production is turbocharged in durians," said geneticist Patrick Tan, who coled a study in *Nature Genetics*.



THE Austrian National Tourist Office helped unite the Vienna Boys Choir with Australia's Gondwana Indigenous Children's Choir at the Sydney Opera House.



HAWAIIAN Airlines operated a flight staffed with cabin crew all from the same family.

October 2017

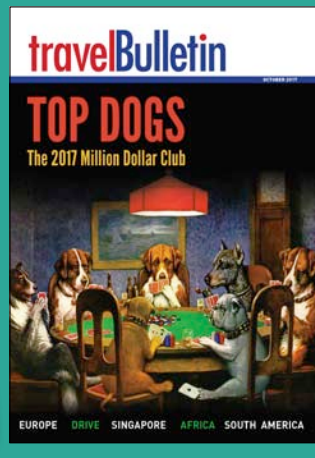
Travel Daily

Top dogs named

ALAN Joyce's jumbo-sized pay packet earned plenty of media attention when Qantas announced its annual results, but the airline chief is just one member of the travel industry's top-paid crowd.

The Oct edition of *travelBulletin* revealed the who's who of the 2017 million dollar club, with full details on the pay packets of the industry's highest earning executives.

We also revealed the results of our annual salary survey, showing where the best pay is.



QF 787 touches down

QANTAS heralded a new era in long-haul travel from Australia with the delivery of its first Boeing 787-9 *Dreamliner*, appropriately named Great Southern Land.

The aircraft will initially serve the airline's Melbourne to Los Angeles route and, once joined by others, will allow Qantas to launch non-stop flights from Perth to London early in 2018.

Qantas also confirmed during the month it would deploy its *Dreamliners* on flights from Brisbane to New York via Los Angeles, which will allow connections with its existing services from Sydney and Melbourne to LAX.

Cruise tops \$5b

AUSTRALIA'S cruise industry continued to surge in 2016/17, surpassing \$5b in economic output for the first time.

Cruise Weekly reported on the latest figures released by Cruise Lines International Association on the full impact of cruising in Australia.

Other stories

- Excite expands into US
- Daydream Island plots post-cyclone relaunch
- Goldman buys Qld agent
- IATA's air tech plan
- Monarch Airlines rescue mission

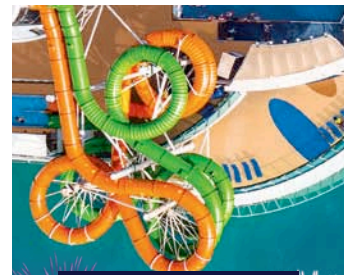
Oct also brought the announcement of a revamped Qantas-Emirates partnership in which the Middle Eastern carrier will drop its flights to Auckland from Brisbane, Sydney and Melbourne.

EK will instead focus on its direct DXB-AKL services and QF will boost its own trans-Tasman frequencies, while Emirates will be able to re-time its departures from Australia to provide better DXB connections.

Other news in Oct included confirmation of a potential AccorHotels move to purchase the Mantra hotel group, and the beginning of eruptions at Bali's Mount Agung volcano.

Breaking news

- Logas sells Luxperience to US-based Diversified Communications
- AFTA cancels five ATAS accreditations due to failure to renew
- Qantas first quarter revenue up 5.1%
- Mantra directors all recommend \$3.96 Accor offer



BIGGEST GIVEAWAY EVER

THANKS TO OUR AGENTS



Brunella Carchidi from Flight Centre Leichhardt took home the top prize at Royal Caribbean's Biggest Giveaway Ever, winning a cheque for \$10,000.



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Other stories

- Tianjin Airlines to Sydney
- Travellers Choice reveals data vision
- Webjet targets TTV growth
- CATO launches bold new growth plan

travelBulletin looks ahead

THE Nov edition of *travelBulletin* unpacked what was one of the biggest reinventions to take place in the Australian travel industry.

Almost 18 months since the merger of Helloworld with AOT Group, ceo Andrew Burnes provided insight into how far Helloworld has come and the "more exciting phase" still to come.

The issue also tipped 2018 hot spots alongside features on polar travel, New Zealand and more.



November Travel Daily 2017

Quest plots growth

AUSTRALIA'S Quest Apartment Hotels announced its first international expansion, plotting a move into the Northern UK city of Liverpool.

The company plans to launch a 100-room Quest Liverpool City Centre property, which will involve a £10 million (A\$17m) transformation of an existing commercial office.

The move marks the beginning of Quest's expansion outside Australasia, with founder and chairman Paul Constantinou saying the company intended to replicate its successful Australian roll-out to points across the UK.

MEANWHILE, Western

Australia's Holiday Planet announced it would change hands, with Emirates' majority-owned cruise business Imagine Cruising scooping up the Perth-based group.

In airline news, Samoa's PM blasted Virgin Australia over a push to operate more services to the island nation, standing by his decision to reject the carrier's ambitions.

The country's leader Tuilaepa Sailele Malielegaoi reportedly denounced the carrier as "stupid" for selling tickets on flights it had not yet been licensed to operate and accused it of "hiding behind" Australian Government officials.

Jewel's arrival

SYDNEY welcomed Norwegian Cruise Line's *Norwegian Jewel* for the first time in Nov, kicking off the line's first homeport season Down Under.

The 2,376-passenger vessel will operate a total of nine voyages through to Feb, including seven roundtrip from Sydney.

Breaking news

- Singapore Airlines unveils new A380 cabin products
- Qatar Airways to buy 10% of Cathay Pacific
- Virgin Australia reports profit uplift
- Imagine Cruising acquires WA-based Holiday Planet
- New Celebrity ship

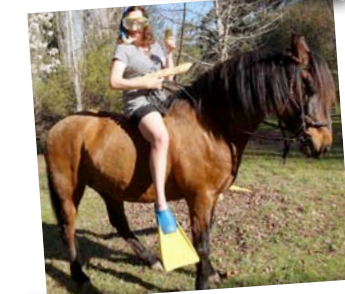
Emirates Cup day



EMIRATES vice president Australasia Barry Brown makes the most of the airline's final year of Melbourne Cup sponsorship with Consolidated Travel's Spiros and Dennis Alysandratos.



TRAVELLERS Choice chair Trish Ridsdale and gm marketing Robyn Mitchell.



TRAVEL & Cruise's Alex Lee's winning entry into **TD's** monthly competition.



Window Seat

EVEN someone as well-travelled as Santa can encounter cultural difficulties while roaming the globe, as Air New Zealand has shown in its latest video.

The carrier's new seasonal screen missive pokes fun at the Kiwi accent with a tale of Santa trying to decipher requests from NZ kiddies.

Items like biscuitballs (basketballs), puggy banks (piggy banks), bug screen TVs (big screen TVs) and magic trucks (magic tricks) have the old fella stumped until helpers in the form of Air NZ cabin crew provide translations.

The airline pledged to give away some of Santa's misunderstood toys via social media in Dec.

Other stories

- TMCs push for Tasman pre-clearance
- WA appoints east coast trade representative
- AC & VA build future
- QF axes inflight duty free
- AICS supplier suspension
- CA Beijing-Brisbane start
- Air NZ flights cancelled due to 787 maintenance
- Lux acquires Bon Voyage

Tech changes

THE Dec/Jan issue of *travelBulletin* looked at the big developments of 2017, the impact of technology and how the innovation revolution has changed the landscape of how businesses operate.

Big changes included tie-ups between travel suppliers & online disruptors and the wave of digital personalisation.

The publication also featured editorial on food, wine and the USA.



Breaking news

- TTC sells Creative Cruising – Express Travel are new owners.
- Myrmell to lead Carnival – Sture Myrmell expands his executive role.

HLO to buy Magellan

HELLOWORLD Travel stunned the industry in late Dec with its announcement that it would purchase the Magellan Travel Group to form a sixth network under its umbrella.

The deal involves Helloworld paying \$32.5 million for Magellan, funded as a 35% exchange of HLO shares along with 65% in cash.

Helloworld ceo Andrew Burnes said the deal would improve the scale of the group's operations throughout Australia, while giving Magellan members an opportunity "to take advantage of that scale".

He said Magellan - with its 130 agents - would boost

December 2017

Travel Daily

TTV transacted by Helloworld members by about \$900 million.

Magellan md Andrew Macfarlane and the existing management team will join Helloworld, with the newcomer to operate in its current format alongside HLO's branded, associate, business, affiliate and MTA Travel networks.

Also in Dec, The Travel Corporation confirmed it was selling its Creative Cruising wholesale operation to the owners of Express Travel Group.

Creative Cruising will remain in its current premises in Sydney and continue with the existing team in place including gm Peter Forsyth.

Bris objection

CRUISE Weekly reported on the protests lodged to the ACCC by opponents of Carnival group's priority berthing deal with the Port of Brisbane.

The port and cruise operator have sought an 18-year authorisation for a project estimated to cost \$158 million.



CONSULTANTS enjoy a Helloworld & Qantas famil to West Hollywood.

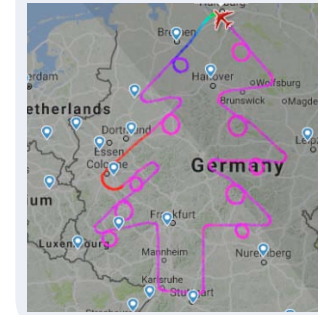


AFRICA Safari Co takes a group of agents to explore the wildlife in Cape Town, SA.

Window Seat

A PILOT in Germany gave his best effort to bring a little extra festive spirit to testing an A380 aircraft for Emirates when he created a Christmas tree on flight radar complete with decorative baubles.

Darting back and forth and looping around at 41,000ft couldn't have been easy for the airman who drew the lofty masterpiece.



The Panda effect



A GROUP of WA Travel agents were hosted by China Southern Airlines & The Sichuan National Tourism and Development Commission on a famil to Sichuan Province, China.



SEASON'S GREETINGS

Royal Caribbean, Celebrity Cruises and Azamara Club Cruises thank you for all your support this year.

We wish you a happy and safe festive season, and look forward to working with you in 2018.

