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## FCTG expands in Europe

FLIGHT Centre Travel Group's new acquisition in France and Switzerland (**TD** breaking news) will give the company a "platform for further expansion in large and rapidly growing markets".

The company this morning announced the purchase of a 25% stake in 3Mundi, the existing FCM Travel licensee in Switzerland and France, which also operates a "business travel innovation lab" in Barcelona, Spain.

FCTG md Graham Turner said France and Switzerland were important corporate travel hubs for existing clientele as well as "new multi-national accounts that we are targeting globally".

As well as strengthening the company's existing European operations, the deal will also deliver "new technology, products and tools that can be adapted and rolled out in other

geographies and brands within our global network," Turner said.

Flight Centre has executed an agreement including options to move to 100% ownership in the future if desired, with the deal set for formal completion in Jul.

The acquisition continues Flight Centre's global purchasing spree which saw it last month buy an interest in Argentina-based travel technology group Bibam (**TD** 12 Apr) as well as launch a new global destination management company incorporating Vietnam's Buffalo Tours (**TD** 03 Apr).

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## Canada entry update

DUAL citizens of Australia and Canada travelling to or transiting through Canada must present a valid Canadian passport to enter the country, according to an update from the Dept of Foreign Affairs & Trade this morning.

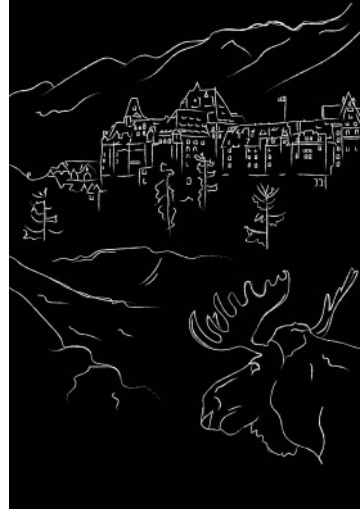
While all Aussies arriving by air into Canada since Apr have been able to obtain an electronic travel authorisation (eTA) online, dual citizens are not eligible.

The change took effect several months ago - more details [HERE](#).

**Today's issue of TD**

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

- inPlace Recruitment
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# Travel Daily

First with the news

Tuesday 16th May 2017

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## W Brisbane manager

**HALDON** Philp has today been named as the general manager of W Brisbane, opening early 2018.

Philp has over 22 years' hotel experience, predominantly with Starwood Hotels & Resorts, most recently at Sheraton Melbourne.

**evergreen**

## Europe 2018 Out Now!

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## Qantas targets OTAs direct

**EXCLUSIVE**

**QANTAS** has confirmed a "review of its distribution strategies," and is inviting online travel agents (OTAs) to submit expressions of interest in entering into a commercial agreement directly with the carrier.

The airline has written to a number of online agencies and ticketing consolidators, warning them that effective from 01 Jul 2017 it will enforce an existing policy stipulating that it "does not remunerate travel agents for revenue generated from consolidating on behalf of OTAs".

QF head of agency partnerships, Rob Harrison, told *Travel Daily*, "We know some of our customers are increasingly using digital channels, including OTAs, as their preferred method of booking travel. This is why we are starting to open up commercial

conversations with OTAs so that we can work with them directly".

The carrier said working with OTAs meant it could "better support the channels that customers chose to book Qantas, and deliver value to its customers regardless of their preferred booking channel.

"It's important that our distribution strategy, like all parts of our business, continues to deliver efficiencies and consistencies which can be passed onto our customers".

The move is likely to impact a number of large OTAs and their existing relationships, such as Webjet and Bestjet which are both understood to be currently ticketing significant volumes via consolidators.

It's also unclear how the change would affect OTAs which have existing franchisee relationships with agency consortia.

## Jetstar snubs bubs

A **NEW** 'infant fee' of \$30 has been introduced by Jetstar on domestic flights, while the cost of the international fee has jumped from \$40 to \$50.

The new domestic charge applies to kids aged under two if travelling on the lap of a parent.

Jetstar told *The Australian* its new charge brought the airline "in line with other low-cost carriers" operating in Australia.

Pre-existing bookings will not be affected, a JQ spokesperson said.

## Air NZ refurbished 777s

**AIR** New Zealand has launched its re-furbished Boeing 777-300ER aircraft effective 31 Mar, with the configuration rejigged to include 44 Business, 54 Premium Economy and 244 Economy class seats, GDS displays show.

The revamped 777s are being operated on up to four weekly services from Auckland to Brisbane, Melbourne, Los Angeles and San Francisco and on a daily basis to Nadi in Jul.

## Canggu Club rebrand

**BALI'S** popular tourist recreation venue The Canggu Club is set to rebrand as Finns Recreation Club, effective 01 Jun.

The club offers day passes to travellers, commonly used before departing on a late flight ex DPS.



### #TasteNewCaledonia

A homestay in a tribal hut accommodation is a fantastic opportunity to immerse yourself in Kanak culture and have an authentic New Caledonian experience. Don't forget to try the delicious 'Bougna'!

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## TA from Hoges to Hemsworth

**AUSTRALIAN** tourism has come a long way in the past 50 years, Assistant Minister for Trade, Tourism and Investment Keith Pitt noted at the Australian Tourism Exchange (ATE) yesterday.



“When the Australian Tourism Commission kicked off in 1967, international arrivals totalled just 220,000 visitors and expenditure was \$74,000,” said Pitt, **pictured**. “It’s a far cry from the record 7.6 million visitors as of Dec 2016 and they spent \$39 billion in this country,” he said.

Desire to travel to Australia had been given a significant boost with Australian actor Chris Hemsworth having reached an audience of five billion people across media and social channels

in his role as Tourism Australia’s current marketing figurehead.

“From Paul Hogan to Chris Hemsworth, it has been incredibly successful,” Pitt said.

Now in its 38th year, ATE has attracted 700 travel wholesalers, meeting with 500 suppliers.

Tourism Australia md John O’Sullivan said the business connections made at ATE would help deliver three million visitors to Australia each year, spending up to \$8.5 billion.

## Risky Business

**SECURITY** and safety policy ought to be front and centre for travel operators, according to the md of Secure Tours & Travel, Matthew Harrison.

Making the firm’s first appearance at the Australian Tourism Exchange in Sydney this past week, Secure claims to be Australia’s only company providing customised services including safety, security, advance reconnaissance and local liaison across the accommodation, tour operator, tourist attraction and venue sectors.

Speaking to **TD**, Harrison said risk assessment was critical for operators and that Secure was able to provide a ‘STAT accreditation’ rating to help them understand and mitigate their risks as well as maintain high standards of safety.

He said high standards of safety were critical to enabling clients to focus on their holiday with total peace of mind.



## Window Seat

**WHAT’S** worse than a cranky camel? A cranky camel on caffeine, if the experience of American Sylvia Abbott is anything to go by.

The Florida woman this week launched legal action against a historic site in the state of Mississippi, saying she was attacked by a rogue camel named Sir Camelot.

Her lawsuit claims the camel “charged at her, stampeded her and ended up biting her” while she was visiting Beauvoir estate, the 1800s home of Confederate President Jefferson Davis.

Abbott says the camel was known for aggressive behaviour, while Mississippi’s *Sun Herald* reports the dromedary had a “propensity for caffeine” and loved coffee and Dr Pepper.



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## AFTA update

From AFTA's chief executive, Jayson Westbury



**YESTERDAY**, Cruise Lines International Association (CLIA) Australasia released the all-important Cruise Industry Source Market Report for Australia - 2016. It's an impressive read with the cruise industry really sailing forward with some fantastic statistics. Of real importance is the headline number that 1,281,159 Australians departed Australia on an ocean cruise. This is a significant 223,378 more people than the previous year, amounting to a 21% increase in passenger departures. Interestingly, the increase in the world voyages is up some 83% to 19,636. That's a lot of people taking a long holiday around the world on a cruise ship, and I am sure the cost is also impressive.

Overall there is little question that Australians have taken to cruise like no other holiday and now generate 5.2% of global ocean cruising clients. It is a testament to the cruise companies having the ability to get the deployments from Australia but also the importance that the travel agents across Australia have had in helping to build this industry.

While the specific number attributed to travel agents was not reflected in the report, my understanding is that it remains well into the 80% of bookings mark and this is good news for travel agents.

At the report launch event it was also declared that the cruise industry in Australia has now recalibrated its forward predictions of passenger departure numbers to be 2 million by the year 2020. This will mean that to get there the industry needs to grow at a rate of 11.8% or approximately 180,000 pax each year per year for the next four years.

The challenge is twofold. First, collectively the cruise companies and travel agents need to get the sales and secondly, there has to be enough available berths on the ships to accommodate this increase.

At the event, it was said that Australian governments (State and Federal) must address the shortage of available porting slots and even with the cruise companies getting head office to change the gauge of the ships, it will be a big task. Each year that CLIA does release this report is a driving reminder to travel agents and the broader travel and tourism industry of the importance of the cruise industry to Australia and the industry at large.

For the travel agents, I hope that you can get a piece of this action one way or another. A very big congratulations to CLIA, its board and staff for the presentation and for such a professional report.

### TravelCube price drop

**TRAVELCUBE** is offering discounts of up to 60% across Europe, North America, Asia, the Middle East and the Pacific as part of a new 'Sightseeing Sale'.

Deals include 15% off entry to *Battleship Missouri* in Honolulu & 40% off a sunset walking tour of the Hollywood Hills.

"Almost one-in-four bookings through TravelCube's Australian and New Zealand websites now includes a sightseeing tour" according to vp sales and marketing - Pacific, John Stucci.

Passengers have until 30 Jun to book, for travel before 15 Dec.

### Marsa Al Arab project

**DUBAI'S** iconic Burj Al Arab is set to have new neighbours, with a US\$1.7b tourism project to be built either side of the resort.

Marsa Al Arab consists of two man-made islands, one dedicated to entertainment/family tourism and the other featuring a luxury resort, to open by late 2020.

A convention centre and retail space will also replace the current Wild Wadi Water Park area.

Dubai Holding will also develop a 'Marine Park' - the Middle East's first 'edutainment' centre, as well as the maiden Cirque du Soleil venue for the region.

### Explore, Celebrate & Pamper in Tahiti

from \$7,441\* pp twin share

Includes 7 night cruise & 5 night overwater bungalow stay at Intercontinental Moorea Resort & Spa

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### Two decades of Star Alliance



**MEMBERS** of the Star Alliance celebrated the airline group's 20 years of 'Connecting People and Cultures' in Frankfurt on Sat.

Chief executives of all 28 member airlines came together in the German city for Star Alliance's summer board meeting, where they were briefed on the progress

of the group's current business plan and future strategy.

Cabin crew from all member airlines are **pictured** at the event.

### Bauerfield upgrade

**PORT Vila's** Bauerfield Int'l Airport, the primary gateway to Vanuatu, is set to be extended to cater for larger aircraft.

A contract for phase two of VLI's runway rehabilitation was inked last Fri, with work to modernise the airport set to begin in Jul.

Infrastructure Minister Jotham Napat said the enhancement was "a critically important project" for the country, especially tourism.

"The Vanuatu Tourism Office and the broader tourism industry will be excited to see this project under way as it is one of the keys to unlocking Vanuatu's tourism potential," the Vanuatu Govt said.

The project is backed by the World Bank (TD 09 May 16).

VTO general manager Adela Issachar Aru said the improved infrastructure will enable more travellers from around the world to visit Vanuatu.

Flights will not be disrupted during the overhaul, with a completion date around Apr 2018, which could mean the return of flights by Air New Zealand which suspended services in Jan 2016 due to safety concerns.

# AFL

## Round 8 Winner

Congratulations

**AMBER AINSAAR**

from Quest Melbourne Airport

Amber is the top point scorer for Round 8 of Travel Daily's AFL footy tipping competition. She's won a \$100 travel voucher courtesy of Expedia.

Expedia TAAP



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

NSW permit LTRF-17-1499-ACT permit TP 17/02055





FAMIL in Focus is our new feature, showcasing some of the photos from recent industry famils. If you want your famil to be featured, email [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au).



## Exploring Nuremberg at the 43rd Germany Travel Mart

NEARLY 1,000 international buyers and tour operators, including an Australian contingent, descended on the historic Bavarian city of Nuremberg for the 43rd Germany Travel Mart last week.

Participants took part in pre-convention tours, visiting places such as Munich, the Franconian Lake District, Berlin, Hamburg and UN Heritage-listed locations in Frankfurt and Bamberg.

Australian representatives were Isabel Beckermann, Flight Centre Global Product; Martyn Paterson, Outdoor Travel; Ruzica Kleskovic, Scenic; Brad Atwal, Utracks; and Jack May, Albatross Tours.

A lavish welcome party by the German National Tourist Board included a performance by the Nuremberg Philharmonic Orchestra at the Opera House and a feast at the German National Museum.

The Germany Travel Mart coincided with arts festival Blaue Nacht - which saw more than 100,000 people flock to the city to admire illuminations projected across buildings including The Imperial Castle.

After showcasing many destinations at the Travel Mart, a pop-up Christmas market was erected with still-warm gingerbread, mulled wine and the traditional Nuremberg white sausages in a bun.

About 36 million international guests visited Germany last year, with a forecast increase in international visits of between 3-4% this year.

The 2018 national tourism campaign was revealed at the Germany Travel Mart - with 'culinary Germany' to be the focus.



LEFT: Brad Atwal, Utracks; Stefanie Eberhard, GNT0; Ruzica Kleskovic, Scenic; Isabel Beckermann, Flight Centre Global; & Martyn Paterson, Outdoor Travel.

RIGHT: Ruzica Kleskovic; Ute Junker; Isabel Beckermann, Stefanie Eberhard; Jack May, Albatross Tours; & Brad Atwal.



Tuesday 16th May 2017

## Kittson christens Scenic Azure



**AUSTRALIAN** comedienne Jean Kittson has christened Scenic's newest river cruise ship *Scenic Azure*, its first in Portugal.

As godmother of the ship, Kittson said it had been "an honour and a thrill" to be asked to launch the 80m vessel.

Operating on Portugal's Douro River, *Scenic Azure* is the next-generation of the line's river cruise ships and the first purpose-built for the region.

It caters for only 96 pax and

features a vitality spa on the Sun Deck, a guest lift between decks, full-size private balcony suites and Scenic Sun Lounges.

*Azure* now operates along the Douro Valley between Porto and Vega de Terron in Spain.

She joins 16 other luxury ships in Scenic's river fleet in Europe, Russia and South East Asia.

Kittson is pictured above at the ceremony with *Scenic Azure's* chief engineer, Julio Pinheiro.

To view a gallery of images from the christening, [CLICK HERE](#).

## 'G' Rediscover Thai

**G ADVENTURES** and the Thai Tourism Authority are giving travellers up to 15% off Thailand itineraries in their new Rediscover Thailand campaign.

Select tours include Ban Jabo Thailand Hilltribe Trek, Thailand Hike, Bike & Kayak and Northern Thailand Journey.

Sale ends 31 May on departures from now to 15 Dec.

[CLICK HERE](#) for details.

## 'Escape Winter' fares

**CATHAY** Pacific has a sale on departures to Europe, North America, Middle East and select Asian destinations from 12 May until 30 Jun and 01 Sep to 30 Nov.

Return fares to Europe start at \$1,310 and \$1,613 to North America, on sale until 31 May.

## Xmas Island in ATDW

**THE** Christmas Island Tourism Association has partnered with the Australian Tourism Data Warehouse (ATDW), allowing its tourism businesses and accommodation operators to list on the online platform.

ATDW has a distribution network of over 200 websites, apps and other digital marketing channels, with 40,000 listings across 11 categories including accom, food & drink, events, services, journeys and tours.

## Explorer countdown

**SIX** travel agents will get the chance to be the first on board P&O's latest 77,000 tonne ship *Pacific Explorer* with its Flagship Achievers Program.

Agents with the highest revenue booked and deposited from 15 May until 28 May on any *Pacific Explorer* sailing will stay in a twin share balcony room on 21 Jun.



## Schoolies site crashes

**THE** schoolies.com website crashed minutes after bookings opened yesterday as the site dealt with a record number of bookings for the 2018 event.

Thousands of bookings were taken and entire resorts sold out moments after Schoolies 2018 officially went on sale at 4pm, and within 10 minutes the portal had crashed under the strain.

The website was fully restored and back into service a few hours later, while staff dealt with a back log of bookings over the phone.

Schoolies.com ceo Matt Lloyd said it had been the fastest response in recent memory.

“Year 11 students are swooping on rooms at an amazing rate.”

Graduating students can secure a 2018 place on a trip for \$100.

## SAA hears from la Grange



**SOUTH** African Airways recently sponsored the Office Professional Breakfast at Brisbane City Hall, which included speaker Zelda la Grange, former Presidential Aide to Nelson Mandela.

La Grange was Nelson Mandela's Personal Assistant while in office as president and then hand-picked to remain amongst his personal staff and in his services

beyond retirement.

She served Mandela in various capacities over 19 years including executive personal assistant, spokesperson, manager of Stakeholder relations, aide-de-camp and manager of his private office until his death in late 2013.

**Pictured** at the event from left: Jacqui Walshe, md The Walshe Group; Zelda la Grange and Trent Malcolm, South African Airways sales manager Queensland.

## KI Wilderness trails

**KANGAROO** Island Odysseys has launched a two or three night Kangaroo Island Wilderness Trail package for trekkers to enjoy the rugged 61km walking trail.

The fully inclusive guided walks are tailored for small groups of up to 11 guests and include transfers in luxury 4X4 vehicles to accommodation at Kangaroo Island Wilderness Retreat nightly.

Prices start from \$1,180ppts - for more details, **CLICK HERE**.

## CI A350 to San Fran

**CHINA** Airlines has commenced its first flight from Taipei to San Francisco using an Airbus A350.

The twice-weekly service will be increased to four-weekly from 28 Jun, supplementing its existing daily Taipei-San Francisco flights to 11-weekly frequencies.

Starting from Aug, CI's A350s will also operate on the Taipei-Vancouver route.

## Money

**WELCOME** to Money, TD's Tue feature on what the Australian dollar is doing.

**\$1AUD = US0.742**

**AFTER** last week's Federal budget the Dollar had a mixed week, with a slight rebound so far this week thanks to a surge in oil prices.

While the AUD/USD eased from the highs of overnight, the 0.4% gain was the best daily performance since 01 May.

The AUD/JPY jumped 0.8%, while the AUD/NZD was up 0.1% as it traded near two-week highs in the wake of the Reserve Bank of NZ leaving rates on hold.

Tonight the EU will release economic forecasts on growth in the region, which could see the AUD gain on the EUR.

*Wholesale rates this morning.*

US	\$0.742
UK	£0.575
NZ	\$1.077
Euro	€0.675
Japan	¥84.31
Thailand	฿25.64
China	¥5.115
South Africa	R9.781
Canada	\$1.011
Crude oil	US\$48.85

## ATPI RLFWC deal

**THE** Rugby League Festival of World Cups has appointed ATPI Sports Events to manage the travel arrangements for the England, Wales, Scotland and Armed Forces teams.

The tournament will be held across Western Sydney from 05-17 Jul with over 400 male and female competitors taking part.

Teams from Europe and the Pacific are expected to take part.

## New Albanian airline

**ALBANIA** is planning to create its own national carrier, with assistance from Turkish Airlines.

It is hoped the new unit will start operation within a year.

Albania currently has only one airline which runs flights to Italy.



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

12) Who designed the golf course at Sheraton New Caledonia Deva Spa and Golf Resort?



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Salary to \$70K + super

Work for this global, dynamic & social travel management brand. Having just won a large, new account they are establishing a team in North Sydney. This role will handle both domestic & international bookings for a multi-million dollar client, so a high level of customer service is essential. Strong airfares and product knowledge is a must for this role as is a solid background in corporate consulting.

- Unlimited opportunity
- Global brand

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### Sales Executive

Melbourne, Salary \$60K + super + benefits

Widely recognised company, established for over 30 years with 3 independent business brands offering fantastic opportunities. A mix of account management and business development in the retail travel Melbourne marketplace.

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This global Events agency is well respected in the events industry & handles high-end events. You will manage an annual event program. Event agency experience at a senior level with experience in conferencing & incentives required.

Call Peter or [click here](#)



# WHO WILL BE CROWNED PEOPLE'S CHOICE: TRAVEL AGENCY OF THE YEAR 2017?

*AFTA is on the hunt to find Australia's Favourite ATAS Travel Agency. To do this, AFTA has partnered with APT & Australian Traveller Media to help us deliver the campaign.*

## HOW DOES IT WORK?

Have your clients vote for your ATAS Travel Agency. The Travel Agency with the most consumer votes by 30 June 2017, will be crowned the NTIA People's Choice: Travel Agency of the Year and awarded at the NTIA Gala Dinner on Saturday 22 July 2017.

## WHY SHOULD MY CLIENTS VOTE?

To incentivise consumers to vote APT are offering Australians the chance to win a Mekong River Cruise for two people valued at over \$7,000.

## HOW CAN I GET MY CLIENTS TO VOTE?

AFTA has produced some promotion material that you can use to encourage your clients to vote for you. Simply visit [www.afta.com.au](http://www.afta.com.au) to download the assets.

