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Travel Daily
First with the news
Wednesday 8th March 2017



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Industry celebrates women

THE Australian travel industry was today urged to further embrace the cause of gender diversity, with JITO's Helene Taylor gathering more than 500 participants to a massive 'Women for Women' event.

Timed to coincide with International Women's Day, the event featured an array of inspirational females speaking about their careers.

Taylor urged delegates to "be brave and lean in," with the aim of the event to "inspire more female leaders to help create equality" across the travel, tourism and hospitality sectors.

The major sponsor of the full day function was The Travel Corporation, with other key supporters including the Intrepid Group, Travelport, Air New Zealand, Travel Counsellors, Swissotel and Brown Brothers.

Keynote presenters included Carnival Cruise Line's Jennifer Vandekreeke, Katrina Barry from Contiki, Laura Ruffles of CTM, Penny Spencer from Spencer Travel, Lynne Clarke of MSC Cruises, Insight's Alex O'Connor, Kaylene Shuttlewood of Travelport and outgoing Carlson Wagonlit md Lisa Akeroyd.

More from Women for Women on **page four** of today's **TD**.

California wants Stars

MORE than 90 travel agents from across Australia and NZ have submitted entries to become one of five ambassadors for the new California STAR digital training platform from Visit California.


The "STAR Search" video comp (**TD** 20 Feb) is looking for consultants who will then feature in training modules via content pieces filmed in California.

Entries are open until 31 Mar at star.visitcalifornia.com/au, after which an industry vote will decide the winners who will head to the US for a VIP familiarisation where they will record their California experiences for the platform.

Today's issue of TD

Travel Daily today has nine pages of news and photos plus full pages from:

- Travel Trade Recruitment
- Travel Alberta product page




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Wednesday 8th March 2017

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Travelmarvel to Cuba

TRAVELMARVEL'S South and Central America program for 2018, out now, features first time tours to Cuba and Colombia.

Other fresh additions include a cruise in Patagonia and a Rio Carnival departure.

Travelmarvel's 12-day Havana & The Colonial History of Cuba trip is priced from \$6,795ppts.

A 2-for-1 airfare deal is offered on itineraries of 20 days or more when booking early.

QF Classic Hotel Rewards

MEMBERS of Qantas Frequent Flyer can now use accrued points to book 'Classic Reward' accommodation with TFE Hotels in Australia, **TD** can reveal.

Rolled out this week, for the first time Qantas Frequent Flyers can book a 'Classic Hotel Reward' at a selection of more than 55 hotels and resorts under the Rendezvous, Vibe and Travelodge Hotels brands, along with Adina Apartment Hotels and Medina Serviced Apartments.

Locations include Melbourne, Sydney, Brisbane, Perth, Darwin and Canberra.

Discounts are identifiable by a 'Classic Reward' symbol when searching qantas.com/hotels.

The number of points varies widely, with the website showing a stay at Darwin City Edge Motel & Suites equates to 11,000 points per night, up to 75,000 points at Hyatt Regency Sydney.

Qantas says availability of Classic Hotel Rewards is limited, with the best option to book as early as possible but new inventory may be released sporadically.

Bookings can be made up to 12

months in advance.

Qantas Classic Hotel Rewards are non-refundable and QFFF members do not earn Qantas Points on a booking.

Currently, the program is only available domestically, however a Qantas spokeswoman told **Travel Daily** other hotel partners and locations are in the pipeline.

"Classic Flight Rewards are really popular with members who see the value in redeeming their points on flights, so we've expanded the brand to make sure members know there's great value in hotel stays too.

"Our members love using their points to treat themselves to an experience they might not otherwise pay for so Classic Hotel Rewards is a fantastic way for them to do that," the Qantas spokeswoman told **Travel Daily**.

"We're working on further updates to Classic Hotel Rewards over the coming months, which we think members will be excited about as they'll have even more choice to use their Qantas Points on their hotel bookings."

[CLICK HERE](#) for more details.

Alberta appeal

NORTH and South Alberta take centre stage in today's Product Profile by Travel Alberta.

In the North, visitors can take in the Northern Lights and go wildlife viewing/bird watching, while in the South explore Head Smashed in Buffalo Jump and Dinosaur Provincial Park & more.

See the profile on the **back page** of today's issue and enter the comp to win a \$250 Coles Myer giftcard.



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FJ signs Jet Airways c'share

FIJI Airways has inked a new codeshare arrangement with Jet Airways, designed to provide seamless connectivity between India and Fiji via Singapore and Hong Kong, effective 09 Mar.

The partnership will address the growing demand for travel between the two countries, the carriers said in Mumbai at a signing ceremony (see **page 9**).

Under the deal, Fiji Airways will add its designator code to 9W's

services between Singapore and Mumbai, Delhi & Chennai, as well as Hong Kong to Mumbai & Delhi.

Jet Airways will reciprocate, adding its code on Fiji Airways' flights from Singapore and Hong Kong to Nadi.

Members of Jet Airways' loyalty scheme JetPrivilege will be able to earn and redeem JPMiles on the codeshare services.

The agreement comes a few weeks after Fijian Prime Minister Voreqe Bainimarama hinted at the potential tie-up with a "major" Indian carrier (**TD 20 Feb**).

Fiji Airways' md and ceo Andre Viljoen said the alliance would cater for demand from Fiji to India for tourism, VFR traffic, medical treatment and education.

Fiji's Minister for Civil Aviation Aiyaz Sayed-Khaiyum referred to the new pact as a "major boost to relations" between the nations.

TEQ USA mission

TWENTY-ONE Queensland travel and tourism operators have descended on North America this week to promote the state as the "ultimate travel destination".

Headed by Tourism and Events Queensland (TEQ), the mission will see businesses meet with 85 trade partners in the USA and Canada, including travel agents, product managers, front line reservation staff and wholesalers.

Cities being visited include Los Angeles, San Diego, New York, Chicago, Calgary and Vancouver.

TEQ ceo Leanne Coddington said "establishing & strengthening relationships" in key international markets like the US & Canada was "critical to growing this number".

QFFF status credits

QANTAS has confirmed the debut of Bonus Status credit earn on credit cards for members of its Frequent Flyer scheme when they sign up for an eligible Qantas Points-earning credit card with ANZ or AMEX.

Members can earn 75 Bonus Status Credits when approved for the QF American Express Ultimate Card or ANZ Frequent Flyer Black Card and must buy & fly return with the airline during the offer period to receive them.

Qantas Loyalty ceo Lesley Grant said Status Credits were "highly prized" by QFF members.

"While members will still need to fly to earn these Bonus Status Credits, we think our members will be delighted to have a new opportunity to earn them."

For all the details, go to the **AMEX or ANZ webpages (click)**.

AS help desk email

WORLD Aviation has advised the email address for Alaska Airlines enquiries (**TD 28 Feb**) is international.desk@alaskaair.com



Window Seat

DON'T be surprised if you think the Australian travel industry is a bit quiet today, with a massive turn out for the 'Women for Women' event organised by JITO's Helene Taylor (see **pg 1**).

A few brave blokes took part too, including Travel Corporation ceo John Veitch, who garnered plenty of oohs and aahs when he introduced his 11 year old twin daughter Leilani and spoke about her aspirations.

AFTA ceo Jayson Westbury also convened a panel, and as he introduced the session noted he wasn't aware it was "bring your daughter to work day".

However he still scored points from the audience when he highlighted his own female offspring, including his 24 year old daughter, starting a new job today, and a five year old just starting kindergarten, who is likely to have just as big a career as her brother (or her dad!).

California STAR Search

Visit California is searching for agents who will be the faces of their new digital training platform, California STAR. A video competition has been launched and agents are invited to submit a 15 second video with their STAR tips about travel to California.

For contest details:
star.visitcalifornia.com/au



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COMING SOON

France
Spain
Portugal
Sri Lanka
India

Women line up for women



THE Jito Women for Women event today in Sydney (see page 1) featured an “Inspiring Women leaders panel”, where the participants discussed ways for females in the industry to make the most of their careers.

Every delegate at the conference also received a ‘JITO connected’ glossy magazine (inset) produced specially for the

event full of inspiration and ideas.

The panel is **pictured** above from left: Anna Guillan, Kerzner International; Michelle Beveridge, Intrepid Group; Helene Taylor; Air NZ country manager Kathryn Robertson; and Kylie Burchmore, Crown Hotels.



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Excite Hols LA drive

EXCITE Holidays in partnership with Discover Los Angeles has launched a two week campaign & events for agents to promote LA.

Gold Coast agents will enjoy yoga by the beach, followed by breakfast at a local cafe.

Melbourne agents will have a hip hop yoga session and dinner in the nature.

Excite Holidays is also running a competition for agents to win a trip to LA for the agent who books the most nights in LA during the campaign period.

For more details, [CLICK HERE](#).

Hertz, Sabre expand

TECH provider Sabre has announced an expanded partnership with Hertz to make its full inventory available to more than 425,000 travel agents, corporations and the world’s largest online travel agencies powered by Sabre’s APIs.

The collaboration will benefit Sabre-connected travel agents with options previously unavailable, such as the full inventory of cars and pre-pay options that were until now only accessed online.

A380 booking tool

AIRBUS has launched an online booking assistant for A380 lovers. iflyA380.com allows users to browse all A380 flights, explore A380 destinations, and discover the distinctive onboard services.

Airbus said the superjumbo site is a useful tool for agents looking to create a memorable travel experience for their customers.

VS/Jet codeshare

VIRGIN Atlantic and Jet Airways have lodged an application to codeshare on VS flights between the UK and United States.

The move will see 9W display its code initially on flights between London and New York, and on any current or future flights between the two countries.

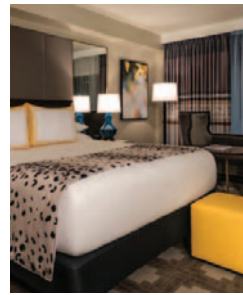
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Grand Mercure PVG

GRAND Mercure Shanghai Century Park has been successfully re-branded, having previously operated as a Radisson Blu up until Jan.

The establishment is set within the business district of Pudong, adjacent to Shanghai New International Expo Centre.

It is located 30 minutes by car from the city's Pudong International Airport.

Sri Lanka visitors up

TRAVEL company INDIA Unbound has seen a rise in the number of custom made Sri Lankan itineraries for 2017, with Mar/Easter nearly full.

Founder of India Unbound Lincoln Harris said "With genuine warm hospitality, scrumptious food, a beautiful natural environment and some of the best accommodation options we have seen, the country has so much to offer travellers."

Cunard event cruises

CUNARD, Operator of luxury ocean liners *Queen Mary 2*, *Queen Victoria* and *Queen Elizabeth*, has updated its itineraries for 2017-2018 to featuring special event cruises.

Celebrity fashion icons, NASA astronauts, family historians, cartoonists, puzzle masters and more will hop on board.

An Arts and Literary Tour kicks off on 01 Jul on *Queen Elizabeth* to the British Isles, while a Clarendon Fine Art cruise will host talks looking at the life and works of authors like Jane Austen.

Visit cunard.com for more info.

New Greyhound boss

EX-TOURISM Tropical North Queensland ceo Alex de Waal has announced his appointment as ceo of Greyhound Australia.

De Waal will depart the tourism organisation at the end of May before joining the coach operator in early Jul.

AccorHotels first indigenous gm

ACCORHOTELS has announced its first ever Indigenous general manager Kristy Stanton, who will head up the team at ibis Budget Sydney Olympic Park.

Her appointment coincides with International Women's Day today and marks a milestone for AccorHotels' Indigenous

Employment Program which hired 500 employees nationally by the end of 2016.

Kristy said "I feel proud to be creating a pathway for more Aboriginal and Torres Strait Islander leaders especially females within AccorHotels".

"The times are changing



through all the awareness of International Womens Day and gender equality."

Kristy started with the company in 2010 as a welcomer at Pullman Sydney in Olympic Park.

The company has pledged to achieve 50% female general managers by 2018.

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This is your chance to be part of the fabulous Las Vegas familiarization experience in conjunction with Delta Air Lines, our partner Virgin Australia and Las Vegas Convention and Visitors Authority. We are offering 10 lucky agents the chance to WIN an extravagant familiarization trip to the beautiful city of Las Vegas which will include 4 nights in Las Vegas, hotel site inspections, various exciting day time activities and evening shows.



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HOW TO ENTER >

Boeing 737 MAX 9 debuts



BOEING has unveiled its first 737 MAX 9 in front of thousands of employees at its Renton factory near Seattle.

The plane is now set to begin system checks and engine runs before taking its first flight tests in coming weeks.

The MAX 9 is the second aircraft in its series, coming after the MAX 8, due for delivery to its first customers in the second quarter of this year.

Both are promoted as high-tech replacements for the 737 work-

horse in airline fleets around the world, with Boeing saying the MAX is already the fastest-selling plane in its history.

“Our primary focus is delivering an aircraft that has the legendary reliability our 737 customers depend on, plus the optimised flexibility and range capability they desire,” said Boeing vp and gm of the 737 MAX program Keith Leverkus.

Virgin Australia has orders for 40 737 MAX 8 aircraft but has deferred its first delivery to 2019.



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If you meet the requirements, then apply now for this fantastic opportunity to work with a great team.

If you're interested in applying for this role, please send your resume to john.rowville@helloworld.com.au

Have you done the 5 best Australian road trips? Find out in the March issue of *travelBulletin*.

CLICK HERE to read **travelBulletin**



© Tourism Australia

Marriott Euro vision

MARRIOTT International has revealed aggressive expansion plans for Europe in its first major vision statement since its acquisition of Starwood last year.

“2016 was a momentous year for both the company and our continent team,” said Marriott’s Europe president and managing director Amy McPherson.

“We added 40,000 rooms in Europe with the Starwood acquisition alone, and achieved our long-term goal to triple in size, from 40,000 open rooms in 2010 to 134,000 open or signed rooms at the end of 2016.”

The group now aims to roll out its Delta Hotels brand to Europe, triple its W Hotels, double its upscale brands and introduce 22,000 rooms under its Moxy brand, all by 2020.

Air demand at a high

GROWTH in air passenger demand hit a five-year peak in Jan, boosted by this year’s early Lunar New Year.

The latest figures from the International Air Transport Association (IATA) show demand (revenue passenger kilometres) grew 9.6% over the previous Jan, with holiday traffic estimated to have contributed up to half a percentage point of that growth.

Capacity increased 8% and load factors rose 1.2 points to 80.2%.

“2017 is off to a very strong start, with demand at levels not seen since 2011,” said IATA ceo Alexandre de Juniac.

Back-Roads recruits

BACK-ROADS Touring has appointed new global gm Daryl Raven, who has held past roles in NZ with Tourism Holdings.

The company has also appointed its first marketing manager Asia Pacific in Clare Taylor, formerly of Infinity Hols.

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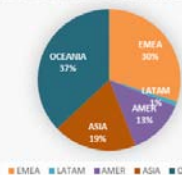
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Hot Destinations

THE TAAP TOP TEN
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Expedia TAAP HOT Destinations Feb 17



Build your own unbeatable, Packages through Expedia TAAP.

Business is booming and Expedia TAAP is reporting record trading levels for February. A whopping 806 different destinations were booked through TAAP agents last month. The top ten destinations booked were Sydney, Melbourne, London, Singapore, Hong Kong New York, Bali, Brisbane, Gold Coast and Paris. Los Angeles, Perth and Rome were just outside the top 10. EMEA experienced a great jump in Feb, up 5% to 25% market share. OCEANIA down seasonally to 37%. USA steady at 13% while Asia remained steady at 19% of the destination mix last month.

It was great to see so many familiar faces at the Visit USA roadshows last month, thanks for stopping by the stand. No one has the USA covered like Expedia.

Some of the out of the way destinations last month included Asturias Spain, Billings MT, skiing in Italy at Alto Ridge and Munnar India.

Everybody is super busy right now so remember Expedia TAAP is instant pricing and instant confirmation. Our objective number 1 is to help you close that sale.

Your great service and our great rates, keep your customers coming back.



Intrwiz launch

A NEW platform designed to help travel agents compete against OTAs launched today.

Intrwiz is a system created by Snowstorm Technologies and ArrivalGuides, which allows agents to communicate directly with clients in real-time, while monitoring and managing opportunities on an intuitive analytics dashboard.

Riaz Pisani, founder & chief strategy officer of Snowstorm Technologies said the program gave agents and customers the ability to interact and purchase together, prompted by “the increasing need to share our experiences during the planning and purchasing process”.

Destination content by ArrivalGuides is incorporated into the platform at various stages to help inspire clients and drive more sales.

It is integrated with Sabre and Travelport - see intrwiz.com.

Grabaseat freebies

PUNTERS at Karanga Plaza in Auckland’s Wynyard Quarter are diving into a pool sized tub filled with 40,000 green balls to try and nab flights with Air New Zealand.

The Grabaseat promo is giving away return flights to Vietnam, Buenos Aires, Sydney, Fiji as well domestic destinations throughout New Zealand.

It is ahead of tomorrow’s Grabaseat one-day mega sale.

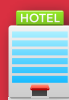
Auberge into Utah

UPMARKET operator Auberge Resorts Collection is expanding its portfolio in the US with the addition of a property under development in Utah.

The Lodge at Blue Sky in Park City will be a contemporary resort comprised of 46 rooms & suites.

It is located 25 minutes from the city in the Wasatch Range.

Auberge owns and operates 10 properties, including three in the Napa Valley, two in Los Cabos, Costa Rica, Aspen and Fiji.



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.



Two new luxury safari tents have been launched at **Ratua Private Island**, Vanuatu. The 35m² tents are located on both the southern and south eastern sides of the island, overlooking the water. Guests staying in the new additions can enjoy an outside bathroom, the comfort of luxury camping and access full resort services.



Berjaya Langkawi Resort in Malaysia re-opened The Beach Restaurant following extensive renovations to modernise the space. The open-air eatery now features a bar overlooking the beach, designed for pre-dinner drinks or cocktails. The Beach Restaurant serves a menu of Indian and western dishes.



An electronic and mobile locking system has been implemented throughout all the rooms at **Swiss-BelSuites Victoria Park, Auckland**. Occupants of the property’s 40 one-, two- and three-bedroom suites can now use their personal smart devices to access their room, meaning they no longer have to carry a key.

ADL Amadeus pact

ADELAIDE Airport is the first airport in the Asia Pacific region to implement Amadeus’ full suite of cloud-based airport data management systems.

Amadeus’ Airport Operational Database, Airport Fixed Resource Management Solution and Flight Information Display System will help the gateway manage operations and resources.

It will also provide forecasting and access to accurate flight, gate and baggage belt information throughout the facility.

Angels Flight reopens

LOS Angeles’ tiny historic railway, Angels Flight, will reopen to the public on 02 Sep for the first time in over three years.

The 116-year-old railway is being refurbished due to a rise in interest following its appearance in the film *La La Land*.

Two cable cars, Sinai and Olivet run between Grand Central Market and the top of Bunker Hill.

Explore walking sale

EXPLORE Worldwide is offering up to \$350pp off their walking and self-guided walking holidays booked by 27 Mar.

For more information, head to www.exploreworldwide.com.au.

PATA APAC forecast

ASIA Pacific experienced more than 19.6 million additional foreign arrivals (3.4% increase) in 2016 when compared with 2015, according to the latest Pacific Asia Travel Association (PATA) data.

The origin market profile was dominated by the Asian source markets in 2016 (64.2% relative share), followed by the Americas (17.5%) and then Europe (11.0%), while Australia sat at 2.5%.

PATA predicts in the five years to 2021, foreign arrivals into the Asia Pacific destinations will grow at an average rate of 5% a year, reaching a combined foreign inbound count of close to 758m.

HomeExchange sold

GLOBAL home exchange community, GuesttoGuest has acquired HomeExchange.

Both brands will remain separate and GuesttoGuest will continue to target a younger audience while HomeExchange, pursues travellers in search of premium experiences.

GuesttoGuest founders Charles-Edouard Girard and Emmanuel Arnaud raised more than \$35m for the acquisition, saying “We are convinced that the practice of home exchange is reaching a turning point & will soon become the next big thing in tourism”.

JQ & VA drip pricing fine

JETSTAR and Virgin Australia say they accept the ruling of the Federal Court which yesterday imposed fines on both carriers for misleading pricing practices (**TD** breaking news).

The court fined Jetstar \$545,000 and Virgin \$200,000 over breaches of Australian Consumer Law, concluding action brought by the Australian Competition and Consumer Commission (ACCC).

In Nov 2015, the court found Jetstar had made false or misleading representations about specific fares on its website in 2013 and its mobile site in 2014.

It also found Virgin had made false or misleading representations about fares on its mobile site in 2014.

"The ACCC was concerned that Jetstar and Virgin's 'drip pricing' conduct drew consumers into an online purchase process with a headline price, but failed to provide adequate disclosure of additional fees and charges that are likely to apply," said ACCC chairman Rod Sims.

In a statement Jetstar said it accepted the court's decision and had changed its web and mobile sites to make fees clearer.

A Virgin spokesperson said its card payment fees had been updated in line with regulatory changes, and pointed out the court had found in favour of the airline in five of six claims made by the ACCC.

Contiki US expansion

A SURVEY by Contiki and independent travellers has revealed that 18-35 yo listed the US and Canada amongst their top destinations to visit in 2017.

In response, Contiki has created 30 unique itineraries including the limited edition Scoot N Blues trip which takes travellers through the food scenes of Austin, San Antonio, New Orleans, Memphis and Nashville.

Contiki's 2018 USA & Canada brochure will be on sale from 07 Mar, with prices starting from \$1,025 per person.

Visit contiki.com for more info.

Wholesale Procurement Opportunities

- Opportunities for **experienced** Travel Procurement Professionals
- Work with established and respected wholesale brands such as Qantas Holidays, Sunlover Holiday, Viva Holidays, Ready Rooms, the Cruise Team and more
- Be part of a leading integrated travel businesses in Australia

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- Wholesale Procurement Leader – **International Destinations** (based in Mascot)
- Destination and Procurement Manager **Asia** (based in Mascot)

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https://www.linkedin.com/jobs/search/?f_C=3265483&locationType=Y



Wednesday 8th March 2017

Time is up for Adele tickets!

ENTRIES have now closed for British Airways' competition giving away Adele tickets to six **Travel Daily** readers.

The winners will be announced in tomorrow's edition of **Travel Daily**, but for now, sit back and soak up some of the stellar entries which have flooded our inbox!

We hope those who don't win won't give us the 'Cold Shoulder'.



LESLEY-ANNE Oglive, assistant team leader, Stage and Screen is hoping a little magic will get her to Adele this weekend, saying: "Pls pick me to join BA in the Presidential Suite to see Adele as I LOVE British Airways, LOVE all things British and IM Wizard!"

JOSIE Hanney, travel advisor, Travelcall sent through the above, declaring: "Adele is a superstar, I am a star and British Airways fly with the stars. What better reason to join BA in the Presidents Suite."



BOY have the team at Stage and Screen been getting creative! Edwina Perrotta, team leader, submitted the above entry: "I would love to spend a majestic evening with all the Kings and Queens watching Britain's music royalty hosted by the airline to the stars."



ABOVE: Jet Airways and Fiji Airways have unveiled a codeshare partnership, providing new options for guests travelling between India & Fiji (see **page 3**).

Pictured at a signing ceremony in Mumbai are Attorney-General & Minister for Economy, Public Enterprises, Civil Service and Communications, and Minister in charge of Fiji's Civil Aviation, Aiyaz Sayed-Khaiyum (left) and Colin Neubronner senior vice president, sales & marketing, Jet Airways.

Azamara 102-nighter

AZAMARA Club Cruises is marking one year until the departure of its 102-night voyage from Sydney Harbour Bridge to London Tower Bridge.

Travelling on board *Azamara Journey*, the cruise will visit 60 ports in 29 countries including Indonesia, Vietnam, Myanmar, Sri Lanka, Egypt, Greece, Italy, France, The Netherlands and more.

It features 18 late nights and 14 overnight stays at ports.

Apostle visitor surge

FIGURES from Parks Victoria recorded 11,000 national and international visitors to the Twelve Apostles during Chinese New Year celebrations.

The 33% jump in visitors comes ahead of a call to design new visitor infrastructure in the Port Campbell National Park and Port Campbell township.

The \$6.8m project, part of a \$9.8m plan to improve the Shipwreck Coast, will see two new visitor lookouts built on the limestone cliffs at the Twelve Apostles and a new foot bridge.

Madagascar storm

SMARTTRAVELLER has advised Tropical Cyclone Enawo is forecast to strengthen and affect Madagascar over the next few days.

DFAT said travellers should expect strong winds, heavy rainfall and storm surges in coastal areas.

The Analanjirifo, Antsinanana & Sava districts are expected to be the most severely affected.

Win flights to Europe with the Lufthansa Group



This month *Travel Daily* and Lufthansa Group are offering readers the chance to experience their award-winning long haul product on a trip to any European destination served by the Lufthansa Group. The Lufthansa Group prize includes two return economy class flights with Lufthansa Group and their airline partners ex-Australia to **any European destination of your choice**.

The Lufthansa Group - composed of Austrian, Lufthansa and Swiss International Air Lines - offers Australian travelers the world's most comprehensive European network and more than 300 global destinations accessed through their four regional hubs. The theme of this competition is Mixed Class - learn more about the product **HERE**.

Open to all Australian Travel Agents, the lucky winner will have the most correct answers as well as the most creative entry to the final question. Send your answers to lufthansa@traveldaily.com.au

Terms & conditions

Q6. Are there any upsell levels available with Lufthansa Mixed Economy-Business class fare? If yes, what is the upsell booking class on LH?

Lufthansa Group

Austrian



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SWISS

Chiang Mai refocus

LAST year Chiang Mai's international airport welcomed 4.6m visitors, pushing the airport into second place, behind Thai capital Bangkok.

According to C9 Hotelworks' latest market research Chiang Mai Hotel Market Overview, much of the growth has been fuelled by rising low-cost carriers, with 5,346 flights from Greater China alone last year; which makes China its number one market.

The Chiang Mai gateway has also undergone a transformation over recent years, as it targets travellers after authentic Thai experiences.

Alitalia biz plan

FOLLOWING work by an independent advisor, Alitalia's Board of Directors is expected to approve the airline's proposed re-launch business plan by the end of the week.

At a board meeting ceo Cramer Ball said the airline was expected to achieve at least €160 million of savings in 2017.

The airline had a successful Jan, with load factors reaching 78%, 4.4% from Jan 2016, while ticket sales recorded a 7% increase over the same period.

In Feb, Alitalia had an on time performance result of 88.9%.

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Working in partnership with the Australian Travel Industry

Travel & Tour Coordinator

Brisbane, Salary from \$50k + Super, Ref: 2748SZ1

An attractive opportunity working Mon-Fri with no weekends or late night trading is available for a well established travel agent to become apart of a multi award winning Australian owned tour operator. The ideal candidate will bring their exceptional customer service skills & a positive and mature attitude. A solid GDS knowledge is a must – preferably Sabre and self ticketing knowledge with any exposure to back office accounting systems like MYOB or equivalent would be ideal.

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

Confirmations Consultant

Sydney CBD, Circa \$40k + Super, Ref: 2704SO5

This awesome travel company is amazing at what they do and has the best reputation in the market for providing incredible tours worldwide. Staff retention is outstanding due to the fantastic culture of the business. This role is for people that are passionate about travel and who have a very high attention to detail to be able to manage all of the administration that goes with booking exciting worldwide trips. You will be checking all passenger details, requirements and rooming requests.

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

Adventure Travel Consultant

Melbourne, \$50-55k, Ref: 2739KF1

This outstanding travel company known for its unique products offer off the beaten track destinations and are currently looking for an experienced adventure travel consultant to join their team in the South Eastern Suburbs of Melbourne! In this exciting position you will be working within the dynamic travel industry, helping create inspiring journeys and making trip arrangements with suppliers. Design, plan and organise client tour programs from start to finish across worldwide destinations.

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

Online Travel - Customer Care and Fares

Melbourne, Package to \$55k, Ref: 2742HC1

If you have a sound understanding of airfares, complex itinerary changes and ticketing and would like more of a work/life balance then this could be the role for you. My client is a leading online travel agent and they are seeking a customer service advisor to join their team. Your ability to problem solve and assist customers with their queries around fare changes and refund processing will propel you in your career. The position is located in Melbourne and an attractive salary is on offer.

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

Premium Snow Consultant

Brisbane, \$50-55k + Incentives, Ref: 2589CN1

Come join this premium travel agency and show your passion for the snow. If you have a forte for snow and travel sales then apply now. You will be working towards reasonable targets and earning great money in return within a sales and service focused environment. You will be experienced within the travel industry, have GDS skills, well travelled and have been on numerous ski trips yourself. Long term career progression, a great salary & supportive environment are perks to this role.

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

Corporate Travel Team Leader

Sydney, Up to \$75k + Super, Ref: 2741PE1

This fantastic opportunity to lead a team of corporate travel consultants is one not to miss, if you have leadership skills & are ready to make a positive career move then please apply before you miss out. As a Team Leader you will be involved in recruiting and training any new staff. Also, initiating motivation & encouraging teamwork. The team are involved in Domestic/ Trans-Tasman bookings as well as working on small media accounts. Fantastic city fringe location & salary are on offer. .

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

Luxury Travel Consultant

Melbourne, \$60-65k + Super, Ref: 2511HC1

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

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

Corporate Travel Consultant

Perth, Competitive Salary, Ref: 1185SJ1

To tie in with ongoing success across the Perth corporate travel industry we are on the look out for a Corporate Travel Consultant to join a leading travel management company in their luxurious offices in Perth CBD. Dealing with SME corporate accounts, using your travel industry experience and excellent customer service skills this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work and reap the rewards with this sought after TMC.

For more information please call Sarah on (08) 6365 4313 or click [APPLY](#) now.



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THE NORTH

Hop on a float plane to a remote fishing lodge, see the world's largest herd of free-roaming bison, discover aboriginal culture and history, trace the steps of the early fur traders, and watch the northern lights dance across the night skies.

THINGS TO DO:

Northern lights viewing

Fort McMurray is one of the best places on earth to experience these surreal natural phenomena.

Wildlife viewing and bird watching

There's wildlife and birdlife abound throughout northern Alberta.

On the water

With an abundance of lakes & rivers, canoeing, jet boating and whitewater rafting are popular activities.

THE SOUTH

Southern Alberta is rich in culture and history. The key destinations are ideal for day or multiday road trips from Calgary.

KEY DESTINATIONS:

Dinosaur Provincial Park has unearthed some of the most important dinosaur discoveries in the world. Alberta Parks offers a variety of hands-on activities for visitors.

Drumheller is home to the Royal Tyrrell Museum of palaeontology as well as Hoodoos - sandstone pillars that take millions of years to form.

Writing-on-stone Provincial Park contains the largest collection of rock art in North America. Petroglyphs and pictographs carved and painted on sandstone walls date back 8,000 years.

Head-smashed-in Buffalo Jump was for thousands of years the most effective way for Plains Indians to hunt buffalo. Visit the interpretive centre, hike to the ancient drive lanes with Blackfoot guides, listen to the drumming and hear stories from the elders.

Waterton Lakes National Park is the stunning home to a rich variety of wildlife. Cruise along the shoreline and cross the U.S. border to Goat Haunt, Montana. Enjoy high tea with a panoramic view at the iconic Prince of Wales Hotel.

LEARN MORE & WIN!

Travel Alberta has created the Alberta Specialist Program for you, the travel trade professional.

Complete your training AND attend an Alberta webinar training session by 31 March 2017 to be entered into a prize draw for one of THREE \$250 Coles Myer gift vouchers.