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New leadership for Livn

TOUR and activities aggregator Livn has revealed a new leadership team headed by travel industry veteran Mark Rizzuto who takes over as ceo.

He will be backed by Livn founder Steve Martinez who has been named as the company's chief commercial officer, having parted with fellow founder Tui Eruera last year.

Rizzuto has been consulting for the trade-only B2B company and

now formally replaces previous ceo Sean Cummins who left Livn several months ago.

He was previously general manager of distribution and e-commerce at Virgin Australia and has had past roles in distribution and technology at Helloworld and Travelpart.

Rizzuto said Livn was now in a position to capitalise on "enormous opportunities that exist in the tours and activities space", which he said remained highly fragmented.

"Our objective over the next 12 months is to double our inventory to more than 40,000 instantly bookable tours and activities," Rizzuto said.

"It's an ambitious target but definitely achievable given the progress we have made in building and populating what is now Asia-Pacific's leading aggregation and distribution technology platform," he said.

NZ: No fuel impact

AIR New Zealand does not expect any material impact to its earnings from the recent fuel disruptions at Auckland Airport.

At the carrier's annual general meeting today, ceo Christopher Luxon said Air New Zealand had "shown its resilience and agility" through the fuel crisis.

"I am incredibly proud of how our team pulled together," Luxon told the meeting.

"We had more than 100 Boeing 777 and 787 pilots volunteering to help support crews on flights that needed to refuel in Australia and the Pacific Islands."

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Cathay SWP gm

RAKESH Raicar has today been named as Cathay Pacific Airways' general manager for Southwest Pacific, replacing Nelson Chin.

Raicar has been at CX for 25yrs, with roles spanning from sales manager to country manager for South African & Indian Ocean.

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"Bali still safe for tourism"

THAT is the official word from the Bali Government Tourism Office which is in damage control over the potential eruption of Mount Agung.

In an open letter to "people around the world," BGTO said yesterday it was concerned about "misleading news that Bali is not safe because Mount Agung is on the highest alert status".

The office reported Indonesia's National Disaster Management Agency has urged tourists to continue visiting Bali, saying "the resort island is safe except for the area around Mount Agung".

Despite hundred of tremors since Sun there had been no volcanic ash produced, the NDMA said, adding that only an area within 12kms of Mount Agung was in danger, "but the resort island was otherwise safe".

"Mount Agung is 71km from the tourist hot spot of Kuta and 32km away from the centre of Ubud.



NSW, NZ ink MoU

THE NSW Govt has extended its Memorandum of Understanding with Air New Zealand to drive tourism growth to Sydney and regional & rural areas of the state for a further two years.

To date, the MoU has delivered six nationwide campaigns.

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Travel Daily

Thursday 28th September 2017

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Tigerair Fox deal

TIGERAIR Australia has announced a partnership with Twentieth Century Fox Film Corporation to provide seat-back inflight entertainment across its entire Boeing 737 fleet.

The deal, which also includes Fox Networks Group, will involve new slim-line leather seats with extra storage and a tablet/phone holder on the back of headrests.

Recently released movies and TV shows will be provided on a pay-per-view basis, while other destination-based content and music will be free.

Passengers will view movies on their own devices or laptops, using a Tigerair app.

The airline said it would be the only Australian low-cost carrier to offer inflight entertainment across its entire domestic fleet.

Tigerair Australia commercial director Andrew Maister said the Fox deal would open up “a new world of entertainment”.

The new seating style will also allow the addition of six extra seats in Tigerair’s 737s, though it said there would be no impact on passenger space with pitch and legroom remaining the same.

Hilton APAC pres

HILTON has appointed Alan Watts as executive vice president and president Asia Pacific, effective from 01 Jan.

He will join after 20 years at IHG where he was most recently chief operating office for Asia, the Middle East and Africa.

In his new role, Watts will be responsible for more than 200 hotels across the region.

He replaces Martin Rinck who has led Hilton in APAC for the past nine years and is relocating to Canada.

EK Stockholm boost

EMIRATES will increase its daily Dubai-Stockholm service to 10 weekly from 08 Dec in response to inbound and outbound demand.

The new frequencies will operate on Fri, Sat and Sun throughout the winter months.



Window Seat

ALL is not lost for aspiring suitors who missed out on winning the heart of *Bachelor* charmer Matty J.

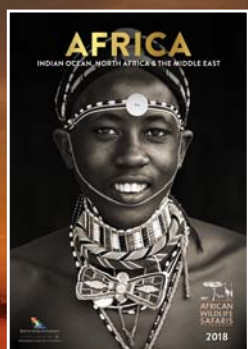
The formerly eligible Queenslander might be off the market in TV land, but he’s still ripe for the taking in an augmented reality sense thanks to the wax masters at Madame Tussauds Sydney.

From next month, the attraction will offer a state-of-the-art augmented reality experience in which visitors can take a seat with Matty J, interact, take home a photo and even steal a kiss.

We just hope everyone leaves with their dignity intact.



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Travel Daily

Thursday 28th September 2017

Rail Euro, Silverrail

SILVERRAIL and Rail Europe have announced a new joint partnership across Europe.

The new agreement will see SilverRail provide a connectivity and transaction processing layer to all of Rail Europe's train operator's fares and seat inventory via their technology platform, SilverCore.

This will enable Rail Europe to understand their customers' needs and focus on building the best distribution engine and sales interface across all channels.

Silversea webinar

SILVERSEA Expeditions is holding a webinar tomorrow (29 Sep) on its Asia offerings.

The agent session will cover Silversea's product across Asia from Singapore to Vietnam.

The webinar will run from 0830 to 0930 AEST.

CLICK HERE to join the webinar.

Bentours roadshow

BENTOURS has recently wrapped up its national roadshow across the country.

The event was held over two weeks and consisted of 15 events in five cities.

Agents attending discovered Bentours' latest product offering in areas such as Antarctica and the Arctic.

Attendees also received first hand knowledge of the program to better sell to their clients.

WestJet's Swoop

WESTJET has announced its new ultra-low-cost airline (ULCC) will be called Swoop.

Swoop will begin to sell flights in early 2018 ahead of its launch in Jun (**TD** 21 Apr).

The airline will operate out of WestJet's hub at Calgary International Airport in Alberta.

The carrier's fleet will be made up of Boeing 737-800 aircraft.





Manila

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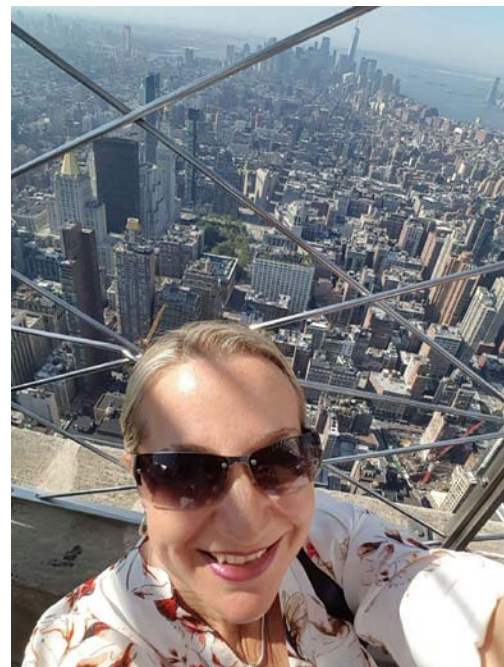
Avis Scholar in the Big Apple!

AVIS scholarship winner Barbara Baron recently visited New York City as part of her 2016 prize.

While in New York, Baron climbed the Empire State Building (**pictured**), caught a Yankees game and even had time to do a Sex in the City tour.

As part of the scholarship, Baron got to attend a conference where she heard from some of the travel industry's top visionary leaders.


This year's scholarship winner will also receive a 12-month CLIA membership and free access to Cruise360, two tickets to the NTIA awards, overseas travel and a Polonius resources personal



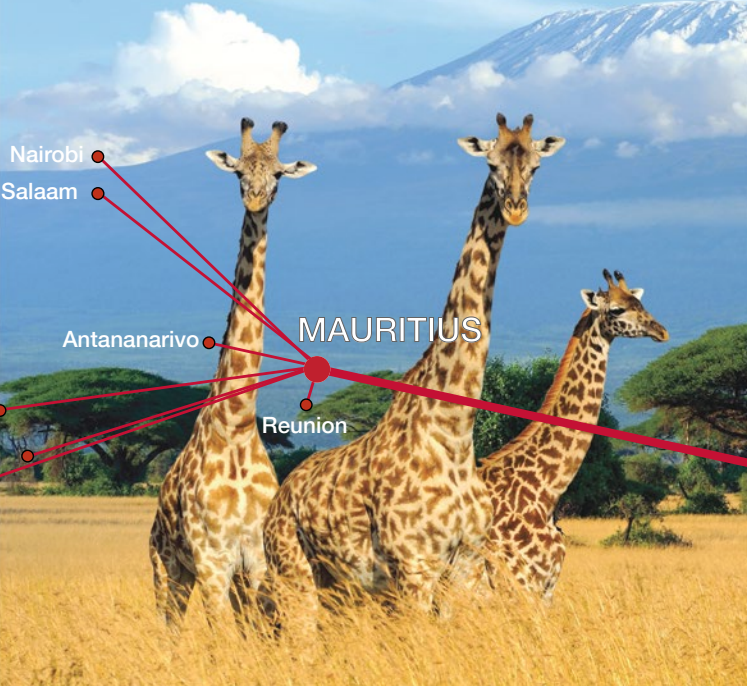
profile, with professional coaching for a year.

To take part, agents need to register & answer a few questions. **CLICK HERE** for more info.

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Insider takes agents to Asia

INSIDER

Journeys recently took a group of agents on an eight-night trip to Vietnam and Cambodia.

Agents had the chance to enjoy Saigon as well as the Cu Chi Tunnels in Vietnam.

The group saw Cambodia with a cruise on the Mekong River with Heritage Lines.



Pictured is the group of agents on their trip to Asia: Lara Worthy, Balgownie World Travel; Lauren Bloch, Helloworld Travel Merimbula; Antoinette Stokell, Helloworld Travel Morwell; Mandy Finlayson, WOW Travel; Olivia Glover,

Helloworld Travel Ringwood; Kristy Fyfe, Insider Journeys; Ruby Smith, Phil Hoffmann Travel Glenelg; Beth Sternbeck, Helloworld Travel Green Hills; Helen Kiloh, Sylvania Travel & Cruise and Nicole Rappel, Helloworld Travel Waurin Ponds.



Experience Arabia's hidden gem, Bahrain, in the September issue of *travelBulletin*.

CLICK to read travelBulletin

Ryanair flight chaos

RYANAIR will scale back its schedule from Nov, cancelling more than 18,000 flights as a result of a pilot shortage.

The move will affect nearly 400,000 passengers and will fly 24 fewer aircraft from Nov.

FR will suspend several routes including LGW-BLF, STN-GLA, STN-EDI, GLA-LPA and EDI-HAM.

Pax will be offered alternative flight choices or compensation.

Writing workshops

TRAVEL writer Rob McFarland is offering four new PR and travel writing workshops in Melbourne and Sydney in Nov.

The travel writing course covers a specialised toolkit of storytelling and pitching techniques plus a detailed post-course review.

Workshops are being held from 8:30am-12:30pm on Fri 03 Nov in Melbourne and on 10 Nov in Sydney, priced at \$399.

See www.robmcfarland.org.

Discovery invests

HOLIDAY park operator Discovery Parks will inject \$14m across six parks before Christmas to elevate their performance.

Six Discovery Parks - Barossa Valley, Lake Bonney, Maidens Inn Moama, Emerald Beach, Gerroa and Byron Bay - have been earmarked for new features, incl 60 cabins, a waterpark, resort-style pool, kids clubs/community centre and a camp kitchen.

CEO Grant Wilckens said he was confident the investment would create "an even better experience for our customers".

Kris miles on AS

SINGAPORE Airlines yesterday activated its new frequent flyer partnership with Alaska Airlines, enabling members of KrisFlyer to earn and redeem miles on AS.

Members of Alaska Airlines' Mileage Plan will be able to redeem miles for SQ-operated flights at a later date.

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MW Hana proposal

HAWAII'S Mokulele Airlines (MW) has proposed to operate subsidised "essential air services" to Hana on the island of Maui using Cessna aircraft.

The carrier told the US Dept of Transportation that it was able to offer either two daily round-trip services to Kahului or Honolulu from Hana, or a third option of a Kahului/Hana/Honolulu/Hana/Kahului service, supplemented by a Kahului-Hana evening flight.

"Any of these service levels will offer more than enough inventory to provide for the traffic of the last couple of years, while keeping capacity 'right-sized' and avoiding an unnecessary flooding of empty seats and resulting higher operating costs," Mokulele told the US Govt this week.

The company said it believed traffic would continue to increase to Hana in coming years.

MW's Cessna Caravan turboprops seat nine passengers.

AirAsia China pact

AIRASIA Group has moved forward in its plans to establish a venture in China, announcing a collaboration with investors.

Singaporean private investment firm Plato Capital has teamed up with China's state-owned Everbright Financial Investment and private equity firm Oxley Capital to pursue the new entity, which would be launched as AirAsia China (**TD** 15 May).

Singapore's *Straits Times* says the parties have entered into a non-binding term sheet to discuss definitive agreements for the planned carrier, with a validity period of 12 months.

Four months ago, Malaysian-listed AirAsia said it was in talks with Everbright and the govt of Henan province to explore a low-cost airline that would be based in the city of Zhengzhou.

The joint venture would also invest in the development of a low-cost carrier terminal.

A dash of TNT for AAT Kings



A SURGE in domestic travel spending has given AAT Kings high hopes for its 2018/19 Australia touring program, launched last night at a trade event in Sydney.

"We move over 470,000 passengers a year and that's growing really fast," said managing director Hans Belle.

The newly released Australia brochure features new itineraries in Victoria and New Zealand (**TD** 18 Sep) and will be followed in about a month by the Inspiring Journeys brochure, which features small group itineraries.

"We see a significant amount of demand, particularly in the international market but also the domestic market, around our Inspiring Journeys small boutique brand," Belle said.

The main 2018/19 brochure

includes a sample of several Inspiring Journeys itineraries, along with the core Guided Holidays signature range and Short Breaks of between two and seven days.

Belle said a process of "constant curating" had ensured the range remained relevant with fresh experiences for guests, and that individual tour directors had been empowered to add their own personal elements.

"We call them TNTs - tiny noticeable touches that will really make sure the customer experiences something unique," he said.

"Whether it's their favourite laneway cafe or something else, they should be empowered to deliver that to the customer."

Belle said AAT Kings would continue its support for charitable projects in the year ahead, including Indigenous community programs and funding for Tasmanian devil research.

He also announced a renewal of the company's partnership with the Australia Zoo Wildlife Hospital operated by the Irwin family, which supports native animal rescue and care.

Pictured at the launch are AAT Kings marketing director Joel Victoria, managing director Hans Belle and The Travel Corporation ceo John Veitch.

Afterhours Corporate Travel Manager



After-hours service provider, 24x7 Solutions, has a unique opportunity for an experienced Afterhours Corporate Travel Manager to join its team on a part-time basis.

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- Extensive knowledge in at least two GDS systems is an advantage.
- A minimum of 5 years' experience as a Corporate Travel Consultant is required due to the variety and complexity of domestic and international client itineraries

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R&C adds members

RELAIS & Chateaux has added 24 new member properties to its group, from Zululand to the Peruvian Amazon.

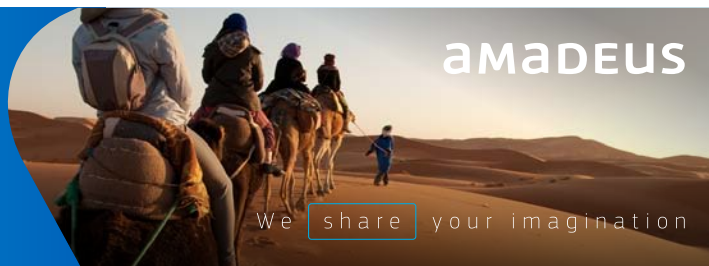
They include the Esiweni Lodge in Zululand, South Africa; Delfin Amazon Cruises in Peru; the Uza Terrace Beach Club in Okinawa, Japan & the Duba Plains Camp on the Okavango Delta, Botswana.

The collection now involves more than 550 hotels and restaurants worldwide.

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Luggage-free travel

A COLLABORATION between Japan's JTB Corporation, Panasonic and Yamato Holdings is offering a new "luggage-free" travel service for inbound tourists to Japan.

The new service is designed to make sightseeing easier for travellers who will no longer be encumbered by hauling heavy bags around while on holiday.

Passengers using the amenity will be able to check suitcases in upon arrival and then pick up their belongings at a designated lodging facility or airport counter of their choosing.

With Japanese tourism expected to reach 40 million visitors by 2020, the ability for travellers to ditch their luggage to fit more in will fill an ever-increasing need in the market, according to the service providers.

The formal launch of the service comes on the back of a successful trial that took place last year.

Sounds of New Cal

NEW Caledonia Tourism (NCT) has launched a marketing campaign aimed at taking its brand in a fresh new direction.

The new 'Sounds of New Caledonia' push will feature Triple J's up-and-coming Aussie band Crooked Colours.

The hope is the new promotion will attract a raft of new travellers from Australia.

"We looked to create something that would not only spark emotion and desire when heard, but also reflect on the true essence of New Caledonia" New Caledonia Tourism director Australia, Caroline Brunel said.

W Suzhou opening

W HOTELS has opened its latest property in Greater China, the W Suzhou on the banks of Jinji Lake in Suzhou, 90mins from Shanghai.

The hotel features 379 rooms and 60 serviced apartments.

Atout gets Sydney Crazy!



RENOWNED French cabaret production Crazy Horse Paris strode its way into Sydney for the premiere opening at the State Theatre overnight.

Located in Paris on the famous Avenue George V, Crazy Horse Paris has been synonymous with the City of Light's glamorous night life since 1951.

Last night, travel industry guests were hosted by Atout France director Patrick Benhamou as performers including Diva Novita, Hippy Bang-Bang, Lolita Kiss-Curl and Bambi Splish-Splash enthralled the audience with 90mins of creative & risqué dance acts set to musical scores and light displays.

Speaking with *Travel Daily* at

the show, Benhamou said the Australian tour was 15 years in the planning and had been an outstanding success, with plans in place to bring another world famous Parisian cabaret here within two years.

The Crazy Horse Paris production, now in its 65th year, heads to Canberra next before moving on for an Asian tour.

Agents can book the show in Paris through the French Travel Connection.

Benhamou, who was co-hosting the show, is **pictured** enjoying a glass of Mumm after the performance with the girls.

Kimberley program

KIMBERLEY Cruise Specialists has today unveiled its 2019 cruise schedule on the back of strong sales growth.

"We've had clients ringing us for several months imploring us to let them know as soon as 2019 schedules become available," Kimberley Cruise Specialists gm Andrew Castles said.

The launch of the latest program will feature a selection of small ships including *True North*, *Coral Expeditions* and the most recent acquisition, *Kimberley Pearl*.

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Iraq flights axed

THE Iraqi Civil Aviation Authority will suspend int'l flights from Erbil and Sulaimaniyah from tomorrow, resulting in the suspension of Royal Jordanian's flights to both cities.

Currently, domestic flights leaving the two cities will remain unaffected.

DFAT's travel advisory for Iraq remains at the highest level of "Do not travel".

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Azamara ups shorex

AZAMARA has launched a new range of over 100 'Cruise Global, Connect Local' shore excursions in Australia and Asia.

The new offering includes A Taste of Kangaroo Island, as part of Azamara's maiden visit to the South Australian destination.

Travellers on the excursion will sample local produce, visit Clifford's Honey farm and stop by Emu Ridge Eucalyptus Distillery.

The offering is part of *Azamara Journey's* third season in Australia.

Azamara Journey can carry 694 passengers on board.

Thailand mourning

THE Thai Government has announced that the Royal Cremation for the late King Bhumibol Adulyadej is scheduled for 25-29 Oct.

During the five-day period, tourist attractions across Thailand will remain open, except for the Grand Palace and the Temple of the Emerald Buddha in Bangkok, which will be closed.

Despite this, Thai officials recommend tourists reconfirm their plans with their travel agent.

Visitors are also asked to wear respectful clothing when in public.

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



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Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Tourism & Events Queensland has appointed former Virgin Australia ceo **Brett Godfrey** as chairman. Godfrey has more than 25 years' industry experience and has numerous tourism assets nationally.

Leon Thomson has been named Executive Assistant Manager - Sales & Marketing for **Marriott International's Fiji Complex**. He brings 28 years' sales and marketing experience in the hotel industry to the role.

The **Latin American Travel Association** has unanimously elected Air Europa UK and Ireland's director **Colin Stewart** as its new chairman, replacing Byron Shinto who stepped down from the role last month.

Monique van Gelder has taken on the role of National Marketing Manager at **Corporate Traveller Australia**.

A new Senior Revenue Manager has been appointed at **Best Western Australasia**, with **Kristy Edwards** taking on the role. Managing a team of four, Edwards has been with Best Western for five years and was promoted into the position.

Marcus Hanna and **Alan Burrows** will take on two separate General Manager roles for **AccorHotels Asia Pacific**, managing Raffles City Hotel complex and Novotel Singapore Clarke Quay respectively. The roles will be effective late Oct.

Hogg Robinson Group has promoted **Bill Brindle** to the position of Chief Operating Officer. He will take on the day-to-day running of HRG and will also retain senior IT management responsibilities.

DL offers free mms

DELTA Air Lines has become the first American carrier to offer free mobile messaging services to its in-flight passengers.

The new amenity commences next month and will allow travellers to send real-time texts to friends and utilise social media application such as Facebook and WhatsApp.

Messages will be for texts only.

LH adds TXL/JFK

LUFTHANSA has boosted its long-haul transatlantic offering in the wake of Airberlin's long-haul service suspension by announcing it will fly non-stop from Berlin to New York five times a week.

The new route will be operated using Airbus A330-300s and will commence from 08 Nov.

The Star Alliance carrier will also resume a direct Dusseldorf to Miami flight from 08 Nov.

Hyatt Mexico x2

HYATT Hotel Corporation is set to make a push on the Mexican market by signalling intentions to open two hotels under the Park Hyatt brand.

Two high-end attractions will be built with one 155-room hotel in Mexico City and another 162-room asset in Los Cabos.

Park Hyatt Mexico City is slated to open 2021 whereas Park Hyatt Los Cabo is aiming for late 2020.

EU border controls

THE European Commission has recommended the extension of border controls in the EU's free-travel zone, according to reports.

A three-year addendum to emergency border control policy could go ahead to aid in the stemming of migration.

The proposal arrives as border controls in Germany, Austria, Denmark, and Norway expire.

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***NEW* SUPPORT AND TRAIN**

FINANCIAL LEARNING & DEVELOPMENT MANAGER
BRISBANE – \$95K PKG

An exciting opportunity exists for an experienced and qualified Finance Manager with great training skills. This role will see you develop the Finance team, designing & facilitating workshops & online programs. We are looking for an enthusiastic individual with a focus on customer service, is results driven & strong organisation, communication & presentation skills. Great package & benefits on offer. Closing this week so get in quick.

***NEW* HUMAN RESOURCES ROLE**

INJURY MANAGEMENT SPECIALIST
BRISBANE – \$80K PKG

Working closely within the HR team you will work to deliver case management within a complex corporate environment whilst providing advice & support to key stakeholders within the business & across all brands. There will be a strong focus on educating the management team in regards to return to work injuries & illnesses whilst working on retention initiatives & employee engagement programs. This is a rare role that won't last long!

AND THE WINNER IS

BID MANAGER
SYDNEY-BASE SALARY TO \$95K + SUPER

Very rare opportunity with a leading TMC that is seeing extreme growth in 2017. They are looking for an experienced Bid Writer/Manager to join their team. You will have experience in a similar role and if you are Shipley trained this will be held in high regard. Office located close to public transport and career progression is definitely something this company promotes. Please call us for more information.

FINANCE SPECIALIST REQUIRED

FINANCIAL CONTROLLER
MELBOURNE – EXECUTIVE PACKAGE

Great new opportunity for an experienced Financial Controller to join this expanding hotel group. Working closely with the GM you will be responsible for all financials including month end reporting, P&L's, general ledger, budgeting and forecasting & other general financial tasks. Experience in a similar role a must along with relevant qualifications, strong communication, analytical & problem solving skills. Executive package on offer.

LOOKING FOR A NEW CHALLENGE?

DIRECTOR OF SALES
MELBOURNE EXEC PKG + BONUS ++

We are looking for a DOSM who has experience working with 800+ rooms. Is this you? Join this dynamic leader to help them to develop & manage the sales team, implement sales strategies & campaigns across all segments, budgeting & forecasting all to maximise revenues. Executive salary package on offer. Experience as a Director of Sales, a track record leading a successful sales team along with great communication, presentation & negotiation skills required.

STEP UP FROM TL TO HEAD OF OPERATIONS

NSW OPERATIONS MANAGER or TEAM LEADER
SYDNEY-BASE SALARY TO \$100K + SUPER + BONUS

Currently working for a Corporate TMC and thinking about a change? This company rarely recruits at this level which makes this all the more exciting. You will be managing a team of extremely talented corporate consultants on a very high demand account. We need someone extremely qualified in corporate travel, leadership is the key but someone who still understands how to consult is very important to this role. Call today to find out more.

EARN THE BIG BUCKS

BUSINESS DEVELOPMENT MANAGER
SYD/MEL/WA – BIG BASE PLUS BIG BONUSES

Create a valued impression when you join this outstanding company. You will have experience in sourcing and winning new business, with great negotiation skills and a fantastic personality. Representing this well-known brand in the market you will be proud to be part of this vast organization, showing off your sales skills and getting new clients to sign on the dotted line. If you want to join a fast paced role with excellent progression then don't wait any longer.

SENIOR SUPPLIER ROLE

AREA MANAGER - NSW
SYDNEY - SALARY PACKAGE TO \$85 PLUS CAR

Exclusive role to AA Appointments. This supplier to the Tourism Industry have a very rare opportunity for an area manager to join their team in NSW. This supplier has offices throughout NSW and you will be responsible for managing & developing a number of them to achieve top service and profitability. This will include training mentoring and managing staff to achieve this. Huge career opportunities available, great salary and company car.

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

executive@aaappointments.com.au

NSW & ACT - 02 9231 2825 VIC, WA, SA & TAS - 03 9670 2577 QLD & NT - 07 3229 9600

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