

Phocuswright



Expedia Affiliate Network

## Research Report

2017 Phocus Forward:  
The Year Ahead  
in Digital Travel

Read more

## Airport security upgrade

**TRAVELLERS** have been met with huge queues at major Australian airports today after the govt boosted screening measures in response to police raids in Sydney over the weekend.

Minister for Transport and Infrastructure Darren Chester yesterday advised of additional security at Sydney, Melbourne, Brisbane, Darwin, Perth, Cairns, Adelaide, Canberra, Hobart and Gold Coast airports, applied "as an extra precaution in coordination with counter terrorism raids in Sydney".

Airlines are asking travellers to arrive at least two hours before domestic flights and three hours before international departures to allow ample time.

"While it is important the public is aware of the increased threat, Australians should not be alarmed and those travelling should go about their business with confidence," Chester said.

Updates on the Qantas and Virgin Australia websites confirm there are no changes to what pax can and cannot carry on board flights, though both carriers advise the increased scrutiny is

likely to mean it will "take a little longer than usual to get through the process".

Heavy queues were experienced at Sydney and Melbourne airports this morning, with Twitter users posting photos of long lines stretching outside the doors at Sydney's Terminal 2 and through departure halls at Tullamarine.

Police raided five properties in Sydney on Sat, with *Fairfax* reporting a home-made bomb was allegedly found, "possibly to be planted on a commercial flight to the Middle East".

### Today's issue of TD

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

- AA Appointments jobs

## Last day to enter

**TODAY** is the last chance for **TD** readers to enter our monthly competition to win a luxury river cruise for two people with Scenic.

Up for grabs is a Scenic 15-day Jewels of Europe cruise in Oct, which includes return flights.

Throughout this month we have been featuring a question in the issue each day, all of which can be found online **HERE**.

Entries must be in by COB today.

## THAI back to Vienna

**THAI** Airways Int'l will introduce a new hub in Europe in Nov when it begins operating four weekly services from Bangkok to Vienna following a 24-year hiatus.

Scheduled to debut on 16 Nov, VIE will be TG's 13th destination in Europe, with the service to be operated by Boeing 777-200ERs.

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## HNL bans ped texts

**PEDESTRIANS** who look at their mobile phone, text or use a personal electronic device while crossing the road in Honolulu will face fines from 25 Oct.

The Hawaiian capital has become the first major US city to pass the Distracted Walking Law which aims to cut down on injuries and deaths of people sidetracked by their devices.

The new bill states that "no pedestrian shall cross a street or highway while viewing a mobile electronic device", with first time offenders to be charged US\$15-\$35 and repeat offenders US\$99.

## QF foreign stake

**QANTAS** this morning advised the Australian Securities Exchange that its level of foreign ownership has increased from 41.3% on 28 Nov 2014 to 46.73% on 20 Jul.

Per the QF Constitution, foreign persons are allowed to hold no more than 49% of issued capital.

## SeaLink Rottneest service

**SEALINK** Travel Group today revealed it would introduce a new ferry service between Fremantle and Rottneest Island using a 400-pax high speed catamaran in Nov.

Managing director and ceo Jeff Ellison said the company wanted to increase visitor numbers to Rottneest Island, a destination that has been constrained by a lack of capacity during peak periods.

"When SeaLink acquired the Western Australian Captain Cook Cruises business in Feb 2016, we recognised the opportunity to introduce the Rottneest Island service was a logical and exciting step, capitalising on our current visitor market in WA plus our extensive int'l market reach".

Captain Cook Cruises, which operates leisure cruises on the Swan River in Perth, will redeploy *MV Capricorn Sunset* from SeaLink's Gladstone ops to facilitate the new service.

Ellison said nearly half a million people visit Rottneest Is annually.



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"We're confident we can grow visitor numbers and increase the reputation of the destination by our excellent service & promotion of the Island destination through our extensive domestic and international marketing," he said.

WA Premier Mark McGowan said the govt was hopeful the new service would put downward pressure on the price of a trip to Rottneest, "making it affordable for families & tourists who wish to enjoy a holiday on the island".

## Air NZ pax boost

**AIR** New Zealand recorded strong growth across most indicators during Jun, with passenger numbers up 8.3% over the same month last year to almost 1.36m.

Demand lifted 5.4% and capacity was up 5.5%, while group load factors eased 0.1 point to 80.7%.

Tasman/Pacific pax were up 9.2% to 302,000.

## Philippines shows

**THE** Philippine Dept of Tourism is reminding agents to register for its upcoming trivia roadshows which will offer attendees the chance to win a trip to either Palawan, Boracay or Cebu.

Events are being held on 08 Aug at **DOLTON HOUSE, SYDNEY**; 09 Aug at **THE LANGHAM, MELBOURNE** & 10 Aug at **HILTON, BRISBANE** (click events to RSVP).

## Powerhouse move

**THE** NSW Govt has today confirmed it will relocate the Powerhouse Museum in Ultimo to Parramatta in Western Sydney.

A \$140 million agreement with Parramatta Council will see NSW purchase a riverfront site for the museum that will be "bigger and better than anything this state has seen and will be a drawcard for domestic and int'l visitors," Premier Gladys Berejiklian said.

NSW will also invest \$100m on the redevelopment of the nearby Riverside Theatre under the deal.

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## Airports up automation

**AUSTRALIAN** border authorities are preparing to move into the next phase of airport security automation, with contracts awarded for "seamless traveller" systems at the country's major gateways.

The Federal Government has appointed eGate developer Vision-Box Australia to provide a "contactless traveller clearance process" for people arriving by air, which will allow the Department of Immigration and Border Protection to use biometric data to clear pax.

Costing \$22.5 million, it will eventually enable known travellers to self-process without producing their passport, relying entirely on automated facial recognition technology.

The Minister for Immigration and Border Protection Peter Dutton said the project was another step towards contactless traveller processing (**TD** 04 Jan).

"The Government's investment in advanced state-of-the-art biometric systems continues to enhance existing border automation measures and further improves the efficiency and speed of border processing for legitimate travellers, who represent the vast majority of people crossing Australia's border," Dutton said.

### Air NZ agt RAR fare

**AIR** New Zealand has joined with Cook Islands hotels to offer new industry rates for travel agents visiting the Pacific nation.

Industry rates from Sydney to Rarotonga are available to agents who book with Air New Zealand prior to 08 Sep for \$308 return, plus taxes.

Contact participating travel clubs for full airfare details and hotel rates: Breakaway, Industry Club or Ezy Flights.

## What's Left for 2017

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Valid for new bookings made between: 17 Jul & 8 Sep '17

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## WA awaits STARS

**WESTERN** Australia is rolling out the welcome mat for the Helloworld group's top performers as they converge in Perth for the annual Global STARS conference this week.

Tourism WA executive director strategy, brand and marketing services Louise Scott said the event was an excellent opportunity to showcase WA and explain changes happening around Perth to key members of the travel industry.

"Some of the best wholesale travel consultants from around Australia and New Zealand will get to see first-hand what WA has on offer which is invaluable information for them to take back to their clients," Scott said.

An associated famil program will feature destinations including Broome and the Kimberley, Kununurra and the East Kimberley, the Golden Outback, the Margaret River, Exmouth and the Ningaloo Reef.



## Window Seat

**FOR** those days when motivation seems lacking, it would be good to know there's a helicopter on standby for a compassionate evacuation.

That's exactly how a Swedish hiker felt last week when she decided to call in mountain rescuers because she was too tired to push on.

Police from the northern district of Jokkmokk in Swedish Lapland say a helicopter was sent after the woman called for help and said she was unable to walk.

But on arrival rescuers found her condition wasn't so critical.

The woman and her husband were given the option of pushing ahead on foot or paying 30,000 Swedish krona (A\$4,630) for the helicopter ride back.

They chose the chopper.

## QUEST EIGHT MILE PLAINS

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## Disney train returns

**THE** Disneyland Railroad reopened over the weekend at Disneyland Resort.

The popular attraction now travels a route along a new area of the north bank of the Rivers of America, featuring a Columbia Gorge section with five new waterfalls and landscapes inspired by the Mississippi, the Columbia, the Missouri and the Rio Grande rivers.

The new landscape can be viewed from the water, with the return of Mark Twain Riverboat, Sailing Ship Columbia and Davy Crockett Explorer Canoes.

Disneyland Resort in California also reopened the Fantasmic attraction earlier this month on the Rivers of America, which tells guests the story of Mickey Mouse and his imagination.

## KI food & wine tour

**THREE-DAY** Kangaroo Island Food & Wine Tours have been introduced by Kangaroo Island Odysseys and will begin operating on select dates from Sep.

The fully-inclusive tours include return flights from Adelaide to Kangaroo Island and have been developed to showcase the best food, wine and nature-based experiences during each season.

## LH A350 MUC/HKG

**LUFTHANSA** has confirmed it will upgrade its aircraft on the Munich-Hong Kong route to Airbus A350-900 from 13 Sep.

The Lufthansa A350-900 aircraft is configured to seat 48 passengers in Business class, 21 in Premium Economy and 224 in Economy class.



### Service Delivery Leader – Sydney or Perth

HRG is a digital services company, specialising in travel management services. We are seeking a positive and enthusiastic Service Delivery Leader (SDL) to join our team based in Sydney or Perth. The SDL will positively influence their team of business travel consultants and other colleagues to ensure clients are receiving excellence in service. Along with your leadership skills, you will have exceptional customer service skills and have a solutions focused mindset and love being empowered.

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## Agents go ape for California!



**VISIT** California hosted a total of 120 Qld agents to a special Club California screening of *War For The Planet of The Apes*.

The cinema training sessions in Brisbane and on the Gold

Coast kicked off with destination training from VCA trade manager Melanie Mayer followed by some prizes for participating in California quizzes and banana-eating competitions.

Participants then tucked into choc tops, popcorn and banana lollies as they watched the third instalment in the blockbuster franchise, which is set in the forest of Northern California.

Mayer said the Club California sessions were "a way for us to educate the frontline about California and our training platform California STAR while rewarding agents for all of the work they do to help sell California in this market".

## Norway tourism tax

**A NUMBER** of Norwegian politicians are calling for a tourist tax to help communities finance the upkeep needed to deal with the growth in visitors.

*The Local* is reporting the move follows a sharp rise in tourists since Disney's 2013 film *Frozen* and some officials warned the country was experiencing "too much of a good thing".

Some Norwegian politicians have highlighted the country is already an expensive country to holiday in and a tax would result in fewer tourists.

## Royal GC opening

**PRINCE** Charles will stand in for the Queen and open the Gold Coast Commonwealth Games next year, Qld Premier Annastacia Palaszczuk announced on Fri.

Prince Edward will attend as vice patron of the Commonwealth Games Federation.

The 2018 Commonwealth Games will be held at the Gold Coast from 04-15 Apr 2018.

## Fuxing fast train

**A NEW** Chinese-developed bullet train called "Fuxing" made its public debut on the Beijing-Shanghai line last week.

The Beijing-Shanghai route is China's busiest and carries more than half a million pax per day.

The Fuxing generation trains can reach speeds of 400km/hr and maintain a constant speed of 350km/hr and will automatically slow in case of emergency or abnormal conditions.

It was the first bullet train to be designed and built in China.

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Monday 31st July 2017

## Whits anniversary

**TOURISM** Whitsundays (TW) has celebrated its first full year as a standalone organisation with a report on its performance, after launching on 01 Apr last year.

It's 'End of Financial Year Report Card' showed the organisation achieved \$10 million in worldwide publicity that had a reach of 156 million people.

This was the result of hosting 78 journalists and digital influencers.

Tourism Whitsundays welcomed 12 TV shows that were filmed in the region and 60 international trade visits.

Eight separate marketing campaigns were also rolled out in Australia, New Zealand, the UK and USA in the past financial year.

## Adelaide int'l boost

**ADELAIDE** Airport has revealed an 11% increase in international passengers in the past financial year as new carriers add direct services from the SA capital.

The airport recorded 952,000 international passengers in the year to 30 Jun, boosted in part by the introduction of China Southern services to Guangzhou in Dec and Qatar flights to Doha at the end of May.

Fiji Airways also added services from Adelaide to Nadi on 30 Jun.

Domestic passenger numbers were up 1.5% to 7.1 million.

## Longest hanging bridge opens

**THE** world's longest hanging pedestrian bridge opened Sat in the Swiss Alps, near the border town of Zermatt.

Spanning 494m in length, the structure hangs 85 meters above the Grabengufer ravine.

The Zermatt Tourist board claims it's the world's longest hanging bridge, although a similar bridge in Austria hangs 110m higher off the ground.

## WestJet data breach

**WESTJET** said it is working with police and contacting customers after some of the WestJet Rewards member profile data was disclosed online.

The Canadian airline said that the data had been released by an unauthorised third party but none of the info contained credit card or banking details.

## Elton lures in N Qld

**ELTON** John's Once in a Lifetime Tour is set to attract a record-breaking 40,000 fans in Mackay and Cairns in Sep.

Queensland Tourism Minister Kate Jones said the concerts were secured through a partnership between the Mackay and Cairns councils and Tourism & Events Queensland.



## Brochures

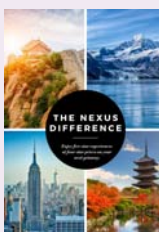
**THIS** week's Brochures of the Week is brought to you by **DriveAway Holidays**. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### DriveAway Holidays - Canada Driving Guide

Canada is the place to meet friendly locals and to travel along stunning stretches of road. Your clients will feel at home in this welcoming and beautiful country, perfect for a self-drive holiday. We've made it easy to help your clients get the most out of a Canada road trip. This guide is packed with info on road rules and things to be aware of - as well as suggested must-see attractions, fab road trips and handy rental tips.

The guide is available in store or on your tablet or smartphone.



### Nexus - The Nexus Difference

The latest brochure by Nexus showcases its global offerings with a strong focus on Asia. Highlights include a 10-day China tour package with optional five-day Yangtze River cruise extension and a 12-day tour of Vietnam and Cambodia, including Halong Bay and Angkor Wat. Also featured in the brochure are two tours to the US and Canada, which includes a week-long Alaska Inside Passage Cruise on the 16-day West Coast tour.

Coast tour.



### Bunnik Tours - Small Group Touring Europe 2018

Bunnik Tours' new Europe Small Group Touring Program for 2018 features six new tours and 18 returning itineraries. The new program will span areas of Europe, with tours covering a range of destinations from Iceland in the northwest to Cyprus in the southeast. New destinations for 2018 include the Mediterranean islands of Cyprus and Sardinia. Single country in-depth and discovery itineraries also feature significantly for 2018.



### Trafalgar - Asia 2018

Trafalgar will debut five new small group itineraries with a maximum size of 26 guests. Three of the tours will be in Japan to meet a growing demand for the country. Another tour featured in the brochure is an eight-day India's Golden Triangle with Varanasi offering that takes in Delhi, Agra and Jaipur. A 12-day Singapore and Malaysia itinerary with a beach stay is the fifth new tour featured in Trafalgar's brochure. In total, 22 tours are featured in the program.

## Airbus profits slide

**AIRBUS** has seen profits slide by 34% in the 2Q 2017 to €895m compared to €1.36b in 2016.

Airbus ceo Tom Enders said, "we are facing challenges due to ongoing engine issues," referring to troubles Airbus had with A320neo supplier Pratt & Whitney.

Earnings before interest and tax or EBIT fell 37% in the half from 2016 to €939m, while adjusted EBIT dropped 27% to €859m.

In the first half, order intake totalled €37.2 billion, down from last year's €39.1 billion.

## Nanuku island vows

**NANUKU** Auberge Resort in Fiji has introduced Private Island Weddings packages.

Weddings will take place on the resort's private island, Nanuku Island, and can cater for ceremonies of up to 30 people.

The new package includes access to the resort's wedding planners who will be on hand throughout to ensure the ceremony is drama free.

There is also an option to reserve the entire resort for exclusive use for the group's entire stay.




### Round 21 Winner

**Congratulations**

## JOHN MORRIS

from **RACV Royal Pines Resort**

John is the top point scorer for Round 20 of Travel Daily's NRL footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.

Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.

NSW permit LT5-17-1489, ACT permit TP 17/00255

Monday 31st July 2017

## WA backs Augusta Adventure Fest

**THE** WA Govt, through Tourism WA, has signed a two-year deal to sponsor the Act-Belong-Commit Augusta Adventure Fest.

The adventure race attracts more than 3,500 participants and this year's event will be held in Augusta on 04-05 Nov.

## Europe discounts

**BEYOND** Travel is offering Discover More Travel vouchers on its 2018 escorted tours in Croatia, Turkey, the Balkans, Eastern and Central Europe and Russia when booked by 29 Dec.

The vouchers are valid for a year and can be used on any Beyond Travel product, such as pre- or post-hotel accom, small ship cruises and European stopovers.

A couple obtain \$400 in vouchers on the 14-day Zagreb to Venice trip, priced from \$4,110ppts.

## DL boarding rejig

**DELTA** Air Lines has begun a three-month test program of a new gate & boarding process at T Concourse at Atlanta's Hartsfield-Jackson International Airport.

When travelling through T1, T2 and T3 gates, passengers will now encounter mobile agents pods in the place of gate counters, staff equipped with handheld nomad devices, boarding pillars that create four parallel lanes to improve traffic flow and e-gates.

Phase two will be rolled out later this year.

## Traveloka funding

**EXPEDIA** has purchased a \$350 million primary minority investment in Southeast Asian OTA Traveloka and revealed the pair will deepen their cooperation on global hotel supply.

Ferry Unardi, co-founder and ceo Traveloka said "The expanded partnership gives Traveloka travellers access to a unique and diverse set of int'l accom and we are looking forward to working with Expedia to expand our services in Asia and beyond".

It's a Helloworld, after all...



**EARLIER** this month 12 top selling Helloworld and Qantas Holidays agents were treated to a five-day famil by Disneyland Resort in California and Qantas.

The incentive winners were able to explore over 85 attractions across Disneyland Park and Disney California Adventure Park.

They also attended the biannual D23-Expo 2017 and were at the Walt Disney Parks and Resorts

panel, where plans were unveiled for Pixar Fest at Disneyland Resort in California in 2018, the new *Spiderman* and *Avengers* attractions for Disneyland Resort in California & the *Star Wars*: Galaxy's Edge Lands coming to Disneyland Resort in California and Walt Disney World Resort in Florida in 2019.

Agents are **pictured** above at Disneyland Resort in California.

# AFL

## Round 19 Winner

Congratulations

### STEVE BARGIEV

from helloworld Bassendean

Steve is the top point scorer for Round 19 of Travel Daily's AFL footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.

Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.

NSW permit UTS-17-11699 ACT permit TP 17/00255

## WIN A LUXURY RIVER CRUISE



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- Jewels of Europe river cruise for 2 people departing Oct 2018
- Return flights to Europe
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**Q31.** Tell us in 25 words or less why you'd recommend a Scenic cruise to your clients.

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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.

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**MELBOURNE – UP TO \$100K PKG**

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