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Lux Esc turns to trade

TRAVELMANAGERS has become the first retail group to enter into a commercial partnership with e-commerce travel provider Luxury Escapes.

The agreement will provide TravelManagers' Personal Travel Managers (PTMs) with access to Luxury Escapes' deals and allow them to add value via flights, insurance and pre & post arrangements for clients.

"I think we need to stop looking at these kinds of businesses as disrupters to the industry and see how we can work with them and leverage off them to ensure we remain relevant," TravelManagers coo Grant Campbell told **TD** at the group's annual conference in Hawaii over the weekend.

"It's about being proactive and finding a way to work with them.. we will continue to look for those

kinds of opportunities," he said.

Luxury Escapes co-founder and ceo Adam Schwab said the company was "proud to be associated with TravelManagers in this pilot program" and noted from his company's point of view, the value of the partnership was "indisputable".

"Luxury Escapes is not only a travel e-commerce site: we see great value in supporting a trade partner who deals with its existing and potential consumers on a face-to-face basis," he said.

The move is attracting strong feedback, with industry commentary focusing on the voluntary withdrawal of Luxury Escapes from the AFTA Travel Accreditation Scheme (**TD** 02 Jul).

More from the conference on **pages three, five and six.**

TIE is tomorrow!

THE Travel Industry Exhibition will kick off tomorrow at Dockside, Darling Harbour, offering two days of seminars, prize giveaways and networking.

For more, see the **cover page.**

Today's issue of TD

Travel Daily today has seven pages of news and photos, including a front cover wrap for **The Travel Industry Exhibition** plus full pages from:

- Flight Centre
- AA Appointments jobs

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RIVER CRUISING
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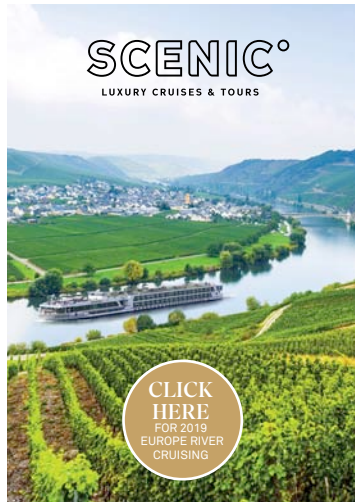
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Design sales mgr

DESIGN Hotels has appointed Sydney-based Allison Barclay of Revolve Communications as its sales manager for Australia and New Zealand.

The group represents a collection of 300 design-led properties in 60 countries.



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Dubai office disconnects

DUBAI Tourism has confirmed new arrangements for the local market which become effective from tomorrow when the organisation's Australian office officially closes (**TD** 17 May).

Effective Tue 21 Aug 2018 the new point of contact is Emily MacDonald, whose title is Manager, ANZ International Operations for Dubai Tourism.

"Emily will assist all trade partners requiring assistance with training, bookings, famils and campaigns as well as general questions and enquiries," according to a statement from Dubai Tourism issued today.

"As Emily is based in Dubai, email is the preferred method of contact due to the time

NZ spending up

INTERNATIONAL visitor spending in New Zealand is growing at a faster rate than visitor arrivals, according to government figures.

In the year to 30 Jun, total visitor spend was up 9% to NZ\$11.13 billion, while visitor arrival numbers were up 4% to 3.78 million.

"Visitor arrivals are continuing to grow, albeit at a more moderate pace over the short term," says Tourism NZ chief executive Stephen England-Hall.

"Over the long-term through to 2024, we expect positive growth from all markets with visitor spend exceeding NZ\$14.8 billion."

difference," the update advises.

The existing telephone number for Dubai Tourism in Australia will not be operational after today, with all trade partners requested to use dcm_au@dubaitourism.ae or emily.macdonald@dubaitourism.ae to make contact.

The organisation has not cut ties with its outgoing representative, Julie King & Associates, which will be managing an Oct roadshow on behalf of Dubai Tourism.

Events will take place in Sydney on Tue 16 Oct; Melbourne on Wed 17 Oct and Brisbane on Thu 18 Oct, with the organisation promising they will feature the launch of "many new product offerings and...the chance to win some amazing prizes".

Further details of the roadshow will be revealed in the coming weeks, Dubai Tourism advised.

Dubai Tourism is also a key partner with Helloworld Travel for next year's Global Stars incentive event (**TD** 30 Jul).

Vale Jane Tatham

WENTWORTH Travel in Sydney is mourning the death of colleague Jane Tatham who passed away on Wed after a battle with cancer.

Her funeral service will be held at Our Lady of the Sacred Heart Church, 193 Avoca Street, Randwick, at 10am on Fri, followed by a committal at the Eastern Suburbs Memorial Park at 12 Military Road, Matraville.

Guide to insurance

SMARTTRAVELLER has released a new travel insurance buying guide, created in partnership with consumer advocate Choice.

It includes tips on what insurance is needed, where to get it and how to read the fine print.

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on location in

Honolulu, Hawaii

Today's issue of *TD* is coming to you courtesy of TravelManagers at its annual conference.

DAY three of the 11th TravelManagers conference is currently underway, with several supplier presentations scheduled to take place including Amadeus, RCL, APT, and Stuba.

Other highlights from today's program will be a keynote speech from bushfire survivor Turia Pit, as well as the company's annual Gala Awards ceremony tonight.

The theme for this year's event has been "success", with TravelManagers placing a strong emphasis on the notion of PTM wellness, highlighted by the announcement on day one of a new Network Assistance Program via PeopleSense.

Intrepid's 18-29 launch

INTREPID has launched a new range of small group trips for 18- to 29-year-old travellers following the decision to merge its youth brand Geckos Adventures into Intrepid (*TD* 11 Jul) from 01 Oct.

The brochure features more than 80 travel experiences including "favourites" previously under the Geckos Adventures brand, plus five fresh additions.

"These tours are for travellers who don't want to backpack in large dorm rooms or booze it up but instead, want to break down cross-cultural barriers and make a positive impact on the local communities they visit," said Intrepid Travel regional director Asia Pacific Brett Mitchell.

Highlights of the brochure include an eight-day Split to Dubrovnik Sailing trip and a nine-day Essential Russia itinerary.

Trips are priced at the same level as Intrepid's Basix range,



with tours starting from \$390ppts for a five-day tour of Cappadocia and \$99 deposits available.

Geckos Adventures' website is directing departures beyond the cutoff to Intrepid, promising the "same small group size, same awesome local leaders, different logos on the t-shirts".

For more info, [CLICK HERE](#).



Window Seat

THE problem with Spain, according to one British pensioner, is that there are just too many Spaniards around the place - and she has written to holiday giant Thomas Cook to complain about it.

"Why can't the Spanish go somewhere else for their holidays?" asked Freda Jackson, 81, who has demanded a refund after her holiday in Benidorm.

According to the *Plymouth Herald*, Jackson was unhappy that her hotel was teeming with "rude" Spaniards and that the entertainment had been aimed at a Spanish audience.

"The hotel was full of Spanish holidaymakers and they really got on our nerves because they were just so rude," she said.

Maybe Blackpool next year.

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MEL busiest month

MELBOURNE Airport has recorded its busiest ever month, with almost 3.3 million passengers welcomed in Jul.

The result was a 3.3% increase on the same month last year and surpassed the previous record of 3.2 million passengers from Dec.

The airport also recorded its busiest ever day on 15 Jul when 20,193 travellers touched down.

International passengers were up 7.4% to 1 million in Jul, while domestic visitors were up 1.6% to almost 2.29 million.

MEANWHILE, a surge in Indian travellers helped drive strong growth at Sydney Airport in Jul, with total passenger numbers up 2.6% over the same month last year to hit 3.89 million.

Monthly figures released today show growth of 5.4% in Sydney's international passengers, with arrivals from India up 19.4%, the Philippines up 18.3% and Japan up 13%.

Airlines lift load factors

AUSTRALIA'S domestic airlines have boosted their load factors amid rising passenger numbers and tighter capacity, according to annual figures released today by the Bureau of Infrastructure, Transport and Regional Economics (BITRE).

Data for 2017/18 shows passenger numbers broke through the 60 million barrier to reach 60.77 million travellers, an increase of 2.5% on the previous 12 months.

At the same time overall capacity was reduced, with available seat kilometres down 0.2% to 88.53 billion.

The result was an increase in load factors to 80.1%, up 1.7 percentage points from last year.

The increase in passenger traffic continues an upward trend that began in 2015, and was reflected across virtually all of the major city pairs with the exception

of Perth-Sydney and Canberra-Sydney flights, which experienced passenger declines of 1% and 0.3% respectively.

Among the biggest city pairs, Melbourne-Sydney passenger numbers increased 3.1% over 2016/17 to hit 9.25 million, while Brisbane-Sydney was up 2% to 4.79 million.

Brisbane-Melbourne passengers were up 1.6% to 3.56 million.

Among the major airports, Sydney increased its total passenger movements by 2.1% to 27.65 million, or 22.7% of Australia's total travellers.

Melbourne was up 2.8% to 25.69 million, while Brisbane increased 1.6% to 17.38 million & Perth rose 1.1% to 8.12 million.

Adelaide showed the strongest growth of the country's top 10 airports, with passenger numbers up 3.2% to 7.28 million, or 6% of the national total.

Spit plan on track

THE Queensland Government has assured its fresh Southport Spit master plan will be "community led" and "inclusive", after a previous \$3b plan for a casino and resort on the Gold Coast site was scrapped last year (**TD** 02 Aug 2017).

The project is a collaboration between the Qld Government, City of Gold Coast (CoGC) and Gold Coast Waterways Authority (GCWA) and is promised to "unlock opportunities for job creation through tourism, entertainment and recreation, while preserving The Spit's character".

Qld Minister for State Development, Manufacturing, Infrastructure and Planning Cameron Dick said the master plan was on track.

Master plan options will be released for public comment in Oct and the final master plan is set to be completed in 2019.

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Delta entertainment

DELTA Air Lines has equipped its 600th aircraft with seat-back entertainment, completing its end-of-year commitment ahead of time.

The in-flight entertainment system offers more than 300 movies, 550 TV show episodes, 12 channels of live satellite TV on select flights, podcasts and music.



A JUBILANT executive team at TravelManagers welcomed attendees with open arms to its 2018 national conference in sunny Honolulu on the weekend.

This year approximately 350 people made the pilgrimage to the Prince Waikiki Luxury Resort in the US state of Hawaii to help embrace the theme of "success".

TravelManagers' executive general manager Michael Gazal provided the opening address at the 11th conference by defining what the term success means to the company's culture.

"Success in life is about realising your full potential and we all know that balance is the key," Gazal said.

"Eat well, exercise, make a contribution, connect with society and most importantly, have a positive attitude."

Underscoring the connection between success and personal wellbeing, Gazal used the forum to announce a new partnership with workforce management consultancy PeopleSense.

"We've decided this year to invest in our own community and

introduce for the first time our very own Network Assistance Program," he said.

"From 01 Sep, our PTMs will have access to a national network of clinical psychologists for up to six consultations absolutely free," Gazal added.

The opening day also saw a presentation from the 2017 Avis Travel Agent Scholarship winner Nakita Byrne, who discussed the importance of technology in exceeding clients' expectations, before House of Travel director Chris Paulsen provided a touching closing keynote speech outlining his own family's battle with mental illness.

The conference will conclude today with some notable events still to take place, including TravelManagers' annual Gala Awards and a keynote presentation from inspirational Aussie athlete Turia Pitt.

Pictured: House of Travel chief operating officer Grant Campbell; TravelManagers general manager Michael Gazal; and House of Travel chief executive officer Joe Araullo.

Albatross Passion

ALBATROSS Tours has opened bookings for its Oberammergau Passion Play 2020 tour program.

The 44-page brochure features Oberammergau Passion Play itineraries ranging from five- to 22-days, with 78 departures available throughout the Passion Play months from May-Oct 2020. For more, [CLICK HERE](#).

AFL

AFL ROUND 22 WINNER

Congratulations

HELEN JONES

from Scenic

Helen is the top point scorer for Round 22 of *Travel Daily's* AFL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.

Expedia TAAP



The major prize for the 2018 footy tipping competition is return economy class airfares to Dubai flying with **EMIRATES**.

NSWLT/PS/18/ZZ019 / ACT/TP/18/00255



NRL ROUND 23 WINNER

Congratulations

KURVIT VACH

from CTM

Kurvit is the top point scorer for Round 23 of *Travel Daily's* NRL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.

Expedia TAAP



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Successful hunting in Hawaii



DAY two of the TravelManagers conference in Honolulu saw PTMs and suppliers battling it out in a scavenger hunt across the city's many amazing attractions.

Each team had only two hours to locate eight of the 12 listed objectives which included taking a snap in front of the famous Duke Kahanamoku statue at Waikiki beach (pictured top), as well as commandeering a paddle board from a local to hit the waters of Duke's Lagoon.

Keeping with TravelManagers' conference ethos of agent wellness, some of the challenges also had a philanthropic aspect such as coming up with an "act of kindness" for a native Hawaiian,

which saw some teams buying people ice creams and paying for their bus fare around the city.

After completing the set challenges and immersing themselves in many Hawaiian tourist attractions, each team made their way to the Coconut Grove at the Royal Hawaiian Hotel to grab a cold drink.

Pictured (inset): Team Mai Tai think fast to create an ad hoc team costume as part of their 12 team building objectives.



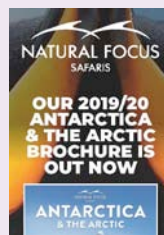
Brochures

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



Travel Directors - 2019/20

Travel Directors has released its 2019/20 brochure featuring its all-inclusive tours. The program has packed in three new tours, Africa: The Last Frontiers, where travellers visit Somaliland, Ethiopia and Madagascar; Passage of the Nile, which includes North Sudan, Egypt and Ethiopia; and Pirates of the Caribbean, with a journey through Nicaragua, Jamaica, Cuba and more. The program also has information on a Trans-Siberian adventure, coupled with tours to the Russian peninsula of Kamchatka, North Korea, Namibia and more.



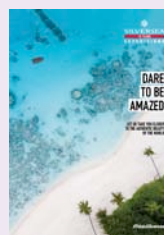
Natural Focus Safaris - Antarctica and the Arctic 2019/2020

Natural Focus Safaris has launched its Antarctica and The Arctic brochure for 2019/2020, featuring three new vessels, *Greg Mortimer*, *Magellan Explorer* and *Hondius*. The program includes a whopping 30-day expedition in 2020 across the Ross Sea, a voyage to the North Pole aboard *50 Yards of Victory*, land-based safaris into the Canadian High Arctic and an exploration of Russia's Wrangel Island. Sailings are also available on the refitted *Ocean Adventurer* and the *RCGS Resolute*.



Broome, Kimberley & Beyond - Christmas Island & Cocos Keeling Islands 2018/19

Broome, Kimberley & Beyond has unveiled its new brochure featuring Christmas and Cocos Keeling Islands with new accommodation and touring options. Activities on Christmas Island include Indian Ocean experiences, Faulkner Photography tours and Shorefire fishing charters. Travellers visiting Cocos Keeling Islands can experience a four-hour canoe tour, a dive tour and the Chasing Island Tails Fishing Tour. There are also options to book a Christmas and Cocos Keeling Islands package.



Silversea Cruises - Wild Expeditions 2019

To celebrate 10 Years of Expeditions, Silversea Cruises has released a new brochure for 2019 showcasing its exotic "wild expedition" sailings which take guests "closer to the essence of the world's beauty". The voyages include South and Central America, where guests will see the Chilean fjords and glaciers, Costa Rica's Curu National Park and explore the historic centre of Lima, Peru. The program also includes adventures through Canada and North America. The program includes all-inclusive promos with airfares, transfers and accommodation.

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Travel Centre Viking win



ROBUST marketing spanning print, video, window displays and social media helped the team at Travel Centre Coffs Harbour snag the top prize in a recent Viking Cruises competition.

Running from May to Jul, the incentive was part of a “winter wanderlust” campaign which invited agencies to spruik Viking Cruises utilising innovative marketing techniques in a bid to win a 15-day South-East Asia and Hong Kong cruise.

“It was great to see so many agencies getting behind this

incentive,” said Liz Sawers, director of sales for Viking.

“There were a number of fantastic entries but Travel Centre Coffs Harbour are very worthy winners who went above and beyond with their well thought out and creative campaign.”

A highlight of Travel Centre Coffs Harbour’s marketing was a purpose made video, with owner/manager Glenda Halliwell remarking “it was lots of fun and a real team effort”.

The team from Travel Centre Coffs Harbour is **pictured**.

WIN A LUXURY RIVER CRUISE



This month, Scenic and *Travel Daily* are giving readers the chance to win a luxurious river cruise. Experience a 15-day cruise in a balcony suite. The prize includes:

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Q14. How many Scenic Space-Ships are there in the fleet?

Great Ocean funds

SEVERAL communities along the Great Ocean Road are set to receive \$200k in grants as part of the Victorian Government’s funding for the Great Ocean Road Regional Tourism project.

Surf Coast Shire, Colac Otway Shire and Corangamite Shire will all benefit as part of a 10-year plan to develop the region which the government predicts will generate 500 construction jobs and 1,000 ongoing jobs.

Delta Incheon deal

FOLLOWING an MoU inked mid last week, Delta Air Lines and Incheon International Airport Corporation (IIAC) are partnering to create a leading hub in North-East Asia.

The agreement paves the way for both parties to collaborate across a number of areas including terminal 2 designs at ICN, operational performance, customer experience, new technology and marketing.

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HOT JOBS OF THE WEEK

Business Development Manager - Brisbane

Are you amazing at networking and building relationships? Flight Centre Business Travel are looking for experienced Business Development Managers. Your primary focus in this role is to use your relationship-building skills and our unique product and service offering for client acquisition.

Closing date: 27 August 2018

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Travel Manager - Sydney

Do you have two years' travel sales experience? FCM Travel Solutions are looking for multi-skilled Travel Managers to join our team. The challenging world of corporate and leisure travel management will be sure to take your career to new heights!

Closing date: 3 September 2018

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Contact Centre - Brisbane

Are you looking for a flexible opportunity to give you better work-life balance? Our 24 hour contact centre at our global head office in Brisbane is now hiring Travel Consultants! Specialised training is provided to give you the right tools to be successful in this exciting role.

Closing date: 24 August 2018

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Account Manager - Sydney

Are you customer centric? Do you have a natural ability to negotiate and problem solve? Want something different to challenge yourself? Corporate Traveller is looking for their next sales superstar to join their already successful team to manage business relationships with a number of their key customers.

Closing date: 31 August 2018

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Travel Sales Consultants, Sports and Events - Brisbane

Are you looking for a new challenge? Flight Centre Sports and Events is a new, exciting business, looking for results-driven individuals. If you have experience in sales and a passion for sports and events travel we want you!

Closing date: 31 August 2018

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Travel Manager - Brisbane

We're looking for enthusiastic Travel Managers to join Flight Centre Business Travel. Do you already have experience as a Travel Consultant or Travel Manager? If so, we'd love to hear from you! Enjoy flexible working options and an encouraging team environment.

Closing date: 27 August 2018

[APPLY NOW >](#)



Support Coordinator - Brisbane

Are you looking for a different opportunity within the travel industry? The Global Procurement Network is looking for someone who always makes decisions with the customer in mind. The Support Coordinator will man our frontline help desk by supporting our selling partners, suppliers, and internal businesses by phone, email, queue, and live chat.

Closing date: 31 August 2018

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Business Development Manager - Newcastle

Are you a proactive go-getter? Is networking second nature to you, believing that in every conversation is a new opportunity? We have the perfect opportunity for you! Flight Centre Business Travel is looking for a Business Development Manager to join our successful team in Newcastle.

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We are looking for an outstanding trainer to join this leading travel company. You will be responsible for induction & leading training for all new recruits & staff, develop online learning platform, create training materials & content & work closely with all departments on staff development. Great benefits & salary DOE. Experience in a similar role preferably within travel. Cert IV essential. Excellent communication & presentation skills along with a positive attitude required.

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