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EARLY BIRD BONUS

O'Neill to Etihad

FORMER Trafalgar marketing manager Katherine O'Neill has been appointed as the new marketing manager - east for Etihad Airways.

She joins the carrier after almost seven years at The Travel Corp.

JetGo into administration

ALL flights operated by NSW regional carrier JetGo have been suspended after the airline was placed into voluntary administration on Fri.

The airline, which operates a fleet of Embraer regional jets on routes such as Brisbane-Dubbo, Wollongong-Melbourne Essendon, Brisbane-Albury and Townsville-Rockhampton-Gold Coast, appointed Jonathan McLeod and Bill Karageozis of McLeod & Partners as joint administrators.

Other ports on JetGo's route map include Albury, Wagga Wagga and Karratha.

The move into administration follows legal action by Dubbo Regional Council in western NSW, which is seeking a wind-up of JetGo over unpaid debts amounting to \$270,000.

JetGo claims the newly merged council in Dubbo hadn't honoured a previous deal to

waive fees as part of an incentive agreement, with a Supreme Court hearing to be held on 18 Jun.

Dubbo Regional Council said its actions to recover the debt followed "months of ongoing direct negotiations with JetGo".

Affected customers have been urged to contact Qantas which has set up a hotline on 1300 659 116 to assist with flight options.

"You may also consider contacting your credit card provider to consider your options with respect to a refund of your ticket purchase," the administrator told passengers.

Qantas is offering special fares on JetGo routes for customers holding existing bookings for travel between 01 and 30 Jun.

The bookings can only be made by contacting Qantas directly or at airport sales desks in the affected ports (where available).

Customers are required to quote their JetGo booking reference and present a copy of their JetGo itinerary at check-in.

Qantas noted that the special fares cannot be booked via qantas.com or travel agents.

Agents get an edge

CELEBRITY Cruises is promoting its latest incentive, giving consultants the opportunity to cruise on the inaugural voyage of *Celebrity Edge* in Nov 2018.

The incentive runs from 01-30 Jun, with all Celebrity Cruises bookings departing before 01 Apr 2019 going in the draw to win flights, pre-cruise accommodation and a berth on the inaugural.

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

Today's issue of TD

Travel Daily today has six pages of news and photos including a front cover page for **Celebrity Cruises** plus full pages from:

- AA Appointments jobs
- Beacon Hotels

Win flights to KUL

THIS month *Travel Daily* has teamed up with Malaysia Airlines to give away two Economy class tickets to Kuala Lumpur, Malaysia.

The competition is in support of MH bringing back the connection through to KL from Brisbane, with the launch flight set to take to the air on Wed 06 Jun.

For details, see **page six**.

IATA Africa MoU


THE International Air Transport Association yesterday signed a new memorandum of understanding (MoU) with the African Airline Association (AFRAA), with the organisations to work jointly to promote aviation in Africa.

Under the MoU, IATA and AFRAA will exchange info, expertise and capabilities, aiming to promote regional air connectivity, enhance safety and security as well as "achieve reasonable levels of taxes & charges by helping governments to focus on the social and economic benefits of aviation".

The pact was signed on the sidelines of the 74th IATA annual general meeting in Sydney, which continues today and tomorrow.

IATA also yesterday released a report prepared by Deloitte on airport ownership and regulation, highlighting issues around privatisation and the need for regular assessment of an airport's market power.

The full report is available as a free download at iata.org.



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Etihad to Barcelona

ETIHAD Airways has announced the debut of flights between Abu Dhabi and Barcelona, with the new route to commence operations from 21 Nov 2018.

Barcelona will become EY's second Spanish destination after Madrid, and will initially be served five times weekly using an A330-200, before moving to a daily operation from 31 Mar 2019.

EY ceo Peter Baumgartner noted that Barcelona was "one of the largest unserved markets from our Abu Dhabi base," with strong trade links between the UAE and Barcelona's Catalonia region.

He also highlighted the strong growth of cruising from Barcelona which is one of the busiest passenger ports in the world.

Abu Dhabi also last year welcomed more than 320,000 cruise tourists, with Baumgartner saying the new direct flight "will ensure Abu Dhabi remains a leading player in the region's cruise travel ambitions".

oneworld adds Fiji Airways

THE oneworld airline alliance is set to add a tier of new members, in recognition that most of the world's largest airlines are already signed up to one of the major global groupings.

Yesterday in Sydney **oneworld** ceo Rob Gurney unveiled the first new membership platform to be offered by the alliance since it was founded 20 years ago by QF, AA, BA & CX (**TD** breaking news).

Dubbed "**oneworld connect**," the scheme involves new carriers being sponsored by at least three existing **oneworld** full members.

The new additions to the network will work closely with sponsors to offer reciprocal through check-in of passengers, lounge access where eligible and the ability to earn and redeem frequent flyer rewards and earn status credits for eligible flights.

Top tier frequent flyers with non-sponsor **oneworld** members will still receive priority check-in

& boarding with connect airlines.

Fiji Airways was announced as the inaugural **oneworld connect** partner, sponsored by all four of **oneworld's** founding carriers.

All **oneworld connect** partners will also make their networks available as part of the Global Explorer round-world fare offered by the **oneworld** alliance, and will be required to maintain IATA IOSA safety certification.

Gurney said "**oneworld's** current network of more than 1,000 destinations in 150 plus territories offers far-reaching global coverage, but there are still some regions where we would like to strengthen our presence further...with fewer potential new candidates available to recruit based on our established membership criteria, **oneworld connect** enables us to link up with other airlines whose networks are relevant to a subset of our members".

New SkyTeam chief

THE SkyTeam airline alliance has appointed Kristin Colville as its new chief executive officer.

Colville joins SkyTeam from her former role at Delta Air Lines, where she has worked in a range of senior roles since 1993.

Current SkyTeam ceo Perry Cantarutti will be returning to DL to take up the role of senior vice president of alliances.

Industry mourns Denise Blackmore

THE travel industry is saddened today to hear of the death of Denise Blackmore, who together with husband Ross were long-time strong industry supporters.

The couple were the former owners of Turramurra Travel, and in recent years Denise was also a mentor in the TIME program.

Her funeral will take place this Wed 06 Jun at 1:15pm in the North Chapel of Sydney's Northern Suburbs Crematorium.

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London	Melbourne	Daily	BI 004 / BI 005	17:05	05:00 (+2 days)

*Flight schedule is correct at the time of publication and is subject to change.

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IATA mandates real-time bag tracking

THE International Air Transport Association yesterday laid out a 12-month timetable for the development of a global deployment plan to have IATA standard electronic inlays in all baggage tags worldwide.

The proposal envisions the global rollout of real-time live baggage tracking by 2020.

IATA ceo Alexandre de Juniac announced the move during the opening session of the World Air Transport Summit in Sydney this morning, along with statistics showing Asia-Pacific passenger demand growth moderating slightly this year to 9.5%, versus 10.9% during 2017.

De Juniac highlighted the strength of global aviation, in particular noting that the 2018 average return airfare is expected to be US\$380 plus taxes - a whopping 59% below 1998 levels after adjusting for inflation.

Travel Counsellors sold

TRAVEL Counsellors has confirmed its sale to private equity firm Vitruvian Partners, its second sale in almost four years.

The home-based group announced on the weekend it had been sold in a secondary management buy-out from Equistone Partners Europe, which backed its previous sale led by ceo Steve Byrne in 2014.

The group did not disclose a price for the sale, which follows the announcement earlier this year that it had appointed the investment bank Rothschild "to sell, float or refinance the business" (TD 16 Jan).

Travel Counsellors was founded in 1994 by travel entrepreneur David Speakman, who last week confirmed to UK trade media that he had sold his remaining interest in the company.

Backed by Equistone, Travel Counsellors says its annual total transaction values have grown

by £130m to £512m, with profits increasing by an average of 17-20% each year.

"The fact that we have secured a secondary buy-out is testimony to the confidence in the long-term growth prospects and plans for the company," said Byrne.

"We have carefully chosen the right investment partner with the experience in technology particularly, who also have a deep and natural affinity to our business model and values."

Vitruvian Partners has previously backed travel businesses Skyscanner, JacTravel and OAG.

Ponte Explore! md

JOE Ponte has been named as the new md of Explore!

Ponte has held a range of roles in Australia with Flight Centre as well as being gm of Helloworld offshoot Insider Journeys.



Window Seat

FRESH from the excitement of last week's International Donut Day (TD Fri) comes news of a less festive commemoration, with hoteliers worldwide now pondering the start of Bed Bug Awareness Week with mixed feelings of fear and repulsion.

An initiative of the US-based Professional Pest Management Alliance, it aims to raise industry vigilance ahead of the northern travel season.

Among companies getting between the sheets in the spirit of the occasion is a firm called Delta Five, which is marketing a bug detection device that can send hoteliers a text or email if it senses the pests.

The firm says it will pay the nightly rate if a guest finds their sleep isn't 100% bed bug free.



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Qantas team targets jetlag



YESTERDAY Qantas consulting chef Neil Perry hosted an exclusive private luncheon at his Rockpool restaurant in Sydney.

The event showcased the airline's world-first partnership with Sydney University's Charles Perkins Centre, which is helping reshape the passenger experience on long-haul flights.

Launched last year in the lead-up to QF's Perth-London services, the program has seen innovation in menu design and service timing, pre- and post-flight preparations and the cabin environment, including lighting and temperature.

Perry told **TD** initial results were encouraging, with satisfaction ratings on the ultra long-haul service currently coming in at the highest on any international route operated by Qantas.

Qantas head of food and beverage Helen Gray said "never

before has an airline examined the end-to-end approach of inflight health and wellbeing utilising real-world studies".

Also at the event was Stephen Simpson, academic director from the Charles Perkins Centre (pictured above right with Perry and Gray), who said selected passengers had been chosen to wear "medical research grade" wearable devices to track their physical activity, sleep and posture changes across the entire journey.

There were also structured questionnaires to evaluate the impact of flight preparations such as the stretching classes being conducted in Perth prior to the daily departure of the QF9 flight.

Having proven the concept of the research methodology, Simpson plans to recruit about another 1,000 participants over the next 12-18 months.

MEL welcomes AC

AIR Canada yesterday launched its first year-round service between Melbourne and Vancouver, operating three times a week on the carrier's Boeing 787-9 Dreamliners (**TD** 01 Sep).

The service connects to more than 120 destinations across Canada and the US, and is offered as a new North American gateway for travellers in Victoria, South Australia and Tasmania.

"Our new Melbourne service offers not just the only direct link to Canada but also one of the fastest ways for Australians to reach New York and the US east coast," said Air Canada general manager Australia and New Zealand Vic Naughton.

Melbourne is Air Canada's third year-round port in Australia, with daily non-stop services operating from SYD and BNE to Vancouver.

Flight AC38 departs MEL at 0940 each Tue, Fri, and Sun, with a fourth service due in Nov.

Ponant incentives

PONANT has announced a travel agent incentive for its Kimberley and Antarctica expedition cruises.

For all new bookings of 2019 Kimberley or 2018-20 Antarctica sailings made and deposited by 31 Jul, consultants will earn a \$500 Coles/Myer gift card per guest, plus their agency will receive a bonus 5% commission.

For more information email reservations.us@ponant.com.

PAL takes A321neo

PHILIPPINE Airlines has taken delivery of its first Airbus A321neo, one of 21 on order as part of a fleet renewal program.

The aircraft will be deployed on the Manila-Brisbane route from 02 Jul (**TD** 02 May), replacing the existing A340 service.



SUPER XV ROUND 16 WINNER

Congratulations

MIKE FINNIE

from *italktravel*
Mt Waverley

Mike is the top point scorer for Round 16 of *Travel Daily's* Super XV footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



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

NSW LTF/18/2019 / ACT TP 18/0026

Hong Kong axes

HONG Kong Airlines has revealed it will suspend its services to the Gold Coast and Cairns from 28 Oct due to its "changing business strategy in the Australian market".

The airline said alternative arrangements would be offered to passengers already booked on the routes after the service ends.

HX partners with Virgin Australia on flights between Hong Kong & Melbourne as well as select domestic services from Melb.



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Sabre, Vietnam Airlines seal deal



VIETNAM Airlines and Sabre Corporation confirmed an expanded agreement in Sydney yesterday, with Sabre Airline Solutions president Dave Shirk signing the contract with VN executive vice president Trinh Hong Kuang.

The ceremony was followed by an official exchange of gifts (pictured), with Shirk saying the deal would see VN become a “showcase digital airline”.

Sabre and VN have had a relationship since 2009, and the expanded agreement will see the

full capabilities of the SabreSonic passenger service system offered to VN customers including flight search, online booking, check-in, ancillary purchases and after-sales service.

VN and Sabre also recently renewed a long-term content distribution agreement.

While at this stage the pact doesn't extend to Jetstar Pacific, the joint venture between VN and Qantas, Shirk said Sabre was interested in “whatever opportunities are available” to expand the ongoing partnership.



Expression of Interest in Tender Marketing Representative Services for Victorian Market (based in Melbourne)

The Singapore Tourism Board (STB) is a National Tourism Organisation and the lead agency for tourism, one of Singapore's key economic sectors. We bring the Passion Made Possible brand to life by differentiating Singapore as a vibrant destination that inspires people to share and deepen their passions. We are seeking dynamic individuals with passion for the tourism sector to be part of our team.

The STB is seeking Expressions of Interest from suitable parties to provide marketing representation services in Victoria for a period of one (1) year, with an option to renew for a further one (1) year.

The objectives of the marketing representative are to engage with the travel trade in Victoria; build awareness, consideration and advocacy of Singapore as a compelling leisure and business destination to drive visitor arrivals to Singapore from the Victoria market.

The closing date for tender submission is 8 June 2018 at 3:00PM (AEST). To obtain the tender documents, please send your expression of interest to Rebecca_lavender@stb.gov.sg



Brochures

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



APT - Kimberley & Outback Wilderness Adventures Pre-Release 2019

APT is offering a number of new experiences inside its latest Kimberley & Outback Wilderness Adventures 2019 Pre-Release brochure. Fresh additions include a collection of small group 4WD adventures travelling to the Kimberley, Kakadu and Arnhem Land. Highlights of the program include the 17-day Kimberley, Kakadu & Arnhem Land Explorer journey

from Broome to Darwin. To celebrate the launch of the brochure a number of deals are on offer such as discounted flights for guests who book before 31 Jul.



Oceania Cruises - Atlas 2018-20

Oceania Cruises has released its Atlas brochure for the Australian and New Zealand market, packing in more than 350 voyages departing between Nov 2018 and Jul 2020. The program showcases port-intensive itineraries which include overnight visits and extended port stays. Destinations in the brochure include Mediterranean, the Baltics, Australia, the South Pacific, Asia and Alaska. The Atlas brochure

has a voyage guide calendar designed to make it easy to identify combinable voyages.

Wyndham goes solo

WYNDHAM Hotels & Resorts has formally completed its spin-off from Wyndham Worldwide Corporation (**TD 04** Aug) and marked its debut as an independent public company. Wyndham Worldwide has changed its name to Wyndham Destinations, Inc. and will now trade on the NYSE under the new symbol WYND.

Wyndham Hotels & Resorts operates a portfolio of 20 brands and nearly 9,000 franchised hotels in more than 80 countries.

TTC Asia appoints md

THE Travel Corporation has appointed Nicholas Lim to head up its Asian division.

Lim formally assumed the role of managing director of The Travel Corporation Asia at the beginning of this month, replacing Robin Yap who recently retired from the position.

In other recruitment news, Mae Cheah has been made president of the Trafalgar Asia brand, reporting directly to Lim.

Cheah was promoted to the role and previously held the position of regional sales director for Trafalgar Asia.

ACI prods investment

AIRPORTS Council International has warned against stifling private investment in airports as pax demand continues to rise.

The industry body said any disproportionate attempts to regulate investment may result in critical infrastructure goals failing to be met.

“Evidence from around the world shows that privatisation has been a successful way for airports to secure crucial investment to finance much needed infrastructure improvements,” said ACI World director general Angela Gittens.

Global passenger numbers are forecast to double by 2030.

Montego Excellence

THE luxury resort Excellence Oyster Bay has opened to the public in Montego Bay, Jamaica.

The adults-only retreat owned by Excellence Group offers 315 suites and features eight restaurants, nine bars, fitness facilities, two beachfront swimming pools, and a lounge with a rooftop pool.

Sangster International Airport is located 35 minutes' drive from Excellence Oyster Bay.

SkyBus MEL service

AIRPORT transport company SkyBus has introduced a new Melbourne Tullamarine service catering for the western suburbs. The new route starts 01 Jul departing from Werribee RSL and operates on the hour.



NRL ROUND 13 WINNER

Congratulations

KYLIE SINAI

from *The Journeymasters*

Kylie is the top point scorer for Round 13 of *Travel Daily's* NRL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.



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

NSW LPT/18/22019 /ACT TP 18/02/56

Booking Millennials

BOOKING.COM has signed a global agreement with mobile loyalty company PokitPal in a bid to improve its marketing efforts to Millennial customers.

The deal will see PokitPal's customers receive 5% cash back on 20 million listings when they complete a transaction with Booking.com.

"Millennials communicate differently, and businesses need to engage them in new ways if they want to target this demographic," said PokitPal chief executive officer Gary Cobain.

Gen Z on the rise

MEMBERS of Gen Z are increasingly influencing family travel decisions, according to Virtuoso's latest *Luxe Report*.

The luxury specialist says multi-generational travel remains a major trend among Australians, with those in the Gen Z category (born between the mid-1990s and mid-2010s) holding considerable sway over choices.

It says this group is tech savvy and makes up 20% of the Australian population.

Its members influence travel choices by word of mouth and social media, crave active experiences, seek unusual destinations and enjoy distinctive accommodation, Virtuoso says.

"Gen Z aren't just waiting for advertising to tell them where the next holiday is, they have their own ideas and dreams that are shaped by their community," said Virtuoso Asia Pacific managing director Michael Londregan.

Malaysia Airlines Back to Brisbane



WIN TICKETS TO KUALA LUMPUR WITH MALAYSIA AIRLINES

This month, *Travel Daily* together with Malaysia Airlines are giving agents the chance to win two tickets to Kuala Lumpur flying with Malaysia Airlines return from BNE/ADL/SYD/MEL/PER.

In celebration of the resumption of Malaysia Airlines new Brisbane to Kuala Lumpur flights commencing Wed June 6, you and a friend will fly Economy Class to KUL with Malaysia Airlines.

To win, have the most correct answers to the questions throughout the month, and the most creative response to the last question. Send your answers to mhcomp@traveldaily.com.au

Q1: With the resumption of services on the BNE/KUL route, how many Australian cities does MH now link with Malaysia?



Terms and conditions apply

Exciting Singapore

EXCITE Holidays, in partnership with the Singapore Tourism Board, has launched a campaign featuring an eight-page guide for agents to showcase attractions on offer in Singapore.

The campaign runs until 17 Jun with agents scoring 500 bonus reward points for every night booked in Singapore.

To download the guide and view full promo details, [CLICK HERE](#).

Princess Mexico

PRINCESS Cruises has unveiled its 2019-2020 Mexico program which includes the debut of *Royal Princess* to the destination.

Royal Princess will offer 27 departures including seven-day Mexico journeys.

Cruises also offer live mariachi shows and Mexican buffets.

Cayman no worries

THE Cayman Islands Department of Tourism is offering a "Worry Free Hurricane Guarantee" for travel to the islands until 30 Nov.

The offer means participating on-island partners will refund all accommodation fees with a maximum one-night penalty for cancellations made up to 48 hours prior to check-in due to inclement weather.

View the guarantee [HERE](#).

Citi global currency

CITI Australia has launched a Global Currency Account, which allows users to transact foreign exchange investments instantly when travelling overseas.

The account can link 10 international currencies to a single debit card.

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