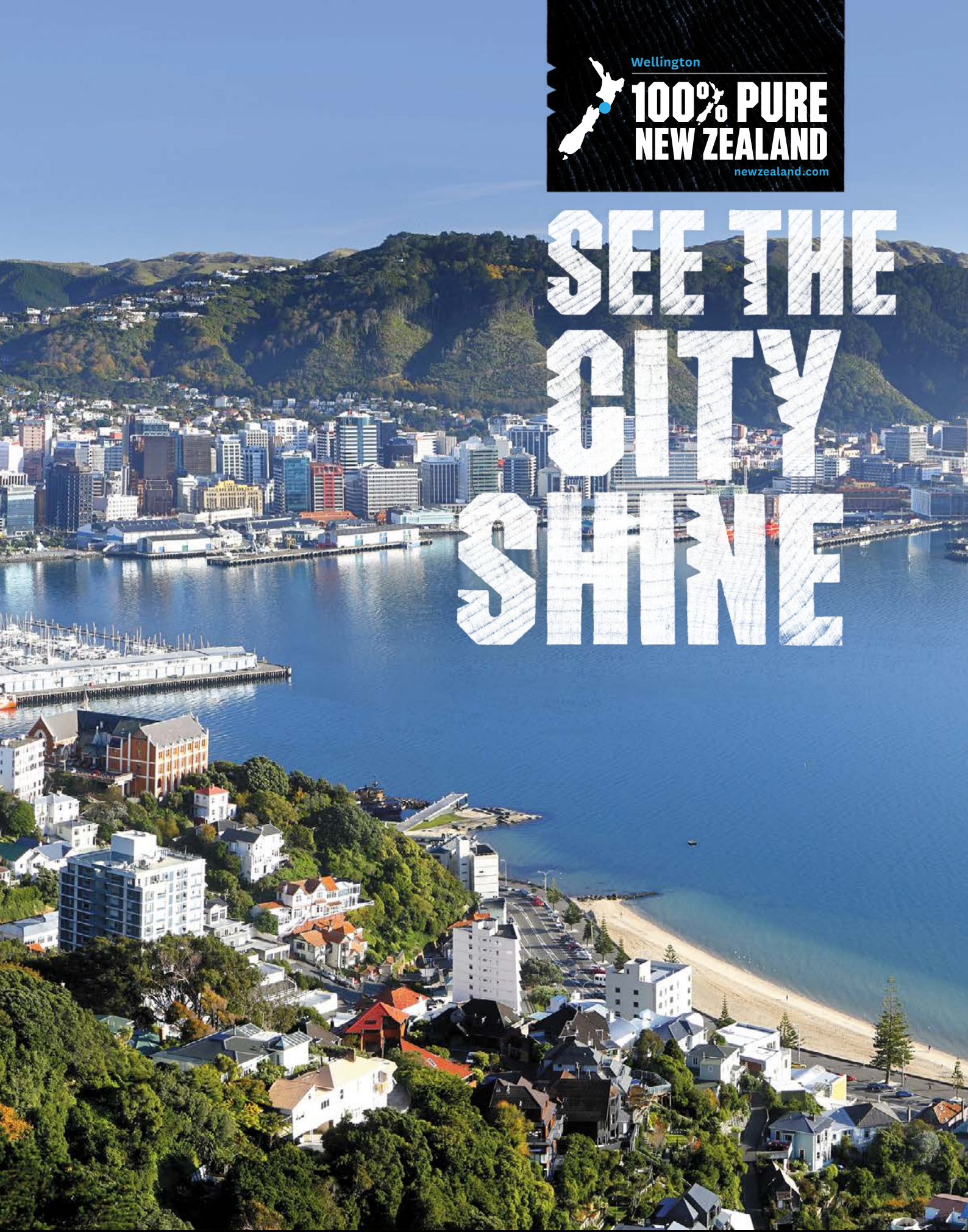




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Travel Daily

on location in

Honolulu, Hawaii

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

THE 11th TravelManagers conference officially concluded last night with a Gala Awards dinner at the Prince Waikiki Luxury Resort in Honolulu.

Plenty of flamboyant Hawaiian colour was on show on the night, with the best performing Personal Travel Managers honoured with various prizes throughout the ceremony.

The final day of the conference also saw supplier updates from Amadeus and APT, as well as an uplifting closing presentation from bushfire survivor and motivational speaker Turia Pitt, who received a standing ovation from the crowd.

HLO reports profit jump

HELLOWORLD Travel ceo Andrew Burnes says the outlook for the company is "very positive" after reporting a 48% year-on-year increase in after-tax profit to \$32 million (**TD** breaking news).

The company's total transaction value rose 3.5% to \$6.1 billion, driven by strong volume growth in air ticket sales.

Lower international airfares impacted the result, partly offset by "improved contracting outcomes across the business".

Operating costs were significantly lower, reflecting an ongoing focus on cost reduction

Today's issue of **TD**

Travel Daily today has seven pages of news and photos, including a front cover page for **Tourism New Zealand** plus full pages from:

- TMS Talent/inPlace
- ANTO product profile page

initiatives, while the company's retail travel network grew to 2,223 members across Australia and New Zealand as at 30 Jun, an increase of 208.

The growth was led by more Helloworld branded members, an expansion of the MTA home-based agent network, additional My Travel Group agencies and the acquisition of the 120-strong Magellan Travel Group.

The year saw HLO spend \$17 million on capital investments - an increase of \$7.2 million, due to the rebranding to Helloworld Travel across the network and "focused internal development on technology solutions".

The Board announced a final dividend of 11c per share, taking the full year payout to 18c, and Helloworld is now forecasting earnings (EBITDA) of \$76-80m for 2019, an increase of up to 22%.

More from Helloworld's results on **page five** of today's **TD**.

Tourism NZ prizes

TOURISM New Zealand is offering agents the chance to win one of five themed Wellington and Marlborough prize packs to the value of \$200 by completing a Wellington and Waipara or Nelson Tasman and Marlborough training module.

The prize features a range of gift baskets filled with goodies from across the regions.

For more info or to participate, see today's **cover page**.

Flavours of Austria

THE Austrian National Tourism Office is today showcasing the flavours of Austria, providing useful information on exploring the destination's dining which agents can pass on to their clients.

To learn about "must-visit destinations to awaken your clients' tastebuds" and tips on how to get around and stay updated, see the product profile on **page nine** of today's edition.



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MORE INFO

Tigerair \$1 sale

TIGERAIR Australia's 48-hour "pay to go, come back for \$1" sale is underway with over 10,000 fares across the carrier's 21 domestic routes.

Deals apply to travel between mid-Feb and mid-Apr and the sale ends tomorrow at midday AEST.



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Silversea set to overtake

SILVERSEA Cruises will step up its presence in the local market under new head Adam Armstrong, aiming to lift Australia into second place among the line's key markets.

The luxury operator's new managing director for Australia and New Zealand will look to lift growth and increase market share, with the travel trade to be a key focus in the line's strategy.

"I think the Australian market could be the number two market for all of Silversea," Armstrong told *Travel Daily*.

"We're currently number three, behind the US and the UK, and we're not far behind the UK," he said, adding that Australian sales could overtake those of the UK within 18 months to two years.

Armstrong took up his new position last week, having joined from Royal Caribbean Cruises where he was Australasian head for two and a half years.

"I guess what I can bring from Royal is the experience of running a large business that grew tremendously over the last decade," he said.

"We embraced the trade, we used the trade as our key, began to grow, and we grew significantly and brought in new ships.

"So I can bring that experience of embracing the trade to drive growth, to drive success of the brand in the market."

A key opportunity for Silversea will come in Jan when the line's new flagship *Silver Muse* makes its maiden visit to Australia, followed soon after by *Silver Whisper* which will rendezvous with its sister in Sydney in Feb.

Armstrong said the visits would help mark Silversea's 25th anniversary and allow it to showcase *Silver Muse* to as many industry partners as possible, giving them insight into the brand's future design standards.

PR A350 to Aus

PHILIPPINE Airlines will deploy its new Airbus A350-900XWB on flights from Manila to Sydney and Melbourne during Dec and Jan, GDS screens show.

The A350 will operate daily to Melbourne and three times weekly to Sydney.

FROM \$1210



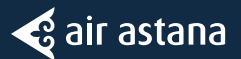
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Enchanted Princess

PRINCESS Cruises has revealed it will name its fifth Royal Class ship *Enchanted Princess*.

Set to begin sailing on 15 Jun 2020, *Enchanted Princess* will operate a series of European cruises during her maiden season.

Bookings open 08 Nov for the 3,660-pax ship, which will be built in the Fincantieri Monfalcone shipyard and followed by a sixth Royal Class vessel for Princess Cruises in 2022.

Sri Lanka to appoint local rep

SRI Lankan Tourism this morning confirmed aggressive plans to target the Australian market, including the appointment of a third party destination representative.

The move was revealed by Suteash Balasubramaniam, managing director of the Sri Lanka Tourism Promotion Bureau, during an official press conference to open the Travel Industry Exhibition in Sydney.

Balasubramaniam told *Travel Daily* the organisation planned to appoint representation in its eight top markets, with Australia currently ranking number six in terms of arrivals into Sri Lanka.

"Without someone local it's easy for a destination to easily slip out of sight," he said, with the

appointment expected within the next 6-12 months.

Other strategies currently under way include digital activity, with Sri Lanka Tourism hosting social media influencers along with plans to drive local interest through targeted hashtags.

Balasubramaniam also flagged plans to work with the local travel trade, confirming that he had met yesterday with AFTA and CATO to gain insights on the market.

"We want to build relationships with agents and tour operators," he said, while possible plans also include outdoor advertising in Sydney and Melbourne.

A large delegation from Sri Lanka is taking part in the Travel Industry Exhibition, alongside other suppliers and destinations from across the globe.

The show, which is free for trade visitors, takes place 10-6 today and 10-5 tomorrow at Dockside, Darling Harbour, with door prizes and networking drinks also on offer - travelindustryexpo.com.au.

Overseas trips rise

THE number of Australians returning from overseas travel was up 5.7% in Jun when compared to the same month last year, according to trend estimates released by the Australian Bureau of Statistics (ABS) today.

About 930,000 Australians came back from overseas during Jun, an increase of 0.6% on the previous month in trend terms.

But in seasonally adjusted estimates, the number of Australians holidaying overseas was down 1.9% in Jun compared to May, the ABS says.

The number of overseas visitors who came to Australia in Jun was up 3.1% over the same month last year, reaching 765,000 in trend estimates.

Overseas visitor numbers were up 0.2% compared to May.

SYD airport adverts

SYDNEY Airport has signed a new five and a half year agreement with advertising company APN Outdoor that secures advertising signage rights across the facility's T1 International, T2 Domestic and T3 Domestic terminals.

The partnership will commence 01 Jan 2019 and provides brands with further opportunities to showcase "tailored digital content" to travellers.

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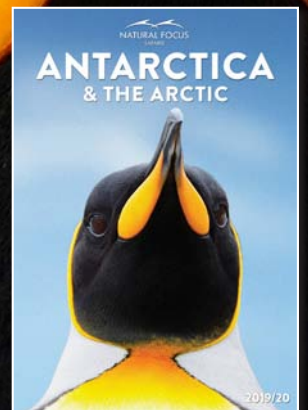
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Virgin loyalty redo

VIRGIN Group has unveiled plans to build a Virgin-wide loyalty program to be managed by a new company, Virgin Group Loyalty Program.

Flying Club will continue as the frequent flyer program for Virgin Atlantic and members will continue to earn Tier Points and earn and spend miles.

Existing loyalty startup Virgin Red will be integrated into the new program, which will launch in 2019.

TM praises its best and brightest



THE best performing Personal Travel Managers (PTMs) for the TravelManagers network were honoured last night during a lavish Gala Awards ceremony in Honolulu, Hawaii.

Crowning a three-day national conference, the awards night was hosted by TM's executive general manager Michael Gazal who characterised the company's PTMs as more than just great at their job, but a "great bunch of people", before handing out the sought-after accolades.

Taking out the top gong of the night was David Hull from Mount Martha in Victoria (**inset**), who walked away with the coveted Personal Travel Manager of the Year award for 2018.

Hull beat out a tough field of nine other PTMs to claim the prize, and attributed much of his success to being diligent and proactive with referrals.

Sally Seward (not in attendance) from Cottesloe in WA was another big winner on the night, bagging three accolades including Top Personal Travel Manager WA/



SA, New Personal Travel Manager WA/SA, and New Personal Travel Manager 2018.

Hoot Holidays scored the Partner Supplier title, while the Spirit Award went to Tanya Patterson from Clyde North in Victoria.

Pictured: The attending "top 10" PTMs on the stage at the TravelManagers Gala Awards.

Cairns store revamp

CAIRNS Airport has officially opened its redeveloped Aelia Duty Free Departures store.

The new offering sells passengers luxury brands including Le Mer, Jo Malone, Benefit Cosmetics, Furla and Montblanc.

Window Seat

IT'S not a stretch to say that Australia Zoo on the Sunshine Coast has taken its level of cuteness to new heights after it welcomed the birth of a new baby giraffe last week.

The female calf arrived into the world a healthy 2m tall and weighing around 60kg, and is reportedly doing well.

Head of African Animals, Manu Ludden said mum and daughter were enjoying spending some one-on-one time together and that "in the coming weeks, we would expect to slowly introduce them into the rest of the herd on the African Savannah where guests will also be able to see them."

This is one new addition who will no doubt be heads and shoulders above the rest.

Coral Ex/Aust Geo

EXPEDITION cruise line Coral Expeditions has partnered with Australian Geographic to offer a series of curated voyages that will "allow for an even deeper level of guest immersion".

The partnership will see the launch of four new experiences on board the newly built *Coral Adventurer* that will travel to remote destinations while contributing funds to the Australian Geographic Society.

The vessel will also host the "Australian Geographic Research Room", a dedicated space that will hold live science, culture and research projects that aim to connect guests with destinations.

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Travel Daily

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HLO inbound, wholesale strong

HELLOWORLD Travel's wholesale and inbound businesses are "continuing to deliver on key customer and supplier initiatives," according to the company's results announcement this morning.

Inbound is experiencing strong demand from traditional markets including UK, Europe and the US, along with increasing demand from newer markets in Asia.

China FIT travel platforms performed strongly during the year, with more growth expected in FY19, the report said.

An expanded wholesale range was introduced in FY18, with the addition of the Maldives, Disney Magic, Weddings & Honeymoons and Unique Rail Journeys.

Helloworld also benefited from the strong cruise market via the integration of Seven Oceans Cruising, acquired in the prior year, with The Cruise Team.

HLO buys detailed

THIS morning's Helloworld Travel results announcement included confirmation that the company now holds 12% of the Hunter Travel Group.

The deal took place almost 12 months ago (**TD** 31 Aug 2017), with Helloworld paying \$400,000 in cash and a further \$600,000, in the form of a 75% interest in a company called HTG Australia Pty Ltd, which owned seven company-held retail stores.

Helloworld Travel Limited continues to retain 25% of HTG Australia Pty Ltd, with the Hunter Travel Group holding the remaining 75%.

Cooney Investments Pty Ltd, the company behind Helloworld Mackay, is 20% owned by HLO which paid \$500,000 in cash and \$300,000 in shares for the firm.

And the joint venture with indigenous TMC In Travel Group (**TD** 19 Jan) sees HLO with a 40% non-controlling interest.

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Fireworks for Travel Partners



A GROUP of Travel Partners' top performing Mobile Travel Partners and Member Agencies enjoyed a unique view of the Katy Perry concert last Fri night.

Hosted by Qantas and Travel Partners, the team kicked back in the Qantas Corporate Box at the Qudos Bank Arena event.

The jubilant team are **pictured** celebrating the night.

In the back row: Travel Partners Jenny Tucker, Christine Aromin,

Anna De Mari, Sally Boyd, Michaela Conomos; Member Agent Teghane Rigby, Newcastle Travel; Matt Castell, Travel Partners & Adele Sheers, Qantas.

In the front row are: Member Agents Jake Chiem, Travelcation; Orley Makler, Above & Beyond Experiences; Travel Partners Paayal Chew, Vanessa Forte, Jeff Hakim, Clarissa Turnbull, Melita Zaknic, Angela Denney and Kathryn Wake, Qantas.



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GOING PLACES TOGETHER

HLO shows support



HELLOWORLD Travel showed its support for a good cause recently at the St Vincent's Gala Ball at the Melbourne Town Hall, which raised over \$140,000 for

the hospital.

The evening's Live Auction was sponsored by Helloworld Travel and also featured entertainment from the Australian Girls Choir and actor Tim Campbell's band, the Tim Campbell Band.

Pictured are: Helloworld Travel representatives Charlotte Routier, Molly Petherick, Camille Kennedy, Bonnie Bett and Ian Clarke.

GC's tourism boost

THE Qld Government together with Destination Gold Coast has announced a \$2.5 million tourism campaign to promote the destination post 2018 Commonwealth Games.

"Now is the right moment to capitalise on the Commonwealth Games momentum and promote the Gold Coast's theme parks, and other excellent family attractions into the southern markets of Sydney and Melbourne in particular," said Destination Gold Coast ceo, Annaliese Battista.

Battista added that the new marketing campaign would "build on our popularity to yield greater visitation".

TMS appointment

TMS Talent Group has promoted Ed Hewitt to state manager NSW.

Hewitt has been with the company since 2015, when he joined as a recruitment consultant and had since been promoted to team leader.



THE power of consumer research is worth every cent and this has run true for the extensive work AFTA undertook just a few months ago as we prepared the next phase of the consumer awareness of ATAS and the value of being an accredited Australian travel business. This research will also help us build the new Television Commercial (TVC) that is now under construction and will be in market this Oct in the lead up to the busy booking season. Exciting times for all the ATAS accredited travel agents and travel businesses who will reap the rewards of this research-backed campaign.

The campaign will have a prolonged approach, not a drop in the ocean one off, but a systematic matrix to building the awareness of ATAS with consumers and to underpin the value of being an ATAS accredited travel business. A key part of the research was the fact that consumers said they would be 83% more likely to book with an ATAS travel agent or travel business over one that is not. It also told us that ATAS agents don't talk enough about being ATAS and that if they do, it is likely to increase their chances of getting consumers to book with them. All things AFTA has been saying for some time, but this is from the voice of the consumer delivered via the research project was commissioned by AFTA. One of the really key parts of this campaign is for "TEAM ATAS", that is all of the ATAS accredited businesses in Australia, need to start talking about ATAS more with current and potential clients.

It's very clear that ATAS needs to be a part of the selling narrative and the research spoke volumes to this point. To assist ATAS accredited travel agents to understand these key statistics we have produced a short information video to help everyone understand what the research told us. You can view the video, **HERE**.

It's worth considering playing this at your next staff meeting or after work drinks. It will help everyone understand the research and have a little giggle along the way.

As for the TVC and the next phase of the campaign, information about this will be released soon and I am sure that it will help build the long-term and important ongoing awareness of ATAS accredited travel agents into the future.

Kochi alternative

AIR India is among airlines now flying into a navy airbase following the shutdown of Kochi International Airport until 26 Aug, due to flooding and heavy rain.

Local media report that rainfall is likely to decrease during the next few days.

Bondi Rescue Alice

NETWORK Ten's program *Bondi Rescue* will showcase Alice Springs and the Rotary Henley-on-Todd Regatta to an audience of millions in a one-hour Red Centre television special due to air early 2019.

Alice Springs Mayor Damien Ryan said, "Alice Springs will benefit from the positive, broad exposure that the Bondi Rescue program brings, and it's a great way of introducing yet another of our quirky events to a potentially new audience".

Hyatt Shanghai

HYATT Hotels has opened the Hyatt Regency Shanghai Jiading in Shanghai's Jiading District.

The hotel features 304-rooms from floors 27 to 40, including 23 suites, four executive suites, and a presidential suite, along with 3,500m² of multi-functional meeting and event spaces.

Guests can also enjoy local flavours at Xiang Yue Chinese restaurant on the 43rd floor.

TAT check weather

THE Tourism Authority of Thailand has advised travellers to follow all safety rules and guidelines during the country's current monsoon season.

Visitors are also advised to keep up to date with Thailand's weather forecasts on impending storms and heavy rain.

CLICK HERE to check the weather forecast.

Money

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

\$1AUD = US0.732

THE AUD has surged 0.4% overnight on the plunging USD, making it the highest its been since 10 Aug.

For the fourth straight session the US dollar has continued to fall as a result of the US-China trade disputes, along with the US President's dissatisfaction with the US Federal Reserve's recent rate hike.

The US dollar, along with the Swiss franc and Japanese yen were also weaker.

Elsewhere, the Aussie dollar has remained flat against other markets, while the AUDNZD rose 0.4% overnight.

Wholesale rates this morning:

US	\$0.732
UK	£0.571
NZ	\$1.096
Euro	€0.637
Japan	¥80.68
Thailand	฿24.01
China	¥4.928
South Africa	R10.575
Canada	\$0.950
Crude oil	US\$66.43

Castle is off to New York!



THE winner of Virgin Australia and Delta Air Lines' joint trade incentive of a trip to New York City has been announced, with the coveted prize going to Peter Castle from Flight Centre Miranda, **pictured** above with Nicole Laurie from Delta and Clint Jones from Virgin Australia.

The incentive formed part of the airlines' joint events held in Sydney, Brisbane and Melbourne celebrating the 4th of July, and encouraged agents to make as

many bookings to New York with Virgin Australia and Delta Air Lines during the booking period.

The winner was the agent to book the most trips.

The prize includes return flights with Virgin Australia and Delta, three nights' accommodation at one of SBE's hotels - The Redbury, Hudson Hotel or Mondrian Park Avenue, US\$100 shopping voucher at Century 21 and two tickets to Donna Summer – The Musical.

Insider incentive

INSIDER Journeys is offering agents the chance to receive a trip to Vietnam, Cambodia, Laos, Bhutan, India or Myanmar when securing client bookings on a range of the brand's small group journeys in 2018.

Bookings of five, 10 or 15 passengers are eligible.

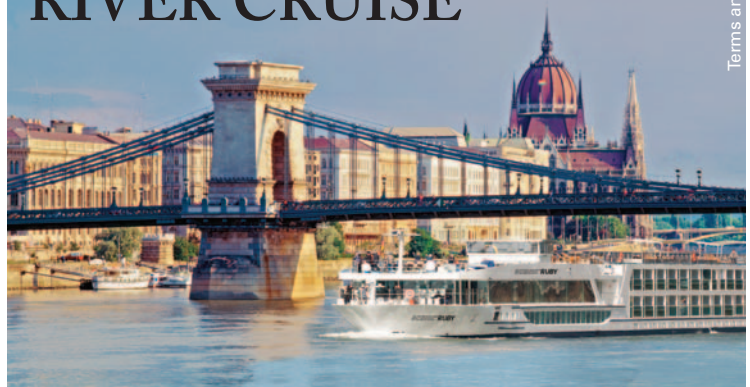
For more information and to view the T&Cs, **EMAIL HERE**.

Aviation job growth

A NEW report released by the International Air Transport Association (IATA) has revealed that more than 73% of respondents expect the major areas of aviation job growth will be in ground operations, customer service and cabin crew.

More than 48% reported finding new talent to be a challenge due to skill levels and salary demands.

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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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Q15. Breathtaking Bordeaux with Iberian Splendours departs on which date?

SA Express returns

SOUTH African carrier SA Express will return to service from 23 Aug following a three-month grounding by the South African Civil Aviation Authority (SACAA) due to "severe cases of non-compliance" (**TD** 25 May).

The airline has been working since May to restore the necessary authorisations to resume flights, with the first 11 aircraft receiving certificates of worthiness.

Phuket waterpark

A NEW destination waterpark and entertainment complex is set to be unveiled at Blue Tree Phuket, in Cherng Talay.

The new attraction, slated to open in the first quarter of 2019, will feature retail options, destination dining, a beach club and a health and fitness centre, with the centrepiece of the park the 17,000m² man-made Blue Tree Lagoon.

For more info, **CLICK HERE**.

Cathay pax increase

CATHAY Pacific and Cathay Dragon have revealed a total of 3,152,973 passengers were carried during the month of Jul, an increase of 1.1% compared to Jul 2017.

The number of passengers carried in the first seven months of 2018 also increased by 1.8%.

Hollywood opening

JK HOTEL Group is set to open a new 23-room boutique hotel in West Hollywood that will offer guests a "home away from home in the heart of the city".

Called 850, the hotel features views over the city and is slated to debut in the northern autumn.

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Flavours of Austria

Throughout Austria, dining is so much more than just food - it reflects each region's unique character. Here are the must-visit destinations to awaken your clients' tastebuds.

VIA Culinaria is one of Austria's most extravagant culinary adventures, featuring 260 destinations along nine themed routes through SalzburgerLand. Top tip: The Döllerer in Golling, about 30 minutes by car (45 minutes by train) from Salzburg, is where Chef Andreas Döllerer takes guests on a culinary journey through the region.

Did you know that Vienna is the only city in the world that has an entire cuisine named after it? Its culinary scene is varied and creative, with a long history that is partly rooted in the numerous crown lands of the former Habsburg Empire. Top tip: Glacis Beisl at MuseumsQuartier bridges the gap between modernity and the tradition of a Viennese bistro.

Home to 800 urban farmers, Graz boasts the most market days of anywhere in Europe. Austria's Capital of Culinary Delights is surrounded by miles of open farmland and pristine pastures with a warm climate naturally gifting an agricultural basket throughout the year. Top

tip: Stainzerbauer is known for its Kürbiskernöl (pumpkin seed oil) and Steirisches Wurzelfleisch (Styrian stew), as well as wines from the vineyards south of Graz.

GETTING AROUND

The best way to travel in Austria? The extensive rail network of the ÖBB (Austrian Federal Railways) is the most convenient way to explore the country.

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