



APT river ship revolution



Craig Smith to Anjuna

FORMER Corporate Travel Management senior executive Craig Smith has been appointed to head up the Australian and NZ operations of aviation GSA Anjuna Global.

Anjuna was established last year by James Vaile, who previously was general manager of Helloworld offshoot World Aviation Services prior to its sale to Spiros Alysandratos (*TD* 09 Dec).

The company is chaired by Claire Gray, who is Smith's sister and was also formerly part of Corporate Travel Management.

Anjuna is a global airline services company providing sales and marketing solutions to airlines in five global markets, with offices in Singapore, Los Angeles, Auckland, New York, Montreal, Toronto and Vancouver as well as Sydney.

LIMITED

Conditions apply

APT'S new AmaMagna (TD breaking news Fri) promises "revolutionise the river cruise industry," with the newbuild twice as wide as traditional European river cruise ships.

It will be the biggest vessel ever built by APT and its partner AmaWaterways, with AmaMagna representing a "new concept specially designed to elevate the modern luxury market".

The ship will have capacity for 194 guests, and its larger size means it will offer more dining options, larger common areas and a spacious spa area.

Leading the trend to more active holidays, *AmaMagna* will also feature a first for river cruising - an open water sports platform complete with Zodiacs, canoes and other equipment.

视 Wendy Wu Tours

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APT Travel Group md Chris Hall was at the shipyard in Europe on Fri for the announcement, with the vessel already two months into construction.

"As the luxury river cruise market continues to grow, we want to carry on as the leader in industry innovation," he said.

"While this new double-width concept has been on the table for some time we believe, given the unique demand that exists, that now is the perfect moment to introduce this style of ship.

"AmaMagna will provide guests with generous personal space, the freedom of multiple dining choices and exceptional stateroom comfort...we feel this ship is a game-changer."

Itineraries will be available by the end of the month, with *AmaMagna* to debut in 2019.

APT and AmaWaterways have also announced a further newbuild, with the *AmaMora* to sail on the Rhine/Main/Danube in 2019, as a sister ship to the newly named *AmaKristina*

More details in tomorrow's issue of *Cruise Weekly*.

Another cruise record

CRUISE Lines International Association (CLIA) Australasia this morning unveiled its 2016 Australian Source Market report, showing almost 1.3 million Australians took an ocean cruise last year (*TD* breaking news).

The increase of 220,000 additional passengers over 2015 was the largest on record, equating to a hefty 21% year-onyear growth rate.

Australia also leads the world in cruise market penetration, with the equivalent of 5.3% of the country's population cruising in 2016 - but CLIA also warned that infrastructure constraints were hampering the sector's growth.

MEANWHILE, CLIA Australasia ceo Joel Katz also confirmed he would add Asia to his responsibilities, with the establishment of a new CLIA Asia operation in the coming months. More details in tomorrow's

issue of *Cruise Weekly*.

Today's issue of TD

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

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ETG enhances 'Book Safe'

EXPRESS Travel Group has updated its 'Book Safe Agent' insurance offering, with the new version including full insolvency cover for any ATAS-accredited wholesaler.

The policy was first launched at the Independent Travel Group conference 18 months ago (*TD* 15 Nov 15) and is on offer to any ATAS-accredited agent member of ETG's italktravel, Independent Travel Group and Select Travel Group consortia.

The expanded offering was unveiled last Fri in Taiwan at the 2017 Select Travel Group conference by ETG executive gm Ari Magoutis.

Cited as a key way for members to differentiate themselves from OTAs, Magoutis said as well as protecting consumer funds the new Book Safe Agent policy would assist agents by mitigating the risk of credit card chargebacks in the event of supplier failure.

The policy also features client account insurance, management liability insurance and professional indemnity cover, and Select Travel Group members

onditions apply: applicable for land sales over \$2000

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were urged to take out the policy as a way of standing out.

"This gives you a point of difference from your competitors who do not offer this cover," Magoutis said, adding the policy would help combat internet pricing or online booking intentions by consumers.

"When clients show you a quote from the internet ask them how secure are deposited funds? Does the online provider have any insolvency provisions in place?"

Optional elements include Scheduled Airline Failure Insurance and Crisis Management & Brand Protection, with the policy priced from \$2,550 a year.

The policy is available to ETG members now and comes with a full range of marketing material.

EK companion sale

EMIRATES has launched a "Premium Companion" offer, with Business class fares priced from \$2,999 to Asia, \$5,999 to UK & Ireland, and \$6,619 to Europe when two seats are bought together, on sale to 25 May.

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Aurora announces newbuild

AURORA Expeditions this morning confirmed that its first ever purpose-built expedition vessel is under construction (TD breaking news), with the ship to debut in time for the 2019/20 Antarctic season.



The yet-to-be-named ship will be the first expedition vessel to utilise the patented X-BOW technology which makes it more efficient and less subject to the vertical motion induced by waves.

Robert Halfpenny, who was recently appointed as Aurora's managing director, said the new product would stay true to the company's small-ship philosophy "where the focus is on the experience and engagement with the environment".

The 104m vessel will be built to the highest polar code specifications of 1A, allowing it to operate in high altitudes and across the planet.

Aurora said it will allow for greater adventure opportunities with a custom-designed platform to cater for additional numbers of kayakers and divers, and a mud room for easier preparation for climbers and skiers.

There will also be a dedicated sea-level Zodiac platform for quick and easy boarding to undertake multiple daily landings.

Halfpenny said Aurora would have the ability to reduce pax numbers so the ship could visit existing landing sites as well as explore new areas where strict regulations enforced no more than 100 pax ashore at any time.

He said the newbuild would complement Aurora's existing range of vessels and destinations, with itineraries expected to be released later this year. More details in tomorrow's CW.

MU CAYOT value-add CHINA Eastern Airlines is

offering a range of bonuses to Australasian passengers in support of the China Australia Year of Tourism (CAYOT) 2017.

Every traveller departing Sydney, Melbourne, Brisbane and Auckland transiting in Shanghai to any destination in China will receive a dining voucher or a Maglev train ticket, while pax heading to any third country destination will receive two dining vouchers - valid at participating restaurants at Shanghai Pudong and Shanghai Hongquiao Airports.

The Maglev train in Shanghai takes travellers from Shanghai Pudong to the CBD in just 8 minutes at a speed of 430km/h.

Moody's upgrades QF

MOODY'S has upgraded its credit rating for Qantas Airways from Baa3 to Baa2, saying the carrier has a stable outlook for the next 12 to 18 months.

The ratings agency's vp senior credit officer Ian Chitterer said the upgrade took into account the unique traits of Australia's airline market and initiatives such as the diversification of the Qantas loyalty program.

"We also factor in the reduction in credit risk through its hedging policy and financial framework," Chitterer said.

Moody's said with greater scale, higher margins and stronger balance sheet, QF was in "a very strong competitive position".



EVERY year the travel agent conventions see a range of promotional gimmicks offered to attendees to remind them about the various suppliers showcasing their wares.

Last weekend's Select Travel Group conference in Taiwan was no exception - and QBE Travel Insurance's Liliana Suarez certainly took the cake for the cutest item.

Sure to become this year's travel industry must-have, the intriguing gadget (below) is called a "Moptopper" and combines a mobile phone

screen cleaner (the creature's hair) with a set of earbuds. The cute little character also has suction cup feet which can be stuck to the back of your smartphone so it stands at an ideal viewing angle. Look out for

conference!





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Monday 15th May 2017

¡Hóla! Here comes Los Cabos



WITH improving tourism facilities and better air connectivity, the Mexican beach destination of Los Cabos is expecting to lure more Australians in coming years.

"Australia is an emerging market for Los Cabos, currently the third largest international destination for visitors, following the US and Canada", said Los Cabos Tourism md, Rodrigo Esponda, who was in Australia last week to connect with the local travel industry.

Esponda is **pictured** above at Mejico Restaurant in Sydney with Australian reps Sarah Thornton and James Cooley from Gate 7. Discover the warmth and value of winter in Ireland & Scotland. 4-9 day guided and independent holidays

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Star mileage comp

STAR Alliance marked its 20th anniversary yesterday in Frankfurt with a gathering of chief executive officers from its 28 member airlines.

The group also announced a 'Mileage Millionaire' competition in which each of the Alliance's frequent flyer programs will offer a chance to win one million miles or equivalent.

Yesterday's meeting fell 20 years to the day since founding members AC, LH, SK, TG and UA announced the world's first global airline alliance.

"Our founding fathers had a very forward thinking vision back in 1997," said Star Alliance ceo Jeffrey Goh, who also announced a strategy of 'harnessing digital technology' in the decade ahead.

To enter the competition, travellers need to upload a photo of their favourite cultural experience and explain why it was special - **CLICK HERE.**

Travel prize scams

CIE

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TOURS

Scams involving travel are among the largest categories of fraud outlined in the Australian Competition and Consumer Commission's (ACCC) latest annual scam report.

In 2016 the ACCC investigated more than 200,000 scams in Australia, which together resulted in losses of almost \$300 million.

While dating scams and dodgy investment schemes topped the list, travel prize scams represented 8.1% of total losses, with over 1,000 instances netting more than \$150,000 in rip-offs.

Vic suffered the greatest losses, totalling \$50,350, followed by SA (\$33,811) and Qld (\$25,436).

NSW was hit by smaller losses of \$17,462, but had the greatest number of instances at 264.

ACCC deputy chair Delia Rickard said many scams went unreported and actual losses could be much greater.

To see the report **CLICK HERE**.

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Monday 15th May 2017

AKL better connected

AUCKLAND Airport has never been better connected with the rest of the world than it is now, AKL chief exec Adrian Littelwood said last week at TRENZ.

Littlewood said over the last 18 months the number of airlines servicing AKL has jumped about 50%, "by far the most significant change in our int'l market structure in our 50 year history".

Growth has come out of key Asian hubs such as Singapore and Kuala Lumpur, and more so from China, with seven "developing" airlines, including Tianjin, Hainan and Sichuan Airlines.

Direct services from Gulf states through Emirates out of Dubai and Qatar Airways to Doha has also seen a "healthy" increase in visitors from Europe, he said, which is currently up around 12%.

New rooms for Chch

CHRISTCHURCH & Canterbury Tourism reports NZ\$100 million is being spent every week on the ongoing rebuild of Christchurch, including a project to revamp the Otakaro/Avon River precinct.

Detailing developments for the city at TRENZ, CCT chief Vic Allen said Christchurch is a "fascinating place to visit right now".

Among the upcoming openings in the year ahead are three new hotels - Crown Plaza Christchurch, Novotel Christchurch Airport and Distinction Hotel Christchurch, adding 600 rooms to inventory.

More int'l retail stores are also opening their doors in 2017,

creating "sophisticated shopping". "The future looks bright for Christchurch as we move into high gear with new facilities and attractions," Allen commented.

Kaikoura to bounce back

THE earthquake of mid-Nov last year that hammered Kaikoura on New Zealand's south island, while devastating, is set to benefit the cruise and tourism industry.

According to Lynette Buurman, business manager of local supplier Encounter Kaikoura which operates marine life sightseeing tours, there is a "silver lining" to mother nature's fury which saw the seafloor in the region rise as much as six metres.

Speaking at TRENZ this week in Auckland, Buurman says future opportunities for Kaikoura are "exciting", despite the sightseeing cruise company having to refund hundreds of online advanced bookings this season after the town's main access road was cut.

"Massive changes in the shoreline leaving exposed rocks and reefs which are now a permanent feature of the seascape," she said.

Buurman said the earthquake, which stuck at 12:02am on 14 Nov, has created an improved harbour facility for Kaikoura.

"We will be able to cater for and accommodate cruise ships more readily. The rocks that were a barrier for the larger tenders coming to Kaikoura have been removed as part of the deepening of the main channel and this is very exciting," Buurman said enthusiastically.

A new surfing beach has also been created on the harbour foreshore since the 7.8 magnitude quake struck, bringing new visitors to the area.

She said highway infrastructure improvements, on track for reopening in Nov, will make the coastal town more accessible.

The region is looking forward to the reopening of the Alpine Pacific Touring route - relaunched at TRENZ on Fri - which runs from Christchurch Airport, through wine regions and rural areas of north Canterbury, onto Kaikoura and across to Hanmer Springs.

"In the next six months the roads will be open again and we'll reset for the next season," Buurman added.

Another benefit to the region is new earthquake sightseeing tours by some suppliers, with tourists keen to learn about the extent of damage that occurred.



TNZ's new chief on the block



RECENTLY appointed chief exec at Tourism New Zealand Stephen England-Hall was keen to press the flesh with industry stakeholders at last week's travel & tourism showcase, TRENZ.

The former boss of Loyalty New Zealand, the company behind Fly Buys, used TRENZ to detail his priorities in the role and get to know NZ suppliers, buyers and media from around the world.

England-Hall detailed a four-year strategy to ensure tourism remains "an industry of significance", and highlighted a range of new opportunities.

"I think tourism needs to encapsulate the essence of the authenticity of the culture and the people. And I think we do a pretty good job of that, but we can't be complacent and I think we need to focus on that further."

He said it was important for NZ to concentrate on projects that make the nation's tourism sector sustainable, desirable & unique for the long-term.

England-Hall suggested there needed to be greater collaboration and integration between the govt and industry.

"While Tourism New Zealand continues to focus its efforts and resources and its mental muscle and its reach into driving demand and in consideration of New Zealand as a tourism destination, you will see us take a more active hand at assisting and aligning the efforts of the domestic market and servicing that demand". England-Hall (right) is **pictured** above at TRENZ last week with Tourism Industry Aotearoa's chief executive, Chris Roberts.



scorer for Round 12 of Trave Daily's Super Rugby footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.



Major prize for the 2017 footy tipping competition is return economy class airfares to Dubai flying with **EMIRATES**. Emirates has 77 flights per week to DXB.



Monday 15th May 2017

AirAsia China the "final piece"

LOW-COST carrier AirAsia is set to launch a new offshoot in China to be based in Zhengzhou, the capital of Henan province.

AirAsia Berhard revealed today it has signed a memorandum of understanding with Everbright and Henan Govt Working Group to establish AirAsia China, which will see the creation of a LCC terminal at Zhengzhou (CGO).

Group ceo Tony Fernandes said CGO was chosen as the hub for the new airline due to its strategic location and importance as a logistics hub.

"As China's gateway to Europe, Zhengzhou sits at the centre of a vast rail, highway & air transport network that forms the linchpin in China's development plans for its central and western regions," Fernandes remarked.

"This Chinese venture represents the final piece of the AirAsia

TA hosts AFL in China

TOURISM Australia will host the first ever Toyota AFL Premiership season between the Gold Coast Suns and Port Adelaide at the Jiangwan Stadium in Shanghai.

This year has been designated as "China Australia Year of Tourism" and Tourism Australia will work with the South Australian Tourism Comm and Tourism & Events Oueensland to leverage opportunities such as putting destination imagery of South Australia and Gold Coast on the playing surface.

Orlando sets record

VISIT Orlando has won Guinness World Records title for the most greeting cards collected in 24 hours during a tourism event celebrating National Travel and Tourism Week.

Over 3,144 thank you cards were written as part of #OrlandosBIGThankYou campaign and gathered from local attractions, hotels and visitors.

68m visited the city last year.

puzzle," said President Xi Jinping. "In just 16 years, we have successfully built a presence in Malaysia, Thailand, Indonesia, Philippines, India and Japan. with China closing the loop on all major territories in Asia Pacific."

MEANWHILE, Fernandes has confirmed the no-frills carrier is keen to introduce flights to the US West Coast, with Los Angeles on its radar.

The comments come after AirAsia confirmed plans last week to begin services to Honolulu, via Osaka Japan (TD Thu).

"I had a fantastic trips to Los Angeles and I would imagine that's not too far away as well," Fernandes told CNBC.

Swiss academy plan

SWITZERLAND Tourism has launched its e-learning tool, The Switzerland Travel Academy for agents, hoping to improve their knowledge and sale of tours to the country.

Agents have five modules to complete by 15 Jul, accessible on mobiles, desktops and tablets.

They have three attempts to reach the minimum score of 80% to be in the running to earn one of 10 spots on a Sep famil to the region, a \$200 Westfield gift card of Swiss cheese hamper. To register, click HERE.

Women global event

SYDNEY will welcome over 1,000 of the world's public and private sectors when it hosts the 2018 Global Summit of Women.

The event, backed by Sydney Airport and Business Events Sydney, aims to accelerate women's progress worldwide and delegates from over 80 countries are expected to attend, injecting an estimated \$2 million into the NSW economy.

The summit is supported by over 50 industry and govt leaders. For more info, see today's issue of Business Events News.



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.





DriveAway Holidays Car Hire Brochure

DriveAway Holidays latest Car hire brochure features industry tips and car hire info including driving distances, car specs and drive suggestions for around the world. The guide covers Australia & New Zealand, USA & Canada, UK & Ireland and Europe. There's a useful info section and a variety of cars to hire from AVIS, Budget, Hertz, Europcar, Redspot, Thrifty, Enterprise and Ezi.



Aurora Holidays - Kimberley Coast 2017/18

Travellers can enjoy trips of a lifetime such as exploring Tiwi Islands and the ancient culture and traditional lifestyle of Aboriginal elders within Aurora's 2017/18 Kimberly Coast brochure. Visitors can have a history lesson at the Arts & Cultural Centre of Arnhem Land or enjoy a camel ride on Cable Beach in Broome. There's also Kimberley Adventure Activities like Mitchell Falls Heli-flight.



Aqua Expeditions- Peru, Cambodia, Vietnam 2017/18 Aqua Expeditions new bite sized four-page offering provides illustrated details of its three, four and seven-night cruise offerings. Cruises based on ocean conservation and environmental protection is a big focus for the brochure and will be run by Jean-Michel Cousteau. Photography tours are included visiting Cambodia and Vietnam onboard Agua Mekong.



Scenic - South America 2018

Scenic's South America Program for 2018 includes off-road adventures in Los Glaciares National Park and a brand new 12/29 day tour Icons of South & Central America. There's also a Belmond Andean Explorer two-day rail journey from the Andes to Lake Titica. Travellers can enjoy activities like skiff and kayak excursions in the Amazon that takes them into the heart of the jungle.



Insight Vacations- Premium Escorted Journeys 2017/18 Insight's Premium Escorted Journeys brochure has

travellers Christmases covered across Britain, Europe & The Eastern Mediterranean. Within its 61-pages are trips such as the Christmas Markets Of Germany starting in Berlin and a tour of State Opera House and seeing remnants of the Berlin Wall. Travellers can enjoy visiting Madrid's Prado Museum and Cordoba's

Mezquita in the nine-day Highlights Of Spain itinerary.

Tassie horse venture

HORSE trails & nature activities at Narawntapu Nt'l Park in Tasmania will be extended following Hodgman Liberal Govt's **Expression of Interest Process.**

The homestead at Springlawn will be renovated by Cradle Country Adventures & provide accom to visitors within the park.

HKG bridge plan

HONG Kong Int'l Airport is planning to construct a bridge connecting its North Satellite Concourse to the main terminal.

Work aims to improve the passenger experience, with the proposed development likely to take up to two years and cost an estimated HK\$2 billion.



THE Select Travel Group's 16th annual conference in Taiwan last weekend (*TD* Fri) saw a record turnout from members and suppliers, giving delegates just a taste of the destination.

As well as business updates and supplier training, the conference at Shangri La's Far East Taipei Hotel included a city tour and plenty of networking opportunities, while a number of delegates are taking the opportunity to explore further afield in Taiwan on a post-famil.

The group received a warm welcome to Taipei from the Taiwan Tourist Bureau, with the wrap-up gala dinner on Sat evening attended by TTB chief secretary Eric Lin, who urged delegates to promote the



destination.

Australian visitation to Taiwan has tripled over the last five years to about 90,000 annually and he told TD the current 7% growth rate has potential to move into the double digits.

The gala dinner saw top achievers honoured and lots of prizes handed out - see facebook.com/ traveldaily for all the pics.



QUYNH Giang and Tom Manwaring, Express Travel Group; Jean Chang, president of Golden Foundation Tours; Trust H.J. Lin, director of Taiwan Tourist Board Singapore; Connie Chang, Golden Foundation Tours; and Ari Magoutis, Express Travel Group.



MOHAMMAD Nasiry, Express Travel Group with the team from Select Agent of the Year Best & Less Travel: Murad, Dilshad and Mehdi Juddani.



FELICITY Allan of Malaysia Airlines with Express Travel Group's Vito Romeo.



MATT Cameron-Smith of Trafalgar with Jo Tralaggan from AFTA.







GREG Schein and Sarah Pollard of Globus Family of Brands with Jian Wang, Western Travel.





JENNY Liu, Asia Pacific Travel & Tours; Nancy Lan Huang and Yang Ye of China Southern Airlines; and Paul Lee, Joy Travel.



DELEGATES visited key landmarks including the National Museum, the Chiang Kai-Shek memorial (left) and Taipei 101 (right) - once the tallest buildling in the world - as part of the conference Taipei city tour.

Scoot European Dreamliner fleet



SCOOT took delivery of its newest 787 Dreamliner aircraft on Fri, which will begin flying nonstop between Singapore and Athens from 20 Jun.

The new addition, dubbed "Mous-Scoot-Ka" (named after the popular Greek dish Moussaka) touched down at Singapore Changi Airport and is the first of four 787-8 Dreamliners fitted with six crew bunks which Scoot will receive this year. The aircraft are able to accommodate 329 guests, with 18 in the ScootBiz section. Scoot plans to announce direct

services to another long-haul destination later this year. The Scoot team are pictured with "Mous-Scoot-Ka" at the handover ceremony.



This month, Travel Daily is giving travel agents the chance to win a trip to New Caledonia, courtesy of Aircalin, New Caledonia Tourism and Sheraton New Caledonia Deva Spa and Golf Resort.

The trip for two includes return economy class tickets flying with Aircalin from SYD/MEL/BNE, 4 nights accommodation and buffet breakfast at Sheraton New Caledonia Deva Spa and Golf Resort and return airport transfers courtesy of New Caledonia Tourism.

To win, answer each question correctly and have the most creative final answer. Send your entries to newcaledonia@traveldaily.com.au



SYD trains increase

THE frequency of trains on Sydney's T2 Airport Line will be increased, adding 200 more weekly train services each week by the end of 2017.

Waiting times for a train to or from Central Station and the airport's Domestic and Int'l stations will average approx 7.5 minutes during off-peak hours on weekdays and throughout weekends, and be reduced from 30mins to 15mins late at night.

Sydney Airport md and ceo Kerrie Mather said the additional services would be of great benefit to airport visitors.

Expedia SilverRail buy

EXPEDIA has inked an agreement to acquire a majority stake in rail retailing and distribution platform, SilverRail.

Aaron Gowell, SilverRail Technologies, Inc. ceo said Expedia's investment "will make our business bigger, stronger, and faster in executing current commitments and meeting the demand of new business".

The transaction is anticipated to close in the middle of 2017.

Wi-fi for AC's Rouge

AIR Canada has extended its high-speed, satellite internet to Air Canada Rouge.

To be completed this month, the leisure airline will introduce Gogo's new 2KU service on board its 20 Airbus A319 aircraft and upgrade the wireless In-Flight Entertainment experience to offer gate to gate, on-demand entertainment and information.

The internet is scheduled to be installed on all Air Canada Rouge A321 and Boeing 767-300ER aircraft by the end of 2018.

New Nanuku gm

SASCHA Hemmann has taken up the role of general manager at Nanuku Auberge Resort Fiji.

Hemmann beings 23 years of experience specialising in resort operations and management to the position.



Solomon visits up 7%

INT'L visitor to the Solomon Islands reached 23,192 for the Jan-Dec 2016 period, a 7.3% increase on the PCP, the latest figures from the Solomon Islands National Statistics Office show.

Australians took out the top spot, clocking up 9,539 arrivals, a slight rise of 0.3% on 2015, while New Zealand came in at second place, climbing 6.4% to reach 1,554 arrivals.

Fiji visitor arrivals were up 12.2% in 2016, while US figures jumped 5.4% for the period.



Congratulations

BROOKE **MCLEOD**

from Cruise Abroad

Brooke is the top point scorer for Round 10 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

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