

# One Fare > Two Cities



XIAMEN

MACAO

*Macao Via Xiamen  
return economy class  
from AUD \$768-*

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SYDNEY

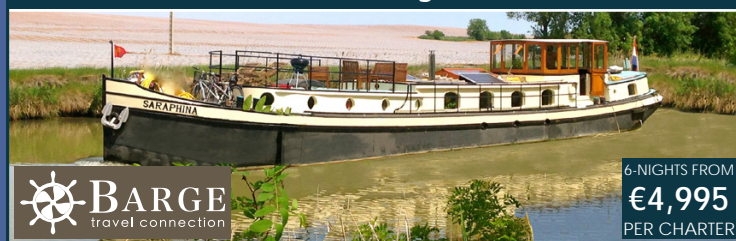
MELBOURNE



[visitmacao.com.au](http://visitmacao.com.au)

Macao Government Tourism Office

厦门航空 XIAMENAIR



## One fare, two cities

**THE** Macao Government Tourist Office (MGTO) and Xiamen Airlines are today highlighting the combination fare product launched last week (**TD** 05 Jul) which leads in at just \$768 for a return flight from Australia to Macao via Xiamen.

The package includes a night in a Xiamen hotel plus a city tour and is available for the carrier's flights from Sydney and Melbourne - for details see the **cover page** of today's **TD**.

## Albatross festivities

**ALBATROSS** Tours is urging agents to maximise the opportunity of the "lucrative European Christmas market".

The firm is offering assistance with electronic marketing campaigns, client events, marketing collateral and training - along with an opportunity to win a Christmas Market tour for two - see **page seven** for details.

## Airbnb 'loopholes' blasted

**ACCOMMODATION** Association of Australia ceo Richard Munro has accused platforms such as Airbnb of "sucking the life out of hotels, motels and other compliant tourism businesses outside of our major cities".

Munro said the disruptors were "exploiting regulatory loopholes" with Airbnb properties subject to little or no regulation, unlike traditional hotels and motels.

He cited recent claims that 1.7 million Airbnb guests spent \$287 million on accommodation in regional Australia last year, with the platform saying over half its bookings in Australia were for

stays in country towns or coastal resorts across the country.

"Operators of compliant tourism accommodation businesses in regional areas are, in many instances, hard-working family or 'Mum-and-Dad' outfits who have been barely making ends meet.

"They struggle to recruit and retain staff, they have had to contend with high penalty rates...and now Airbnb seems determined to try to put them out of business," Munro added - with other regulations around fire safety, insurance and disability access also increasing costs.

"In almost all states/territories there is virtually no obligation on Airbnb properties to meet the same or even similar standards."

Munro also questioned figures released by Airbnb claiming it was creating jobs in regional areas, saying unlike the hotel and motel sector it did not employ or train workers in regional Australia.

## AA cuts EY, QR ties

**AMERICAN** Airlines is severing its codeshare relationships with Etihad Airways and Qatar Airways, citing the "ongoing dispute over the Open Skies agreements".

AA has taken a strong stance against allegations of illegal state subsidies for the Gulf carriers, and says it had decided the codesharing deals "no longer make sense for us".

The last valid date of travel under the codeshares will be 24 Mar 2018 - but other existing aspects of the relationships remain intact including lounge access, interlining, cargo deals, and frequent flyer reciprocity.

## Ryan CWT md ANZ

**CARLSON** Wagonlit Travel has named Michael Ryan as its new managing director for Australia and NZ, based in Sydney and reporting to CWT president for Asia Pacific, Kai Chan.

More appointments on **page 5**.

### Today's issue of TD

**Travel Daily** today has six pages of news and photos, including a front full page for **MGTO** plus full pages from:

- Albatross Tours
- AA Appointments jobs



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## Crown staff freed

**TWO** Australians are among ten Crown Resorts employees released from prison in China for gambling crimes yesterday.

A Department of Foreign Affairs and Trade update indicated they were freed after completing their sentences (**TD** 24 Nov 16).

## China flights for Darwin

**CHINESE** carrier Donghai Airlines has lodged an application with the China Civil Aviation Authority to begin flights between Shenzhen and Darwin.

The airline plans to offer thrice weekly frequencies on the route from Sep using Boeing 737-800s.

Donghai Airlines is a full-service airline headquartered in Shenzhen and has been operating passenger services since Mar 2014 on domestic routes in China.

It is understood Darwin would be the carrier's first international destination, with the Donghai Airlines fleet currently comprising 13 Boeing 737-800s.

The carrier has 25 Boeing 737-8 MAX aircraft on order, along with five wide-body 787-9s.

Northern Territory Tourism Minister Lauren Moss said the application was a "positive step forward" but that there was still more paperwork to finalise.

She met with the carrier on a recent trip to China (**TD** 21 Jun), saying the prospective service "is the result of ongoing work that I'm very proud to be part of".

The NT tourism sector is hoping for more international links after Malaysia Airlines last month canned its non-stop flights from Darwin to Kuala Lumpur.

## Virtual Space-Ship

**SCENIC** has released a virtual reality tour of the *Scenic Diamond* 'Space-Ship' which cruises the waterways of Bordeaux in France.

The tour showcases an upgrade including the first ever Salt Room on a river ship and the Royal Owner's Suite - [scenic.com.au/vr](http://scenic.com.au/vr).

## COOK ISLANDS ON SALE

Sydney to Rarotonga direct

from **\$269\***

seat pp one way including taxes

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LOVE A LITTLE PARADISE

**AIR NEW ZEALAND**

\* Travel periods & conditions apply.

Wendy Wu Tours

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ANDREA MASSARO, SALES TEAM

\*Conditions apply

&

**MEXICO | Day of the Dead Festival**

10 Days | \$9,995 per person twin share

Abercrombie & Kent

## CZ cranks up Perth flights

**CHINA** Southern Airlines will boost its Perth services this spring as Western Australia moves closer to its target of welcoming 100,000 Chinese visitors by 2020.

The carrier has announced it will add a fifth weekly service from Guangzhou from 29 Oct, in addition to its existing four A330-200 services.

"China Southern Airlines currently offers the only direct air route between Perth and China, so it is fantastic to see the airline committing an extra service to

help further increase visitor numbers from China to WA," said acting Premier Roger Cook.

Chinese visitor numbers to WA have more than doubled to 52,600 per year since CZ launched in Perth in 2011.

The WA Government is aiming to attract 100,000 Chinese tourists and a visitor spend of \$500 million by 2020.

Chinese travellers spent \$271 million in WA in the year to Mar.

### Jumeirah ceo quits

**DUBAI'S** Jumeirah Group has confirmed its chief executive Stefan Leser has left the company after just over a year.

The hospitality group and owner of the Burj Al Arab said Leser left for "purely personal reasons", according to local media reports.

Chief operating officer Marc Dardenne is now the group's interim chief exec.

### QR PER/LHR fares

**QATAR** Airways has begun a week-long promotion for Perth travellers, coinciding with the fifth anniversary of flights from Doha to the WA capital.

Until 19 Jul, fares from PER to London, Dublin and Nice start from \$1,150.

Fares valid for travel to 10 Dec.

Silversea Last Minute Industry Rates.

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## VA lifts SA, NT axis

**VIRGIN** Australia's services between Adelaide and the Northern Territory will be boosted in Sep with extra flights on the Darwin via Alice Springs route.

Changes to VA's timetable from 05 Sep include an additional flight from ADL to ASP and DRW on Tue and Fri afternoons.

The airline will also add an extra flight in the reverse direction on Fri and Sat mornings.

The changes are aimed at providing better timings for business travellers and give the carrier five return services linking the three cities each week.

## Airport conference

**THE** Sydney Business Chamber has partnered with state and federal departments to organise a Western Sydney Airport conference on 01 Nov, with local and international speakers on "creating Australia's best airport city" - **CLICK HERE** for details.



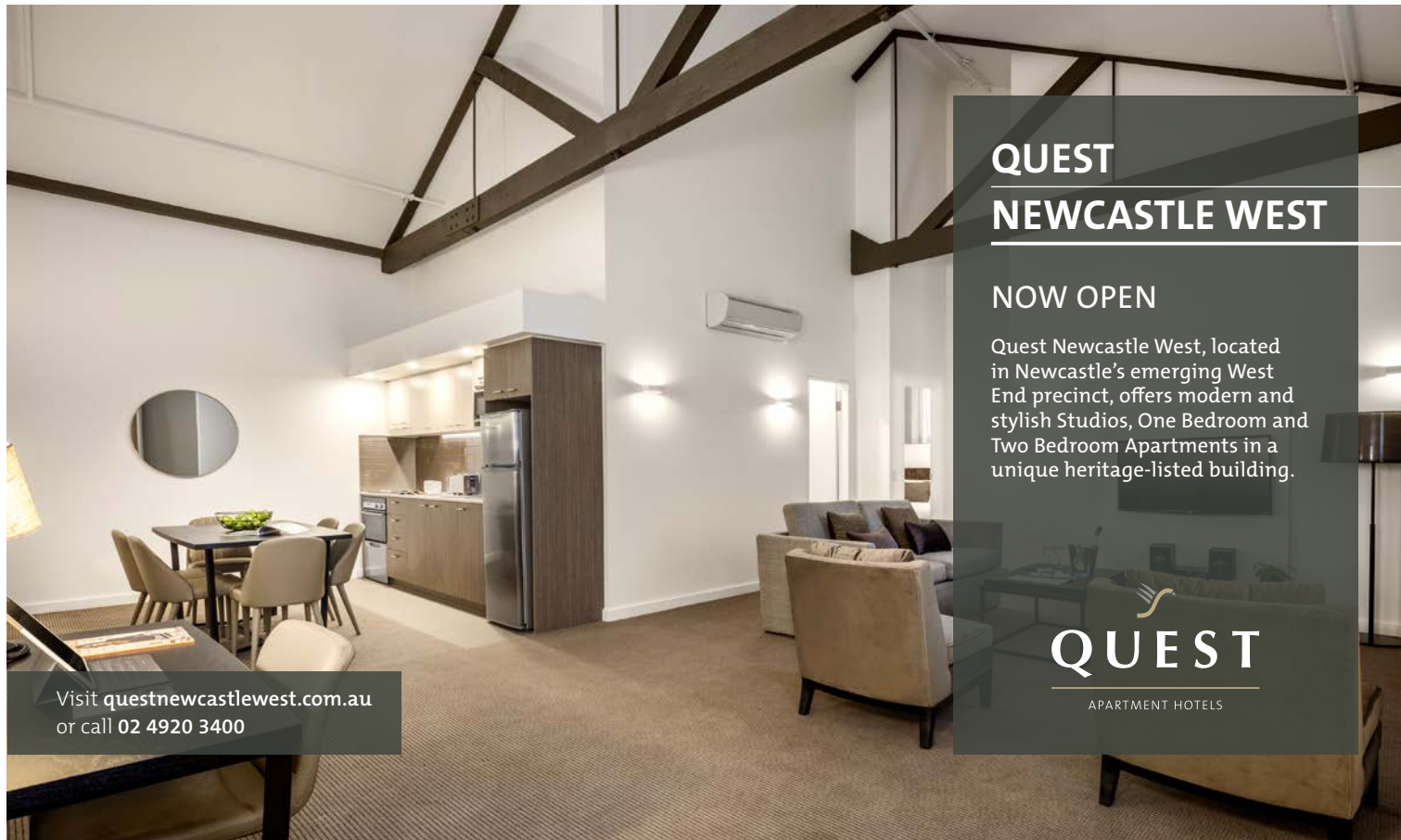
## Window Seat

**AMERICAN** travellers have been diagnosed as "gate huggers", but at least two enterprising airports have a treatment: give 'em food.

The new Airport Sherpa app available for use at Baltimore/Washington Int'l Airport and a similar At Your Gate app coming to San Diego allow pax to order food and drinks from anywhere in the terminal and have it delivered to them at the gate.

*USA Today* reports the app developers have research showing American travellers are "gate huggers" and generally stay seated close to their departure point, no matter how long the wait for their flight.


It asserts gate-hugging "can be a problem" because pax miss out on airport dining options.



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# Travel Daily

Thursday 13th July 2017

## HOP! strike action

**PILOTS** for Air France airline HOP! have confirmed strike action over the Bastille long weekend after a break down in talks.

The strike will begin on 13 Jul and run through until 18 Jul.

In a statement HOP! said most flights would operate as planned.

## QF jumps on Italy

**QANTAS** Group has lodged an application for additional codeshare capacity with Emirates on routes to Italy, following a revised air services agreement between Aus and Italy (TD 06 Jul).

The airline is requesting for an allocation of 300 third country seats per week on the Italy route to be fully utilised by 31 Jul 2018.

Qantas Group has asked the allocation to be used by its mainline operation or a wholly-owned QF subsidiary.

## New French tours

**FRENCH** Travel Connection will offer a new range of tours, which will be limited to 16 people.

The escorted group tours will be 11-nights long and are designed to show regional France.

The three new tours visit places including Champagne, Provence, Lyon, Loire Valley, Cognac and Bordeaux.

Prices start from \$6,695ppts for the Champagne, Burgundy & Alsace small group tour.

## F1 Experience agent

**EVENTS** Worldwide Travel has access to a wide range of Formula One packages throughout the race season after being named as the exclusive F1 Experiences sales agent in Australia and NZ.

F1 Experiences is the Official Ticket and Travel Provider of F1.

The Victorian company can now sell packages including F1 two-seater car rides - for more info, see [events.com.au/f1-experiences](http://events.com.au/f1-experiences).

AUGUST SUPER SAVINGS

ROYAL BRUNEI AIRLINES

Bali

RETURN ECONOMY CLASS FROM \$629\*

\*Inclusive of taxes. Travel periods & conditions apply.

## Sydney samples Japan



**JAPAN** National Tourism Organization (JNTO) offered up a taste of Japanese cuisine at an event held at Sydney's Sake Restaurant & Bar last night.

The organisation's new executive director, Kana Wakabayashi, told attendees the number of Australian visitors to Japan continued to increase every year, and she expected Japan Airlines' introduction of direct Melbourne-Tokyo flights in Sep would further increase demand.

More than 445,000 Australians visited the land of the rising sun in 2016, an 18% increase from the previous year.

Speaking to **Travel Daily**, Wakabayashi said she was not yet satisfied with the figures and planned to increase them.

This year JNTO is highlighting Japan's culinary offering on the back of the organisation's sponsorship of *MasterChef*, which saw contestants explore Tokyo

and regional parts of the nation while facing culinary tasks.

The culinary focus is in addition to JNTO's usual efforts of highlighting the ski market, push off-the-beaten-track regions and educate travellers on the opportunities in Japan.

Wakabayashi said currently the most popular location for Australians was the Golden Route - Tokyo, Osaka and Kyoto - but the office was trying to drive travellers to see the rest of Japan.

"There is so much more on offer and we think that Australian travellers will have a really great experience if they leave that golden route," she said.

Kana Wakabayashi, JNTO Sydney's executive director is pictured with Adam Liaw, goodwill ambassador for Japanese Cuisine and *MasterChef Australia* 2010 winner; Toni Fan, media and marketing assistant JNTO and Japanese drummers.

Disney DESTINATIONS

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AIR NEW ZEALAND

## Jetstar bill splitting

**JETSTAR** has today introduced a new split bill payment function that will enable customers on a group booking to pay for an individual fare.

Dubbed Jetstar FareShare, the innovation is available in Australia and New Zealand for bookings of up to nine seats for a fee of \$5 per individual transaction.

JQ chief commercial officer Catriona Larritt said the budget carrier was "always looking for innovative ways to better serve our customers and enhance their travel experience".

"We know that group trips can be a challenge when it comes time to pay the bill which is why we're so excited to be able to offer the new Jetstar FareShare."

It's available on domestic and international flights and products such as bundles, bags, seats and meals when booked online.

For more details and Jetstar FareShare T&Cs, [CLICK HERE](#).

## JAL LHR increase

**ONEWORLD** member carrier Japan Airlines has added a second daily non-stop service between Tokyo Haneda and London Heathrow, effective 29 Oct.

Flights JL041/042 will be operated using Boeing 787-8 Dreamliner aircraft and provide earlier connections for pax travelling to London and beyond.

Due to the 0245 departure to LHR, all pax will be provided with light meals at JAL's Sakura Lounge at Haneda International Airport.

Japan Airlines is also increasing frequencies between Narita and Bangkok with a new seasonal 787-8 Dreamliner service, to operate from 29 Oct-24 Mar.

Reservations and ticket sales for both routes will open tomorrow.

JAL is also suspending its Narita-Seoul Incheon route (JL949/954) from 26 Mar due to "current demand", but will maintain its existing thrice daily Tokyo Haneda-Seoul Gimpo route.

## Group Consultants

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

**Rezidor Hotel Group** has appointed **Chema Basterrechea** as Executive Vice President & Chief Operating Officer. He has more than 23 years' industry experience, most recently as COO at NH Hotel Group.

**Melissa Juelich** has been recruited by **Cruise Lines International Association (CLIA) Australasia** as its Membership Operations Manager. Juelich possesses nearly 15 years' experience in the travel industry, most recently at Helloworld for a short stint, as well as at Emirates, South Africa Tourism, AFTA, United Travel New Zealand and with CLIA last year in a temporary capacity.

Former Tigerair Australia's Commercial Director **Adam Rowe** has joined **Queensland Airports Limited (QAL)** as General Manager, Business Development and Marketing. Rowe was with Virgin Australia/Tigerair Australia for nearly 10 years, and will oversee QAL's marketing efforts at Gold Coast, Townsville, Mount Isa and Longreach airports.

**Daniel Johnson** has taken on the position of General Manager at **The Havannah Vanuatu**. He has held various roles with Per Aquum Resort and Cocoa Island, Maldives; Bedarra Island, Whitsundays; Jumeirah Dhevanafushi Resort, Maldives; Alila Jabel Akhdar, Oman and Kokomo Island Fiji, where he was Executive Chef. **Joanna Johnson** will be responsible for Guest Services at the resort.

**Holiday Inn Resort Bali Benoa** in Indonesia has welcomed **Carol Waller** as its new General Manager. Originally from Argentina, Waller has 16 years' experience with InterContinental Hotels Group across Asia and Europe. Her new position will also see her take on the additional responsibility as the GM for Indonesia & Thailand Holiday Inn Resorts.

The Los Angeles-based role of Regional General Manager Americas at **Air New Zealand** has been assigned to **Liz Fraser**, the airline's current General Manager Global Sales Operations & Planning. Prior to joining Air NZ, Fraser has worked in a variety of sales roles in the New Zealand media industry. She and her family will relocate from Auckland to the United States in the coming months.

**Sofitel Legend Metropole Hanoi** has appointed hospitality industry veteran **William J Haandrikman** as its General Manager.

**Maria Sheetz** has been recruited by **Brand USA** as the organisation's Director, Partnership Development. Sheetz joined Brand USA in May and will now lead efforts to forge partner engagement, retention and expand the firm's USA marketing program.

## France emergency

**FRENCH** authorities have extended the country's existing state of emergency declaration until 01 Nov 2017, with DFAT's Smartraveller continuing to advise travellers to exercise a high degree of caution in France.

President Emmanuel Macron said he aimed to lift the state of emergency by the end of 2017.

## KQ USA green light

**KENYA** Airways' flights to the USA have been earmarked to begin by Mar next year after the carrier was granted air traffic rights to its request (**TD** 01 May).

The East African airline still needs clearance from the FAA before it can launch US flights.

## AI goes all vego

**AIR** India has confirmed that passengers travelling in Economy class on domestic flights will only be fed vegetarian meals.

The announcement has caused an uproar on social media with some labelling it as discrimination.

An Air India spokesman said the change was to reduce waste and cut costs, while a senior official told *The Hindu* the airline would save about US\$1.2 million a year.

**MEANWHILE**, Air India plans to expand its operation in the US by adding Los Angeles and a Texas hub into its network.

The direct flight from India to LAX is flagged for an Oct launch and the carrier is understood to be evaluating either Houston or Dallas/Fort Worth.



Thursday 13th July 2017

## Magellan night of fun



**VICTORIAN** members of The Magellan Travel Group recently came together at the Oaks on Market in Melbourne for a social event sponsored by Minor Hotels.

Some of the agents walked away with prizes including seaplane transfers, massage vouchers and luxury accommodation packages across Minor Hotels' network of Maldivian resorts.

Some of Magellan's latest members such as Destination HQ enjoyed their first event as part of the Magellan group.

Andrew Macfarlane, ceo of Magellan Travel Group, said these events were an initiative of the members themselves and showed the teamwork of the group.

**Pictured above:** Caren Cassidy, Travel Sense; Alicia Hunter, Complete Travel Services; Alison Lee, Complete Travel Services; Fiona Caffery, Travel Sense; and Jenny Mellios, Travel Sense.

## Anaheim Aus tour

**VISIT** Anaheim will be visiting the east coast of Australia next month to conduct a roadshow to meet with agents and promote the latest happenings in the city.

The roadshow will visit Brisbane on 29 Aug at Hotel Urban and Melbourne on 30 Aug at the MCG.

Visit Anaheim will wrap up the tour on 31 Aug in Sydney with an event at the Grace Hotel.

## StarLux start-up

**FORMER** EVA Airways chairman Chang Kuo-wei has revealed further details of his new start-up carrier StarLux in a closed fan group on Facebook.

He told fans StarLux would be a top-tier international airline and could begin recruiting by Sep.

StarLux plans to introduce Airbus A321s as well either A350s or Boeing 787 Dreamliner aircraft.

## Lapland discount

**BENTOURS** is offering savings on its popular winter coach tours in Lapland to celebrate its sponsorship of the Scandinavian Film Festival.

Travellers can save up to \$660pp or \$1320pc on the 11-day tour Winter Lapland - Ultimate Arctic Adventure (with Tromso).

The sale ends on 15 Aug - **CLICK HERE** for more details and tours.

## EY Cairo increase

**ETIHAD** Airways is adding year-round flights between its Abu Dhabi hub and both Cairo and Lagos later this year to cater to growing demand to and from the United Arab Emirates.

A fifth daily scheduled service will be introduced on the Cairo route from 01 Oct.

The additional daily service will take the frequency to the Egyptian capital from 28 to 35 flights every week.

The Gulf carrier will also add a new Sat return service to Nigeria's commercial capital of Lagos, beginning 02 Dec.

## LHR record traffic

**LONDON** Heathrow welcomed a record 77 million passengers over the year to 30 Jun.

Traffic from the Asia Pacific was up 4.4% to 11,066m pax, while traffic from Europe was the breadwinner with 32m pax.

## EK USA cashcow

**A CAMPBELL-HILL** report released this week found Dubai-based carrier Emirates boosted the American economy by US\$21 billion and supported 104,000 American jobs in 2015.

The report was released on the 25th anniversary of the first Open Skies agreement signed by the US with the aim of showing the economic impact Emirates has on the US's economy.

EK president Tim Clark said the data showed the contribution Emirates had on the USA.

"It shows we've brought thousands of new travellers to the United States," he said.

## SSDH comms rep

**SOFITEL** Sydney Darling Harbour has appointed Barking Owl Communications to assist with the property's launch and ongoing communications program ahead of its 06 Oct opening.

## WIN A LUXURY RIVER CRUISE

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**INCLUDING  
FLIGHTS TO  
EUROPE**

This month, Scenic and *Travel Daily* are giving readers the chance to win a luxurious river cruise. Experience a 15-day cruise in a balcony suite. The prize includes:

- Jewels of Europe river cruise for 2 people departing Oct 2018
- Return flights to Europe
- Complimentary beverages all day, everyday, all meals, private butler service and all tipping & gratuities

To win, answer every daily question correctly and have the most creative answer to the final question. Send your answers to [scenic@traveldaily.com.au](mailto:scenic@traveldaily.com.au)

**Q9. True or false: wine tasting in Sauternes, France, is a Scenic Enrich experience?**



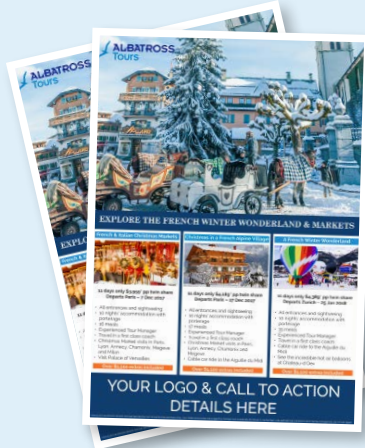
## WOULD YOU LIKE A BIGGER SHARE OF THE LUCRATIVE EUROPEAN CHRISTMAS MARKET?

How much time do you devote to actively marketing your business?

At Albatross Tours, we have over 20 years' experience marketing our unique product range of Festive touring options, so we'd like to make things easy for you to create, brand, target and implement a campaign to your customer base.

Here are some ideas to get you started:

- **Electronic marketing campaign** - EDM's, web content, social media, email.
- **Client events** - there is no better way to sell to your clients than 'face to face'!
- **Marketing collateral** - Need flyers? Posters? Images for your facebook page? We have them.
- **Training** - give yourself the best opportunity to convert sales by having your team trained up to become Christmas 'Specialists'!



Call 1300 135 015 to book an appointment with one of our highly experienced Sales Managers to plan your campaign today. Let's work together to grow together.

## WIN A EUROPEAN FESTIVE TOUR! 3 WEEKS TO ENTER

For travel agents, Albatross Tours is offering an amazing opportunity to WIN a magical Pre-Christmas Market tour for 2, valued at up to \$8,500 with one entry per passenger booked before 31 July 2017.

Full competition details are available at [albatrosstours.com.au/agent-competition](http://albatrosstours.com.au/agent-competition).



Find us on Facebook for tour information and travel tips to share with your clients



Message from The Mo

### I hate hidden extras!

Just like you, I hate doing anything and suddenly discovering there are hidden extras and still more to pay! I think it is only fair and honest that if something should be included, it is.

That is why I insist our tours are always genuinely inclusive and I promise that you will never step onboard one of our coaches and be given a long list of expensive 'optional' extras, which can be so upsetting and, play havoc with your budget.

Our Tour Managers are not reliant on kickbacks from special shops or optional extras with grossly inflated prices. When our Tour Managers hold their hands out it is not to take your money but to shake your hand.

Euan Landborough, 'The Mo'  
Managing Director & Tour Designer



A MEDIEVAL BOHEMIAN CHRISTMAS TOUR  
12 Inspiring Days - Frankfurt to Munich

All festive tours  
**100%**  
Guaranteed  
to depart!



A SWISS WINTER WONDERLAND  
12 Exhilarating Days - Munich to Milan





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**\*\*NEW ROLE\*\***

**DIRECTOR OF OPERATIONS APAC  
SYDNEY –SALARY TO \$165K**

Rarely do we see senior operations roles such as this. Reporting directly to the Global COO you will be responsible for delivering and installing operations strategies and initiatives ensuring profitable service delivery. You will be looking after 3 call centres across your region. If you have strong recent contact centre experience with a track record in improving customer service please apply today or call for a confidential chat.

**\*NEW\* A GREAT NEW ROLE  
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An opportunity exists to join this boutique travel company who prides themselves on arranging amazing experiences. They are looking for a business development/relationship specialist who will be responsible for building and developing relationships, building a pipeline & bringing in new business along with expanding existing clients. Strong BDM required with previous experience, excellent sales, and presentation and negotiation skills. Apply now.

**\*NEW\* PASSIONATE ABOUT SALES?**

**CORPORATE TRAVEL SALES MANAGER  
MEL & BNE –UP TO \$90K PKG + COMMISSION**

Due to expansion this well recognised and highly respected travel management company requires a talented sales manager to grow their corporate client base including large and SME accounts. You'll be experienced in working within the corporate market, pipeline development and winning new business through to account management and retention of clients. A generous salary package + lucrative commission structure is on offer.

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Are you a creative & innovative Director of Sales? Our client is looking for a dynamic leader to join them to develop & manage the sales team, implement sales strategies & campaigns across all segments, budgeting & forecasting all to maximise revenues. Executive salary package on offer. Experience as a Director of Sales, a track record leading a successful sales team along with great communication, presentation & negotiation skills required.

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Take your career to the next level and join this industry leader as a Cluster Revenue Manager. Work closely with GM's, Sales & Marketing teams to develop strategies & implement revenue management processes, forecasting, channel management, budgeting, competitor analysis & management reporting to achieve revenue goals. Great salary + bonuses on offer. Prev. experience in a similar role overseeing multiple properties a must.

**LAST CHANCE – INTERVIEWING NOW**

**TRAVEL INDUSTRY LEISURE SALES  
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Are you well connected in the VIC market? Searching to be part of a company which has a brand name that everyone wants to work for? Here's your chance. We are searching for a Sales Executive who has the ability to maintain and grow existing industry relationships along with being able to source and secure new business. Representing this reputable brand will be the pinnacle of your leisure sales career. Strong salary package, car allowance, tools of trade and more.

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