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## Flight Centre profit warning

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Experience



Despite recording record turnover during the six months to 31 Dec, first half profit declined to \$109.2 million (*TD* breaking news), and the company is now forecasting a lower full year result of \$300m-\$330m.

MD Graham Turner said the company would "focus on factors that are within our control," notably boosting productivity, implementing sensible cost control measures and increasing market share.

Turner said international ticket volumes in Australia grew 10%, outpacing the general market growth of just over 5%, indicating Flight Centre grew its market

Today's issue of TD

**Travel Daily** today has eight pages of news and photos, including a front cover wrap for **The Travel Corporation** plus a full page from: (*click*) • AA Appointments jobs

bonus offers and more! Holidavs

share - but average fares declined 7% on international routes and 4% for domestic meaning TTV increased 4.6%.

On the online front, both BYOjet and Aunt Betty delivered strong results, with BYOJet TTV up more than 50% during the period.

The company's touring operations also showed reduced earnings, with Back-Roads, Topdeck and businesses in Asia and the Middle East together recording a 12.5% drop in profit. More from Flight Centre on **p7**.

#### **New TIME partner**

**THE** Australian division of the Royal Aeronautical Society has become a Silver Partner for the Travel Industry Mentor Experience (TIME) - more details on **page seven**.

#### TTC academy launch

**THE** Travel Corporation is inviting the industry to join it on a "journey of knowledge and effortless sales" by taking part in its new Agent Academy (*TD* yest) - details on the **cover page**.



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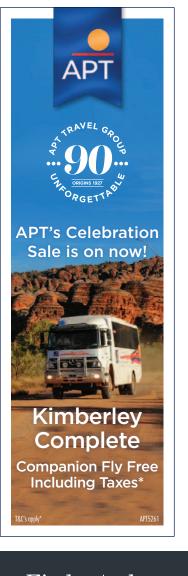
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#### HLO shares jump 11%

SHARES in Helloworld Limited spiked 11% yesterday after the company announced a 1H profit increase of \$14.6m (*TD* yest).

The price rose from \$3.90 per share on 21 Feb to \$4.40, a level last seen on 31 Oct 2016.





Qantas H1 profits slump

airline's underlying earnings

(EBIT) were down \$16 million

to \$371 million due in part to

softness in resources travel.

International underlying

earnings dropped \$62 million to

\$208 million due to increased

"The international market is

and lower fares, and Qantas

tough because of capacity growth

International is not immune from

those pressures," said the airline's

However, he said the group

performing airline's in the world.

More on page 4 and page 7.

**GA seeks LAX route** 

**GARUDA** Indonesia has applied

to the US transport regulator for

approval to begin flights between

Jakarta and Los Angeles, via Tokyo

According to the application, GA

will operate the route on a thrice

weekly basis using Boeing 777-

"Garuda's proposed service

flights between Los Angeles &

Indonesia, and thus would serve

to strengthen ties between the

two countries", the airline said.

Garuda's president and ceo Arif

Wibowo last week (TD 16 Feb).

the Tokyo Haneda-Los Angeles

route with Delta Air Lines.

The route was foreshadowed by

Garuda currently codeshares on

would offer the only direct

300ER aircraft.

Narita, commencing late 2017.

remained one of the best

competitor capacity.

ceo Alan Joyce.

**QANTAS** profits slumped 25%

international and domestic fronts.

In its six month results posted

today (TD breakings news), Qantas

Group revealed a statutory after-

tax profit of \$515 million, down

\$173 million on the previous 1H.

to \$137 million to restructuring costs associated with its Qantas

The underlying profit before

tax was \$852 million, down \$69

million, while total revenue and

other income for the period was 3.3% lower at \$8.184 billion.

On the domestic front, the

Super Rugby tipping

TRAVEL Daily's 2017 Footy

Tipping competitions kicks off

tonight with the Melbourne

Rebels battling the Auckland

Blues in Rd 1 of the Super Rugby

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for the NRL & AFL - to participate,

for the 17 round competition.

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Transformation Program.

It attributed much of the slump

in the first half of the financial

restructuring costs and faced

vear as the airline tackled

tougher conditions on the



#### Tramada ISOS active

**TRAMADA** has launched an integration with International SOS that will enable agencies to extend their offering in the Duty of Care space.

The solution delivers ISOS a data feed automatically every 5mins.



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## Webjet hits new record

**WEBJET** has continued its aggressive growth during the first half of the financial year, more than doubling its pre-tax profit to \$42.5 million after its sale of Zuji.

The profit is a 174% increase on the same period of last year, including Zuji proceeds.

Its total transaction value (TTV) was up 28.8% to a record of just over \$1 billion, while revenue grew 68.8% to \$124.5 million.

Webjet managing director John Guscic said the company's digital retail and wholesale divisions had both continued their strong organic bookings growth and increased market share.

#### NFS Sth America brox

NATURAL Focus Safaris is distributing a new-look brochure for its 2017/18 South America program, offering hotels, wilderness lodges, boutique riverboats, luxury trains and upmarket vachts.

The brochure includes major destinations from Mexico to the south of Chile, plus locations further afield like Cuba, the Galapagos and Easter Island.

"Webiet has now reported 33 consecutive months of record TTV and continues to gain share with bookings growth again outperforming the market by more than five times," he said.

Guscic said the recently acquired New Zealand site Online Republic was now fully integrated with the business and helped deliver earnings growth.

"We are delighted with the business and excited about growth opportunities across all of its business units," he said.

The sale of Zuji had also been completed during the first half, which Guscic said would allow it to focus on higher growth B2B opportunities in Asian markets.

He said with all businesses exceeding expectations, Webjet had increased its EBITDA guidance for the full financial year to \$80 million.

#### **More guarantees!**

ALBATROSS Tours' entire 2017 European program is fully guaranteed to operate, not just the tour operator's Britain and Ireland tours (TD yesterday).

**DAILY A380 FROM SYD-ICN** 



IF YOU'VE ever felt like the inflight service ought to continue once you're back on the ground, consider the efforts of Etihad Airways crew who took their work to the streets of Sydney recently.

As parched locals struggled through record temperatures, Etihad dispatched teams to offer relief with eskies of icecold treats.



The crew handed out white chocolate and rosewater flavoured ice-creams made especially for their mission by Gelato Messina.

Public reactions to the subflight service were captured on video and several people were given prizes including theatre tickets and flights to London. CLICK HERE for the video.



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Thursday 23rd February 2017

#### SureSave ETG PDS

**TRAVEL** insurer SureSave has developed a new product solely for members of Express Travel Group's (ETG) three brands: Select Travel Group, Independent Travel Group and italktravel.

'Express Insurance by SureSave' has a new Product Disclosure Statement and offers members a "simpler, smarter way to explain what's covered in a policy," says ETG ceo Tom Manwaring.

"The Express Insurance PDS presents complex policy info in a more appealing way through strong visuals, a simple layout and clear wording," he added.

SureSave's national sales director Talbot Henry said the ETG PDS meets the "changing behaviours and lifestyles of today's modern traveller".

Among the exclusive benefits is a new 'Events-based' PDS which uses real-life events to explain occurrences which may occur -For more details, **CLICK HERE**.

#### Hotel Co Co rejected

A PROPOSED newbuild hotel for inner Sydney has been snubbed by the NSW Government.

Hotel Co Co was earmarked for development on the corner of Cleveland and Woodburn Streets in Redfern (**TD** 27 Oct 15).

Split over the proposed five/sixstorey mixed-use development was a 78-room boutique hotel, 19 residential apartments and two commercial tenancies, located nearby Redfern Station.

This week, the NSW Planning Assessment Commission said the size, scale or materials of the project did not suit the area as it "would have unacceptable visual impacts on the streetscape".

It said at six-storeys, it would be a "dominant" structure.

In handing down its refusal, the govt highlighted eight areas of concern for the development application, including its failure to achieve design excellence and not being "in the public interest". Catch up with APT's Geoff McGeary, as he tells us about his fortunate life in the February issue of *travelBulletin*.

CLICK HERE to read



## QF reveal 787 Premium Economy

**QANTAS'** next-gen Premium Economy cabin, set to feature on its Boeing 787-9s when they come online in Oct, will offer a 10% wider seat and more functional space.

Unveiled this morning, the new Premium Economy product has a "class-leading level of comfort" through the development of a unique recline motion whereby as the seat reclines, several sections shift to support a customer's body. The 28-seat cabin will be

configured in a 2-3-2 layout, with Qantas saying the new width is as wide as other airlines' Business class product.

Panasonic seatback IFE screens are 25% larger and there will be five storage compartments, two USB charging ports per seat, a shared AC power point & a new



integrated ergonomic pillow head rest design (**pictured**).

Qantas Group ceo Alan Joyce said the product would deliver a "serious wow factor", and it needs to be considering the range QF intend to operate it.

For more info on QF's 787 Prem Economy seat, **CLICK HERE**.



## Visit USA Melbourne visit



THE Visit USA Australia Annual Expo called into Melbourne on Tue evening with over 50 USA based tourist officers and suppliers joining local operators at the Plaza Ballroom in Collins Street Melbourne.

Another show was held at the Hilton Hotel, Sydney last night and exhibitions will continue in Adelaide on 21 Mar, Perth on 22 Mar, Newcastle on 02 May and the Gold Coast on 03 May.

Plenty of goodies were up for grabs including Delta Air Lines/ Virgin Australia tickets to LAX.

TV personality Richard Reid is **pictured** with a prizewinner and reps from Delta and Virgin Aus.

#### **Dreamworld impact**

THE voluntary 45-day closure of Dreamworld/WhiteWater World following the tragic deaths of four guests in Oct cost owner Ardent Leisure \$95.2 million, the firm reported today.

The figure includes a \$90.6 million loss of property, plant and equipment.

The company's theme park division recorded revenues of \$41.8 million during the first half of FY2017, down from \$58.3m the prior corresponding period.

Visitor numbers have steadily increased since mid-Jan, primarily driven by the re-opening of the Big Nine Thrill rides, Ardent said.

#### Air NZ H12017 results

**AIR** New Zealand's earnings pre tax for the first half of FY2017 slipped 24% compared to the year prior, falling from NZ\$457m last year to NZ\$349m, with net profit after tax of NZ\$256m.

The figure was boosted by the NZ\$22m divestment of its stake in Virgin Australia (*TD* 21 Jun).

CEO Christopher Luxon admitted new international competitors (United Airlines and two Chinese airlines) had created revenue pressure on the airline, however the Kiwi carriers' team had "responded to the challenge".

"We modified our capacity plans, accelerated the exit of older aircraft and made sure we were managing our costs well."

Beech 1900D aircraft have now been removed from its fleet and it will retire its last Boeing 767 in Mar, Air New Zealand said.

Luxon said Air NZ's new routes to Houston and Buenos Aires were strong performers in their first year of operation.

The airline's domestic network was also benefiting from increased tourism to the country.

Air NZ chairman Tony Carter was optimistic for the second half of the financial year, saying the carrier expects revenues will improve, however higher jet fuel prices "will be a headwind".



#### Virtuoso APAC uptick

VIRTUOSO has recorded impressive growth in the past year, with the luxury travel network adding 39 new agency locations across 23 countries with a 37% year-on-year increase in annual production to reach US\$21.2 billion.

The Asia-Pacific region alone now has more than 1,000 advisors (up 21% year-on-year), a total volume of 1.2 billion (jumping 34% since 2015) while member agencies have risen to 48 (+12%) and luxury cruise has soared 30%.

Virtuoso Asia-Pacific managing director Michael Londregan said these "tremendous results" were an important part of the company's global success.

#### Skal Canberra event

**SKAL** International Canberra has an upcoming event taking place on 08 Mar at the Canberra and Region Visitors Centre.

Those interested in attending must RSVP to patina.farnham@ mercurecanberra.com.au.





#### CX adds Betsy Beer

**CATHAY** Pacific is debuting Betsy Beer, the world's first handcrafted beer brewed for the skies. The name is based on CX's first

aircraft "Betsy", a Douglas DC-3. Produced in collaboration with

Hong Kong Beer Co, it's concocted from Dragon Eye fruit and New Territories-sourced honey.

The beer will be served to First and Business class pax on flights between Hong King and the UK from 01 Mar to 30 Apr.

#### **Dubai rotating hotel**

THE world's first fully rotating skyscraper is set to be built in Dubai in 2020.

The Dynamic Hotel (concept pictured) will stand at 419 metres tall and comprise of 80 storeys with each apartment to be built on separate floors.



Each level will be able to rotate on its own, activated by voice control technology.

Designer David Fisher said each unit would be attached separately to a concrete central core.

#### Women-only hotel

LANGHAM Hotels ceo Robert Warman has told Arabian Business the firm is mulling a female-only hotel resort in Doha.

"We're looking at another resort, possibly in Doha. We think it's very close and that we have a unique opportunity to run a female-only resort with the largest spa in the world," he said.

Warman said he was in advanced talks with a property owner in Doha but further details are yet to be revealed.

#### KE gets first 787-9

KOREAN Air has taken deliverv of its first 787-9 Dreamliner jet from aircraft manufacturer Boeing.

Following a month of domestic ops, the aircraft will be deployed on routes from Seoul to Toronto, Madrid and Zurich.

The SkyTeam carrier is adding five 787-9 planes to its fleet this month, with a further five to be delivered by 2019.

#### **Gangnam addition**

THE 210-key GLAD LIVE hotel has officially opened its doors in Gangnam, Seoul.

The property will be marketed through Design Hotels.

#### Latitude 33 correction

LATITUDE 33's bring-a-friend offer (TD yesterday) is a discount of \$500, not \$50.

The company is also offering next Latitude 33 journey.



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## Korea Tourism boost

Grea

JETTING in from Korea for an event in Sydney yesterday was Jung Chang-soo, ceo of the Korea Tourism Organisation, here to update the industry on developments ahead of the 2018 Winter and Paralympic games.

The last two years have seen strong travel patterns between Korea and Australia with Changsoo remarking that "There are more than 250,000 Koreans visiting Australia since 2015 who visit every year, meanwhile Australians travelling to Korea

#### Geckos festival focus

**GECKOS** Adventures has introduced a new range of trips to lesser-known food, music and cultural festivals.

It comes following a growing demand for millennials looking for "authentic local experiences in off-the-beaten track places".

New itineraries include trips to the South Korea Kimchi Making Festival, the Gnaoua music Festival in Morocco and Day of the Dead Festival in Mexico. Prices lead in at \$945pp.

have increased to 152,000 last year."

Chang-soo urged the trade to capitalise on the global exposure the 2018 Winter and Paralympic games will generate for Korea.

"The games will be the best opportunity to promote Korea's winter ski resorts with the latest facilities developed for the games", he said.

Chang-soo is pictured above.

#### Carnival China-made

**CARNIVAL** Corporation has announced its cruise joint venture in China has ordered the first-ever cruise ships to be built in China for the local market.

Under a new Memorandum of Agreement (MOA) two new cruise ships will be built by the China State Shipbuilding Corporation, China's flagship shipbuilder, in partnership with Italian shipyard Fincantieri.

The MOA also gives the option to order four additional Chinabuilt cruise ships.

The first of the new ships is expected for delivery in 2023.

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## TIME mentees celebrate



**YET** another group of mentees from the Travel Industry Mentor Experience (TIME) program have graduated.

The ceremony was held at the Amadeus offices in Sydney's Haymarket, where attendees celebrated with peers.

Think chief executive officer Adam Ryan served as the key speaker of the night.



This week, Travel Daily and Sonoma County are giving travel agents the chance to win a \$50 Williams-Sonoma e-gift card.

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To win, be the first agent to send the correct answer to the following question to

sonoma@traveldaily.com.au

Which tiny village has big-screen cred providing a back drop to director Alfred Hitchcock's classic movie 'The Birds'? NEED A HINT? CLICK HERE. TIME is now inviting expressions of interest for its 25th intake. For more information or to take

part in the program, CLICK HERE. MEANWHILE. the Roval

Aeronaturical Society (RAeS) became a Silver Partner with TIME at an exclusive signing ceremony earlier this week.

The deal meant the RAeS would work with its corporate partners to provide mentoring opportunities for employees of its allied companies and organisations.

**Pictured** above at the event are Fernanda Pinto from Virgin Australia and Stephen Pearse from CAPA.

#### **Aussies love Hawaii**

AUSTRALIANS forked out a whopping US\$877 million on trips to Hawaii last year, a 3.8% increase on the previous year's figures, according to the latest results released by the Hawaii Tourism Authority (HTA).

The report showed the number of Aussies travelling beyond the Aloha State's gateway of Oahu also increased by 5% on last year.

Agents continued to play a major part in attracting visitors to Hawaii last year, with an independent Roy Morgan study confirming six out of 10 visitors would book their holidays via dedicated specialists.

In total, Aussies stayed an average of 9.5 days in Hawaii.

#### QR to Yanbu, Tabuk

QATAR Airways is set to commence new thrice weekly services to Yanbu and Tabuk, Saudi Arabia.

The Yanbu flights will take off from 09 May and the Tabuk flights start from 19 Jun.

#### FLT buys in China

**FLIGHT** Centre has confirmed a "small but potentially important investment for the future," with the acquisition of a company called Shenzhen Sunny Holiday International, as earmarked at its AGM in Nov (*TD* 10 Nov).

The business is described as a small Shenzhen-based travel agency licensed to sell outbound travel to Chinese nationals.

FLT now has wholly owned domestic and international ticketing licenses in China.

#### **Corporate TTV in line**

**TOTAL** transaction value for Flight Centre's corporate operations in Australia for the six months to 31 Dec was in line with the previous corresponding period at just under \$1.2 billion, in what the company described as a "subdued trading environment".

FCM and Stage & Screen both recorded solid sales growth, but the overall sector result was affected by lower airfares, client down-trading "and the loss of some smaller accounts".

#### Staff static at FLT

**FLIGHT** Centre increased its sales staff globally by 3% during the first half of the financial year, but overall team numbers were flat during the period as the company "successfully focused on productivity...rather than network expansion in some countries".

The company also merged some smaller teams and down-sized its US-based Gogo wholesale operation and Round-The-World Experts in the UK to deliver stronger results.

#### QF wi-fi experiment

**QANTAS** has operated a special charter flight to test its new inflight wi-fi services, enlisting staff to surf the net on a three-hour flight from Sydney.

The test involved 140 people using the system at the same time, with more than 200 devices connected simultaneously.

Usage was above levels expected on a normal flight, but still delivered download speeds of seven to 12 megabits per second, which the airline said was enough to comfortably stream movies.

More tests are planned ahead of a roll-out across 80 domestic aircraft from mid this year.



#### Jetstar record result

JETSTAR'S international operations have helped drive a record result in the first half, with group underlying earnings (EBIT) up \$13 million to \$275 million.

The low-cost carrier's performance was among the highlights of the Qantas half year results announced this morning and were also boosted by improving profitability in Asia.

Jetstar had the highest operating margin in the domestic market at 14.8%, while Jetstar Int'I had a record first half profit thanks to efficiencies from the Boeing 787-8 *Dreamliner*.

Jetstar Japan was the strongest performer in Asia, backed by Jetstar Asia in Singapore.

With tougher conditions impacting the rest of the group, Qantas said it would defer delivery of Jetstar's first Airbus A320neo aircraft until the 2019 financial year.

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## 8th MARCH 2017

an initiative to help drive more female leaders in our industry





#### UK visitor top record

A RECORD number of overseas visitors arrived in the UK last year, according to the latest results released by Visit Britain.

In 2016, 37.3 million inbound tourists made their way to the UK, a 3% uptick on 2015.

Visitor spending reached £22.2 billion, matching 2015's spend.

Bookings from this year already show a 16% increase for Feb, when compared to the same period last year.

#### CA adds PVG/BCN

AIR China has announced it will fly a thrice weekly service from Barcelona-El Prat Airport to Shanghai from 05 May.

Services will be operated on an Airbus 330-200 with 16 Business class seats and 239 Economy.

This latest route is CA's second service from Barcelona.

#### Aus Tourism strong

THE tourism sector in Australia is a "shining light" for the nation's economy, according to Deloitte Acccess Economics' latest Tourism and Hotel Market Outlook report. International arrivals continued

to grow at a record pace last year, with Deloitte's Bryon Merzeo saying the increase was the "fastest in a generation".

"Against any reference point, the performance of the Australian tourism industry is remarkable the fastest growth and faster than our global competitors are achieving," he said.

The report saw markets such as China, India, South Korea and Vietnam continue their double digit growth in Australia, whilst travellers from Japan grew by 23% and the US by 18%.

Domestically, the report observed leisure travel climbing by 8.2% over the year to Sep; however corporate travel growth slowed to 2.3%.

On the year ahead, Merzeo said "despite increased global political uncertainty, the economic growth prospects across key source markets remain sound".



This month Travel Daily, Tempo Holidays and Tourism Ireland are giving agents the chance to win a trip for two to Ireland.

The winner will travel on a luxury coach around Ireland for a week, and the prize includes return flights.



To win, show your Irish spirit by dressing up in your best St Patrick's Day outfit and send a photo through. Best photo wins! Get your whole office involved! Send entries to tempo@traveldaily.com.au Terms and conditions apply

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Industry Appointments

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

Malaysia Airlines has expanded its Australian team, this month announcing a series of appointments. Donna Jones, Michaela Kemp and Melinda Voon have joined the team as Sales Executives for South Australia and the Northern Territory and Brand & Communication manager, respectively.

Chris Waite is InterContinental Hotels Group's new Director of Communications Australasia and Japan.

Jane Moggridge, previously from Scenic, has been recruited as the General Manager of Marketing and Communications for Viking Cruises ANZ. Keira Smith, a former National Sales Coordinator at Scenic, has also been recruited by the cruise line as Inside Sales Manager.

South Sea Cruises has made two key appointments to lead the opening team for Malamala Beach Club. Lance Seeto has been named the club's Executive Chef, while Rob Maivusaroko joins as the Pre and Post Opening Consultant.

Mantra Group filled a number of leadership roles this month across its portfolio of Peppers, Mantra and BreakFree properties. Chris Northam will commence as Area General Manager Port Douglas; Katrina Brown will take over the role of General Manager at BreakFree Cosmopolitan Surfer's Paradise; Craig Smith will relocate to Ala Moana Hotel in Honolulu where he fills the position of Area Manager Hawaii and Chris McIntosh will be the Area Manager Broadbeach. Mantra the Observatory is welcoming Tracey Beresford as its new GM; Kristen Carvill is the new GM at BreakFree on George, Sydney, and Bobbie Murphy has been named the GM at Peppers Manor House in the Southern Highlands. Former GM of Peppers Gallery James Sharrock is now the Area General Manager ACT; Joseph Amerio takes the position of GM Breakfree Capital Tower; Sharine Boey joins as the GM of Mantra 100 Exhibition, Melbourne and Nick Ellis has relocated to Western Australia after being named Tribe West Perth's GM.

WYZA announced this week that its newly created role of General Manager of Travel will be filled by Marty Byrne. He brings to the table 25 years' experience in driving sales and marketing efforts with airline, travel retail and corporate and wholesale sectors.

#### Condé agent love

**CONDÉ** Nast Traveller is showing its love for agents this month by devoting an entire 42 minute podcast episode from its Travelogue program to "Why you should be using a travel specialist".

The broadcast covered everything from when and why consumers should use agents, and also provided reasons why agents should reframe themselves as "travel specialists" to more clearly define their expertise on the subject. To access the entire episode, CLICK HERE.

#### SLH appoints BLACK

SMALL Luxury Hotels of the World this week announced **BLACK Communications as its** public relations partner for Australia and New Zealand.

The agreement will see BLACK undertake the communications for SLH's portfolio of 500+ luxury hotels in over 80 countries.

The PR firm's focus will be on the brand's Independently Minded platform.

SLH's vice president Asia-Pacific Mark Wong said BLACK was a natural partner for the group as it drove its ambitious plans for growth in the region.

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