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CTM expands in Australia

CORPORATE Travel

Management's (CTM) acquisition of Platinum Travel Corporation in NSW and Queensland (*TD* breaking news) is part of a key strategy to expand its SME corporate and events operations.

The deal involves the purchase of SCT Travel Group Pty Ltd for \$5 million, representing about a five times earnings multiple, via a mixture of cash and stock.

There's also an additional earn-out component based on long-term growth for SCT founder Greg McCarthy, who established Platinum Travel Corporation alongside Melbourne-based Carl Buerckner more than eight years ago (*TD* 28 Oct 2009). Platinum Travel Corporation

is a member of the Magellan

Scenic free air

SCENIC'S 2019 European River Cruising earlybird offer includes free flights on all departures, on all rivers, in all suites and on all cruises of 11 days or longer.

The company is showcasing the offer on the **cover wrap** of today's *TD*, with more info on **page five**.



Travel Group with four offices in Melbourne, Sydney, Brisbane and in the NSW south coast hamlet of Gerringong, with the Vic part of the business run by Buerckner to remain with Helloworld.

It's the second major Magellan member to be acquired by CTM, which also bought Tasmania's Andrew Jones Travel (**TD** 14 Dec 2016) from MTG co-founder and chairman Andrew Jones.

McCarthy will join Corporate Travel Management as the company's ceo for Australia/ NZ, reporting to chief operating officer Laura Ruffles.

CTM noted that the deal included the acquisition of the Platinum Travel Corporation corporate and events businesses in Queensland and NSW only, and was being funded entirely from short term cash flow.

Today's issue of TD

Travel Daily today has nine pages of news, a cover wrap from Scenic Luxury Cruises & Tours plus full pages from: • TMS Talent/inPlace

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Burnt out or **fired up?**

Aggressive targets, long hours, sleepless nights...

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HTO's Month of Lei

HAWAII Tourism Oceania will this month present a series of events, destination training for agents and consumer activities to share the Aloha Spirit under the moniker of the 'Month of Lei'.

In partnership with Hawaiian Airlines, HTO is bringing reps from the Hawaiian Island Visitor Bureaus of Kaui, Oahu, Maui and Island of Hawaii for travel agent product training events to be held in Sydney, Brisbane and Auckland.

Activity includes a partnership with wholesaler Excite Holidays to produce an eight-page guide on the Hawaiian islands (**TD** yest).

HTO's local country manager Giselle Radulovic noted that the state of Hawaii observes Lei Day on 01 May as a tribute to the US state's culture and spirit, a philosophy the organisation would like to share in Australia.

Consumer activity includes a promotion with Airtasker to find an 'Aloha Apprentice' - info **HERE**.

FRENCH hotelier AccorHotels has continued its recent global buying spree, announcing it has inked an agreement to acquire Switzerland's Movenpick Hotels & Resorts for €482 million.

Movenpick was founded in 1973 and has grown to a portfolio of 84 properties (accounting for some 20,000 rooms) in 27 countries, most of which are located in Europe and the Middle East.

A further 42 Movenpick hotels are currently in the pipeline, set to open over the next three years and increase stock by almost 11,000 rooms, significantly in the Middle East, Africa and Asia-Pacific regions.

"With the acquisition of Movenpick, we are consolidating our leadership in the European market & are further accelerating our growth in emerging markets," AccorHotels president and ceo Sebastien Bazin said. Bazin said Movenpick's brand was the "perfect combination of modernity and authenticity and ideally complements our portfolio, adding that it will "benefit from AccorHotels' power, particularly in terms of distribution, loyaltybuilding and development".

exc!te

Accor takes Movenpick

The transaction is subject to regulatory approvals but is expected to be completed during the second half of 2018.

Closer to home, AccorHotels is in the process of finalising the purchase of the Mantra Group.

Time scholarship

THIS month *Travel Daily* has partnered with the Travel Industry Mentor Experience (TIME) to offer one reader a scholarship opportunity, valued at \$2,000+. Applicants wishing to participate

can submit their details **HERE** for consideration - more on **page 9**.

LA Insider roll out

FIND OUT MORE

THE Los Angeles Tourism and Convention Board's new online training tool for the travel trade, 'LA Insider' (*TD* 21 Mar) has been activated in the Australian market.

LA Insider has been developed to help travel agents sell the city and keep informed of the latest offerings in Los Angeles.

LA Tourism's regional director Aus/NZ Craig Gibbons said that "new restaurants, attractions and hotels are opening up quickly to meet demand and it can be difficult to stay on top of all the new developments.

"LA Insider aims to provide the travel trade with a one-stop-shop platform for everything they need."

The first 20 agents to complete the program by 07 May will earn season passes to Palace Cinemas in Sydney, Melbourne & Brisbane.

The first 100 frontline sellers to complete the LA Insider program by 31 May will also receive a \$25 gift card - more details **below**.





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Radisson appoints

SAURABH Prakash has been welcomed as the new vice president, commercial - Asia Pacific at Radisson Hotel Group.

He brings with him more than 15 years' experience in hotel and revenue management strategy across the Asia Pacific region.





PLANS by Qantas to extend its codeshare partnership on Papua New Guinea routes with Air Niugini have struck a hurdle after the Australian regulator ruled the ongoing arrangement would not be of benefit to the public.

Yesterday, the International Air Services Commission (IASC) handed down its draft decision on the planned arrangement, saying it shared the ACCC's concern that a shift from block-space to freesale codesharing between QF and PX "had reduced competitive tension on the PNG route".

The IASC said since granting approval of the Qantas/Air Niugini codeshare in 2016 there had been "a significant change to the competitive environment". Namely, Qantas had re-entered

the Brisbane-Port Moresby route and the loss of a competitor for

Ovolo addition

OVOLO Hotels has taken over ownership of Fortitude Valley's Emporium Hotel (*TD* 11 Jan), announcing a temporary name change to The Valley Brisbane, as well as kicking off the first phase of the hotel's revamp.

The second phase of the sale will see the property acquire the name Ovolo The Valley, and all rooms and public spaces take on the brand's unique design.

Ovolo The Valley marks the hotel group's second milestone after the launch of Ovolo Inchcolm in Brisbane this year. Air Niugini on the Cairns-Port Moresby city pairing.

QF/PX c'share knock back

"This is against the background of an Australian-PNG market that exhibits weak demand," the IASC said in its 37-pg draft evaluation.

The authority said 2017 was the second consecutive year that saw a decline in traffic between the two countries, and noted that neither Qantas or Air Niugini said in their submissions that they expected market conditions to "shift towards sustained growth".

"The Commission's finding is that Qantas' proposed free-sale codeshare arrangement with Air Niugini would reduce competition by increasing barriers to entry on the city pairs serviced only by Air Niugini (Cairns-Port Moresby, Sydney Port Moresby, Townsville-Port Moresby) and by risking the withdrawal of Virgin Australia from the Brisbane-Port Moresby sector, where both QF and PX offer parallel services," it said.

Submissions based on the Int'l Air Services Commission's draft decision are open until 14 May.

Boards free on D7

AUSSIE surfers flying on AirAsia to destinations such as Indonesia, Thailand and the Maldives can now travel with their surfboards at no additional cost.

The new policy takes effect today, and is valid for all pax departing Australia on pointto-point and fly-thru bookings whose boards are up to 15kg.

BWA adds two

BEST Western Australasia has added two new properties to its national network in the form of the 115-room Best Western Plus Hotel Lord Forrest in Bunbury, Western Australia & the 56-room Best Western Granada Motor Inn, Adelaide in South Australia.



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travelBulletin tackles pay gap

THIS month's edition of *travelBulletin* is on its way to subscribers, having locked horns with the thorny issue of the gender pay gap in the industry.

There's no doubt women are paid less than men, and we've delved into the reasons why following strong interest raised at the JITO International Women's Day event in Mar this year.

There's lots more in this month's issue too, including an intriguing wrap-up of the recently conducted third annual *Travel Daily/travelBulletin* touring survey which found travel agents were surprisingly upbeat about sales of group travel products.

Destination features include Canada & Alaska, the Caribbean, Skiing, Ireland and Arabia, including an intriguing feature on Iran by renowned travel writer Ben Groundwater.

Jasmine O'Donoghue has done a handy round-up of the newest



river ships launching this year and there are also our regular contributions from Steve Jones, AFTA, CLIA and more.

The issue can also be viewed online at travelbulletin.com.au, and print/post subscriptions (11 issues) cost just \$55 per year at subs.traveldaily.com.au.

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ShopBack offering travel discounts

ANOTHER disruptor has entered the Australian market today, with the local launch of Singapore-based online coupon website ShopBack.

The company offers consumers a percentage in cash-back when they shop with "brand partners" via its platform, with travel one of the key categories promoted.

Participating travel brands include Virgin Australia, Emirates, Qatar Airways, Wotif, Expedia, Booking.com, Agoda, BYOjet and Hotels.com - shopback.com.au.

NZ boosts UA deal

AIR New Zealand is expanding its codeshare partnership with United Airlines, in conjunction with the debut of its new thrice weekly Auckland-Chicago route.

The NZ code will be added to 94 additional US domestic routes operated by United from 30 Nov.





THERE'S nothing like exploring New Zealand on the open road - but tourists planning to buy a campervan to do it are being warned of some potentially serious side effects.

A police spokesman has issued a formal warning about the possibility that the motorhomes may have been used by criminals for the manufacture of illegal methamphetamine - as immortalised in the iconic TV series *Breaking Bad*.

Detective Sergeant Rhys Wilson told *Radio New Zealand* that trace chemicals from the drug labs could lead to illness, urging the buyers of potentially contaminated vans to come forward so police can either clean them up, or in extreme cases, have them destroyed.

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Gold Coast hotel windfall

GOLD Coast hotels reaped a RevPAR windfall during last month's Commonwealth Games, despite falling short of the occupancies anticipated.

Preliminary data released by STR shows the Gold Coast achieved revenue per available room (RevPAR) averaging \$322 over the course of the event, eclipsing the levels recorded by other recent Games hosts Glasgow (\$228), New Delhi (\$150) and Melbourne (\$236).

The average daily rate was \$347.38, a 76.7% increase over

Santiburi rebrand

THAILAND'S Santiburi Beach Resort and Spa is now known as Santiburi Koh Samui after a recent rebrand.

The 25-year-old property is preparing to open 19 new Grand Deluxe Pool Villas this month. the same 12-day period in 2017. However occupany levels did not approach full capacity as hoped, averaging 86.6% - well below Glasgow's 95.7%, despite peaking at 92.8% on the night of 14 Apr.

MEANWHILE, occupancy rates across Queensland held steady at 68.1% during the month of Mar, according to Tourism & Events Queensland's latest monthly accommodation report.

Average hotel rates increased by \$9.12 over the same month last year, reaching \$169.73.

ALSO, Queensland has dominated a list of top-rated accommodation in a list released by Hotels.com.

The state claimed 20 places in the website's Loved by Guests Awards 2018, which named 51 accommodation providers around the country, all rated 9.4 or higher by guests.

ale, mauemus, #

Tiger pilot action

TIGERAIR Australia is facing industrial action from its pilots from Fri, potentially causing delays and cancellations over the coming weekend.

The Australian Federation of Air Pilots (AFAP) has given notice it will take action unless an agreement over pay and conditions is reached this week.

From 6am on Fri to 11.59pm on Sun, pilots will not work outside rostered hours and will not operate aircraft that have "allowable defects".

AFAP executive director Simon Lutton said the decision to take action was "not made lightly".

"Tigerair pilots fly the same aircraft as their counterparts at Jetstar, Virgin and Qantas, however this is not reflected in their employment conditions," he said, adding that the airline had been given four extra days' notice to prepare contingencies.

Syd Wentworth gm

ACCORHOTELS has appointed Philip Logan to the position of general manager at the Sofitel Sydney Wentworth.

Logan arrives with more than 30 years of experience in hotel management, most recently working roles in London.



AFL ROUND 6 WINNER

Congratulations

SUSAN CONNOLLY

from Just Cruises

Susan is the top point scorer for Round 6 of *Travel Daily's* AFL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.





LTPS/18/22019 / ACT TP 18/0025

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



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VA UK seats on sale

VIRGIN Australia and Virgin Atlantic have opened sales on their new codeshare partnership between Australia and the UK, as revealed first by **TD** (**TD** 15 Feb).

The deal includes VA's Sydney-Hong Kong flights which debut on 02 Jul, as well as its current Melbourne-Hong Kong services, both of which connect onto VS flights onward to London.

New connections on the VA domestic network have also been added to the codeshare including ADL-SYD, ADL-MEL and CBR-SYD.

Codeshare flights are also on offer via Los Angeles, connecting from Virgin Australia trans-Pacific flights onto VS non-stops to London which operate up to three times per day.

The partnership includes reciprocal frequent flyer point and status credit earning, as well as access for eligible members of the respective airlines to the other carrier's lounges.

Scenic simplification

ANTHONY Laver, Scenic's group gm of sales and marketing, says the company's 2019 free air earlybird offer (**see p1**) has been created "in a market where the benefit of booking early has been eroded by confusing offers, many restrictions and heavy discounting close to departure".

Laver said Scenic was providing the best value and choice to those who booked early, with the free air offer applying to all departures, all rivers, all suites and all cruises of 11 days plus.

"We have listened to our travel agent partners and they want genuine offers that have the least restrictions possible - so that they can book the trip of a lifetime for their guests with the peace of mind knowing that it is the best deal," Laver said.

Earlybird pricing starts at \$6,695ppts for the 15-day Jewels of Europe from Amsterdam to Budapest - more on 138 128.

QR/GNTO showcase Thessaloniki



TO CELEBRATE the launch of its new service from Doha to Thessaloniki, Qatar Airways recently hosted agents from Melbourne, Perth and Sydney to explore many of the Greek city's most popular attractions.

Supported by Sani Resort and the Greek National Tourism Organisation, the group travelled to see the famed White Tower of Thessaloniki monument & the impressive Mt Olympus Waterfall. **Pictured** are Stuart Moon, APT; Jordan McGuire, Flight Centre Greensborough; Hayley Rathbone, Webjet; Corinne Heveldt, FC First & Business Class; Michael Drew, Bicton Travel; Helen Leris, italktravel Oakleigh; Marlena Attard, Qatar Airways; April Finlayson, Williamstown Travel; Sophie Gartner, Travel Tree; Lauren Hudson, FC Southland; Pam Fountas, Grecian Tours; Elizabeth Wuehrl, Broadway Travel & Cruise Centre & Tina Stamell, Travel Partners.



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GOING PLACES TOGETHER



New Cal Connections famil



NEW Caledonia Travel Connection (NCTC) provided a little first-hand insight for its team recently, giving them the opportunity to visit Noumea, the Isle of Pines and Bourail.

Destination specialists from NCTC were able to experience all that New Caledonia has to offer - including its food, culture and natural beauty - while at the same time receiving updates on recent developments within the French territory.

Pictured are Sophie and Kris from Promenade Tours showing Fannie and Emily from New Caledonia Travel Connection around the stunning Escapade Island Resort.

TMS NZ move

GLOBAL recruitment company TMS Talent Group has announced the acquisition of New Zealand agency TopDog Personnel.

The expansion comes one month after the company welcomed Sydney-based travel and hospitality agency inPlace Recruitment into its portfolio, strengthening the brand's presence in the travel industry.

TMS Talent Global md John Terry said the NZ travel industry job market was currently very strong, adding that "now is the time to bring TMS Talent back to New Zealand and create trans-Tasman partnerships with clients and job seekers once again".

TopDog Personnel will be rebranded to TMS Talent NZ, and will work closely with the other TMS Talent Group offices across Australia, Asia and the UK to provide recruitment services to the travel industry.

S7 orders SSJ75s

A LETTER of intent has been signed between Sukhoi Civil Aircraft Co and Russia's S7 Group for the acquisition of 50 Sukhoi Superjet 75s.

Should the deal be finalised, the aircraft have been earmarked for delivery in 2022.



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

\$1AUD = US0.753

TRAVELLERS returning from school holiday trips to the US this week have narrowly escaped a steep drop in the Aussie dollar, with the currency reportedly sliding to the lowest point seen against its US counterpart this year.

The AUD shed a total of 2% throughout Apr, extending its slide from late Jan to 7.5%.

Despite the closure of some markets today for May Day holidays, markets remain busy, with Reserve Bank of Australia's May interest rate decision to be announced this afternoon.

Wholesale rates this morning.

US	\$0.753
UK	£0.547
NZ	\$1.070
Euro	€0.623
Japan	¥82.37
Thailand	ß23.775
China	¥4.771
South Africa	R9.313
Canada	\$0.966
Crude oil	US\$68.57



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Air Canada Q1 loss

AIR Canada has reported an operating loss of C\$14 million in the first quarter of 2017, down from the C\$30 million loss of the same period last year.

Earnings (EBITDAR) were C\$397 million, up from C\$366 million in the first quarter of 2016.

The carrier's president and ceo Calin Rovinescu said he was pleased with the results in what was traditionally the most challenging time of year for Canadian airlines, with passenger traffic up 11.4% on Q1 2016.

Kuzuko stay/pay

SOUTH Africa's Kuzuko Lodge in the Addo Elephant National Park is promoting a pay two, stay three offer, valid for stays until 31 Jul when paid by 31 May.

The deal applies when booking two fully inclusive nights, with the third provided on a bed & breakfast basis - email the lodge at kuzuko@legacyhotels.co.za.

Tuesday 1st May 2018

Alliance KGC debut

ALLIANCE Airlines has taken advantage of the newly upgraded Kingscote Airport on Kangaroo Island, operating six private charter flights to the South Australian destination last month.

Its services included a 52-seat, all-Business class Fokker 70 jet, becoming the largest commercial aircraft to land at Kingscote since the airport's upgrade.

Other services included Fokker 50 turbo-prop flights operated in conjunction with the 2018 Tasting Australia initiative.

"The upgrade of Kingscote Airport immediately opens exciting possibilities for our charter clients who can now access Kangaroo Island directly, flying from anywhere in Australia," said Alliance Airlines ceo Lee Schofield.

The \$18 million airport revamp included an upgraded terminal building and the lengthening, strengthening and sealing of the runway, taxiways and apron.

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AFTA update

From AFTA's chief executive, Jayson Westbury



AN IATA Agent Debit Memo (ADM) is an outdated process of a legacy billing system that is ripe for change - and change with a seismic shift is coming. If the IATA BSP was a plate tectonics (which is a scientific theory describing the large-scale motion of seven large plates and the movements of a larger number of smaller plates of

the Earth's lithosphere) then we are at the cusp of an earthquake when it comes to the BSP and ADMs.

Dramatic as this may seem, I use this analogy to make the point. A big change is coming and it's about time. Having just returned from the IATA ADM Workshop in Singapore, where around 100 airlines, agents, GDS and IATA got into a room for two days to work on the challenges faced by all concerned, I am hopeful that, as a force for good, the collective of all parties may be able to reduce or, if one was to dream for just a moment, eradicate ADMs.

Globally in 2017, ADMs accounted for USD\$442 million and there were 2.6 million on issue with an average value of USD\$162. This average is somewhat without meaning as there have been ADMs for tens of thousands, and ADMs for a few dollars. In fact, in some cases the penalty fee applied by the airline is 10 times more than the amount to be collected. There is a serious problem with that and perhaps even a question in Australia at law with regards to our Australian Consumer Law, something that AFTA is exploring. One could say the collection of ADMs is an industry all of its own.

No doubt some airlines are trigger-happy when it comes to ADMs and others are embracing the new best practice and protocols being developed and introduced by the IATA ADM working group. In the end, there will need to be further changes to the resolution 850m (the ADM Reso) in order to enshrine some of these best practices and protocols and the global agency community will continue to advocate for this. The working group has in fact had some success in this regard and from the dialogue at the meeting last week there continues to be constructive concepts and ideas being developed to reduce ADMs, improve airline and GDS processes, put a focus on getting pricing right in the first place and educate and communicate airline ADM policies so that the agency community has a clear understanding of what the rules are.

It has been suggested that in an NDC environment the ADM will not apply. We can all only hope that the earthquake comes quickly and we can move on to a new billing environment, which is more efficient, fit for purpose, future looking and without these ridiculous antiquated processes that frustrate the relationship and perhaps reduce sales for the parties in dispute.

AS opens NY lounge

ALASKA Airlines has unveiled its first lounge on the US east coast, located in Terminal 7 at New York's JFK International Airport.

Situated on the terminal's mezzanine level, the lounge offers a "signature west coast vibe" as well as a focus on fresh and healthy food options.

YTC video tour

YOUR Travel Centre highlights the advantages and features of its Host Agency business model in a new animated video tour.

The company's md Les Farrar said the video would help explain the benefits of a Host Agency over traditional home-based agents in Australia - **CLICK HERE**.





Airpoints partners

AIR New Zealand's Airpoints loyalty program has expanded its membership with five new partners coming on board.

The NZ carrier announced that Risk insurance provider AIA New Zealand, Quest Apartment Hotels, Aelia Duty Free, Bay Audiology and Dilworth Hearing, and Construction and mining supplier Komatsu have all joined the ranks of the program.

"These businesses join 63 other bank, retail and travel partners covering a wide range of household and business spend categories including New World, Harvey Norman, Mercury, Mitre 10, Z Energy, Macpac which have all joined within the past two years," said Air NZ general manager Loyalty, Mark Street.

CLICK HERE for more details.

Aussie tourist bump

AUSTRALIA has beaten the United Kingdom and the United States to securing the biggest upturn in tourist arrivals over the past six years.

Figures released by UK-based Oceania travel specialist Austravel indicate Australia saw 8,263,000 tourists arrive in 2016, a giant 37% increase on data collected on the trend in 2012.

The UK and US achieved a 21% and 2% bump respectively over the same period.

Further breakdowns of the Aussie numbers show people travelling Down Under for personal holidays spiked the most with a whopping 45% rise, while business travel also maintained healthy growth with a 12% increase noted across the four years in recent measurements.

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New ICCS services

scholarship.

ICC Sydney has introduced a collection of new services & info designed to enhance the value the venue offers clients.

Some of the new additions include further insights on signage and branding opportunities, a comprehensive manual detailing the venue's technical capabilities, logistics services info, and a self-managed Exhibitor Portal allowing users to order any ICC Sydney service from one online location.

ET buying Q400s

ETHIOPIAN Airlines (ET) has signed an order for 10 new Q400 aircraft from Bombardier.

ET is estimated to have spent US\$332 million on the purchase.

"This fifth reorder is a great example of the Q400 turboprop success story," said Bombardier president Fred Cromer.

Lion Air into Sabre

Travel

SABRE has signed a new content distribution agreement with Indonesia's Lion Air, making it the airline's primary global distribution system provider.

The agreement also applies to Lion Air's subsidiary Wings Air.

The deal will aim to support Lion Air's ambitious growth strategy which includes a goal to quintuple the size of its aircraft fleet, which currently stands at 166.

Accra Marriott

THE Marriott hotel brand has made its first foray into the West African market by opening the Accra Marriott Hotel, Ghana.

The 208-room property is located opposite the Kotoka International Airport and features large meeting rooms, a fully equipped fitness centre, three dining venues, and modern tech amenities in each of the rooms.

2018 AFTA TRAVEL PAGES, NOW WITH A COMPREHENSIVE SUPPLIER DIRECTORY.

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