## Travel Daily

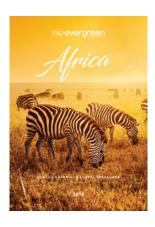
First with the news

Monday 11th September 2017





## AFRICA 2018 Out Now



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## Reed owes pax over \$5m

ADMINISTRATORS of the collapsed Reed Holidays (*TD* 22 Aug) will today hold a meeting of creditors, with the agenda detailing more than 980 consumers who are owed about \$5.3 million by the company.

Reed was placed into voluntary liquidation last month, with the move seeing the abrupt cessation of operations of its brands including Young at Heart Holidays, Seniors Coach Tours and Australian Air Holidays.

Further details are emerging of the collapse, including the intriguing revelation that the creditors list does not mention any trade suppliers, meaning the company was continuing to pay its debts right up until the doors were closed - stranding four groups in the NT & Queensland.

The number of consumers

#### Today's issue of TD

Travel Daily today has seven pages of news, including a photo page for Back-Roads
Touring plus full pages from:

- Consolidated/SB promo
- AA Appointments jobs

caught up in the collapse also indicates strong forward bookings, and unlike most company failures, the list of Reed creditors doesn't include the Aust Taxation Office or energy and communications suppliers.

Although the total listed as owing to consumers amounts to \$5.3m, the summary of liabilities indicates \$3.7m actually being claimed by unsecured creditors.

Offsetting this, the company's assets listed by liquidator Cor Cordis comprise \$63,798 in cash.

AFTA ceo Jayson Westbury previously vowed to "push for the truth on what really happened" in the collapse of the formerly ATAS accredited agency (*TD* 29 Aug).

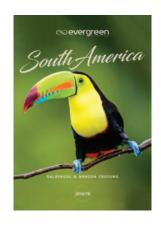
#### Insight \$299 air deal

INSIGHT Vacations is tempting travellers to Europe & Britain in 2018, offering a bargain \$299 return airfare when booking one of its 12 revamped European Discoveries itineraries (*TD* Thu) by 02 Nov.

A \$599 return air deal is available on the remainder of 2018 Europe & Britain trips.

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#### CI SYD service rejig

**CHINA** Airlines is decreasing its daily frequency between Taipei Taoyuan and Sydney to five weekly from 29 Oct to 26 Nov.

Agent GDS displays show CI will operate the service using Airbus A330s until 30 Nov, before moving to double daily A350 flights.



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#### TM looks to consolidate

TRAVELMANAGERS' focus is on consolidating the new offerings introduced last year and embedding them into personal travel managers' (PTMs) processes, Grant Campbell, coo told *TD* on Fri at the group's annual conference in Darwin.

The new additions include the SPLASH internal booking system and app, highlighted at last year's conference (*TD* 22 Aug 16).

Another key priority for the network is being flexible & adjusting its offering for members to provide individual partnerships with each of its PTMs.

"Every single person's success, how it's measured is different for each one of our personal travel managers and that's what we're focussed in on," Campbell said.

TravelManagers is sitting at "just over" 510 PTMs, after reaching 500 last year, with half of its new recruits through referrals.

Campbell said while PTM numbers may not have grown

by as much as in previous years, sales were still rising.

"Growth is obviously very important to us and we're always looking for growth, but our focus has been on quality," he said.

Michael Gazal, executive gm, told *Travel Daily* "without overstating it, there is a reason why we are the biggest".

"All we know is the more we continue to add value to the network, the more we'll continue to lead the market".

Gazal noted there was a lot of competition in the market, but said when an agent was making decisions on who they wanted to partner with, "they'll see that the value that we're providing gives them the best overall opportunity to create a successful business".

"That's what measures our business, if our PTMs are successful, everything else follows," he said.

More on page three and five.

#### **IHG** restructuring

INTERCONTINENTAL Hotels Group (IHG) is merging two of its current operating divisions into one, to be overseen by existing Greater China chief executive officer Kenneth Macpherson.

The group's Europe and Asia, Middle East & Africa (EMEAA) units will be headquartered in the UK and operated through sub-regional divisions based in a number of locations, including Singapore, "to ensure the business remains close to hotel owners, guests and colleagues".

Jolyon Bulley will take over as ceo of Greater China when the changes take effect in early 2018.

IHG's global chief exec Keith Barr said the EMEAA region "will be hugely diverse with tremendous opportunity".

The divisional shake-up will see ceo of Asia, Middle East & Africa, Jan Smits, depart the hotel group after 15 years "to pursue other opportunities" outside IHG at the end of the year.

#### Excite Arab focus

**ABU** Dhabi will take centre stage under Excite Holidays' latest destination campaign showcase.

In conjunction with Abu Dhabi Tourism & Culture Authority, the two-week campaign will promote the emirate's experiences, while also giving agents a chance to win a trip to Abu Dhabi.

A guide on the Arab destination has also been introduced - for more details, **CLICK HERE**.



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## Travel Daily

on location in New York, USA

Today's issue of *TD* is coming to you from New York, courtesy of NYC & Co and Delta Air Lines.

**NEW** York is full of Australian accents this week - particularly at the Beacon Hotel on the Upper West Side which is an ideal base to explore the Big Apple.

We have been here for a few days now, taking in the sights and sounds of the city including a fabulous Intrepid Urban Adventure exploring the local cuisine of Brooklyn.

A CityPASS helped *TD* skip the queues at the moving 9/11 memorial - it's hard to believe it is 16 years today since the World Trade Center attacks, and the museum brings the tragedy and horror of that day into focus.

Broadway is always a highlight of any visit to New York and it certainly didn't disappoint, with a stunning performance of the musical *Hamilton*, while there's also been plenty of retail therapy and fun window shopping at the exclusive 5th Avenue boutiques.

## Irma leaves trail of chaos

HURRICANE Irma has left a trail of destruction across the Caribbean and turned its fury on the US state of Florida, where 6.5 million people were ordered to evacuate before the storm made landfall last night.

Cruise lines have issued details of extensive cancellations as ships are repositioned to safer waters away from their Florida home ports, impacting thousands of passengers and creating knockon effects for several more subsequent departures.

Attractions including Walt Disney World Resort, SeaWorld Orlando and Universal Orlando have been closed, while *USA Today* reports up to 5,000 scheduled flights have been cancelled at airports in Florida and as far north as the Carolinas.

Carnival Cruise Line has cancelled departures for its ships *Carnival Liberty, Victory, Splendor,* and *Ecstasy* with full refunds available to customers.

It has also advised of itinerary modifications affecting another 14 departures.

Royal Caribbean Int'l has

cancelled cruises on its *Empress* of the Seas, Enchantment of the Seas and Majesty of the Seas, with full refunds and future cruise credits available.

It has also modified 11 other departures including charters.

Severe damage has been reported in the British Virgin Islands, Barbuda, Anguilla, St Barth, St Martin and elsewhere.

The Caribbean Tourism
Organisation has compiled a
detailed summary - CLICK HERE

#### JQ TSV/DPS rethink

**JETSTAR** is mulling scrapping its thrice weekly service between Townsville & Denpasar (Bali) due to poor performance.

When launched two years ago, the service was spruiked as delivering 50,000 seats annually between the cities.

However crisis talks between Jetstar and community leaders are being held today to determine the longevity of the route.

"If we can't find a way to make these flights sustainable, it's possible we may stop flying this route early next year," a Jetstar spokesperson said.

Townsville Airport coo Kevin Gill told the *Townsville Bulletin* it would be an enormous blow to the Tropical North Queensland gateway if the route was axed.

"If Jetstar cuts its Townsville-Bali service, it would undermine the long-term sustainability of the international part of the airport," Gill commented.

Incoming president of the Townsville Chamber of Commerce and Escape Travel Townsville owner Debbid Rains said the Bali route was vital for TSV.

"It will be very difficult for us as a community to entice another carrier or operator to come in and establish a route to anywhere if we have demonstrated that we can't support something like a Townsville to Bali service," Rains told the *Townsville Bulletin*.



## Window Seat

some forms of travel advice should never need to be made, but a New Zealand academic has taken the stomach-turning step of warning travellers not to boil their undies in hotel kettles.

The Independent reports the warning was prompted by discussion on social media which suggested the cleaning practice might in fact take place.

University of Auckland senior lecturer Dr Heather Hendrickson said some bacteria were resistant to high temperatures and could damage health.

"Who knows how long that water... sits around in the kettle before someone else uses it?" Hendrickson said, as *Travel Daily* staff spat their tea.

#### TWK relaunched

#### **TRAVELMANAGERS**

Australia has relaunched its Travel With Kidz certification program in partnership with online information platform BoundRound.

The refreshed offering went live last month and 24 people have since started the program, with 16 becoming accredited.

BoundRound founder and ceo said the program provided personal travel managers (PTMs) with brand awareness, recognition, access to family and travel resources and collaboration and exposure opportunities.

Michael Gazal, exec gm TravelManagers, told **TD** the program would allow PTMs to leverage and build their business within the family travel market.

"We are really happy that we've found a really specialised partner that understands the nuances of travelling with kids," Gazal said, noting the large number of PTMs who were parents themselves and had big customer bases involving families.





#### Six Senses Fiji delay

**SIX** Senses Hotels Resorts Spas has confirmed a delay in the planned opening of its first South Pacific property.

The Six Senses Fiji was slated to debut by the end of this year but has now been pushed back "to open in the early part of 2018".

The 26 villa property and the 60 Six Senses Residences Fiji are being developed on the west coast of Malolo Island.

#### HLO PGA p'ship

HELLOWORLD Travel has today been named as the Official Travel Agency Partner of the Australian PGA Championship and ISPS HANDA World Super 6 Perth tournaments.

The arrangement will see HLO offer golf trip experiences, including VIP packages to see World Number 8 Sergio Garcia in action at RACV Royal Pines Resort from 30 Nov to 03 Dec for the Australian PGA Championship.

#### FJ ups Twin Otters

FIJI Airways will expand and upgrade its Twin Otter fleet for domestic arm Fiji Link, allowing for increased frequencies to island destinations like Savusavu and Taveuni.

The airline has announced it will purchase three new latest model DHC-6 Series 400 Twin Otters to replace two of its existing three Series 300 aircraft.

This will increase FJ's Twin Otter fleet to four aircraft.

Capacity to Savusavu and Taveuni will grow by 40% with the fleet additions.

#### Aircalin Sep special

AIRCALIN is offering one-way flights to Noumea from \$292 until 29 Sep as part of its New Caledonia on Sale promotion.

The sale fares are available for travel until 31 May and cost from \$292 one way ex Sydney or Brisbane, or from \$309 one way from Melbourne, including taxes.





VISITFLANDERS unveiled a street art mural in Melbourne on Wed last week to commemorate the WWI Centenary of the Battle of Passchendaele in Belgium.

The battle was one of the bloodiest of the First World War with half a million casualties, including 38,000 Australians.

VisitFlanders commissioned the artistic impression as part of a 5-year commemoration program, with the mural calling on every

Australian to remember what was sacrificed at Flanders Field.

Australian trade manager Sonia Holt said the artwork is a unique way to remind people of the importance of remembering Passchendaele and to continue visiting Flanders Fields.

**Pictured** are VisitFlanders' Katrien Timmermans and Sonia Holt with local street artist Adrian Doyle on Hosier Lane in front of the artwork.







## **Brochures**

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Air Adventure Australia - 2018 Scheduled Tours
Air Adventure Australia's latest brochure features 18
different all-inclusive air safaris, with tours ranging
from three to 14 days. The trips are designed to
showcase Australia's most iconic experiences
and include many locations only accessible by air.
Itineraries are themed around Outback Australia,
Outer Islands, and Special interest, such as the Grand
Outback Photography Tour.



#### Topdeck - Europe Summer 2018-19

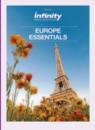
Over 140 trips are featured in Topdeck's new Europe program. A new eight-day Irish Shenanigans itinerary has been added that takes in Killarney, Galway and Belfast. Topdeck also has a 14-day Euro Trip that starts and finishes in Amsterdam and visits Munich, Rome and Paris. For the first time, the brochure includes a 17-day Trans-Mongolian Railway itinerary from Moscow to Beijing. Topdeck also has a 10% early

bird deal for trips booked by 15 Dec.



#### Barge Travel Connection - Barge Cruising

Barge Travel Connection has released its first Barge cruising brochure. Inside the brochure is 48 unique barges all offering different amenities and styles to cruise around Europe. Also highlighted is a number of themed cruises including gastronomy, golf, walking and wine. Itineraries are six nights in duration and offer an array of options in France, Italy, Ireland, England and Scotland.



Infinity Holidays - Europe Essentials 2017/19
Packed inside 118 pages, Infinity Holidays' latest brochures takes in the best of Europe from the food, wine, art, fashion and the stunning nature.
The program covers Europe from the UK to France, Germany, Italy, Spain, Greece, Austria and more.
There are a number of Australian school holidays itineraries that take in Disneyland Paris or a cruise on the Mediterranean. The brochure provides offerings

from Rail Europe and rental car partners such as Hertz for a drive holiday around continental Europe.



#### Contiki - Europe Summer 2018/19

Contiki's latest European brochure includes 26 new and improved tours as well Independent Traveller options that provide freedom and flexibility in designing itineraries. New itineraries to Britain, Portugal and Spain are featured, which capitalise on growing popularity to those destinations. The brochure is sorted into eight different ways to see Europe, from high-energy to more in-depth tours.

Clients can also pair a U by Uniworld river cruise with a Contiki trip. Contiki's popular Limited Edition offering is also back for another year.



### PTMs come together as one



**TRAVELMANAGERS'** annual conference in Darwin over the weekend attracted record attendance numbers - up 40% on last year's event in Bangkok.

"Most years our conferences have gotten bigger and better every single year so to have our 10th one as the biggest one is absolutely fantastic, we're stoked about it," Grant Campbell, coo told *Travel Daily*.

Michael Gazal, exec gm TravelManagers said this year's conference theme of "one" was really significant.

"I believe we're in a one-of-akind city, that's proven by the feedback, we are one network, a premium network of PTMs," Gazal explained.

"Each of those PTMs are individual people that are building their own businesses around what they want and as one National Partnership Office we come together as one strong unit to provide support."

On Sat morning TravelManagers participated in the "Steps

Towards Capability" fundraiser for Helping Achieve - an organisation which assists those with a physical or intellectual challenge to attain training & employment.

Over the weekend attendees were also treated to a series of opportunities to connect and catch up and socialise including a "One" party at Pee Wee's at the Point, also attended by some wildlife from the Territory Wildlife Park and a lavish gala awards dinner at Sky City.

TravelManagers are **pictured** above ready to embark on the Steps Towards Capability walk, while Debra Deane, NSW PTM is **inset** getting acquainted with the locals and the new band "Juan Direction" is **below** at Fri night's One Party.



## TravelManagers take the Back-Roads

BACK-ROADS Touring recently hosted six personal travel managers (PTMs) from TravelManagers Australia on their Burgundy Cruise barge tour travelling from Paris to Besancon and stopping at Dijon, Petit Ouges, Saint Jean De Losne, Dole and Renchot.



Mon 11 Sep 2017

The trip was escorted by Back-Roads Touring business development manager Karen Nelson, who took great pleasure in educating her guests on the Back-Roads difference and immersing them in the beauty of France and Le Canal de Bourgogne.

Guests were transported around the canals in the purpose-built hotel boat Jeanine, which boasts one of the most modern interior fit outs on the waterways, despite its traditional-looking exterior. The leisurely paced itinerary provided the perfect amount of time to relax and explore, and the group even had time to do a surprise excursion to the walled town of Beaune – a real highlight for the PTMs. The pièce de résistance of the tour was a culinary experience provided on board Jeanine, which the group described as a floating French restaurant. Free flowing champagne, three course lunches and dinners and daily presentations on French cheeses kept the group in the highest of spirits.

Voted the Best Small Coach Holiday provider in the 2015 and 2016 British Travel Awards, Back-Roads Touring specialises in small group touring across the UK and Europe. Offering a maximum group size of 18 on coach tours, and 20 on barge tours, Back-Roads explores the scenic back roads, with charming local accommodation and authentic local experiences. CLICK HERE for more details.



TAKING time out while exploring Longecourt-en-Plaine, back from left, Jason Smith, Peter Carmichael, and Michelle Michael-Pecora, and front, Maria Miller, Karen Nelson, Francis Lee and Kristina Acevski.



THE TravelManagers team strikes a pose in Besancon, along with some Back-Roads Touring passengers.











## Travel Daily

Monday 11th September 2017

#### **SYD lauds United**

**SYDNEY** Airport has welcomed United Airlines' announcement that it will commence a daily Houston-Sydney service from 20 Jan (**TD** 08 Sep).

Outgoing SYD md & ceo Kerrie Mather said the new service provided an important connection with the largest city in the southern United States.

"Houston is an extremely powerful transport hub, with this service connecting Sydney to 70 cities in key US and South American destinations."

The flight will operate using Boeing 787-9 Dreamliner aircraft with 252 seats, adding 184,000 seats per year.

It is the sixth US city destination served by Sydney Airport.

#### Star ORD connector

STAR Alliance has launched a new Connection Service to assist customers arriving at Chicago O'Hare Int'l Airport to reach their onward flight with another Star Alliance member carrier.

The service springs into action if an incoming flight is delayed.

Software monitors the transfer window for customers with an onward flight and flags any cases where pax appear in danger of missing a connection.

The service will be rolled out at another 11 major airports around the world.

#### Viking with Virtuoso

VIKING Cruises has joined Virtuoso's travel network of more than 1,700 suppliers.

The inclusion of Viking as a preferred partner for Australia and NZ will open new sales and marketing opportunities to the region's luxury travel advisors and their clientele.

Virtuoso APAC md Michael Londregan said travel advisors would have access to exclusive amenities, values and experiences offered by the cruise line.

"Viking brings both ocean cruising and river cruising options to our network of advisors who are experiencing record demand, Londregan said.

"Viking's international flavour will be of strong appeal for discerning travellers looking to cruise with an international clientele," he said.

#### Stadium to open

THE \$1.45 billion Perth Stadium and surrounding Stadium Park will officially open with a free Community Open Day on Sun 21 Jan next year.

At the open day, there will be tours of the stadium, food and beverage offerings and other attractions showcasing the stadium's capabilities.

Tickets will be made available via the Perth Stadium website later this year.

## **WIN A TRIP TO NEW CALEDONIA**



This month Travel Daily, travelBulletin, Aircalin and New Caledonia Tourism are giving readers the chance to win a trip to New Caledonia. The prize includes return economy class flights from SYD, BNE or MEL flying Aircalin and four nights in a one bed apartment including daily buffet breakfast at Ramada Noumea.

To enter the competition, all you need to do is take a creative photo of yourself with something typically New Caledonian.

Send your entry to aircalin@traveldaily.com.au





#### IAG developments

**INTERNATIONAL** Airlines Group's (IAG) Irish carrier. Aer Lingus, has introduced new Saver Fares on flights between Ireland and North America.

The low-cost fares include one piece of 10kg cabin baggage, inflight entertainment & onboard meals, with options for checked baggage, seat selection, blanket and headphones at a cost.

MEANWHILE, IAG's long-haul budget carrier LEVEL has rolled out new 'Pair & Pay' technology that enables customers to buy products while in the air from their seats using personal devices.

#### Quarmby NT role

**FORMER** Tourism NT head of domestic marketing Tony Quarmby has been appointed as the agency's new general manager of marketing.

Quarmby will return to the Northern Territory from Tasmania where he had been director of consumer marketing for Tourism Tasmania for the past 18 months.

In his new role, he will be responsible for promoting NT's new Indigenous arts trail.

#### Marriott promo

**MARRIOTT** Rewards and Starwood Preferred Guest have announced a number of new promotions for members of both loyalty programs.

SPG members can earn extra Starpoints under the Explore More offer until 15 Jan.

Marriott Rewards can earn a free night's accommodation until 15 Jan as well.



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BNE - NOU	3 direct flights per week

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CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 06 September - 03 October 2017 on SB International itineraries ex Australia plated on SB (063) ticket stock on the Consolidated Travel IATA only. Domestic & Trans-Tasman, Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The prizes are open to all full time international selling agents only. Consolidated Travel & Aircalin reserve the right to alter or cancel the promotion any time. Vouchers are capped and all claims must be emailed to promotions@consolidatedtravel.com.au by COB 10 October 2017. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791. Date of issue 04 September 2017.







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#### SOCIAL MEDIA MARKETING SPECIALIST BRISBANE – UP TO \$75K PKG

Come and join this leading travel company in their successful marketing team as a social media specialist. Utilising your knowledge and experience of social media platforms and successful marketing strategies you'll work with a range of teams to produce effective and consistent campaign strategies that will yield a high ROI and increase client databases. Previous experience within a similar digital marketing role is a must. Top \$\$ & Benefits on Offer.

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