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# Travel Daily

First with the news

Monday 27th March 2017

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## Burnes: MTA best model

**HELLOWORLD** chief Andrew Burnes has declared Mobile Travel Agents (MTA) the "best of breed" among home-based agency networks in his first address to the group's members.

At the MTA annual conference on the Gold Coast on Fri, Burnes said HLO was "thrilled and privileged" to have purchased a 50% share in the company from its founders Roy and Karen Merricks (TD 21 Oct).

"The business Roy and Karen developed over the past 17 years is unquestionably the best of breed in this model of agency network," Burnes said.

"Not only within Australia - I've looked at these models all over the world and I don't know of a better one anywhere."

Burnes said customer service was the key to MTA's success and that it had a "fantastic future".

"I get asked... 'isn't everyone booking online?'," he said.

"It is unbelievable there's that massive perception out there.

"We know it differently, and 80% of Australian leisure travel mid-haul and long-haul is still booked with a travel agent, so I have a great feeling of confidence in the ongoing success of our distribution businesses and most particularly this business."

Roy Merricks said the decision to sell a half stake to Helloworld had been an acknowledgment of "the rapidly changing world and the importance for MTA to be soundly positioned within the industry for decades to come".

He said he had been in talks with Helloworld for several years and had also considered continuing independently.

"However, after developments within Helloworld and the merging of the AOT group, we saw a refreshed network that now, under sound leadership, was also establishing itself for the decades to come," he said, adding that this was the catalyst for the decision to forge a partnership.

### Today's issue of TD

*Travel Daily* today has nine pages of news, including a photo page for APT plus a full page from: (click)

- AA Appointments jobs

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Category 19: Best Airline International - Online

Category 32: Best Sales Executive - Industry Supplier  
Kirstie Egan

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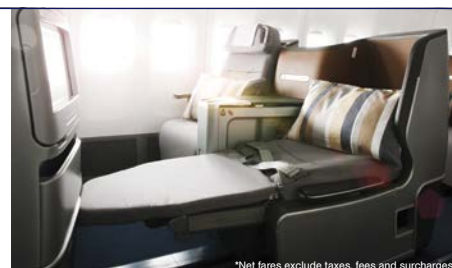
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Monday 27th March 2017

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## TTC dual sales mgr

**CHRISTOPHER** Lukehurst-Walton has been appointed by The Travel Corporation to the dual role of sales manager for Uniworld & Creative Cruising in South Australia.

He has over 25 years' industry experience & is Adelaide-based.

## Cyclone Deb bears down

**ONE&ONLY** Hayman Island is knocking back guest arrivals "until further notice" due to expected severe weather as Cyclone Debbie approaches.

Areas of Queensland are being evacuated at Bowen, Proserpine and Airlie Beach ahead of the potential Category 4 storm cell making land fall on Tue.

Hayman, which was struck by cyclones Anthony and Yasi in 2011 (and subsequently closed for several months), says it is working with authorities and "taking all precautions to ensure guest and staff safety".

Daydream Island Resort & Spa said it had activated all steps in line with its cyclone policies and procedures and was "well prepared for these events".

Guests have been advised to remain in their rooms or the resort's Main Atrium for the next 24-36 hours, depending on the path of the cyclone.

Nearby Hamilton Island Airport has cancelled all flights today.

Flights to Townsville Airport have been suspended by Jetstar, Virgin Australia and Qantas today and tomorrow.

Jetstar has cancelled 10 return flights to Northeast Queensland (details [HERE](#)).

Virgin has a waiver on flights to/from Townsville, Cairns, Mackay, Proserpine, Hamilton Island and Moranbah up until 29 Mar ([HERE](#)).

Tigerair has shelved flights to/from Sydney and Brisbane to the Whitsunday Coast (info [HERE](#)).

Royal Caribbean International told **Travel Daily** it was monitoring the path of Cyclone Debbie and had rerouted *Azamara Journey* away from Hamilton Island and Townsville, scheduled for Tue and Wed this week respectively.

P&O Cruises told **TD** none of its vessels were in the immediate area, nor any of the World's Leading Cruise Lines group.

## LEVEL €99 BCN fares

**INTERNATIONAL** Airlines Grp's new long-haul budget carrier LEVEL is offering transatlantic Economy class fares between Barcelona & both Los Angeles and San Francisco for just €99.

Fares to Punta Cana and Buenos Aires lead in at €149.



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# Travel Daily

First with the news

Monday 27th March 2017

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## Qantas delays wi-fi roll out

**QANTAS** will delay the launch of its free inflight wi-fi services after encountering stability issues with its new technology.

*IT News* reports the airline had planned a debut this week but

has been forced to cancel while it addresses problems.

An initial Boeing 737 has been fitted with satellite and electronics hardware and has been tested by Qantas during special charter services between Sydney and Brisbane.

The tests involved staff with up to 200 devices and achieved download speeds of 7-12 Mbps.

A roll-out across the wider Qantas domestic fleet is due from the middle of this year.

**MEANWHILE**, Qantas has today announced it will codeshare on services operated by LATAM on its new Melbourne-Santiago route.

LATAM's new Australian route is set to debut on 06 Oct, complementing its existing long standing Sydney-Auckland-Santiago route and Qantas' thrice weekly SYD-SCL service.

Qantas Frequent Flyers can earn status credits and Qantas points, as well as redeem points on LATAM's Melbourne flights.

## Cup qualifier winners

**ABU** Dhabi Tourism & Culture Authority has announced the winners of last week's mini-comp as Graciela Craig, TravelManagers; Ellie O'Byrne, Flight Centre Eastwood and Phillip Boniface, helloworld Carlingford.

Each of the agents have won two tickets to watch Australia take on the UAE in the World Cup qualifier in Sydney tomorrow.

## River report canned

**CRUISE** Lines International Association (CLIA) Australasia has confirmed it will not be producing a river cruise report for 2016.

Prior to 2016, river cruising was included in CLIA Australasia's annual Cruise Economic Report, but last year's release excluded river results, under plans to release a separate river report.

"After collating the material for the report last year, it became apparent there were gaps in the data collection so, with the close of 2016 imminent, the decision was made to wait until river cruising could be part of a new global reporting system being introduced this year," a spokesperson told *Travel Daily*.

## China Bali visits spike

**VISITORS** continue to flock to Bali, with 91,515 Australians visiting the Indonesian tourist hotspot in Jan, according to preliminary data released by Bali Government Tourism Office.

This is translated into a 4% increase, compared to Jan 2016 when 87,983 Australians visited.

The early timing of Chinese New Year saw an astonishing number of Chinese visitors, growing by a record 92% from Jan 2016 with 147,928 Chinese visiting Bali, up from 76,919.

Australia made 20% of arrivals, China (32%) and New Zealand (0.93%), with 4,299 visitors in Jan.

Kiwi travellers dropped from 4,486 in Jan 2016 to 4,299.



## Window Seat

**TRAVEL** can bring out the worst in people and over the weekend one passenger flying with Tigerair has taken that crown.

A TT flight was forced to return to the gate, minutes after beginning its taxi at Perth on Sat after a pax was found to be in possession of durian fruit.

Durian fruit are infamous for letting off a distinctive odour that is strong even when it's intact.

TT758 was delayed for over an hour while the smelly culprit was removed, before passengers departed after 2am.

According to Wikipedia, durian fruit can have a "pleasantly sweet fragrance" for some, while other people may find "the aroma overpowering and revolting."

All passengers made it to Sydney Airport smell free.

## EK A380 trifecta

**EMIRATES** has today added three new A380 destinations to its global network with double-decker aircraft deployed on the Tokyo Narita, Casablanca and Sao Paulo routes on the same day.

The upgauge marks the first scheduled A380 services in Latin America and to North Africa.

On each of the routes from Dubai, EK is replacing existing Boeing 777 services.

## 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](http://star.visitcalifornia.com/au)



## We've been nominated!

Best Wholesaler - **Australian product**  
Best Wholesaler - **International product**  
Best Sales Executive - **Industry Support**

Stacy Harsh - **NSW**  
Jamie Giddens - **VIC**  
Shari Rokosuka - **QLD**

Thank you for your support!



Vote here



Thank you for your nomination!

**VOTE**



### Best Wholesaler – Australian Product

Sunlover Holidays, Qantas Holidays & Viva! Holidays

### Best Wholesaler – International Product

Qantas Holidays & Viva! Holidays

### Best Sales Executive – Industry Supplier

Darren Evans – Qantas Holidays & Viva! Holidays (NSW/ACT),  
Kim Knight – Qantas Holidays & Viva! Holidays (QLD),  
Mick Boylan – Sunlover Holidays (VIC)

**CLICK TO VOTE**



**Holidays**



# Travel Daily

First with the news

Monday 27th March 2017

## Travel Daily

on location in France's  
Paris

Today's issue of *TD* is coming to you courtesy of Uniworld Boutique River Cruise Collection on board *Joie de Vivre*.

THIS week *Travel Daily* is on board Uniworld's brand new vessel *Joie de Vivre* for its christening ceremony and inaugural sailing down France's River Seine.

A team of Australian trade and media touched down in Paris over the weekend, ready to explore the classy new ship.

Over the weekend the team collectively packed in an evening at the Opera, a travelling breakfast tour, a visit to Le Ritz Paris, a behind-the-scenes tour of the Eiffel Tower, a midnight in Paris walk and more.

Today guests will celebrate *Joie de Vivre*'s christening ceremony.

### CZ confirms talks

**CHINA** Southern Airlines has confirmed it is in talks with a potential strategic partner after reports American Airlines is pitching to take a US\$200 million stake in the carrier (*TD* Thu).

Without naming AA, the Chinese SkyTeam carrier issued a statement saying it was in negotiations over a possible "major strategic cooperation" with a third party.

It said a possible transaction was still subject to internal and shareholder approvals of each party, as well as any government approvals.

A further statement would be made "as and when necessary".

### QF on complaint list

**QANTAS** has been named on the NSW Fair Trading complaints register for Feb, recording 12 grievances from consumers.

The airline is one of 24 companies listed for the month.

Find out how three different religions come together in this city in the March issue of *travelBulletin*.

**CLICK HERE** to read  
*travelBulletin*



## Hoffmann tastes Uniworld's Paris



**PHIL** Hoffmann Travel's gm Michelle Ashcroft and her guest Irene Limberis are **pictured** catching some rays yesterday in front of the Luxembourg Palace.

In Paris for Uniworld Boutique River Cruise Collection's christening and inaugural sailing of *Joie de Vivre*, the pair took a

break to lounge with the locals during a Paris Charms and Travelling Breakfast Tour.

The double-decker "Bustronome" charted the city, allowing passengers to take in the most picturesque locations, while enjoying a four-course breakfast which stretched into lunch.

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# Do we deserve your vote?

If you believe we deserve to win, please vote for Travelport in Category 31 and our sales executives Bianca Orsola-Rose or Haley Crook in Category 32. Voting closes Friday 31 March 5pm AEST

Vote now





Monday 27th March 2017

## France faces the world

**THE** Normandy region in northern France has welcomed 900 international buyers and media, including 16 from Australia, for the 12th Rendez-vous en France trade show in Rouen.

Ahead of the two-day travel market, buyers participated in a series of hosted famils that showcased the history, natural beauty, artistic flair and culinary excellence of Normandy.

Sites visited included the Abbey on the medieval island of Mont Saint Michel, and the picturesque gateway to the Cotentin peninsula, the port city of Cherbourg-en-Cotentin.

Other locations included the stunning Le Jardins d'Étretat (**pictured**) and the charming city of Honfleur, located on the estuary where the Seine meets the English Channel.



Some dined on fois gras and lobster souffle in the exquisite banquet hall of the Benedictine palace in Fecamp, while others visited the house of impressionist painter Claude Monet in Giverny.

During Rendez-vous en France, which begins on Tuesday, 650 French tourism operators will meet with buyers, including the Australian contingent.

Atout France Australia says the event is a unique opportunity for participants to initiate and build professional relationships.





Noah Tratt  
Expedia



Inese Kingsmill  
Virgin Australia



Blake Hutchison  
Luxury Escapes

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## Lindblad Arctic brox

**LINDBLAD** Expeditions has rolled out its 2018 Arctic brochure featuring eight in-depth itineraries including the Nordic passage, Iceland, Greenland and the Canadian High Arctic.

Sailings are aboard *National Geographic Explorer* and *National Geographic Orion*.

The brochure can be accessed via National Geographic Lindblad Expeditions' local GSA, Adventure World, by **CLICKING HERE**.

## QR/IG EU stake nod

**QATAR** Airways has gained approval from the European Commission for its proposed acquisition of a 49% stake in the holding company of Italian airline, Meridiana fly (IG).

The European Commission said QR's purchase of Alisarda would not raise competition concerns "as the companies' activities on overlapping routes are very limited...or have very low traffic".

## USTA Trump reply

**US TRAVEL** Association ceo and president Roger Dow has urged the Trump Administration to reassure the world that the nation is "open for business".

Dow issued the response late last week in relation to the US Government's tough new check for US visa applicants.

"The travel community has been deferential to this new administration, whose charge it is to keep us safe. So now we respectfully request public acknowledgement of our nation's interest in welcoming legitimate travel," Dow said.

"Mr President, please tell the world that while we're closed to terror, we're open for business."

"Imbalanced communications is especially susceptible to being 'lost in translation' - so let's work together to inform our friends and neighbours...not just who is no longer welcome here, but who remains invited to invest and vacation here," Dow remarked.

# USA BROCHURE OUT NOW



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## WYSE rego deadline

**THE** World Youth Student and Educational Travel Confederation is offering a last-chance opportunity to register for its WYSE Exchange Australia conference to be held in Sydney on Thu.

The event will be held at Doltone House Darling Island. To register, [CLICK HERE](#).



**Hello Tokyo.**

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[Find out more](#)



## BA bio screening

**BRITISH** Airways has begun introducing facial recognition technology at London Heathrow Terminal 5, allowing passengers to board without having to show passports or boarding passes.

Three gates are now using the system, with another 33 planned in coming months, according to the London *Telegraph*.

The system involves biometric devices that capture a traveller's features along with their boarding pass, and then conducts a facial scan at the gate to verify the person's identity.

A similar system is under trial at Brisbane Airport involving Air New Zealand pax (**TD** 09 Mar).

## HK Disney by ferry

**VISITORS** to Hong Kong Disneyland can now combine a visit to the park with a scenic trip on the city's iconic Star Ferry line.

The park's new 'water tour' is available in a choice of packages that include Hong Kong Disneyland admission, lunch or afternoon tea and return transfers aboard a new 400-passenger diesel-electric "eco-ferry".

Prices start from HK\$160, available to travel trade partners through the theme park's designated wholesalers.

Travel is from the Star Ferry pier at Tsim Sha Tsui in Kowloon.

## CostSaver flight offer

**COSTSAVER** is offering an air deal with savings of \$400 per couple when booked with any of the company's 2017 tours in Europe, Britain, USA or Canada.

Tours include the Highlights of Scandinavia, Irish Wonders and Canyon Country Showcase.

The offer is valid to 12 Apr and subject to limited places.

## MTA's single-screen advance



**MOBILE** Travel Agents (MTA) is preparing to roll-out a Global Fares Search and Booking Tool for its members, providing a single-screen comparison of all airfares.

The tool is one of several initiatives planned by MTA this year, along with a member mentoring program and an elite accreditation scheme.

Speaking to *Travel Daily* at the home-based group's annual conference on the weekend, MTA ceo Don Beattie highlighted the Global Fares Search and Booking Tool as one of the most significant new developments offered to members in recent years.

"Productivity will be immensely improved and members' competitiveness in the marketplace will be significantly improved," Beattie said.

"Before you might have had to read wholesale sheets, fare rules, every single independent deliverer of fares... compare them across all the private fares, published fares, all the wholesaler fares and all the corporate fares," he said.

"Now it will be all on one screen – you're going to be able to see every fare that's available to you no matter what type of fare."

The system has been created

by the developer of Virtuoso Air, eGlobalfares, and has been under trial in recent months.

Beattie said MTA also planned a voluntary accreditation program that would allow members to attain recognition for additional training and education.

"I think it will be a first in the country, with a view to people having to obtain a certain level of expertise," he said.

"And it won't be Mickey Mouse achievements, it will cover all aspects of business."

MTA was also preparing a mentoring program among new and established members, allowing a sharing of knowledge among the group.

Beattie is **pictured**, left, with MTA co-founder Roy Merricks at the group's annual conference.

## SAA Vic Falls boost

**SOUTH** African Airways has lifted capacity on services between Johannesburg and Victoria Falls by 60% with the deployment of Airbus A330-200s.

The expansion follows a US\$150 million upgrade at Zimbabwe's Victoria Falls International Airport, including a new terminal.



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2017 NTIA Awards

Hawaiian Airlines – Best Online Airline (Cat. 19)  
Joyce Weir – Best Sales Executive – Industry Supplier (Cat. 32)

**HAWAIIAN AIRLINES**

Visit the AFTA NTIA Vote Link [HERE](#)





**AFRICA** travel specialist Bench Africa treated a group of seven agents to a safari adventure, staying at some ultra luxurious properties in the Greater Kruger Area - Camp Jabulani, Shumbalala Game Lodge and Thornybush Game Lodge where they offered up some fantastic game viewing, including all of the 'Big Five.'

The group stayed at Makutsi Safari Springs and spent a day exploring Blyde River Canyon.

A highlight was volunteering at the Hoedspruit Endangered Species Centre for 2 days, getting to work with some of the rescued wildlife there and learning about the cheetah breeding program.

The trip concluded at Sun City where they sampled the huge array of activities, restaurants and shops before they had to hop on a plane home.

Activities included game drives, bush sundowners, a boma dinner and (for the braver members of the crew) zip-lining at Sun City.

**Pictured** in Thornybush Nature Reserve on a game drive from back left are Lara Behrens, Bench Africa; Rebecca Forster, Flight Centre Newmarket; Bob Andrews, RAC Travel Midland; Lauren Roby, Cross Country Tours; Grace Beale, Escape Travel Toronto; Kate Bredyk, My Adventure Store, Victoria; Rachel Xiberras, helloworld Richmond and Stuart McAlpine from Flight Centre Fountain Gate.

## Cox & Kings adds air

**COX & Kings** has today revealed it will re-introduce its air packages from Apr, providing agents with a simple solution for air requirements and a complete experience with land.

A dedicated team will position the group and the package will be available across all brands and destinations like Scandinavia.

## Maid Mist early start

**MAID** of the Mist's 2017 season will begin on 01 Apr at 9am from its Niagara Falls landing for the earliest time in history for the second consecutive year.

Early season cruises will operate from 9 to 5pm weekdays and to 6pm weekends, until 19 May.



# Brochures

**THIS** week's Brochures of the Week is brought to you by **Qantas Holidays and Sunlover 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).



**Holidays**



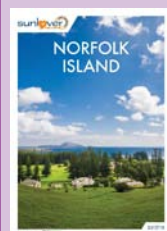
### Qantas Holidays 2017-18 Singapore & Malaysia

The Qantas Holidays Singapore & Malaysia Brochure has a new look for 2017 and features a wide range of accommodation and tours throughout both countries. Exclusive to Qantas Holidays, check out the Holiday Packages. Discover how Singapore's iconic beer, Tiger Beer is produced, enjoy a night out in Singapore's Chinatown, indulge in luxury at The Danna Langkawi overlooking the Andaman Sea or spend time exploring the splendours of Borneo, all new for 2017/18.



### Qantas Holidays 2017-18 Hong Kong & Macau

Qantas Holidays has released its 2017-18 dedicated Hong Kong & Macau brochure (previously combined with China) featuring a fantastic selection of accommodation. All your favourite Hong Kong & Macau accommodation is included along with the brand new Disney Explorers Lodge opening on 30 Apr 2017, Hong Kong Disneyland's General Admission Tickets and some great tour options. There are also some fabulous Holiday Packages, exclusive to Qantas Holidays.



### Sunlover Holidays 2017-18 Norfolk Island

Sunlover Holidays has released its 2017-18 Norfolk Island brochure, showcasing a variety of accommodation and touring options. Norfolk Island Airlines commences weekly Sat flights from Brisbane to Norfolk Island from 27 May 2017, along with Air New Zealand flights departing from Brisbane and Sydney twice a week. A getaway to Norfolk Island has never been easier with travel from Australia now classed as domestic travel.



### Sunlover Holidays 2017-18 Melbourne & Victoria

The Sunlover Holidays 2017-18 Melbourne & Victoria brochure showcases a wide range of accommodation and touring options. New for 17-18 are several new properties in Melbourne, along the Great Ocean Road and in Regional Victoria. There are also new touring options including the Mornington Peninsula Private tour with Local Private Tours. Also featured are ferry transfers to the Mornington Peninsula across beautiful

Port Phillip Bay with Peninsula Searoad Ferries. Murray River Paddlesteamers offers a lunch cruise and a two night cruise along the mighty Murray River.

## Rocky promo ending

**ROCKY** Mountaineer is offering travellers up to \$450 credit with the Stay & Play Offer when they book before 31 Mar.

Visitors who stay five to seven days will receive \$225 per couple and those who reserve eight or more days will receive \$450.

The money can be used on activities like cruises to Alaska, fine dining experiences, on bus trips on the coastal passage like Canadian Rockies highlights.

## Aegean profits shrink

**GREEK** carrier Aegean Airlines has announced a 53% drop in net earnings in 2016.

Its profits were \$45 million last year, down from \$97 million in the previous year.

Aegean said an increase in Valued Added Tax on airfares could be a contributor for the decline who carried just under 12.5 million passengers in 2016.

The airline has a fleet of 61 jets and operates to 145 destinations.



**Round 4 Winner**  
Congratulations  
**TARA KOELLNER**  
from *The Byron at Byron Resort & Spa*

Tara is the top point scorer for Round 4 of Travel Daily's NRL footy tipping competition. She'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 LTP's 17-1489; ACT permit TP 17/00255



# Agents get a taste of the Kimberley

**THEIR** usual habitat is red dirt roads and rocky river crossings in Outback Australia and the Kimberley. But one particular APT Kimberley and Outback Wilderness Adventures 4WD touring vehicle has proved just as popular on city bitumen of late.

After setting off from Broome in Jan, this specially modified 4WD vehicle, one of APT's fleet, stopped almost daily as it made its way down Australia's East Coast and over to Adelaide to allow agents to experience what touring is like on an APT Kimberley and Outback Wilderness Adventure.

With agents, and some of their clients, seated in the comfy coach style seats, driver guides Luke and Rusty chatted all things Kimberley and Outback before serving morning and afternoon tea, just like they do on tour.

APT Commercial Manager Retail Susan Haberle said the roadshow had been a great opportunity for agents to understand more about APT's Kimberley and Outback offering.

She said interest in APT's Kimberley Wilderness Adventures 4WD tours had been particularly strong in recent months and that the roadshow would help agents to convince clients that now is time to book.

"The Kimberley and parts of the Northern Territory have just experienced a bumper wet season, and the prospect of seeing this country at its best is driving enquiries.

"You can just imagine gazing out of those huge 4WD windows as the Bungle Bungles appear on the horizon," she said.

The vehicle is now headed back to Broome to prepare for the 2017 touring season.

APT is offering great self-famil rates for agents keen to check out the Kimberley and Outback for themselves.

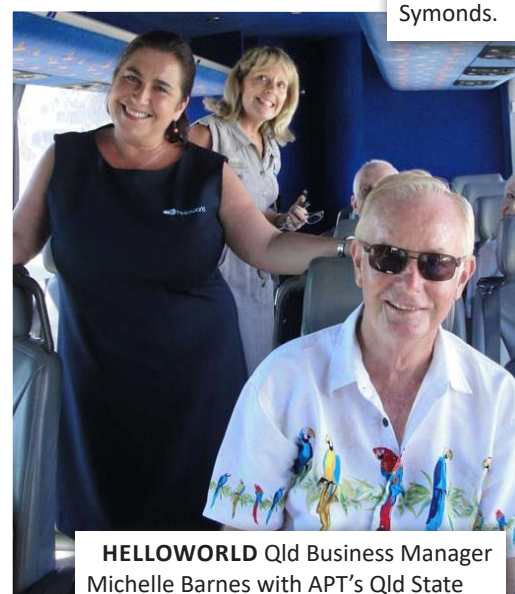
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**IN GIPPSLAND** with (L-R) Lauren Garrett helloworld Traralgon, clients, Driver Guide Luke and Jo Locke and Penny Owen from Flight Centre Gippsland.



**HELLOWORLD** Qld Business Manager Michelle Barnes with APT's Qld State Manager Karen Newbury and a guest.



**AGENT** clients in NSW road test the APT 4WD.



**AN AGENT** client checks the view from the front seat.



## Berjaya on tour down under



**BERJAYA** Hotels and Resorts is on tour around Australia to promote its popular Asian properties with the Australian market including in Kuala Lumpur and Manila.

The sales mission started on 20 Mar, which has so far hit Sydney, with Melbourne and Perth up next for product updates and training sessions with the group's trade partners.

Berjaya's director of business development, George Wong is also promoting the newly revamped restaurant at Berjaya Langkawi Resort and the revamped lobby area at ANSA Kuala Lumpur.

**Pictured above** are Anouk Denham & Yvonne Chapple, Flight Centre; George Wong, Berjaya Hotels; and Jonathan Milburn, Complete Travel Marketing.

## Win flights to Europe with the Lufthansa Group



**experts**

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

Q19. What is the net fare for a Mixed Economy-Business class fare to MAD (SWISS sectors in Z class) and returning from VIE (SWISS sectors in D class)?

*Terms & conditions*

**Lufthansa Group** | **Austrian** | **Lufthansa** | **SWISS**

**Travel Daily** is Australia's leading travel industry publication.

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**Postal address:** PO Box 1010, Epping, NSW 1710 Australia

**Street address:** Suite 1, Level 2, 64 Talavera Rd, Macquarie Park, NSW, 2113 Aust.

**P:** 1300 799 220 (+61 2 8007 6760) **F:** 1300 799 221 (+61 2 8007 6769)

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## Expedia review insight

**EXPEDIA** has announced Guest Review Insights (GRI), an analysis tool to help hotel managers improve their online reputation, which aims to attract improve guest experiences in hotels.

GRI will organise and analyse reviews automatically to provide hotel partners with insights on what guests are raving about as well as their overall experience.

Guest Review Insights is available through Expedia PartnerCentral with the rollout underway for English speakers.

Benoit Jolin, vp lodging product at Expedia said, providing intelligent review insights, makes hotels more informed and in a better position to manage their reputation.

## New Sanya airport

**CHINA'S** Hainan Province has announced plans for a new airport in Sanya Hainan, with construction due to start this year ahead of completion in 2020.

The local government said the new airport would be built as an international airline hub.

## Malaysia tourism up

**AFTER** a positive 2016 for Malaysian tourism, Tourism and Culture Minister, Datuk Seri Mohamed Nazri Aziz said the tourism sector was in a strong recovery from 2015.

In 2016, 26,757,392 tourists visited, including Australians who are returning to Malaysia again.

Tourism Malaysia expects a higher number of visitors from China and India to push arrival numbers up even more in 2017.

## KU UK s/over switch

**KUWAIT** Airways will switch its transatlantic stop from Shannon, Ireland, to London Stansted on 21 Apr on the Kuwait City-New York JFK service.

The return service from JFK operates non-stop due to favourable tailwinds.

Flights are operated by Boeing 777-300ER aircraft.

**Travel Daily**  
First with the news

Monday 27th Mar 2017

## Mt Buller ski testing

**MT BULLER** is getting keen for the ski season with a snow test conducted last week, thanks to a newly installed TechnoAlpin 220 Snowfactory, which can make snow in warm weather.

Last week's test produced over 500m<sup>3</sup> of snow, which saw many ski enthusiasts jump at the chance to ski down on the test snow.

The new Snowfactory can produce snow 24/7 up to and at temperatures of 15 degrees.

**AFL**

## Round 1 Winner

Congratulations

**COURTNEY EVANS**

from Consolidated Travel

Courtney is the top point scorer for Round 1 of Travel Daily's AFL footy tipping competition. She's won a \$100 travel voucher courtesy of Expedia.

**Expedia TAAP**

**Emirates**

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

NSW permit LTPS-17-1499 ACT permit TT 17/00255



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As a Corporate Account Manager you will be responsible for a portfolio of clients and their travel programs. Build relationships with the objective of identifying opportunities to grow revenues, increase margins and ultimately retain the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication, presentation & negotiation skills to deal with people at all levels up to executives.

### **ARE YOU A NUMBERS GURU?**

**AREA REVENUE MANAGER**  
**ADELAIDE - \$109K PKG + BENEFITS**

Take your career to the next level and join this industry leader as Area Rev. Mgr. Working closely with the GM's, Sales & Marketing teams to implement revenue management processes, forecasting, channel management, budgeting, competitor analysis & management reporting to achieve revenue goals. Great salary package on offer. Previous experience in a similar role a must along with strong communication & organisational skills.

### **ON THE ROAD AGAIN**

**SALES MANAGERS x 2**  
**SYDNEY & MELBOURNE – UP TO \$70K PKG + CAR**

We are looking for experienced Sales Execs or BDMS to join this award winning & respected brand in VIC & NSW. You will be responsible for managing a territory of retail agents, building relationships, identifying opportunities, developing brand awareness to increase sales. A top salary package is on offer + car + incentives. Experience in a similar role within the travel industry essential, along with great presentation, communication & sales skills.

### **CLOSERS ONLY APPLY**

**CORPORATE SALES MANAGER**  
**MELBOURNE – UP TO \$95K PKG + COMMISSION**

Due to expansion this globally 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.

### **MAKE YOUR MARK ON INBOUND TRAVEL**

**DIRECTOR OF SALES**  
**MELBOURNE –UP TO \$130K PKG + BONUSSES**

This leading inbound travel company is seeking an experienced Director of Sales to come and lead their successful sales division. Managing a team of ten you'll have a strong understanding of inbound travel with the proven ability to build and grow strong client relationships and win new business. A strong salary package along with incentives is on offer plus car parking provided. Apply today to be in the running for this rare opportunity.

### **SHOW OFF YOUR CREATIVITY**

**MARKETING EXECUTIVE**  
**SYDNEY FROM \$75K + BONUS**

An exciting and newly created role exists for an experienced marketer to make their mark with this leading travel company. You will work across direct & trade marketing with a focus on campaign implementation & management. You may also work across inside sales & Product when needed. The successful candidate will enjoy a strong salary package & great career progression. A minimum of 3-5 years' experience in a marketing role is required.

### **RARE SOUTH AUSTRALIA SALES OPPORTUNITY**

**LEISURE SALES MANAGER**  
**ADELAIDE – TOP INDUSTRY PKG +++**

Are you an experienced leisure sales manager looking for a new opportunity? Get out on the road with this role, calling on the trade, training & educating, presenting the company at industry events, bringing on new business & retention of existing clients through providing exceptional customer service. Experience required as a Sales Exec, existing network of contacts & strong relationship building & account management skills. Send your resume today.

### **HIT THE ROAD JACK – INTERVIEWING NOW**

**TRAVEL INDUSTRY SALES EXECUTIVE**  
**PERTH –SALARY PKG TO \$65K + INCENTIVES**

Searching for a company which has a product that can easily be sold and well respected in the market? This is it. As an experienced sales executive you'll easily step in and cover the WA retail market. With a professional brand name behind you and your strong presentation skills, you'll have the ability to influence others and increase sales whilst managing your time effectively and growing industry relationships. Top package plus tools of the trade and sales bonuses on offer.

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