

# Travel Daily

First with the news

Friday 20th April 2018



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## NSW backs transPacific JV

**THE** proposed transPacific joint business agreement (JBA) between American Airlines & Qantas being evaluated in Washington DC has received support from the office of the NSW Government.

In a letter to the US Dept of Transportation, NSW Minister for Trade & Industry and Primary Industries Niall Blair said the proposed QF/AA alliance "will strengthen a strategic partnership that will drive trade, enhance investment and promote tourism between NSW and the US".

"It will benefit consumers and businesses... and serve to strengthen economic and cultural links between us," he said.

Minister Blair said the United States was one of New South Wales' top 'Priority Markets', and the largest source of foreign direct investment into Australia.

"Your country continues to be a popular destination for tourists

from NSW, with more people travelling from NSW to the United States than from anywhere else in Australia.

"Likewise, NSW receives the largest number of visitors from the USA," Minister Blair added.

He said the tie-up would "unlock substantial customer benefits, and incentivise the development of infrastructure to support the delivery of services to customers".

The QF/AA JBA will "serve to ensure the collaboration between two emblematic Australian and American carriers, enabling a deeper alignment of services and enable more fruitful collaboration," Blair concluded.

### Bliss delivered

**NORWEGIAN** Cruise Line has taken delivery of the 168,028 gross tonne *Norwegian Bliss* from Meyer Werft during a ceremony in Bremerhaven, Germany.

*Norwegian Bliss*' maiden voyage will be from Southampton to the US tomorrow where she will be previewed in New York, Miami & LA prior to operating a summer season in Alaska starting in Jun.

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## Hainan visa-free

**TRAVELLERS** from Australia are among citizens of 59 countries that will be able to visit China's tourist hot-spot of Hainan Island without a visa, effective 01 May.

Individuals and groups from the extensive list of nations will be entitled to a 30 day visa-free status, so long as they have booked their travel through travel agencies registered in Hainan Province and approved by China National Tourism Administration.

Other countries that can access the visa-free entry to Hainan incl New Zealand, the UK, USA, Canada, France and Germany.

"The new policy is an attempt to support the island's reform and opening-up initiatives," China's State Immigration Administration announced earlier this week.

## Dubai blockchain vision

**DUBAI** has launched its Tourism 2.0 blockchain-enabled marketplace as part of a vision to connect buyers directly to hotels and tour operators through new technology platforms.

The initiative is aimed at creating new distribution channels for Dubai's tourism inventory through "a future-proofed virtual business-to-business marketplace".

The Dubai Department

of Tourism and Commerce Marketing (DTCM) says the concept will make it the first city to "embark on the journey of democratising travel through the use of emerging technologies" and will initially provide a new distribution channel for hotels.

A wider implementation will be rolled out over 24 months.

*Arabian Business* says the initiative will allow hotels and tour operators to connect directly, giving operators the ability to access hotel occupancy and room rates while allowing them to more effectively communicate offers and availability to their customers.

It has been launched as part of Dubai Tourism's Vision 2020, which aims to welcome 20 million visitors per year to the emirate by the year 2020.

## Air NZ contingency

**AIR** New Zealand has updated flight schedules on multiple routes due to engine issues affecting its Boeing 787-9 *Dreamliner* (TD Mon).

Fifteen flights have been axed between today and 29 Apr, on sectors such as PER-CHC, AKL-PER, AKL-SYD (on specific dates).

Passengers affected by the flight cancellations are being contacted & sent new e-tickets, or are being advised that their agent will be in touch with new flight details.

Dozens of Air New Zealand's services from today until 26 Jun to destinations such as Houston, Apia, Los Angeles, San Francisco and Tokyo Haneda, along with some transTasman flights, have also had their timing adjusted.

View the latest update [HERE](#).

## DFW lounge shift

**QANTAS** will temporarily relocate its lounge services in Dallas/Forth Worth from Mon while American Airlines constructs its new Flagship Lounge in terminal D.

Customers transiting on QF7/8 between Sydney and Dallas will have access to a temporary AA Premium Lounge on the concourse near gate D36.

The new Flagship Lounge is due to open in Mar.

## P&O extends rides

**P&O** Cruises will extend its partnership with ride-sharing service GoCatch nationally after a pilot scheme introduced in Brisbane earlier this year.

Guests departing on cruises of up to six nights from any of P&O's Australian homeports will receive a \$50 GoCatch credit per room to go from home to port.

For cruises of seven nights or more the credit is \$100 per room.

Passengers can also book ahead for a scheduled pick-up without surge pricing.

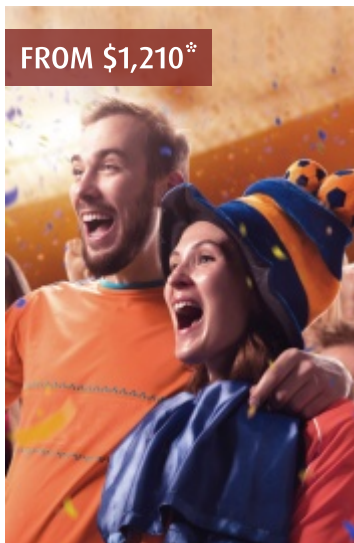
## New Viking options

**VIKING** Cruises has announced five new voyages for 2019, two of which visit Australia.

Travellers will be able to sail from Santiago to Sydney or from Sydney to Durban or London on *Viking Sun*, with a series of flight options now available.

The 2019-20 cruise brochure is now online - [CLICK HERE](#).

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## Discovery on Rotto

**WORK** commenced yesterday on a new luxury eco-village at Pinky Beach on Rottneest Island in Western Australia.

The \$20m Discovery Eco Village Rottneest Island development is being jointly funded by Baileys Group and camping and holiday park operator Discovery Parks.

To be located 650m from the main settlement and jetty at Thompson Bay, the village will feature 83 eco-tents with ensuite pods which are linked via an elevated walkway through the dunes to a central complex.

"It taps into a clear need for new accommodation on the island as there's been nothing developed for over 30 years [on Rottneest]," Discovery Parks ceo Grant Wilckens said.

First guests are expected at the eco-village by the end of 2018.

**MEANWHILE**, the WA Govt said Rottneest's visitor arrivals for Mar were up 15% y-o-y to 80,000+.

## ATEC show to DRW

**THE** 2018 Australian Tourism Export Council (ATEC) Meeting Place will be held in Darwin from 19-21 Nov, and is expected to lure 85 international travel trade buyers and 300 Australian travel sellers to the top end.

Meeting Place has traditionally been held in Sydney, with the move to the NT capital providing an opportunity for local tourism businesses to profile their wares.

"Our members indicated a strong demand to hold Meeting Place in the NT and ATEC is excited to be taking the event to Darwin," ATEC managing director Peter Shelley said yesterday.

## Curio Japan entry

**THE** first Curio Collection by Hilton hotel has opened in Japan.

Kyukaruizawa Kikyo features 50 rooms, a wellness spa, public bath and a wedding chapel, and is located in Nagano prefecture.

## Portland hotel boom

**PORTLAND**, Oregon, in the US is bolstering its accommodation stocks reflecting increasing demand from visitors wanting to experience the destination.

Additions include the recently opened The Dossier which offers room delivery from the local Salt and Straw ice creamery; the new Hoxton in an historic building dating back to 1906; the 297-room The Porter which is soon to open as part of Hilton's Curio Collection; and the quirky Jupiter NEXT which is a revitalised 67-room motor inn on the east side.

The 600-room Hyatt Regency Portland is set to debut late next year near the Oregon Convention Centre as part of a US\$224 million project expected to draw substantial meetings to the city.

Portland's overall hotel stock is projected to increase by 40% in the next three years - for more information on the destination, see [www.travelportland.com](http://www.travelportland.com).



## Window Seat

**A WINE** fountain in New Zealand's wine capital of Marlborough may be on the cards after the grape idea was put forward last week.

Suggested at a local business meeting and pitched for the centre of Blenheim, the potential tourist attraction would presumably spout the region's famous sauvignon blanc during certain hours of the day.

Blenheim Business Association chairman Anthony Mullen said the fountain could help promote Marlborough as a world-class wine destination, with the idea tying in with a new project to take tourists on a walking tour of the town centre.

"I imagine people would just walk up to it and fill their water bottles with wine," he said.

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## Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

**Qantas** is offering return kids' Economy fares from Sydney to Los Angeles from \$499 and adult fares from \$1,099. Kids' prices are valid for a child aged between two and 11. Sale ends 27 Apr - [CLICK HERE](#) for more.

**Celebrity Cruises** has extended its End of Season Sale until 02 May. The company is offering a \$200 discount, free drinks and US\$300 onboard credit on select sailings. See [www.celebritycruises.com.au](http://www.celebritycruises.com.au).

Savings of up to 20% are available at **Metro Apartments on Bank Place, Melbourne**. Valid for stays until 31 Aug, book by 30 Apr - [CLICK HERE](#).

Book stays at select **Parkroyal** properties by 31 May to lock in discounts of up to 30%. For full details, visit [www.parkroyalhotels.com](http://www.parkroyalhotels.com).

### Buderim eco-resort

**A MAJOR** five-star hotel and conference centre on the Sunshine Coast has been given the green light from council.

The Badderam Eco Luxe Resort & Spa will be built in the bushland setting of Buderim, 10 minutes away from the beaches of the Sunshine Coast.

It will comprise 111 rooms and suites, three restaurants and bars, a 10-room wellness day spa and health centre, heated resort style pools and hot tubs, wine tasting room and wine cellar, and extensive conference and function facilities.

Other services planned include a creche, a cookery school, a chauffeur service and a Tesla electric vehicle fleet for complimentary guest usage.

Its opening will coincide with the launch of the Sunshine Coast's new int'l airport in 2020.

### SYD traffic spikes

**SYDNEY** Airport witnessed an 11.1% growth in international passenger traffic during Mar, achieving 1.37 million overseas pax, the airport reported today.

Capacity grew by 7.5%, signalling more than 120,000 seats and average load factors increased by 2.3 percentage points above the prior corresponding period.

### SQ extends F1 pact

**SINGAPORE** Airlines has extended its title sponsorship of the Formula 1 Singapore Grand Prix for another two years, through until 2019.

This year's Singapore Airlines Singapore Formula 1 Grand Prix will take place over 14-16 Sep at the Marina Bay Street Circuit.

The carrier has been title sponsor of the event since 2014.



**IGNITE** Travel Group took to two wheels to raise money for the Cure Kids Fiji charity recently.

The group set out on a bike-a-thon, with the goal to collectively cycle the distance from their office to Fiji on two stationary exercise bikes - a whopping total distance of 2,763km.

The initiative was part of wider fundraising efforts which also included Raw Challenge obstacle courses, office donation jars, lunchtime BBQs, selling off old office furniture & computers and conducting raffles.

On a recent visit to Fiji, Ignite Travel Group presented a cheque for FJ\$14,325 to the charity.

**Pictured** are: Alisi Bobi, Rosie Holidays rep; Richard Weyer, Ignite Travel Group digital marketing manager; Sally Cooper, Cure Kids Fiji and Danielle Lewis, Ignite Travel Group consultant.

**Inset:** Jason Fountain with Ryan Thomas, ceo Ignite Travel Group.



### MSC CRUISES CRUISE CONSULTANT

Due to further expansion MSC Cruises Australia is looking for a Cruise Consultant, located at King St Wharf, Sydney.

The successful candidate must have a minimum four years experience in the retail or wholesale travel sector, exceptional cruise and sales knowledge, strong airfare and ticketing skills with GDS and system knowledge, excellent attention to detail and a good work ethic.

The successful candidate will work in our reservation team and liaise closely with our marketing, sales and product departments.

**For further information and to submit your resume**  
[hr@msccruises.com.au](mailto:hr@msccruises.com.au)



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Friday 20th April 2018

## Technology Update

Today's Technology Update is brought to you by Excite Holidays.

### The Importance of Ease



We recently asked some of our agents what they thought about our booking platform, and a large number of responses

mentioned the same thing: ease of use. This is important to us, because a lot of the work we do on the platform is ensuring that the system is easy to use, and meets the needs of travel agents. Being time-poor, agents need to be able to execute their bookings as quickly and simply as possible. Having 250,000 properties across the world means that if the product is not easy to find, assess and book, then we are doing a disservice to ourselves, and our agents.

Technology allows access to more information and product than ever before, but that's only part of the recipe for success. If the access to vast amounts of information is not simple and saves us time, then the technology has failed to do its job: make our lives easier.

This is why we spend so much time ensuring the process is simple and easy to use, and why we will always strive to improve it based on the feedback from our agents. Positive feedback about ease of use isn't an indication that we can sit back and relax, it reiterates the importance of that feature, which only fuels us to see just how far we can take it.

**Nicholas Stavropoulos -**  
Executive Director, Excite Holidays

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HOLIDAYS

## Advito data push

**CORPORATE** travel consultancy Advito has launched a new Intelligence & Analytics consulting practice, offering services including data integration, data management, analytics and visualisations.

The initiative aims to help clients make use of fragmented data from multiple sources, including third parties, with the goal of providing greater insights and allow quicker corporate decision-making.

"We offer a holistic and economical solution that takes organisations from concept to actualisation in record time," said Advito senior director of intelligence & analytics Lexi Honohan, who joined 10 months ago to help create the new unit.

Domo cloud-based operating systems will be used to provide data and analytics to support many of the practice's services.

## BCD grad program

**THREE** university graduates will travel the world for six weeks to learn from corporate travel industry experts under the BCD Travel's selective Management Associate Program.

The trio were named yesterday as the latest graduates to take part in the program and will take up internships at BCD Travel once they return from travel to New York, Sao Paulo, Shanghai and New Delhi.

"One of BCD Travel's great strengths is our ability to attract and retain exceedingly talented people needed to fulfill our mission of helping businesses to travel smart and achieve more," said Christian Dahl, SVP of talent management and global human resources for BCD Travel.

The program's latest intake drew students from three US universities: Jenn O'Connell from University of Georgia, Chad Palucka from Waynesburg University and Korie Wilson from Grand Valley State University.

## CORPORATE UPDATE

# CWT takes gold for CSR

**CARLSON** Wagonlit Travel (CWT) has been given a gold rating for its corporate social responsibility practices (CSR) for a second successive year.

The ranking was given by independent CSR ratings agency EcoVadis and puts CWT among the world's top 1% of companies across all industries.

CWT was also given a rating in the top 1% for "fair business practices/ethics & compliance" within its industry.

"Our second, successive, annual gold rating for global CSR is testament to both us, and our customers, of the benefits

of living the CWT values," said Catherine Maguire-Vielle, CWT's chief human resources officer.

"Responsible business is a core element of all of our customer relationships, and EcoVadis' third-party gold certification publicly underlines our commitment to work to the very highest standards of ethics and conduct in all that we do."

Francoise Grumberg, CWT's vice president, global responsible business, said the rating recognised that CWT's approach to responsible business focused on "all of the CSR issues that are most material for the business".

**CAPA**  
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## CAPA Insights

CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.

### SEAT GROWTH 2017 > 2018

#### Seat growth by region



#### Seat growth by airport

(DSS) Dakar Blaise	1747.7%
(DTU) Wudalianchi	748.6%
(CDP) Cuddapah	634.1%
(WGN) Shaoyang	542.7%
(NDC) Nanded	528.6%

#### Seat growth by LCC seats

(CDP) Cuddapah	634.1%
(IKT) Irkutsk	532.8%
(MPM) Maputo	513.6%
(CDE) Chengde	496.0%
(JSA) Jaisalmer	481.3%

#### Seat growth by country

Eritrea	32.3%
Bolivia	32.0%
Sierra Leone	28.4%
Gambia	21.9%
Ethiopia	18.8%

seats available  
in 2018 **10.7b**

#### Domestic seat growth

(DTU) Wudalianchi	748.6%
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#### International seat growth

(DSS) Dakar Blaise	1698.5%
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global seat  
growth  
**2.1%**

**THERE** will be over 10.7 billion arriving and departing seats available on commercial flights around the world during 2018, an increase of 218 million over 2017 (more than Pakistan's population of 211 million people, or more than double the Philippines' population of 106 million).

All regions will see growth, except for the Middle East which will be reduced by 1.1%.

Domestic seats account for 6.3 billion (59%), with the USA, China, India, Indonesia & Japan taking the top five spots.

International seats account for 4.4 billion (41%) with the USA, UK, Germany, Spain & China making up the top five.

## USA targets tunes

**BRAND** USA's latest marketing campaign is harnessing the power of music to promote international travel to the USA.

The "Hear the Music, Experience the USA" campaign challenged five emerging artists to create their own rendition of Bobby Freeman's song, *Do You Wanna Dance?* which brings the unique cultural sounds of their cities to life.

Under the tie-up, Brand USA has also partnered with Spotify to create 22 US city soundscape playlists which are created based on the artists and genres that over-index in popularity with local users in each city.

The push highlights EDM in Denver, the blues in Houston, rock'n'roll in Portland, hip-hop in Atlanta, and soul in Puerto Rico.

## SQ satisfaction high

**SINGAPORE** Airlines has been awarded the Roy Morgan Feb international airlines customer satisfaction title after achieving a satisfaction rating of 88.2%.

The win marks the first monthly victory for Singapore Airlines since Dec 2015.

SQ topped rival Cathay Pacific, which had a customer satisfaction rating of 87.7% during the month.

## Swiss Six Senses

**A NEW** Six Senses resort planned for Switzerland will offer a "hotel-residence" concept, with one building dedicated to hotel customers and another for residential accommodation.

Six Senses, Crans-Montana, will offer 17 residential apartments, with 13 allowed for foreigners to purchase as a second residence.



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### International Business Account & Implementation Manager

Located in Melbourne, this role is responsible for supporting the relationship between Air Tickets and their international customer base, primarily in the Asian Market.

Working closely with the Air Tickets International Business Manager and the Air Tickets teams, you will be the point of contact for international clients. Including, introduction and implementing of new customers, maintaining existing customer relationships, assisting with customers day to day BAU needs and driving continue growth through these relationships.

With strong fluency in Mandarin, you will build, support and maintain relationships with external and internal customers, whilst acting as a liaison between the client and the internal teams with the aim of resolving queries.

You will possess strong interpersonal skills, coupled with highly developed problem solving and analytical skills. With a positive approach to the role, you will display a high level of energy, enthusiasm and commitment and a high level of customer service orientation.

**Applications close 27 April 2018.**

Applications should be sent to [careers@helloworld.com.au](mailto:careers@helloworld.com.au)

Only successful applicants will be contacted for interview.

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## Win flights to anywhere on Royal Brunei Airlines' network

Royal Brunei Airlines is celebrating four years of flying from Melbourne to London with the 787 Dreamliner.

Show us in a photograph or meme how you would best celebrate with Royal Brunei Airlines on the 787 Dreamliner to London. Make sure you include the RBA Dreamliner in your entry (you can take a screenshot of the picture from the first day of the comp).

The most creative entry will win two return Economy Class tickets from Melbourne to anywhere on the Royal Brunei network.

Send your entries to [rba@traveldaily.com.au](mailto:rba@traveldaily.com.au) by COB 30 April.



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## WTTC '19 to Spain

**THE** World Travel & Tourism Council (WTTC) has revealed next year's WTTC Global Summit will take place in Seville, Spain, on 03-04 Apr 2019.

The summit brings together influential figures to address the challenges and opportunities facing travel & tourism.

## New Amtrak nosh

**AMTRAK** is swapping out traditional dining car service with fresh contemporary options for its sleeping car customers aboard its Capitol Limited and Lake Shore Limited trains starting 01 Jun.

Guests in the sleeping cars will choose meals delivered to their Bedrooms or Roomettes, or eat in a private cafe or lounge car.

Lunch & dinner options include chilled beef tenderloin, vegan wrap, or chicken Caesar salad.

Meals will continue to be included in the sleeping car fare.

## Airbnb for Events

**AIRBNB** is launching an Airbnb for Events tool for Australian and New Zealand event organisers.

The tool allows conference planners to create a map of Airbnb listings that are near their venues, which can then be embedded on the event website.

Airbnb also automatically creates a personalised landing page for the event on Airbnb.com which event organisers can share with attendees.

The launch follows an initial Australian pilot with the Adelaide Fringe Festival earlier this year.

## Yotel for Istanbul

**YOTEL** has inked a hotel management contract with the operator of Istanbul New Airport for one of the biggest airport hotels in the world.

Located inside the main terminal building, the property will offer 451 rooms.



*Working in partnership with the Australian Travel Industry*

### **Corporate Travel Consultant | Northern Beaches Sydney, Industry High Salary + Perks, Ref: 2134AJ01**

An exciting opportunity has presented itself in the Northern Beaches for an experienced Corporate Travel Consultant. The only aspect more amazing than the location is the salary on offer! In order to be successful for this role and reap the associated rewards, you will be experienced and confident when dealing with corporate clients. You will be servicing existing clients and enjoy building and nurturing relationships while helping out with every aspect of the clients travel requirements.

For more information please call Antony on  
(02) 9119 8744 or click [APPLY](#) now.

### **Corporate Travel Account Manager Sydney, \$80-120k, Ref: 3367SJ1**

I am looking for a Key Account Manager to work with a leading TMC in Sydney and manage their large market accounts. If you have strategic account management experience in the corporate travel industry then this role could be what you are looking for. Your main responsibility is to manage the business relationship between the TMC and your clients while promoting account retention and growth. Fantastic earning potential and a great working environment are on offer with this leading TMC.

For more information please call Sarah on  
(02) 9119 8744 or click [APPLY](#) now.

### **Graphic Designer Melbourne, \$55k + Super, Ref: 3356HC1**

Are you a Graphic Designer with a passion for travel? Yes, then this could be the dream role you have been waiting for. A successful travel company in Melbourne is looking for an experienced Graphic Designer to join their friendly team. You will take a proactive and hands on approach in creating and designing a diverse range of their promotional material and also assisting with their website maintenance and development. The ideal candidate will have experience in the industry.

For more information please call Hannah on  
(03) 9988 0616 or click [APPLY](#) now.

### **Leisure Travel Consultant Brisbane CBD, \$40-45k plus super + bonus, Ref: 1263CGA1**

Do you have extensive travel industry experience and high standards in your customer service? Located in Brisbane's CBD, this travel sales focused role will be responsible for booking a wide range of products to satisfy repeat and new business needs. The ideal candidate will be proficient in using a GDS, good fares experience and have excellent worldwide destination knowledge. If you have great sales mentality and a true passion for the travel industry this could be the role for you.

For more information please call Courtney on  
(07) 3123 6107 or click [APPLY](#) now.

### **African Travel Specialist Brisbane, Competitive Salary + Uncapped Comms, Ref: 2040AW1**

This is a specialist travel sales position, where you will be responsible for designing and selling bespoke African itineraries. Ensuring all customers have the best possible holiday experience, this is your chance to join a dynamic international travel company, in a multi-faceted role! Maintaining relationships with DMC's, the ideal candidate will also be confident in product knowledge across the continent of Africa. Want to work Monday-Friday and earn UNCAPPED commission? APPLY NOW!

For more information please call Amanda on  
(07) 3123 6107 or click [APPLY](#) now.

### **Documentation Consultant Sydney, \$45K + Super, Ref: 3393PE1**

Are you looking for something a little different in the travel industry and have excellent attention to detail & docs experience in Travel? This highly successful Cruise company are looking for a fantastic documentation consultant. We are looking for a consultant who is willing to be flexible in their work place and keen to learn the ropes. This is a dynamic, busy, fun environment where no days are the same, offering a multitude of different tasks for you to sink your teeth into.

For more information please call Paul on  
(03) 9988 0616 or click [APPLY](#) now.

### **Travel Consultant – Cantonese Speaking Melbourne, \$Competitive + Super + Bonus, Ref: 3392HC1**

I am seeking an experienced travel professional to join a Global Brand in their Melbourne CBD based team. As a Lifestyle Travel Consultant, you will be responsible for ensuring an exceptionally high level of customer service is provided to all clients. You will not only be responsible for managing travel arrangements but making bookings and recommendations for restaurants, events and shows. GDS knowledge will be highly regarded along with previous experience dealing with VIP Clientele.

For more information please call Hannah on  
(03) 9988 0616 or click [APPLY](#) now.

### **Business Analyst (General Manager) Brisbane, \$100-\$200k base + Super + Bonus, Ref: 3376SZ1**

A rare opportunity has become available for a revenue focused, business analyst to step into a General Manager position within a growing business that has a strong 5 year growth plan. This is a 2nd in charge position within the current operation and you will be overseeing the department heads and working closely with them to analyse their department data and implement improvements. Ideal candidate will have a strong financial and business acumen and a solution focused personality.

For more information please call Serena on  
(07) 3123 6107 or click [APPLY](#) now.



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