



# Travel Daily

First with the news

Friday 24th February 2017

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## Adv World roadshow

**ADVENTURE** World is hitting the road with dates for its 2017 National Roadshow for travel agents announced for Mar & Apr.

Events are scheduled for 30 capital and regional cities, starting out from Sydney on 13 Mar and wrapping up six weeks later in Bunbury on 28 Apr.

Attending agents will have a chance to hear from a diverse contingent of partners and locations, including Trek America, Rocky Mountaineer, Lindblad Expeditions National Geographic, Exodus Travels, Pandaw, Brand USA, Grand American Adventures and many others.

For the complete list of venues and times, [CLICK HERE](#).

### Today's issue of TD

*Travel Daily* today has five pages of news and photos, plus full pages from: ([click](#))

- Albatross Tours
- Travel Trade Recruitment

## VA earmarks Beijing route

**VIRGIN** Australia's request for interim authorisation for a new alliance with HNA Group, Hong Kong Airlines and HK Express will enable it to nearly quintuple its route network within China.

An application for the proposed 10-year alliance between VA and its latest major shareholder (**TD** 10 Feb) was lodged with the ACCC yesterday, seeking to begin jointly promoting the pact from 20 Mar.

The application confirms the hook-up would see VA increase its current one-stop services to Hong Kong and China, via Singapore, from 11 to "almost 50" cities.

Virgin Australia's planned pact with the Chinese carriers spans multiple codeshares, special prorates, interlines, frequent flyer and lounge programs, joint route planning and scheduling, prices, sales and marketing activities.

The arrangement with HNA Group aims to "better position" the airlines to compete with

Qantas, China Eastern, China Southern and Air China, while the Hong Kong Airlines deal will mean competition for Qantas and Cathay Pacific by tapping into the Hong Kong market, Virgin stated.

A key element of the Alliance Framework Agreement will be the stimulation of inbound tourism via Virgin Australia's domestic network, to regions such as TNQ, Canberra, Adelaide and Hobart.

The 84-page application states potential new services between Australia and China or Australia and Hong Kong may operate via New Zealand, allowing Chinese-based travellers the option of a triangular TransTasman service.

Virgin plans to fire up new int'l services to HKG this year using Airbus A330s (**TD** 17 Feb) from unspecified Australian hubs, and later to mainland China locations.

A redacted application confirms the proposed VA-operated route to China remains as Beijing only, "likely" from Sydney, Brisbane or Melbourne, **TD** can reveal.

Initially, VA will codeshare only on Hong Kong Airlines services from HKG to/from Australia, while low-cost carrier HK Express is expected to become an active member at a future point in time.

VA/HNA Group tipped Qantas & Cathay Pacific to "respond" to the new joint venture "which will put downward competitive pressure on fares and, in turn, encourage increased passenger numbers".

The ACCC expects to hand down its decision on the alliance by Jun.

## Trump ban delayed

**THE** unveiling of US President Donald Trump's new, updated travel ban has been pushed back until next week, *BBC* reports.

Trump originally said the executive order would be revealed this week, after the initial order was blocked by courts.

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## Thai Lion Air on GDS

**AMADEUS** has inked a content agreement with Thai Lion Air (SL) which will make the low-cost carriers' 17 routes available for travel agents to book via the GDS.

Operating from Bangkok's Don Mueang Int'l Airport, Thai Lion Air operates to a network of domestic and regional cities in Indonesia, Singapore, Myanmar, China and Vietnam.

Thai Lion Air had flagged plans to fly to Perth this year.



## CTM profits surge 28%

**CORPORATE** Travel Management (CTM) has announced a 28% surge in profits in the first half of the financial year, with strong performances across most of its divisions.

The company this morning revealed a statutory net profit after tax of \$22.1 million in the six months to 31 Dec.

Revenue and other income was up 26% over the same period last year to \$150.5 million, while underlying earnings (EBITDA) grew 45% to \$40.4 million.

"Strong organic growth underpinned CTM's EBITDA performance, with underlying organic profit growth up 29% for the period when excluding acquisitions," CTM md Jamie Pherous said.

"CTM is winning market share in all jurisdictions because of CTM SMART technology and

CTM's global network, whilst CTM's extremely high client retention rates are primarily through delivering high standards of personalised service and demonstrating ROI," he said.

While most indicators were up strongly, the company's total transaction value (TTV) grew by a more modest 9% to \$1.87 billion.

Pherous said TTV could be a "misleading indicator" in CTM's business as it had been affected significantly by steep ticket price declines, especially in Asia.

In Australia and New Zealand, EBITDA grew 23% over the previous first half, which CTM attributed mostly to record new client wins.

Earnings were also up in Europe (41%) and North America (254%), though Asia was down (14%).

CTM will pay a dividend of 12c fully franked, an increase of 33%.

## QF, El Al codeshare

**QANTAS** and El Al are set to offer codeshares on flights between Australia and Israel after the signing of a new Air Services Agreement between the two countries yesterday.

The deal was finalised during this week's visit by Israeli Prime Minister Benjamin Netanyahu and will allow the carriers to share codes on flights to Tel Aviv via Asia and Johannesburg.

Qantas International ceo Gareth Evans said although the two airlines had an existing interline arrangement, the new codeshare agreement would improve travel options for customers.

He said the timing was good considering the number of Australian companies dealing with Israel's world-class technology and start-up sectors.

## Outrigger mgmt rejig

**DAVID** Carey, the man who has led Outrigger Resorts for the past three decades as ceo, has been replaced by Scott Dalecio, the co-founder and chief executive of KSL Resorts.

Outrigger was acquired by KSL last year (**TD** 10 Nov), at which time its founding Kelley family said Carey and the existing management team would continue to lead.

Under KSL, Carey will transition to a role on the Outrigger advisory board and focus on development, community relations and strategic growth, the firm said.

Dalecio said the group was entering a new phase of growth and that he was grateful Carey would continue to contribute his knowledge and expertise.

## EK's new A380 Lounge preview



**EMIRATES** will next week unveil an enhanced onboard lounge for its flagship Airbus A380 fleet at ITB Berlin trade show.

EK's president Tim Clark said

the revamped onboard lounge is inspired by private yacht cabins and (as pictured) will have more seating space "for passengers to socialise or enjoy our service".



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## Industry lauds revised rates

**BOTH** the Australian Hotels Association (AHA) and Tourism Accommodation Australia (TAA) are celebrating the Fair Work Commission's decision to reform Sun and holiday penalty rates.

Under the landmark ruling, full-time and part-time workers in the hospitality sector will face a reduction in Sun pay from 175% to 150%, however casual workers' pay will remain unchanged.

Those scheduled to work on public holidays will see their rates docked from 250% to 225%.

"Society and work patterns have changed significantly in 50 years," said AHA chief executive officer Stephen Ferguson.

"Over recent years too many businesses have closed or reduced employment on Sun or public holidays because of the cost of penalty rates.

"That is bad for workers, bad for business and bad for the general public," he said.

TAA's chairman Martin Ferguson, who helped deliver

the submissions to the Fair Work Commission, said the tribunal's decision must be respected.

"For us the objective was to modernise the award, not to abolish penalty rates, but to make it relevant to the 21st century as a means of employing more Australians," he said.

**MEANWHILE**, the chief executive of Queensland Tourism Industry Council Daniel Gschwind has also welcomed the changes, saying the tourism industry and workers would "ultimately benefit" from the changes.

"Reforms to outdated work arrangements will ensure thousands of businesses are more viable and can meet the needs and expectations of both visitors and the public," Gschwind said.

"Small business today faces increased global competition and the existing penalty rates hinder business ability to trade profitably in an era when consumers want convenience, flexibility and service every day of the week."

## Hughes to leave Travel Counsellors

**TRAVEL** Counsellors has confirmed that its managing director for Australia, David Hughes, will be stepping down later this year "in order to pursue other opportunities".

The company's UK-based ceo, Steve Byrne, told *Travel Daily* that from next month Fred Van Eijk, who is currently md of Travel Counsellors in the Netherlands and Belgium, would be seconded to the Australian business.

"After an appropriate handover from David, Van Eijk will take up the role of md while we search for a permanent successor to David," Byrne said.

"Once there has been an effective and orderly transition to Fred as md, David will be working on a number of strategic projects for the company as we look to expand the business further in Australia and the wider region," he added.

Byrne said Hughes had done a "positive job in consolidating our position and improving the company's performance, and we both felt that the company now needed a different skill set to take it to the next level".

## AVANI Busan

**MINOR** Hotels is set to debut its Avani brand into Korea, with the launch of the new-build 400-room Avani Busan, which is scheduled to open in 2019.

## Window Seat

**CARNIVAL** Corp's risqué video, previewed at this month's CLIA Awards, calling on viewers to go and lose their cruise virginity has made headlines overseas.

The ad (**HERE**) is teeming with sexual innuendos about people's 'first time' cruising.

"The first time was over before I knew it, I definitely want to go longer next time," says one man, while another women, **pictured** below cheekily comments that she's "doing it right now for the first time".



## WA taps Singapore

**WESTERN** Australia was put on show at this year's National Association of Travel Agents Singapore travel fair.

Tourism WA together with regional tourism organisations Experience Perth, Australia's South West, Australia's Coral Coast and Australia's Golden Outback hosted a booth at the event which attracted 110,000 people over three days, almost double the interest of 2016.

### Accounting Manager

Si Travel Group houses one of Australia's leading independent wholesalers with experience of more than 21 years in the industry. The business has grown significantly from just three people when it first started to over 45 staff now, working with over 4,000 travel agents throughout Australia.

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# AFL brings Aus and China closer



**FOOTBALL** fever will soon arrive in China, following a deal struck between Tourism Australia and the Australian Football League this week.

The South Australian Tourism Commission and Tourism Events Queensland are also contributing to the sponsorship which sees AFL teams Port Adelaide and the Gold Coast Suns play on 14 May at Jiangwan Stadium.

Minister for Trade Tourism and Investment Steven Ciobo made the announcement in Shanghai, saying "there has never been a better time for cultural exchange between our regions".

**Pictured above** (from left) are John O'Sullivan, md, Tourism Australia; Graeme Meehan, The Australian Consul General to Shanghai; Steven Ciobo, Minister for Trade, Tourism and Investment; Mark Evans, ceo, AFL; Keith Thomas, chief executive, Port Adelaide Football Club and Gui Guojie, general manager, Shanghai Cred Real Estate.

## Qantas fare webinar

**QANTAS** is inviting agents to attend its upcoming webinar titled 'Explore: Fares to Africa and the Middle East'.

The virtual class room will provide a network update on the destinations, fares and tips when selling, where to locate further information and resources and other handy tips.

There are four sessions which will be held on 01 Mar at 0830, 0930, 1130 and 1430 AEDT.

Sessions will run for approximately 15 minutes.

## Moorabool taste trail

**A NEW** taste trail at Moorabool Valley, which is located northwest of Geelong, has launched.

The program features wineries, farm gates, cafes, restaurants, produce stores, events, markets and more - **CLICK HERE** for info.

## Vail acquires Stowe

**VAIL** Resorts has penned an agreement to acquire Stowe Mountain Resort in Vermont, USA from owners Mt Mansfield Company for US\$50 million.

Located in the town of the same name, Stowe's facilities incl the Spruce Peak Adventure Center, Meadows Quad & hi-speed lifts.

The sale marks Vail Resorts' first mountain resort on the East Coast and complements the company's network of 10 attractions and three ski areas.

Once finalised, Vail hopes to add Stowe to its Epic Pass for the 2017-18 winter season.

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## SHAREaCAMPER

**AN ONLINE** marketplace connecting caravan and motorhome owners with domestic and international travellers has launched.

Called SHAREaCAMPER, the platform enables owners earn extra income from their under-used vehicles by renting them.

"The economic value of the caravan and camping industry across Australia is over \$17 billion annually, and this figure is only going to rise given the upward trend we're seeing from both international and domestic visitors," said the company's co-founder and managing director Florian Dahlmann.

"This opens up tremendous possibilities for a p2p service like SHAREaCAMPER which as a business model is really breaking new ground," he said.

Visit [shareacamper.com.au](http://shareacamper.com.au).

## GA readies for LAX

**GARUDA** Indonesia is preparing for its USA debut (**TD** yesterday), with the airline adjusting operational aircraft on the Jakarta-Tokyo Haneda route from three-class to two-class Boeing 777-300ERs, effective 25 Jun.

As revealed by **Travel Daily**, GA is seeking to start services to Los Angeles, via Tokyo, before the end of the year.

## SKAL Perth event

**SKAL** is holding a function in Perth next month.

It will be held at the Matilda Bay Restaurant on 09 Mar.

To register your attendance contact [alison.banks@travelmanagers.com.au](mailto:alison.banks@travelmanagers.com.au).

## Ryanair ups Stansted

**RYANAIR** is set to commence three new routes from London Stansted in the European winter to Aalborg, Denmark; Oradea, Romania and the Czech Republic.

The new thrice weekly flights join the carrier's six other winter services travelling to Cagliari, Copenhagen, Naples, Nice, Oslo Torp and Ponta Delgada.

## Technology Update

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd.

Mature technology for a mature market



The travel industry in ANZ is showing signs of maturing as agencies adopt new technologies to service

the enlightened traveler more efficiently. It's an exciting time as many agencies plan to expand networks in Australia and overseas.

Recently, over half of Tramada's clients have chosen to renew their contracts for an extended five years to partner well into the future including Spencer Travel and Mary Rossi Travel. Agencies are looking for stability, acknowledging the maturity of the Tramada solution.

Claudia Rossi Hudson, CEO Mary Rossi Travel says, "We know that Tramada Systems will keep pushing the boundaries with regards to functionality of the product."

**Productivity remains the technology driver**

Tramada was the first cloud based mid-office system for travel agencies and has been the first to provide integrated real-time BI. The industry continues to demand improved productivity which is the driving force moving Tramada toward seamless GDS integration with the Version 5 release series.

Penny Spencer Director Spencer Travel says "Tramada made the right decision when they undertook the significant development effort to create a new, leading edge product. We have complete confidence that Tramada will continue making advancements - no matter the challenges - that ensure we continue to thrive in a dynamic market, adapt to changes in the travel technology and remain a leader in the future."

**Bijoy John, Head of Sales and Account Management, Tramada**  
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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](mailto:sonoma@traveldaily.com.au)

Which hotel & spa is one of the only luxury resorts in the US with its own source of natural thermal mineral water?

**NEED A HINT? CLICK HERE.**



# Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

Book five nights at **The Westin Langkawi Resort & Spa** in Malaysia from now until Feb for an early bird discount of 15% for a twin share room. The promotion is valid for stays between 01 Apr-31 Mar. Prices start from \$546 per night - [CLICK HERE](#).

Book and deposit a **Contours Travel** 2016 'Treasures of South America' tour before 30 Jun to save \$1,000 per person. Call 1300 135 391.

Stay six nights at the **Grand Mirage Resort Thalasso Bali** between 01 Mar- 14 Jul and 01 Sep-23 Dec for \$1,199 per person or between 15 Jul-31 Aug for \$1,325. Prices valid for sale until 31 Mar. Phone 1300 880 571.

**Metro Hotel Miranda** is offering a Seniors Package for \$405 for three nights per couple in a twin room. Offer ends 31 May. Call 9525 7577.

## Tigerair add MEL/TSV

**FOUR** Tigerair Australia weekly return services between Melbourne and Townsville will commence 22 Jun.

The flights will provide the only direct low-cost daytime services between Melbourne and Townsville and add over 1,400 additional visitor seats each week between the two destinations.

Qld Premier Anastacia Palaszczuk said the new flights would inject an additional approx \$12.5m in overnight visitor expenditure annually.

"Offering a morning service into Townsville three times per week gives interstate travellers more opportunity to visit this beautiful part of Queensland which has so many tourism and event experiences to offer," she said.

## NZ tourism spending

**TOURISM** expenditure grew in most regions in New Zealand in the year to Jan, the latest statistics from the NZ Ministry of Business, Innovation and Employment show.

Nelson on the South Island saw the fastest growth, a 14% boost to NZ\$344m, followed by West Coast, which rose 13% to NZ\$495m and Otago, up 11% to \$3.5b.

Tourism spend in North Canterbury fell 18% in Jan, compared to Jan 2016 due to the impacts of the earthquake in Nov.

## Velocity energy deal

**A NEW** partnership between EnergyAustralia and Virgin Australia will see customers who use the services of the power company able to earn themselves bonus velocity points.

Velocity card holders can earn 20,000 points when signing up to an EnergyAustralia gas and electricity account before 03 May.

Existing customers will score themselves 2,000 anniversary frequent flyer points each year, as well as an \$100 Virgin Australia Holidays Voucher.

## Turkey tourism hit

**THE** dwindling numbers of visitors to Turkey shaved nearly one percentage point off the country's growth of GDP in 2016, according to a recent IMF study.

There were 400 terrorist attacks in Turkey in 2015.

## \$100 Atlantic fares

**NORWEGIAN** Air is rolling out \$100 one-way fares on ten new routes between the US & UK.

From Jun the low-cost carrier will operate flights from its bases in New York, Connecticut and Rhode Island to Edinburgh, Belfast, Cork, Shannon and Dublin on board the airline's new Boeing 737MAX-8 aircraft.

The fares will not include travel extras such as checked baggage, meals and seat selection.

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## Royal Brunei incentive winners



**EMILY** Nugara from Flight Centre Southland will be flying Business class to anywhere on Royal Brunei Airlines' network, after winning a ticket as part of the airline's latest incentive.

Agents who made the top ten received Economy class tickets to a destination of their choice.

Nugara is **pictured** celebrating her win with Leah Keenan from Royal Brunei Airlines.



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](mailto:tempo@traveldaily.com.au)

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### Luxury Travel Consultant

Melbourne, \$60-\$65k + Super, Ref: 2511HC12

This boutique agency based in Melbourne is known for its excellent customer service & their holidays to stunning destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers. No day will ever be the same in this travel consultant role, from booking complex airfares, organising transfers to selecting the perfect accommodation for your clients. The role will be heavily customer service focused offering your expertise on worldwide destinations.

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

### Product Manager

Adelaide, \$60-\$65k+ Super, Ref: 2727HC1

Calling all experienced Product Managers to come forth & apply for this opportunity! Be apart of a travel company with exceptional growth and office culture. Get paid your worth and be offered a fantastic salary package with superb benefits. You will have ability to meet deadlines, be organised and want to create exciting products for customers and clients. Take charge in making decisions to generate profitable revenue by developing products. Excellent incentives are perks to the role.

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Sydney, \$50k + Super DOE, Ref: 2303PE6

My client, a leading luxury tour operator is recruiting for a Flight Coordinator. This is a newly created role for this super exclusive brand. Candidates must have previous ticketing experience using a major GDS and strong knowledge of fares. My clients believe in investing in their employees, by providing competitive benefits & opportunities for growth. If you would like to work for one of the most respected companies in the travel industry & have the skillset required then please apply today.

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