



Travel Daily

First with the news

Friday 13th January 2017



Helloworld members surpass 2,000

HELLOWORLD continued its expansion through 2016, growing its retail and corporate network numbers to 2,049 in Aust and NZ.

The total includes 646 branded and associate members, 73 Helloworld for Business members, 891 in the My Travel Group network and 439 travel brokers in the MTA and Travel Brokers networks.

In a trading update issued this morning, ceo Andrew Burnes said the growth was "recognition of the strong value proposition Helloworld is providing our franchisees and network members" across its retail leisure and corporate offerings.

Today's issue of TD

Travel Daily today has four pages of news and photos, plus a full page from: (*click*)

- Travel Trade Recruitment

easyway decommissioning

HELLOWORLD Ltd's wholesale divisions Qantas Holidays and Viva! Holidays have informed agents their older booking engine *easyway* will be decommissioned at close of business next week.

Qantas Hols and Viva! Hols are advising agencies to ensure they are familiar with Tango which was introduced last Apr.

When first revealed in late 2015, Helloworld said Tango would reduce the number of steps required to process a quote or

booking and give agents greater flexibility to search for product.

Helloworld gm wholesale sales David Green told *Travel Daily* that agent engagement of Tango continued to grow exponentially.

"Feedback has been very positive and we are very happy with how intuitive and easy to use Tango is.

"Over the past month we have been focusing on bringing over our remaining agents and we encourage anyone else who hasn't yet moved over to do so prior to Mon 16 Jan," Green said.

Agents can access Tango via MyCalypsoNet or the Qantas Holidays Industry Sales site (www.qhv.com.au) by clicking on the 'Bookings' tab.

Existing users of the 10 year old *easyway* booking platform will be able to use their current name & passwords in Tango.

Tango operates best on Google Chrome, Helloworld says.

CX adds Barcelona

SEASONAL services between Hong Kong and Barcelona will be introduced by Cathay Pacific, starting 02 Jul and running through until 27 Oct.

Subject to government approval, CX will operate Airbus A350-900s on the route on a four weekly basis, complementing existing frequencies to Madrid in Spain.

Ramada Vila opening

RAMADA Resort Port Vila in the Vanuatu capital has brought forward its opening date by three weeks, now scheduled to welcome guests from 10 Mar.

Positioned on the cliffs of Erakor Lagoon and a short walk from the city centre, the brand new 80-room resort features a mix of studio rooms, junior and two-bedroom suites.

Property managing director George Dechaineux said the hotel's team had been working tirelessly to complete construction ahead of schedule and to the highest Australian and NZ standards.

A 30% off opening special when booking three nights, or 40% off when staying seven nights, is available for bookings by 28 Feb.

Contiki correction

CONTIKI'S fly free offer to the USA with American Airlines is available until 28 Jan, not 28 Feb as mentioned in *TD* yesterday.

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PPHG ceo departure

BERNOLD Schroeder stood down from the role of chief executive officer of Pan Pacific Hotels Group (PPHG) on 01 Jan.

Schroeder had held the top role at PPHG for three years but departed to pursue "other interests", with a replacement expected to be announced before the end of Feb.

Group chief executive of PPHG's parent company, UOL Group, Gwee Lian Kheng will oversee the company's management in the interim period.

Pan Pacific Hotels Group has a collection of over 30 Pan Pacific and ParkRoyal branded hotels worldwide, including Australia.

Hotels.com Apple TV

HOTELS.COM is claiming to be one of the first online travel agents to introduce travel tips on Apple TV with the release of a new app, featuring 600 activities which act as mini travel guides.

Tigerair Bali flt reprieve

TIGERAIR Australia has won a temporary reprieve from the Indonesian Govt, allowing it to operate homeward flights from Bali until Mon as talks continue over its long-term operations.

Authorities have agreed to 11 return services from Denpasar to Melbourne, Perth and Adelaide starting this afternoon, allowing Tigerair to bring about 2000 customers back to Australia.

Outbound flights will operate without passengers and are the airline's first deployments to Denpasar since Indonesia announced a suspension on Wed, alleging the carrier had breached regulatory conditions.

No operations have been approved beyond Mon's return services, with all Tigerair flights between Australia and Bali cancelled from 17-20 Jan.

Tigerair says services from 21 Jan onwards are "under review". Airline ceo Rob Sharp said

Tigerair's operating agreement for Bali was valid until 25 Mar and allowed it to sell tickets in Australia but not Indonesia.

"We are fully compliant with this," he said.

"We are not proposing any changes to the agreement - we are operating under the same approval we have been for the last eight months."

helloworld ups hours

THE reservation sales teams at Qantas Holidays, Viva! Holidays, Readyrooms and The Cruise team have been extended to 9:30am-5:00pm AEST each Sun.

Sister wholesale arm Rail Tickets will be available from 9:00am to 5:30pm AEST, Mon to Fri, with the chat function available 9 to 5pm.

Currently, the chat function for ReadyRooms and The Cruise Team is only available Mon to Fri from 9am to 5pm AEST.

Dreamworld update

DREAMWORLD on the Gold Coast yesterday announced it had been cleared to re-commence operations of its popular Tail Spin and Tower of Terror rides.

Following multi-level reviews by Queensland Workplace Health & Safety, Dreamworld's internal engineering review, Pitt & Sherry's independent review and an external peer-review by UK-based theme park safety specialist, LTC the rides are now operable.

Special summer tickets are currently advertised priced from \$55 for a 1-day pass, normally \$85 - see dreamworld.com.au.

Emirates adds Zagreb

EMIRATES will introduce daily non-stop flights between Dubai and Zagreb, Croatia on 01 Jun, launching triple class Boeing 777-300 aircraft on the route.

EK says it will be the only airline between the Middle East & Zagreb to offer a First class cabin product.

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CLICK TO VIEW DEALS

Viking confirms Syd intentions

VIKING Cruises has unveiled its ocean liner deployment plans for Australia, confirming *Viking Spirit* will operate a number of sailings from Sydney in 2019, as exclusively forecast by *Travel Daily* earlier this week (**TD Mon**).

Overnight, Viking announced 13 new itineraries between 2017 and 2019, including new sailings embarking from Miami, Mumbai, Bangkok, Beijing, Bali, Hong Kong, Tokyo, Vancouver and Sydney.

Voyages range from eight to 23 days in duration, and include the Atlantic Crossing, Passage to India, Across the Bay of Bengal, Capitals of the Far East and Southeast Asia & Hong Kong,

North Pacific Passage, Far East Horizons and the Inside Passage.

The 930-passenger *Viking Spirit* will make its debut down under in Dec next year, sailing from Bali to Sydney on the Komodo & the Australian Coast itinerary over 17-days and visiting 11 ports.

From Sydney, *Viking Sky* will then offer a 15-day Australia & New Zealand journey to Auckland in Dec, returning in Feb 2019 before heading back to Bali.

MD Australia/NZ Michelle Black told *Travel Daily* she was "super excited" to see the Viking Ocean experience brought to local waters.

"Our ships are like no other, contemporary yet classic, spacious yet intimate.

"We're thrilled to have *Viking Sky* based here for the summer of 2018/19," Black remarked.

Cathay JFK switch

CATHAY Pacific is relocating its operations at New York's John F Kennedy International Airport from Terminal 7 to 8 from 15 Jan.

CX's director service delivery James Ginns said the move would improve its pax travel experience considerably thanks to the first-rate amenities available and more seamless connectivity.

Movenpick Bali opens

THE Movenpick Resort & Spa Jimbaran Bali has opened.

The 297-room hotel is offering an opening rate of IDR1,880,000 (AU\$189) per night in deluxe accom including daily breakfast.

New Tourism Aus cio

FORMER Microsoft executive Jason Flynn has been confirmed as the new chief information officer for Tourism Australia, beginning in the role on 23 Jan.

Travelmarvel India '18

TRAVELMARVEL has today revealed its 2018 India River Cruising & Land Journeys brochure, with tours exploring Sri Lanka, Nepal and Bhutan.

Within the new program are three Great Rail Journeys itineraries, Travelmarvel earlybird offers and river cruise options.

Colours of India, Travelmarvel's most popular itinerary, makes an appearance in the 2018 brox, alongside new tours exploring Darjeeling, Bhutan & more.

For details, call 1300 196 420.

Europcar China move

EUROPCAR has entered a worldwide commercial partnership with Chinese-owned Shouqi Car Rental.

The pact will see both Europcar and Shouqi benefit from an expanded global reach.

Under the deal, Shouqi customers will be granted access to Europcar's services via its own website and vice versa for Europcar clientele.

QR announces Vegas

QATAR Airways will commence flights between Hamad International Airport in Doha to Las Vegas Nevada from 08 Jan.

The non-stop service will operate four times weekly on Mon, Wed, Fri and Sun.

This latest announcement marks QR's 11th route to the USA.



Window Seat

TAKE a look at Turkish Airlines' high tech de-icing method (pictured and viewed **HERE**).

What you're seeing are airport technicians giving it their best shot to de-ice the wing by pouring de-icing fluid on the wing from a large bottle then rolling said bottle down the wing to spread the liquid.

We hope for the sake of all involved that the ingenious modus operandi can fight the bitterly icy conditions the nation is currently facing.



Oz cruise a top pick

AUSSIES were busy researching domestic cruises, holidays and driving tours in 2016, according to a study by NRMA Travel.

The top researched travel topic on the website last year was cruising in or around Australia, with the Murray River Cruise in South Australia receiving the most interest.

Next in line was domestic holidays, driving the Great Ocean Road, touring across the Nullabor and Australian rail tours.

"Australians are so lucky to have the best travel destinations within their own backyard and this data shows they are embracing that," said NRMA executive gm of Travel & Touring, Paul Davies.

alphatravel

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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.

Hot Air Balloon Operator **Floating Images** has teamed with **Metro Hotel Ipswich International** to offer a ballooning, accommodation and dinner for two package priced from \$870 for two adults. The deal includes one night's stay in the Superior Queen Room, a one-hour city and country balloon flight over the Greater Brisbane region and dinner at the Harvest Restaurant and Bar. Phone Floating Image on (07) 3294 8770 to book.

Hawaiian Airlines has released discounted airfares from Australia. Book before 23 Jan and travel between now and 05 Apr to fly Economy class from Sydney to Honolulu return from \$699 + taxes. Phone 1300 661 339.

globalCARS is cutting prices for early bookers. Book and pay for any vehicle by 31 Mar and receive 12 free days when collecting/returning the car in France or receive 50% off collection/return fees outside of France, plus score seven free days. Email res@globalCARS.com.au.

Insider Journeys is offering special deals on small group tours to China booked before 10 Mar for departures from 01 Mar to 30 Nov. Specials span across five different itineraries, ranging from 10-18 days, with savings of up to \$754 per person. Phone 1300 362 777 to book.

Galaxy phone update

THE US Department of Transport has lifted the requirement for airlines to make a pre-boarding announcement to pax that the Samsung Galaxy Note7 phone is banned on board. While the devices are still prohibited, Samsung has now recalled more than 96% of all Note7 devices in the US since a recall order went into effect.

Tas welcomes Hyatt

TASMANIA'S Premier Will Hodgman has embraced news that Australasia's first Hyatt Centric will be located in Hobart (*TD* 11 Jan). He said with Tassie's accom "extremely stretched at peak periods" the hotel would bring increased capacity along with a "globally significant brand".

Cook Aus Day cruise

CAPTAIN Cook Cruises has released a new Australia Day lunch cruise from \$99 per person. *The John Cadman 2* Australia Day lunch cruise on 26 Jan departs at 10.45am from Darling Harbour, King St Wharf No.1, disembarking at 2.30pm.

TEQ departure

TOURISM and Events Queensland's (TEQ) long-serving international director Japan, Toshiaki Nishizawa will retire from his role on 30 Jun. TEQ ceo Leanne Coddington acknowledged Nishizawa's "invaluable service" to the organisation for the past 16 years. Recruitment for a replacement will commence shortly.

New Maldives airport

THE new Gan airport in the south of the Maldives is now open for international flights. SriLankan Airlines now flies four times weekly from Colombo to Gan on board an Airbus 320. Outrigger Konotta Maldives Resort has added an on-demand Trans Maldivian Airlines sea plane service from Gan airport to complement the new service.

Carnival switcheroo

CARNIVAL Cruise Line will reposition three of its ships to new home ports from next year. In Sep 2018 *Carnival Vista* will move to Galveston, Texas, *Carnival Breeze* will swap to Port Canaveral, Florida and *Carnival Magic* will shift to Miami. Two week-long Caribbean itineraries will depart from Galveston from 23 Sep, with *Carnival Vista* to visit destinations such as Montego Bay, Grand Cayman, Cozumel, Mahogany Bay, Belize and Cozumel. From Port Canaveral, *Carnival Breeze* will kick-off its new program with a one-time six-day cruise to Nassau, Amber Cove in the Dominican Republic. *Carnival Magic* will commence a series of seven-day alternating western and Caribbean cruises which will call in at destinations such as Amber Cove, San Juan, Grand Turk & Belize.

NZ tourism spend up

TOURISM spending in New Zealand grew in most regions in 2016, according to the country's Tourism Minister Paula Bennett. The fastest growing area was the South Island, with Nelson increasing 15% to NZ\$337m, followed by Otago which was up 14% to \$3.5b and the West Coast, spiking 11% to NZ\$475m.

Dolphin Discovery Centre investment

DESIGNS for the proposed Dolphin Discovery Centre slated for Bunbury's Koombana Bay waterfront have been released. Features include an amphitheatre, kiosk, playground, picnic and pop-up areas for markets and beach access.

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Record year for Airbus

AIRBUS reached new heights last year, delivering a total of 688 aircraft to 82 customers - an 8% rise on the previous record of 635 achieved in 2015. Among those delivered were 545 single aisle planes from the A320 family and 28 A380s. "Our strong operational performance combined with a robust market eager to place orders and take deliveries of aircraft in all sizes are now an excellent spring for for our next steps: boosting deliveries, harnessing the advantages of digital and extending our service portfolio globally," said Fabrice Bregier, president of Airbus Commercial Aircraft. Last year was capped off with a "healthy backlog" of 6,874 aircraft valued at over US\$1b. Looking ahead, Bregier forecasts a smoother production flow. "We are stronger than ever and able to develop profitability... working on our backlog and delivering to our customers are among our priorities," he said.

Centara/Nakheel JV

A JOINT venture to erect a 550-room resort with an accompanying waterpark on the Deira Islands in Dubai has been reached between Centara Hotels & Resorts and UAE-based developer Nakheel. Centara Deira Island Beach Resort Dubai will feature dining facilities, business centre, kids' club, gym and spa, with a soft opening slated for 2019.



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

Leisure & Cruise Travel Consultant

Melbourne, \$40-50k + Super, Ref: 2657KF1

Leading cruise and holiday specialist in the Eastern Suburbs of Melbourne! Great opportunity for an experienced cruise specialist or travel agent with solid cruise knowledge!! You will answer all incoming enquiries from customers in an office based environment. The company pride themselves in having repeat and referral customers so optimum customer service is the key to succeed within this position along with your great sales skills. This role is for someone that wants to work close to home!

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

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Adelaide, \$55k + Car + Bonus, Ref: 2660HC1

Rare Sales Development Manager opportunity for a fantastic and well respected touring company! Do you have sound Sales experience and a proven sales record? This leading tour company are looking for an experienced Sales Executive or Sales Development Manager to assist with their ongoing expansion across South Australia. Excellent benefits are on offer for the right person. It is a 3 days part-time position. You will receive a fantastic salary package + super & company allowance package.

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Are you an experienced travel consultant with a passion for all things travel? Interact with repeat and loyal customers? You will be working with experienced consultants, selling a range of FIT and complicated cruise enquires and earning an amazing package plus great bonuses. You will ideally be experienced within the travel industry, have GDS skills and be very passionate about travel. In return long term career progression, a great salary & lots of incentives are perks to this role.

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

Reservations Sales Agent - Immediate start!

Eastern Suburbs Sydney, Circa \$50k OTE + Super, Ref: 2659SO3

Looking for several reservations sales to work both in their wholesale division and river cruising division to handle customer telephone and email enquiries efficiently and promote the product range and process customer bookings. You will be providing excellent customer service and consistently exceeding individual performance standards. You will participate in ongoing learning and development activities and staying abreast of competitor activity. 1-2 years' travel experience required.

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

Senior Travel Consultant

Melbourne, \$50-60k + Super, Ref: 2658HC1

A great mix of new & return high-end business will keep you busy throughout the day. You must have a minimum of 2 years consulting in high end travel & the drive to be successful. If this sounds like you please apply & reap the rewards in this new travel role. This travel agency based in Melbourne is known for its excellent customer service and their holidays to a wide range of destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers.

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