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Another CTM record

CORPORATE Travel

Management this morning announced its strongest ever full year results (**TD** breaking news), with a 19% increase in TTV to \$4.95 billion and EBITDA earnings of \$125.4 million, up 27%, along with a 36c per share dividend.

CEO Jamie Pherous said each region in the CTM global network had had a record result.

“We have continued to expand through increasing market share, including multinational clients who have recognised our international capabilities,” he said.

In Australia and NZ CTM “continued to outperform the market,” Pherous noted, with a 21% increase in underlying profit to \$44m, due to record client win and retention rates.

Locally, 80% of customer transactions were now completed online, while the company also recorded strong performances in Europe, North America and Asia.

SeaLink’s Ellison to retire

JEFF Ellison, managing director of SeaLink Travel Group, is set to retire from his role on or before Oct 2019, with the intention of remaining as ceo until a successor is appointed.

Ellison has led the company for more than 21 years, during which it has transitioned from a small privately owned SA business to a top 300 ASX public company.

He said with SeaLink’s strategy established as an integrated provider of transport and tourism experiences, “I firmly believe that now is the time to give a new generation of leaders the opportunity to build on the strong platform that now exists”.

The company also today announced record sales of \$209.4 million for the year to 30 Jun, an increase of 4% driven by the acquisition of Kingfisher Bay Resort Group on Fraser Island as well as growth in its core operations across the country.

Statutory net profit before tax was down 20% to \$27.5m, with the company declaring an 8c per share final dividend.

Sales for the Captain Cook Cruises operations rose 8.1% but saw an 87% drop in earnings, due to start-up costs and trading losses related to the new Rottneest Island ferry and services between Manly and Barangaroo in Sydney.

SeaLink SA saw revenue decline about 5% to \$64.2m, due to the full year impact of the Jun 2017 closure of its NSW travel centre and lower accommodation sales.

Ellison said SeaLink was well positioned to significantly improve on its 2018 result.

#ChooseCruise kit

CRUISE Lines International Association (CLIA) Australasia has launched its digital Travel Agent Toolkit, covering a range of resources designed to help agents promote and sell cruises for #ChooseCruise this Oct.

The toolkit includes marketing materials and downloadable social media tiles and postcards, a gallery of images, as well as destination and EDM headers.

A #ChooseCruise webinar hosted on 05 Sep will complement the toolkit.

More info for members [HERE](#).

Albatross passion

ALBATROSS Tours is today highlighting its packages for the 2020 Oberammergau Passion Play in Germany.

It will be the third time Albatross has operated tours to the iconic event which only takes place once every 10 years.

See [page eight](#) for details.

Today's issue of TD

Travel Daily today has seven pages of news and photos, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

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Cook Islands boost

QANTAS' application for 204 additional weekly seats to the Cook Islands has been approved, allowing Jetstar to operate an extra weekly flight to Rarotonga from 28 Oct (**TD 01 Aug**).

The extra service will operate from Sydney via Auckland.

FC mark-ups questioned

FLIGHT Centre has defended its practices around airfare mark-ups after an ABC investigation alleging consultants are being encouraged to "gouge" customers.

The broadcaster will tonight air a report on its 7.30 program in which past Flight Centre staff claim mark-ups are added to customers' fares on an ad-hoc basis, ranging from \$30 up to hundreds or thousands of dollars.

The program will also report that staff are pressured to pursue mark-ups because of low pay rates, with base pay set \$4,000 below minimum wage, before commissions.

It reports that up to 30% of staff have not met the minimum wage mark through commissions, requiring their pay to be "topped up" by Flight Centre.

Pay and conditions are currently under negotiation as part of a new Enterprise Bargaining Agreement (EBA), but the ABC

says Flight Centre is also being investigated by the Fair Work Ombudsman.

In a statement to all staff today, Flight Centre says the ABC's report is based on "various allegations that in most cases are untrue and are not widely held by our people".

"In terms of pay and conditions, we strongly denied the allegations that the ABC put to us, particularly in relation to our people being paid below Award levels," the statement says, adding that the issue also highlights a need to move to a simpler model "which we are doing with the EBA".

It says margins are generally paid by suppliers rather than added as mark-ups, and that publicly available margin information "does not support claims that either excessive marking up is taking place or that it is happening more frequently".

Carnival 2020 open

CARNIVAL Cruise Line's full 2020 program featuring destinations across the South Pacific, New Zealand & Tasmania is now available for bookings.

CCL previously opened 2020 depts from Brisbane for sale.

CLICK HERE to view the brox.

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11 Sep: 6-8pm - Palace Cinema, South Yarra
12 Sep: 6-8pm - Swisshotel, Sydney


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Croisi to Australia

EUROPEAN river cruising company CroisiEurope has expanded into the Australian market under a new partnership with South Australian wholesale company, Tweet World Travel.

Tweet World Travel's first CroisiEurope earlybird brochure will be at the Atout France workshops held in Sydney on 04 Sep at the Sofitel Sydney, 4-7pm and Melbourne on 05 Sep at the Sofitel on Collins, 4-7pm.

Ethical tourism a must

TRAVEL agents play a vital role in educating consumers on ethical travel and those who equip themselves with the knowledge to sell ethical experiences will see a commercial benefit, according to a panel at yesterday's Travel Industry Exhibition in Sydney.

"It's commercially beneficial to all of us to be pioneering in this area and for the agents who are smart enough to resonate it and be educated about it and recommend the right programs, they will also be the commercial winners," Adventure World md Neil Rodgers told the panel.

Rodgers explained that while the younger generations of travellers often had a higher awareness and regard for ethical tourism, there was work to be done in the baby boomer market. "They're the largest market with

the highest income to spend."

Although the demand for responsible travel was increasingly coming from the consumer, the panel noted agents were important in educating their clients on the subject.

"Agents are going to be asked questions on responsible travel and the policies of programs that they're selling...it's important that all agents are upskilled in that area to be able to offer their clients a world of destinations and travel experiences and styles," Rodgers told **TD**.

Rodgers predicted that in time, travelling responsibly would become the fourth driver of bookings, alongside product, price and service.

Melia sales mission

MELIA Hotels International will be conducting its sales mission from 12-21 Sep with events across Melbourne, Sydney, Brisbane and Perth.

During B2B sessions, luncheons and networking events, hotels will meet with tour operators, MICE, high-end agents, & airlines.

SYD earnings boost

SYDNEY Airport boosted its earnings by more than 8% in the first half of 2018, amid strong growth in passenger numbers.

The airport today announced earnings (EBITDA) of \$623.4 million in the six months to 30 Jun, with total revenue up 7.9% to more than \$770 million.

Passenger numbers were up 3.3% to 21.6 million, including a 5.2% increase in internationals.

"Over the half, we enhanced Sydney Airport's connectivity, providing new air services and increased capacity, while investing in new and improved facilities that are delivering efficiency, value and choice for our customers," said Sydney Airport ceo Geoff Culbert.



Window Seat

SEASONED travellers often say that you must go and visit Paris, but what if you're in Paris and you must go?

New "eco-friendly" urinals have been set up in the French capital in a radical experiment to curb men from urinating on the pavement.

Bright red boxes have been set up in designated areas and are crowned with greenery and filled with straw which can be easily composted.

Some have criticised the unusual idea, not for its potential impact on the tourism industry, but for its bright red colour.

More details of the project will be released soon, however we suspect they may be "leaked" to the media a little earlier.



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Winners are grinners



MEMBERS from across the travel industry converged on Darling Harbour in Sydney last night for *Travel Daily's* networking drinks, capping off a successful first day of the Travel Industry Exhibition.

A special welcome to country ceremony was performed by

notable Indigenous elder Uncle Max Eulo before many prizes, including a cruise, hotel stays and bottles of wine from New Zealand were heaped upon the attendees.

Vanessa Young, head of sales for the exhibition's major sponsor Travelzoo addressed the audience, highlighting the company's tremendous span of reaching 28 million travel enthusiasts each week.

"We work with well over 2,000 travel, entertainment and local companies to help each of them fill capacity and drive revenue," Young said.

The Travel Industry Exhibition wraps up today with seminars focusing on LinkedIn, networking and Airbnb for work.

Pictured: David Paterson, portfolio director at Exhibition & Trade Fairs, prize winner Melita Zaknic, Travel Partners, and Bruce Piper, publisher of *Travel Daily*.

Velocity unchanged

VIRGIN Australia has today confirmed that the planned management changes being applied to its new Virgin-wide loyalty program, Virgin Group Loyalty Program (*TD* yesterday) do not impact the existing Velocity Frequent Flyer program.

"The Virgin Group and Virgin Atlantic program is completely separate to Velocity Frequent Flyer - there's no change to Velocity," a Virgin Australia spokesperson told *TD*.

Ardent \$88.6m loss

DREAMWORLD parent Ardent Leisure today announced a net loss of \$88.6m in 2017/18 as its theme parks continue to suffer in the wake of the Thunder River Rapids tragedy of 2016.

The after-tax loss was \$26 million more than last year when the company posted losses of \$62.6 million.

Ardent's revenue of \$555.1 million was down by \$29.8 million on the previous year, while earnings (EBITDA) were down from \$1.2 million last year to a negative result of -\$50.4 million in 2017/18.

The Theme Parks division reported a loss of \$86.3 million, which Ardent attributed to a slow recovery from the fatal accident of Oct 2016 and discounted ticket prices after the incident.

Dreamworld has undergone a management restructure and last month announced write-downs of \$86 million (*TD* 31 Jul).

NSW region target

THE NSW Government intends to work with industry to reach the target of \$20 billion in visitor expenditure in rural and regional NSW by 2025, rising to \$25 billion by 2030, said Minister for Tourism and Major Events Adam Marshall.

"We've set the State's first regional tourism target, so that every corner of NSW gets its fair share of the record tourist dollars and investment coming into our State," Marshall said, adding it will help look "beyond Sydney".

Scenic webinar

SCENIC has launched a product and destination webinar focussing on Russia.

The webinar aims to provide agents with detailed information and tools to assist in selling Russia as a destination for 2019.

To register, **CLICK HERE**.



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Travel Daily

Wednesday 22nd August 2018



WSA draft plan

DRAFT plans for land around the new Western Sydney Airport (WSA) have been released by the NSW Government, with a community consultation process underway until 12 Oct.

The plan covers the first stage of commercial, residential and leisure developments surrounding the planned airport, as part of an urban project billed as the "Aerotropolis".

CLICK HERE for details.

TM hails record start to 2018



TRAVELMANAGERS says that this year "has seen the best individual sales months we've ever had," the group's coo Grant Campbell told *Travel Daily*.

While not disclosing the specific figures, Campbell said that each month had outperformed its corresponding period last year, building on a strong FY2017.

Speaking at the company's national conference in Honolulu this week, TravelManagers chairman Barry Mayo said the strong financial results were not just attributable to an expanded network, but also the improved performance of its PTMs.

"The average sale per PTM over the last 12 months has actually increased significantly since the start of year," Mayo said.

The company believes the factors driving up individual sales have included improved collateral such as updated marketing and budgeting tools, catering for more niche offerings, as well working hard to open up more quality product for its PTMs.

"We continue to deliver our network with things like the new Luxury Escapes deal," (TD 21 Aug) Campbell said.

"We also recently invested in dedicated cruise specialists - everyone is always quoting strong cruise growth and that has really paid great dividends over the last 12 months," he added.

A strong theme at TravelManagers this year has focused on the mental wellbeing of its agents, an area the company also believes filters in to its overall success.

One big push in this area has seen the company provide PTMs with 24-7 access to a team of trained psychologists with HR consultancy PeopleSense.

"Our goal is to give our PTMs everything they need to run a good business...they can feel isolated working remotely and we just felt there was more we could do," Campbell said.

Pictured: TravelManagers chairman and coo Barry Mayo and Grant Campbell.

VA seeks PNG add-on

VIRGIN Australia (VA) has sought authorisation from the International Air Services Commission to extend an agreement to purchase 900 seats in each direction from PNG Air on the Papua New Guinea route.

Unlike the previous five-year agreement, VA is also asking for permission to sell the seats on a free-sale codeshare basis, having previously only been authorised on a hard-block model.

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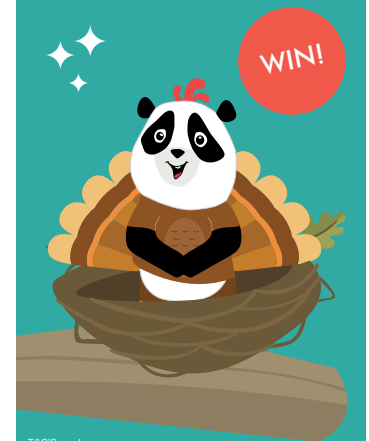
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LAST week, a large contingent from Goldman Group agencies - including Goldman Travel, Travelcall, Travel Phase and Smartflyer Australia - attended this year's Virtuoso Travel Week in Las Vegas.

To kickstart the opening ceremony, Virtuoso announced the winners of its prestigious Virtuoso Awards, which honour the network's top travel advisors, agencies and preferred partners.

Goldman Travel Group took home the 2018 Top Virtuoso Producing Agency in Asia Pacific award for the 4th year in a row.

Brent Wallace from Smartflyer Australia won 2018 Most Admired Advisor, Asia Pacific.

Virtuoso Travel Week is all about developing relationships with the top luxury supplier partners.



ANTHONY Goldman, Tom Goldman and David Goldman receive the Top Virtuoso Producing Agency in Asia Pacific award for the 4th year in a row.

The Goldman team participated in hundreds of supplier meetings and attended all the networking events.

To find out more information about joining the team at SmartFlyer Australia, contact Stuart Reay by email via stuart@smartflyer.com.au.



WILL Brandon (Hyatt), Tom Goldman, Anthony Goldman, Tristan Dowell (Hyatt) and David Goldman.



SALLI Alderson, Gloria Gammo and Marienne Guberina from Smartflyer Australia meeting with a preferred supplier.



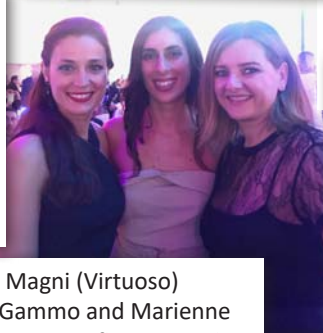
DEBORAH Ortado from Travel Phase with Tamara Kobiolke from Rocco Forte Hotels.



BRENT Wallace, Smartflyer Australia, wins Most Admired Virtuoso Advisor, Asia-Pacific.



SMARTFLYER Pool Party: Stuart Reay, Annessa Krueger, Alycia Papadopoulos, David Broadbent and Vicky King.



CRISTINA Magni (Virtuoso) with Gloria Gammo and Marienne Guberina from Smartflyer Australia.



TOM Goldman and Fay Cohen from Travel Phase learning about what's new in the Virtuoso world.



KELLY Gelfand, Sally Cornell and Joanne Bailey from Travelcall Melbourne.



ANNISSA Krueger and Stuart Reay from Smartflyer Australia meet with a preferred Virtuoso supplier.



SMARTFLYER
GoldmanGroup

Wild Bush additions

AUSTRALIAN experiences tour operator Wild Bush Luxury has expanded its offering with the addition of two new itineraries.

“Arkaba Through Adnamatna Eyes” is a guided experience that takes guests on a journey in the footsteps of the Adnamatna people of South Australia.

A series of new helicopter tours over the Flinders Ranges is also available, including the Heli-Hikes trip along the Elder Range, the Heli-Sundowner trip which includes a glass of bubbles, and the Heli-Swag overnight experience.

EMAIL for info.

RSSC Europe 2019

REGENT Seven Seas Cruises has launched its 2019 Europe Destination Brochure, with a range of special offers available including a reduced deposit of 10% on select bookings made by 31 Aug, plus savings across two or more combined sailings.

The new brox features more than 54 voyages to destinations including the Mediterranean, Northern Europe and Baltic, with highlights such as overnight stays in St Petersburg, Jerusalem and Bozcaada, and visits to more than 25 UNESCO World Heritage Sites.

To order a copy of the new brochure, **CLICK HERE**.

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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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Q16. On which deck is Crystal Dining located?

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Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



The **Radisson Strand Hotel Stockholm** has emerged from a two-year refurbishment, boasting 170 refreshed guest rooms and suites, meeting spaces, lobby, restaurant and bar. The hotel is a short walk from Stockholm's Old Town, Gamla Stan, and a 20 minute train ride from Arlanda Airport.



Melbourne's **Savoy Hotel on Little Collins** will unveil its multi-million dollar refurbishment in Oct, with its 163 guest rooms set to feature a classic colour palette of dove grey, blue, white and charcoal. Enhancements to the boardroom, restaurant and atrium will also be revealed when the hotel reopens.



Visitors to Japan's **Hakuba Gateway Hotel** in the Hukuba Valley from the 2018/19 northern winter season will have the chance to enjoy new modern rooms, equipment rental shop, a SkiJapan.com services desk and ground transport following renovations by owners SkiJapan.com. The hotel was previously known as the Square Hotel.

NZ Grabaseat sale

AIR New Zealand's Grabaseat has today released more than 1,400 domestic fares starting from \$9 one way and 1,800 fares to and from a number of the airline's international destinations from \$99 one way.

The limited fares are currently on sale at grabaseat.co.nz.

Carnival deal

AN AGREEMENT to develop a new cruise terminal in Florida has been reached between Canaveral Port Authority and Carnival Cruise Line after the cruise company revealed it plans to debut a new 180,000 tonne ship in 2020.

The terms of the agreement are expected to be included on the agenda at the Canaveral Port Authority Board of Commissioners' meeting on 29 Aug, and if approved will clear the way for Carnival's new ship to homeport at the terminal.

New Darwin centre

ASSESSMENT is underway by the NT Development Consent Authority for the construction of a new multi-purpose visitor and events centre at George Brown Darwin Botanic Gardens.

The concept design features an interpretive display telling the story of the garden's inception, incorporating the Larrakia Aboriginal seasons calendar as well as a retail and tourism hub for visitors to access local info.

AA expands service

AMERICAN Airlines has announced it will expand its services to Europe from a selection of USA cities with the addition of new routes designed to keep up with demand.

The new services will be introduced from Jun 2019 and will fly into destinations such as Munich, Dublin, Athens, Edinburgh, Berlin, Bologna, Dubrovnik and London.

Flights go on sale 27 Aug.



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

Experienced Travel Consultant

Townsville, Generous Salary Package, Ref: 1316CGA1

This fast-paced vibrant office is looking for an experienced travel consultant to come on board and join their busy team, you will offer personal service creating the perfect holiday for each customer. Every day will be different with plenty of enquiries coming through! Book domestic and international flights, hotels and tour reservations and more. IF you are after long term career progression, a great salary, incentives & a close knit team, this could be the role for you!!!

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

Marketing Manager

N. Melbourne, Up to \$80k, Ref: 3584HC1

Marketing Manager position available for a wholesale travel company in the Northern Suburbs - Great company culture! The ideal candidate will have Marketing Manager or strong Marketing Executive experience in the travel industry. This really is a fantastic opportunity to really develop and grow your career with reputable wholesaler. Major responsibilities include management of direct advertising throughout Australia including developing marketing plans. Apply today- Interviewing now!

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

Travel Consultant

Wollongong, Competitive Base + Super + Bonus, Ref: 3574SJ2

An exciting opportunity has opened up with a travel company in Wollongong! Our client is seeking an experienced consultant that is passionate about worldwide travel product. The role requires you to use your industry knowledge to book unique itineraries and provide exceptional customer service whilst working in a dynamic team. The ideal candidate will have a strong cruise background and proficient GDS skills. In return, you will be rewarded with a competitive base salary plus bonuses.

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

International Product Manager

Gold Coast, \$60k-\$80k + Super, Ref: 3577SZ1

Want to work close to home in a flexible, autonomous environment with other like-minded people? We are looking for someone with contracting experience in a product capacity & negotiation skills. Reporting directly to the Product Director, you will be the Product Manager in charge of your own niche whether that might be Cruise, Asia, The Americas - to name a few. Great central location close to public transport with onsite parking. working Mon-Fri with flexible start & finish times.

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

Travel Consultant | Hiking Expert

Bayside, VIC, \$60k-\$65k, Ref: 3586JP1

If your idea of a great holiday is hiking through some of the best and greatest trails the world has to offer such as the Camino De Santiago or Everest Base Camp and you have experience working in the travel industry this is a great opportunity for you to really turn your passion into your career. You'll be rewarded with a great salary plus bonus opportunities, great office environment near the beach and amazing travel opportunities to some breathtaking destinations. This role is truly unique.

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

Leisure Travel Consultant

Perth, Up to 50k + Super, Ref: 2345JB1

An exciting opportunity has just opened up with a high end leisure agency located near Perth CBD! Our client is seeking an experienced retail consultant with a minimum of 2 years in the travel industry. The ideal candidate will have strong GDS skills, a passion for travel and the ability to build strong rapport with customers. If you enjoy creating luxury itineraries that include air, cruise and land product, then this role is for you! In return, you will be rewarded with a competitive base salary. This position is Monday to Friday hours with the odd Saturday shift.

For more information please call Jacqueline on (08) 6365 4313 or click [APPLY](#) now.



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