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VIEW OFFERS

## Cover-More ups cover

**MENTAL** illnesses will now be covered by travel insurance policies issued by Cover-More under a series of changes developed through the company's new underwriter Zurich Insurance Group.

The insurer has removed its general exclusion for mental illness for all travel insurance products in Australia and New Zealand and will provide cover

for amendment, cancellation and medical expenses for travellers who suffer a first onset of a serious mental health issue.

Cover-More is also piloting coverage for travellers with pre-existing mental health conditions such as schizophrenia and bipolar disorder, however this will be via direct sales channels and may involve additional premiums.

**MEANWHILE** in North America, Cover-More has announced it will give customers access to crisis response services.

Offered through global risk consultancy FocusPoint International, the service will include GPS traveller tracking, real-time alerts, access to 24/7 crisis consultants and in-country response to threats including terrorism and hijacking.

The travel insurance company has confirmed the service is only for US and Canadian customers.

### QF Golden Ticket

**QANTAS** has teamed up with AFTA to offer a Golden Ticket Giveaway at this week's National Travel Industry Awards (NTIA), putting every guest in the running for a surprise win.

Details are being kept secret, but AFTA assures "it is well worth the surprise" and will be revealed at Sat's gala dinner in Sydney.

The giveaway celebrates AFTA's long-standing partnership with Qantas and the coming launch of the airline's *Dreamliner* services.

Attendees are also encouraged to take social media snaps with hashtags #Qantas(heart)sNTIA and #NTIA2017.

### Today's issue of TD

*Travel Daily* today has seven pages of news and photos, plus a full page from:

- Travel Trade Recruitment

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## SQ Sydney increase

**SINGAPORE** Airlines is boosting frequencies to SYD over the peak season to 35 per week, with two new frequencies from Singapore added between 05 Dec-31 Jan, GDS displays indicate.

SQ251/252 will fly daily instead of five weekly over the period.

## Tianjin planning SYD, MEL

**AS VIRGIN** Australia awaits an imminent final determination on its planned China alliance from the Australian Competition and Consumer Commission, one of its potential airline partners has already proposed new routes to Australia, Tianjin Airlines.

Part of the HNA Aviation Group with which Virgin Australia is seeking an Alliance Framework Agreement, Tianjin Airlines (GS) has sought an application from the Civil Aviation Authority of China (CAAC) to introduce flights from Chongqing (CKG) to both Sydney and Melbourne.

The new application with the

CAAC (which capitalises on the China-Australia Year of Tourism 2017) proposes a Dec launch to SYD, operating via Zhengzhou, and to MEL via Nanjing, using Airbus A330 aircraft.

Earlier this year, GS flagged its first Australian route, a non-stop return service from Chongqing to Melbourne, starting 27 Sep (TD 23 Jan) which can be booked on Tianjin Airlines' UK website.

The earmarked Chongqing-Sydney route is already operated non-stop by Sichuan Airlines.

Tianjin Airlines has also sought approval for two new routes to Moscow from CKG, starting May.

## Travelodge SYD

**BOOKINGS** have opened for the 01 Sep launch of TFE Hotels' second property at Mascot, Travelodge Hotel Sydney Airport.

The 209-room hotel is being developed on the corner of King and O'Riordan Street, only 500m from the T2/3 terminal entrances.

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# Travel Daily

Wednesday 19th July 2017

## Swissotel to Gold Coast

ACCORHOTELS has struck a deal with Hong Kong property developers to create a 150-room Swissotel golf resort in Qld.

The Swissotel Gold Coast Hope Island Resort will be built overlooking the 18th hole of the Links Hope Island Golf Course and is scheduled to open in 2019.

The announcement comes on the first anniversary of Accor's acquisition of the FRHI Group and its Fairmont, Raffles and Swissotel

brands, and will give the group a second Australian Swissotel alongside its Sydney property.

To be developed by the Hong Kong-based Golden Horse Group, the three-level resort will involve a fitness centre, conference facilities for up to 300 people and a restaurant, in addition to the existing golf facilities.

It will also include a spa, pool, yoga facilities and children's area.

AccorHotels coo Pacific, Simon McGrath said the development would significantly contribute to local economy and bring a new level of luxury accommodation to the Gold Coast.

"The Gold Coast is one of Australia's strongest performing tourism markets, with domestic and international visitation figures increasing year-on-year and leisure proving to be a robust sector," McGrath said.

The property will be 45 mins from either BNE or OOL airports.

## TIME in Brisbane

THE Travel Industry Mentor Experience is hosting its first ever Brisbane networking event on 02 Aug at The Point Brisbane and the travel industry is invited to attend.

The event will provide an opportunity to learn more about TIME's mentoring program, with the guest speaker, Jan Knox.

To attend, RSVP by Thu 27 Jul to [emily@snowscene.com.au](mailto:emily@snowscene.com.au).

See how to capitalise on possibly lucrative insurance commissions in the July issue of *travelBulletin*.

CLICK to read **travelBulletin**

## Collette Americas

COLLETTE has launched its brand new 2018-19 North American brochure, featuring two new tours designed to broaden travellers' horizons.

One of the new tours is an eight-day Canadian Rockies tour featuring the Rocky Mountaineer, priced from \$5,336ppts.

Other highlights of the brochure include a range of touring styles to suit different travellers' needs with 31 classic tours, two small group tours and six in-depth city spotlight tours.

To celebrate the launch of the brochure, Collette is offering a saving of 10% on selected 2018 North American tours for bookings made by 31 Aug.

## Tiger Fare Freeze

CUSTOMERS can now hold a Tigerair Australia airfare for 48hrs without purchasing using a new \$3pp per sector 'Fare Freeze' function when booking online.



## Window Seat

BACKPACKS could be a travel accessory of the past, according to the makers of a new clothing item who are seeking HK\$235,000 through a Kickstarter page to support the development of the XY37 jacket.

Billed as "the most functional jacket", the clothing shell comes with an engineered heating system, neck-pillow, sleeping bag, gloves and more than 20 other features and accessories.

There are seven styles to choose from, with other jacket options including a sleep mask, face mask, touchable phone pocket, pen pocket, keyring loop, bottle opener zipper and a passport pocket.

And should the Kickstarter fund raise HK\$1.5m there's an option for a 15" laptop pocket. More details [HERE](#).

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## Marriott leadership team for the Pacific

**MARRIOTT** International has welcomed a new executive leadership team for the Pacific.

Based in Sydney, the team is led by Sean Hunt, area vp Australia, New Zealand and Pacific.

He will be joined by Ashley Hansen, area director of sales & distribution; Florencia Aimo, area director of marketing and Richard Crawford, senior director of development, Australia, New Zealand and Pacific).

The team will oversee a portfolio of over 40 operating and pipeline hotels in Australia, New Zealand and the Pacific.

## EK Khartoum boost

**EMIRATES** will increase the frequency of flights between Dubai and Khartoum from five to seven a week starting 08 Aug.

As with existing flights to KRT from DXB, the additional services will be flown with a Boeing 777.

## Aore Is incentive

**AORE** Island Resort in Vanuatu is inviting travel agents to help celebrate the completion of a major refurbishment that lifts it so a four-star rating.

The beachfront resort has spent more than \$300,000 on its restaurant, bar & kitchen and has introduced a new spa.

To celebrate the new enhancements, Aore is offering agents rates starting at \$150 per night - [CLICK HERE](#) for more.

## Regal rewards

**THE** Regal International hotel group has launched a new rewards program for guests staying at five of the group's Hong Kong hotels for the rest of 2017.

Branded Regal BLeisure Plan, the scheme offers a variety of added-value aspects including in-house benefits, touring experiences in HK and more.

All guests staying two or more nights are eligible for the program.



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## TravelManagers visit Canada



**FIVE** of TravelManagers' personal travel managers jumped aboard a mega-famil to Canada earlier this year.

The team experienced the Rocky Mountaineer as part of a six-night itinerary from Vancouver to Calgary, with stops in Kamloops,

Jasper, Banff and Lake Louise.

A highlight of the trip was a gondola ride to the top of Sulphur Mountain, followed by a flightseeing helicopter tour.

**Pictured** ready to board their two-day Rocky Mountaineer journey SilverLeaf are: TravelManagers' Neil Saunders, Kim Mason and Lyn Tyson.

## Falkiner with LE

**LUXURY** Escapes has confirmed Shane Jolley will return to host series two if its *Luxury Escapes: The World's Best Holidays* TV show on Channel Seven which will air next week.

Jolley will be joined in the new seven-week series by co-host and former *The Great Outdoors* presenter Sophie Falkiner.

Series two will focus on holiday destinations including Australia, New Zealand, Mexico, Malaysia and the United States.

The program airs on Sat 29 Jul at 5:30pm, competing head-to-head with Channel 9's *Getaway*.

## FJ Bula Bids

**FIJI** Airways has introduced a system that enables Economy class pax to barter to request an upgrade to Business class.

Called 'Bula Bid Upgrade', eligible customers will receive an invitation by email to upgrade seven days prior to their flight, at which time they make an offer to move to the pointy end and provide their credit card details.

FJ will email the pax between 18 and 24 hours prior to their flight to notify them if their bid has been accepted or rejected.

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## Mantra SYD Airport debuts



**MANTRA** Sydney Airport has opened its doors after an official launch was held this morning at the new property.

The new-build Mantra has 136 studio rooms and is located a few minutes' walk from Terminal 2 and Terminal 3 - more **HERE**.

Today's event was attended by plenty of dignitaries and guests including from Sydney Airport and

the NSW Government.

An opening special is available priced from \$159 per night which includes 1GB of internet access, a welcome drink and room upgrade.

**Pictured** above at the opening are Kerrie Mather, Sydney Airport outgoing md and ceo; Adam Marshall, NSW Minister for Tourism and Major Events and Bob East, Mantra Group ceo.

## Whits miss out on Canberra funding

**THE** Queensland Government and mayors of communities devastated by Cyclone Debbie have called on the PM to visit the region after only offering \$29 million for rebuilding efforts.

The Qld Gov previously asked the Federal Gov to contribute \$110m in disaster funding to repair the tourist region.

This included \$10m for the Blue Water Trail and Queens Park extension and \$40m for the Whitsunday Coast airport enhancement project.

Mackay Mayor Greg Williamson said it was outrageous to say the region has no damage.

Whitsundays Mayor Andrew Willcox added residents and businesses were at "fever pitch" after suffering the most damage.

## Insight reward agts

**INSIGHT** Vacations is this week sending its top achieving travel agencies on an eight-day trip to Southern Italy.

Visiting Rome, Alberobello, Sorrento and Capri, participants will start in Vatican City and then voyage to Alberobello and Puglia.

On Capri, agents will enjoy a Michelin star lunch at Ristorante Mamma overlooking the island.

## Excite Oz campaign

**OVER** the next two weeks, Excite Holidays will showcase to agents all the experiences, activities and eateries on offer in Australia as part of the group's new local campaign.

The downloadable destination guide features a variety of places to have relax and eat across Sydney, Melbourne, Brisbane Canberra, Hobart, Adelaide, Perth, and Darwin.

Excite Holidays said with demand for Australia growing, the guide aimed to give agents the tools to inspire their clients.

The new Excite Holidays destination guide can be found at [exciteholidays.com](http://exciteholidays.com).

Excite's two-week campaign concludes on Sun 30 Jul.

## Freestyle brochure

**FREESTYLE** Holidays has rolled out its new 2017/18 Vanuatu and South Pacific brochure, which features an expanded range of products and destinations.

Three new regions of the Cook Islands, New Caledonia and Samoa are added in the brand's latest offering.

Tui Eruera, md of parent company Si Holidays, said there had been increased demand for travel to the region, with Vanuatu getting the most attention.

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## China loves 'Straya

**THE** latest Chinese International Travel Monitor (CITM) research from Hotels.com has revealed Australia is one of the most welcoming countries and the number one family-friendly destination for Chinese travellers.

Australia ranked third as the most welcoming country, behind Thailand and Japan.

According to the research, Australia ticked the boxes for Chinese tourists seeking once-in-a-lifetime experiences, with the Great Barrier Reef voted one of the top landmarks to visit.

It also found that the average 'more generation' Chinese traveller spent 28% of their income on international travel.

## QR launching Kiev

**QATAR** Airways will inaugurate services between Doha and Kiev in the Ukraine on 28 Aug.

The new daily service will be operated using Airbus A320s.

## Malindo bag delay

**MALINDO** Air has apologised to customers flying from Bali to Brisbane on Sat after 36 pieces of baggage failed to join them and remained at Denpasar airport.

More than 60 passengers were inconvenienced by the luggage delay due to "weight restrictions" on the flight.

A Malindo Air spokesperson said all the delayed bags were sent on the next flight to Brisbane and the carrier's ground handler "will be making the necessary arrangement for passengers to collect their bags".

## ZQN traffic up 16%

**QUEENSTOWN** Airport traffic jumped 15.8% year-on-year to 122,446 movements in Jun, the New Zealand South Island facility has reported, driven by a 19.8% increase in domestic numbers.

Traffic across the Tasman was up 7% to 35,980, peaking during week 4 due to school hols traffic.

# GDS 'gang war' brews

**CONFLICT** with airlines over the future of distribution systems has the potential to erupt in "gangland wars", according to Helloworld exec gm New Zealand Simon McKearney.

The issue of distribution evolution - and in particular the British Airways decision to impose a fee on GDS bookings (**TD 29** May) - dominated a colourful first day at the Travelport Live conference in Sydney yesterday.

In a panel discussion, McKearney forecast further conflict was still to come.

"I personally think the war is still to be had and at the moment it's stuffing along like a drive-by shooting," McKearney said.

"I think what could still play out is the full gangland wars, so we don't want to be the innocent bystander when that happens."

AFTA ceo Jayson Westbury slammed the decision by BA parent IAG to introduce its fee on GDS bookings from Nov and said alternatives such as the New Distribution Capability (NDC) would not be ready in time.

"I think someone has jumped

the gun," Westbury said.

"For a step change to come out like that... without taking the GDS on the journey with them is just fool's gold in my opinion.

"I don't think we'll see a tsunami of those decisions being made because there's a realisation that the industry is not ready across the distribution chain for that to occur."

In another session, Travelport snr vp and md agency commerce Jason Clarke said talks were underway with IAG on the issue.

"We regret that decision from IAG, we think this channel of ourselves and the agencies is high value, we think it's efficient," Clarke said.

"We think it allows consumer choice and consumer benefit, so IAG's decision is disappointing."

Clarke said Lufthansa had been impacted by fallout from its own GDS fee introduced in 2015.

"What we've seen from our customers is a certain level of cross selling to alternate airlines that run competitive routes - clearly from that we've seen impact," he said.

## Bali visitors up 57K

**AUSTRALIAN** visitor numbers to Bali neared 100,000 in Jun but were down around 7,000 compared to the corresponding month last year, latest data from Bali Govt Tourist Office shows.

The Indonesian holiday hot spot welcomed 99,019 Aussies in Jun the temporary figures show.

China arrivals soared yet again, this month to 120,102 - up 35% on 12 months earlier and accounting for more than one-quarter of all visitors in Jun.

Overall, there was a whopping 57,000 increase in visitors to Bali, with numbers up to 320,424.

## Innovators conf

**REGISTRATIONS** are still being accepted for the inaugural Tourism Innovators Conference being held at Sea World Resort on the Gold Coast next week.

Participating in the event will be owners, managers and staff from a range of tourism operators, hotels, resorts, major holiday parks and more.

The conference component begins at 8:30am on 25 Jul - for all the details, **CLICK HERE**.



## Corporate Sales Executive

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## Amour trade show

**AMOUR**, a travel trade show targeting the “elite romance travel market”, will debut in the Asia Pacific in Feb.

To be held in Bangkok, Thailand from 14-17 Feb, the three-day program will include one-on-one meetings, networking, gala dinners and after parties, event organisers Worldwide Events said.

Amour limits its supplier guest list to 100 hotels and destinations and 100 travel designers, concierge & lifestyle management companies, destination wedding planners & honeymoon planners. See [www.amourforums.com](http://www.amourforums.com).

## Saudi investment

**SAUDI** Arabia’s government has allocated SAR26 billion (AU\$8.7b) to 13 tourism and national heritage projects and initiatives under the National Transformation Program 2020.

The Saudi Commission for Tourism & National Heritage (SCTH) is working to establish a Tourism Marketing Council, which will be funded by introducing a tourist fee for each night levied directly by hotels.

SCTH said the Council would put the fee towards product development and to advance the tourism experience.

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Q13. On which France river cruise can you enjoy a Scenic Sundowners cocktail at the estate of Manoir d'Appreval?



## Accommodation Updates

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



A new Nanhai Wing has been incorporated into the **Hilton Shenzhen Shekou Nanhai**, China, bringing three dining outlets, multiple recreation facilities and 218 additional guest rooms to the hotel. A fitness centre, basketball/badminton court, tennis/volleyball court, outdoor pool and putting green are part of the addition, along with 1,164m<sup>2</sup> of meeting space.



South Kuta's **Bali Dynasty Resort** has opened new Family Suites, upgraded its children's facilities and launched a themed buffet where kids can eat for free. The 80m<sup>2</sup> Family Suites include a master bedroom, two bathrooms and a separate living area which can be transformed into a second bedroom.



**Hotel Century Old Town Prague** has been renovated to maintain its classic features but gain a contemporary style. All of its 169 rooms have been refurbished into five-star categories and The Living Room, Restaurant and Bar has been redesigned. The bar's seasonal terrace has turned into a Glass Veranda and the property has received a new fitness room.

## GSR short films

**TWO** short films showcasing South Australia's Adelaide Oval and the South Australian Museum have been launched by Great Southern Rail.

The experiences are new to Great Southern Rail's Off Train Excursions for the Indian Pacific, which will also introduce McLaren Vale as a destination in Oct.

During the visit, guests will be able to stop by wineries including Coriole and d'Arenberg before watching the sunset over dinner at Star of Greece restaurant.

## A&K free nights

**ABERCROMBIE & Kent** is throwing in a free night in both Buenos Aires and Rio for bookings made by 30 Oct for its 10-day private Buenos Aires to Rio journey.

The deal is valid for new bookings and applies to travel before 15 Dec.

## New Sommer tours

**PETER** Sommer Travels revealed availability remains on a series of European itineraries in Sep/Oct, including some new additions.

The new tours which still have space include the Cruising the Dalmatian Coast, Walking and Cruising Southern Dalmatia and Cruising the Aegean.

## JetBlue fires up

**JETBLUE** Airways has motioned for the US Dept of Transportation to institute an anti-trust immunity (ATI) review proceeding of Delta Air Lines' planned joint venture with Korean Air (*TD* 22 May).

B6 questioned whether the original ATI granted in 2002 “continues to warrant an unlimited, unrestricted grant of immunity from the US antitrust laws in light of the significant competitive changes and consolidation in the airline industry in the last 15 years”.



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### Wholesale Consultant - Europe

Melbourne, \$40-44k + Comm, Ref: 2925HC1

Are you currently working in the Travel Industry & need a change? Have you always wanted to work in wholesale travel? Then here is your chance! This Melbourne based company is recruiting for a passionate Wholesale Consultant. Dealing with agents only, this wholesale role is great for an experienced Wholesale Consultants that are looking for a new adventure in their career. Candidates must have the ability to thrive and succeed in an often diverse and always customer focused, travel sales role.

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

### Reservation Support Consultant

Gold Coast, \$45-\$48k plus super, Ref: 2943SZ1

We are looking for a travel agent or consultant looking to take a step away from sales & step into a more of a customer care & support role. Your job & duty will be to ensure you look after the requests of customers to your best ability and support the reservation staff in any back office duties. There are no sales involved in this position nor do you have to work towards KPI's. You will be focused on providing exceptional service whilst learning about the products in this fascinating agency.

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

### Travel & Cruise Consultant

South East Victoria, \$55k + Super, Ref: 2015DM1

We are looking for an experienced travel consultant to join this well established travel agency. This agency deals with high-end and cruise enquiries with a loyal client base. If you have a passion for all things travel and have an interest in cruising and also have a passion for customer service then this would be a very rewarding role for you. This agency has an outstanding reputation and they are looking for a strong consultant to join their close knit team in the South Eastern Suburbs.

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

### Travel Sales Coach

Gold Coast, \$90k O.T.E, Ref: 2962SZ1

Based out of the sunny Gold Coast HQ, I'm recruiting for a driven individual to lead the sales leaders & consultants whilst ensuring they are on their A game at all times! Your job will be to mentor and develop the existing team members whilst improving the sales process & implementing different strategies. Excellent wage is offered with a fantastic commission structure. Being office based, you will work Mon-Fri with the very occasional weekend when required so flexibility is needed.

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

Find your ideal travel job at [www.TravelTradeJobs.com.au](http://www.TravelTradeJobs.com.au)  
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