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Travel Daily

First with the news

Thursday 1st November 2018

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On The Go targets trade

ON THE Go Tours has appointed Dennis Basham to the newly created role of Global Head of Industry Sales.

Basham was formerly Back-Roads Touring Country Manager, and recently announced his intention to step down to "pursue a new challenge" (TD 06 Sep).

His new role at Brisbane-based On The Go Tours follows the sale of a majority stake in the UK-founded business to private equity investor Alcuin Capital Partners during Sep.

The company was established in 1988 by Jay Lakshman and Scott Braidwood, who retain a stake in the firm and will stay on the On The Go Tours board.

"This new investment is the start of a new phase in the life of On The Go Tours," said MD Carl Cross, adding "it will allow us to take important steps to elevate the business to the next level".

Basham starts his new role at On The Go Tours today, with GM Australia/NZ Natalie James saying "our agency partnerships are integral to our current and future growth strategy."

"Dennis's extremely strong trade relationships will be beneficial for the future expansion of the business," she said.

The 20-year-old firm has offices in London and Johannesburg as well as representation in Canada, NZ and the USA, offering locally led group tours and tailor-made holidays to over 60 countries.

More appointments on **page 4**.

italktravel recruits

EXPRESS Travel Group has launched a concerted campaign to attract new agents to its italktravel franchise brand.

Part of a billion-dollar retail business, the company promises a "transparent, low-cost model with high returns", with 10 new franchises available in 2019 - for details see the **cover page**.

Today's issue of TD

Travel Daily today has six pages of news, a front cover page for **italktravel**, a photo page for **Shangri-La Hotels and Resorts** plus full pages from:

- AA Appointments jobs
- Constellation Journeys

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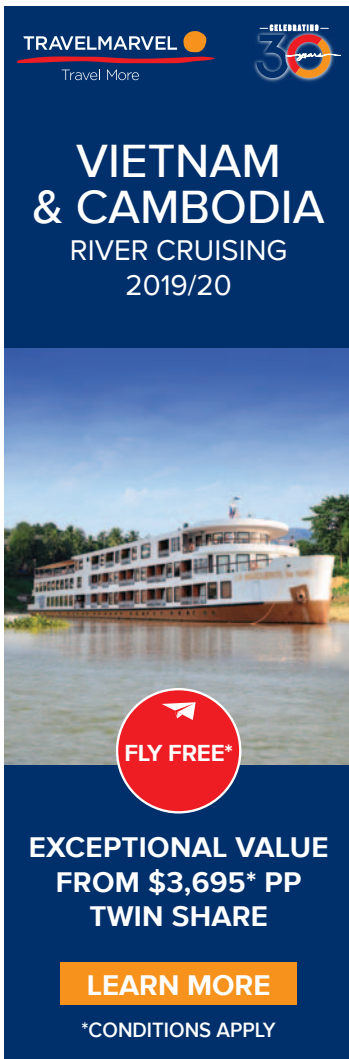
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QR going to HEL

QATAR Airways has confirmed expansion plans for its Doha-Helsinki route, with the current QR307/308 A320 narrow-body service to be replaced by A330 and A350 aircraft effective from 15 Dec, and overall frequencies of 11 per week.



QF unveils MEL lounges

QANTAS today opened its newly upgraded domestic lounges at Melbourne Airport, providing additional guest seating and new dining options in completely redesigned spaces.

The new Domestic Business Lounge and Qantas Club were launched this morning by Qantas Group CEO Alan Joyce after a 12-month redevelopment.

The multi-million dollar revamp provides space for nearly 900 customers - an increase of 40% in the Business Lounge and 10% in the Qantas Club.

New features include an

Asian spice bar in the Business Lounge, an addition inspired by the success of special offerings in Perth (gourmet pizzas) and Brisbane (Mexican cantina).

"Melbourne is one of the busiest ports in our network, and with the demand for premium travel on the rise, it's the right time to be investing in bigger and better lounges," Joyce said.

"Our Frequent Flyers tell us that starting their journey in a comfortable and premium lounge is important to them, which is why they were front of mind when we embarked on this redesign," he said.

The lounges have been designed by Woods Bagot, with natural timbers and a colour palette of turquoise and grey inspired by Victoria's Great Ocean Road.

The opening follows last week's news that Qantas will revamp its First and Business lounges in Singapore (**TD** 25 Oct).

Win a trip to Africa!

IT'S the start of a new month, and that means a new **Travel Daily** competition, with Bench Africa and South African Airways offering readers the opportunity to win a fabulous trip to Africa.

The amazing prize includes a 12-day Botswana safari for two people, including Economy class flights ex PER.

For details on how to enter see **page six** of today's **TD**.

AKL reviewing competition report

AUCKLAND International Airport says it will review a new report released today by the NZ Commerce Commission which found that its "targeted return" was not fully justified.

The Commission has been looking at NZ airport pricing over the last year, with AKL justifying its fees on the basis of significant investments being made to manage passenger growth.

C&K sells PGL

COX and Kings has sold its UK-based "residential adventure" travel business HB Education for a whopping £467 million in cash.

The business, which includes a range of brands such as PGL, Travelworks, NST, EST, Travelplus and Studylink was acquired along with Holidaybreak in 2011.

HB Education was put up for sale by C&K in Jun, with CEO Peter Kerkar saying "we are delighted the education business has found a home".

He said the deal was part of efforts to maximise C&K's shareholder value by divesting parts of the company, reduce debt and focusing on "high growth asset-light businesses".

In Australasia C&K operates the Tempo Holidays and Bentours brands.

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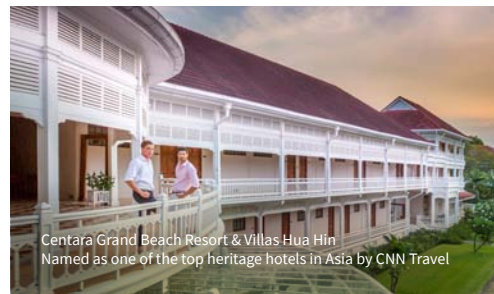
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*You must be a Qantas Business Rewards member to save on flights for your business. Savings based on Qantas Business Rewards Membership from 31 March 2014 to 30 June 2018. Conditions apply.

Travel Daily

Thursday 1st November 2018



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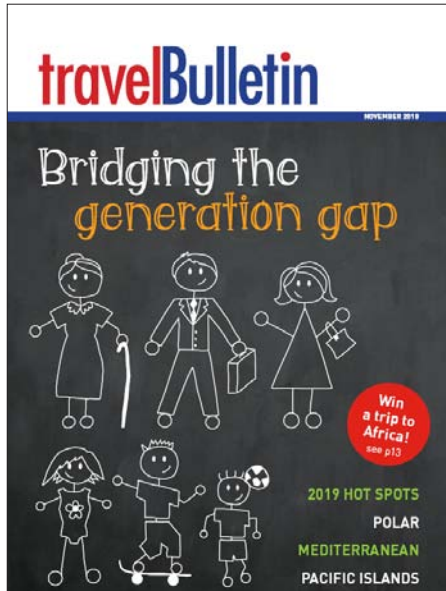
Talkin' about my generation

MULTIGENERATIONAL travel is driving significant performance for some travel brands, with baby-boomers increasingly cashing in their superannuation to take the grandkids on holiday.

This month's edition of **travelBulletin** is a cracker, with Steve Jones digging into the drivers of this trend which has intriguingly arisen in line with higher levels of female workforce participation.

travelBulletin this month also looks at predictions of some of the hot spots for 2019, as well as the burgeoning array of polar expedition product in the market.

There are also all of our usual features, commentary and insights which continue to drive the monthly magazine's leading position in the market - but more on that in coming weeks when



the latest circulation audit figures are revealed.

The Nov **travelBulletin** is en route to subscribers in the post, and can also be viewed online at travelbulletin.com.au.

Subscriptions to the print edition cost just \$55 per year for 11 issues which reliably arrive at the start of each month, ensuring our readers are fully informed - sign up at subs.traveldaily.com.au.

Rocky on TRACKS

ROCKY Mountaineer has launched its new TRACKS training program, with five modules that can be completed by consultants wanting to become a "Rocky Mountaineer Specialist".

TRACKS provides the knowledge and resources required to identify potential clients and pair them with vacation packages, and also offers easy access to sharable sales collateral.

All agents who finish the five modules by 31 Dec 2018 will go into a draw to win two 2-day Goldleaf Service tickets - see rockymountaineer.com/tracks.

Final CLIA winners

AUCKLAND-BASED Bon Voyage Cruises & Travel has won the last #ChooseCruise prize in Cruise Lines International Association's month-long cruise campaign.

Bon Voyage has won a seven-night Tasmania voyage with Coral Expeditions, with CLIA highlighting the agency's 16-page *NZ Herald* cruise supplement.

Vic agency Exclusively Cruising also won a \$500 voucher for its online cruise promotions.

Virgin orders fourth

VIRGIN Voyages overnight confirmed an order for the construction of a fourth cruise ship, with the additional vessel due for delivery in late 2023.

Based on the same design as the fledgling line's existing three orders, the vessel will carry about 2,770 passengers and 1,100 crew.

The contract for the additional ship is valued at about €700m. More details in **Cruise Weekly**.

20% MEH comm

MCLACHLAN European Holidays (MEH) has extended its 20% commission offer until 30 Nov, following strong feedback from travel consultants about the company's new upmarket touring offering (**TD 02 Oct**).

GM Matt Masson said there was "great awareness of the new brand and its unique 'Luxuria' and 'Silver Service' touring styles, and our phones are ringing".

The company is also running an incentive until the end of the month which will see one lucky agent take home Santa's weight in bubbly, while the top seller will win a Christmas Markets tour for two - see euroholidays.com.au.



Window Seat

A **TIMID** ticket collector at a world famous Japanese tourist attraction is being blamed for more than \$300,000 in lost sales after admitting that he was "too scared" to charge foreigners to enter.

The 70-year-old attendant at Tokyo's spectacular Shinjuku Gyoen national garden says he stopped collecting the 200 yen entry fee (about A\$2.50) from overseas visitors in 2014 because of communication difficulties.

"I don't speak any other languages, and I got scared when a foreigner began yelling at me a long time ago," he told local news service *SoraNews24*.

It's estimated that more than 160,000 guests were able to enter over the ensuing few years at no charge as a result.

The man has since retired, but has admitted to handing out the tickets to the foreigners and then getting a colleague to cancel the sales via the park's ticketing system.

Club Med

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Wu sparkles at Silver Anniversary



WENDY Wu Tours celebrated 25 years of business on Tue, with over 300 agents joining in the

fun and frivolities at events in Brisbane and Sydney.

The Silver Anniversary events, held at the Ivy in Sydney and Mercure Chelsea Lane in Brisbane, also formed a platform for the launch of the company's new 2019/20 brochures, itineraries and destinations, which include a range of new solo tours plus the addition of new regions South & Central America.

Highlights included a dumpling station, hawker-style food stalls, Lion Dancers and fortune cookies as well as the launch of a new incentive that will see 25 agents taking part in a Mega Famil.

Pictured enjoying the event are: Wendy Wu Tours reps Tamba Lebbie, Angelina Briscoe, and Nicky Bain.

Preferred additions

PREFERRED Hotels & Resorts has added 17 new members to its portfolio of more than 700 independent properties.

They include the Villa del Quar in northern Italy, the Aliz Hotel Times Square in New York, Les Terrasses d'Eze in the south of France and Grand Velas Riviera Nayarit in Mexico.

Other new additions are located in Norway, the UK, Germany, Colombia, Hungary and Spain, as well as five other new properties in Mexico.

Have a holiday like Harry & Meghan!



This week Fraser Island is joining with



Travel Daily to give readers the chance to win the "Fraser Island Adventure" Package for 2 people, valued at \$449 per person twin share.

The prize includes ferry to Fraser Island, two nights Accommodation, buffet breakfast, 4WD guided tour of Fraser Island (going to the rainforest and Lake McKenzie where Harry went). Visit www.kingfisherbay.com to learn more.

To win, be the first to send your correct answer to the daily question to fraserisland@traveldaily.com.au

What is the closet airport to Fraser Island?



APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Virgin Australia has appointed **Regan Mitchell** to the role of New Zealand Country Manager. He will be based in Auckland and will be charged with driving new sales opportunities in the market. He was most recently the General Manager of Orbit Auckland.

Jason Aghan will step into the role of National Sales Manager for **Express Travel Group** effective 05 Nov. Aghan will be based in the company's Melbourne headquarters and previously spent 29 years with Cathay Pacific, most recently as Manager Vic/Tas and Corporate.

Amatara Wellness Resort, Phuket, has appointed **Wipa Nareerak** to the role of General Manager. Nareerak has been working in the hotel and resort industry for more than 20 years and specialised in sales and marketing roles before more recently shifting to operations.

Adventure World Travel has bid farewell to **Elliott Miller** who departs his role as Head of Sales. He has been in the role for 15 months and said he would announce his new role soon.

Lindsay Nelson will join **TripAdvisor** as the company's President of Core Experience (CoreX) business unit. Nelson arrives from four years leading the commercial and marketing team at Vox Media and will now head up content development at TripAdvisor.

Tourism Noosa has announced a few new faces to its board following its Annual General Meeting. **Drew Pearson** was appointed Chair and **Richard Stephens** from Accom Noosa was made Deputy Chair. Other appointees included **Erina Kilmore** from Australia Zoo as Treasurer, **Darren McClenaghan** from RACV Noosa Resort as Marketing & Events Committee Chair, and **Michelle Mason** from Social Tap as Industry Development & Sustainability Chair.

Berjaya Langkawi Resort has appointed **Zaharudin Abd Jalil** to the role of General Manager. Jalil is a veteran of the industry and has held various positions from General Manager for Berjaya Clubs and Hotels and Vice President for Berjaya Hotels & Resorts in 2000.

ibis Bris acquisition

SINGAPOREAN group Worldwide Hotels has purchased the 27-storey ibis Styles Brisbane, its second property in Australia.

The central Brisbane property was purchased via Worldwide Hotels subsidiary Legend Land Brisbane from Middle Eastern developer Action Group.

Worldwide Hotels also owns the Holiday Inn Perth, which it purchased in Apr, along with six properties in Singapore.

Uber subscriptions

UBER has introduced a monthly subscription system allowing users to avoid surge pricing.

The Uber Ride Pass costs US\$14.99 per month for all UberX, Uber Pool and Uber Express Pool services and is initially available in five US cities - Austin, Los Angeles, Denver, Orlando and Miami.

The scheme can be selected via the Uber app, which also provides updates on how much users have saved using the Ride Pass.

Virtuoso trends getting personal

VIRTUOSO'S latest Luxe Report says Australian travellers are increasingly seeking personalised experiences - from specific seat preferences on planes to particular hotel rooms and restaurant tables.

The trend is among several identified in the report, which surveyed travel consultants in 50 countries, including more than 80 in Australia.

HK, eCruising push

THE Hong Kong Tourism Board has partnered with eCruising and Royal Caribbean to launch a campaign to lure more of the fly-cruise market to the city.

The campaign, which includes a series of billboards at key Sydney railway stations, will run over the next four weeks and is aimed at educating cruise passengers on the experiences available when they stopover in Hong Kong either side of their voyage.

Luxury a la carte for Shangri-La Hotels and Resorts

WITH luxury and style top of the agenda, Shangri-La Hotels and Resorts invited its hotels from Paris, London, Mauritius, Maldives, Tokyo, Singapore, Abu Dhabi, Hong Kong, Vancouver and Boracay to a Luxury Hotels Sales Showcase week in Sydney and Melbourne.

The events aimed to highlight the unique experiences that the hotels and resorts can offer, and their ability to personalise hotel and resort stays to ensure a memorable holiday.

Events in Sydney and Melbourne included fun with makeup and fashion stylists, photographers to make everyone look glamorous, and a milliner in Melbourne with hats and fascinators to get everyone in the mood for Melbourne Cup Week.

To further enhance the luxury of the brand and create an evening to remember, agency owners and partners of Shangri-La's exclusive Luxury Circle Programme were also invited to attend a dinner entitled A Tale of Two Cities. The menu, which dated back to the days of Roland Bonaparte who was once the owner of The Shangri-La Hotel Paris, was recreated by the hotel's 2-star Michelin Star Chef Christophe Moret, who was flown from Paris especially for the evening.

Guests were treated to six courses a la Francaise, accompanied by the finest Australian wines in Altitude Restaurant, located on level 36 of Shangri-La Sydney.

Set against the wonderful backdrop of Sydney harbour, the Tale of Two Cities dinner entranced everyone that attended.

A magical night to remember!



ADAM Bold, Ariana Wong, Robert Elias, Libby Orrock & Peter Dick of Savenio, with Lionel Brown of Wentworth Travel (back centre).



ALEX Facy of PHT, Ruth McKenzie, Jacqui Xerri, Shelley McWhinney of TWT, with Pippa Williamson and Jenny Williams of Shangri-La Hotels & Resorts.



ANNA Polyviou, Shangri-La Sydney (second from right), with Mae Mhogolo, Holly Ireland and Karina Fernandez, Orbit World Travel.



CHRIS McGetrick and Evelyn Mehrengs, Bayview Travel.



CHRISTINA Han, Shangri-La Tokyo; Maha Noore, Out and About; Lulu Jenks, Shangri-La London; and Tahiana Roth, Shangri-La Vancouver.



ERICA Slutzkin of FBI Travel and Carol McLaren of Shangri-La Hotels & Resorts.



MENU with a view: The Shangri-La Hotel Sydney's Altitude Restaurant.



GUESTS enjoy The Tale of Two Cities Dinner overlooking Sydney Harbour.



FAY Cohen, Jessica Gabo, Danielle Selinger and Marni Whittington, Travel Phase.

Magellan tees off annual conference



MAGELLAN Travel this week celebrated its 10th annual conference, kicking off the event with a company tradition of a round at Sydney's Moore Park Golf Course, sponsored by Royal Caribbean Cruise Lines.

Those who preferred a more leisurely start to the day were treated to a tour of the Manly Quarantine Station, complete with wine and cheese.

The official conference, which took place onboard the Clearview

Glass Boat on Sydney harbour, took on the theme "Shaping Our Future Together", with General Manager Andrew MacFarlane officially opening the event.

During the course of the evening, MacFarlane praised Magellan members for a stellar year, stating "it is this coming together that is integral in shaping our future success".

Pictured are Magellan members enjoying a pre-conference game of golf at Moore Park Golf Course.

Hong Kong deal

TURKISH Airlines and Hong Kong Airlines have struck a codeshare deal, which will see HX add Istanbul and key European cities to its network.

Subject to the necessary approvals, Hong Kong Airlines will place its HX code on select Turkish Airlines services and Turkish Airlines will add its TK code on HX services between Hong Kong and Auckland, Bangkok and Osaka.

Stradbroke Is reef

NORTH Stradbroke Island is set to receive a new 30 hectare artificial reef, located just off the coast of Point Lookout.

Once installed over the coming days, the reef will be used as a diving and recreational fishing spot and provide a "much welcomed boost to tourism in the region".

The reef will offer an enhanced fishing experience to tourists within 18 months.



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Fly on South African Airways, Best Airline to Africa and travel with Australia's Best Speciality Wholesaler, Bench Africa, on the Highlights of Botswana Mobile Safari.

To win, all you need to do is have the most creative photo showing your 'Africa' face – the over the top, super excited or emotional expressions that many people make on seeing the incredible experiences that Africa offers. It can be from a trip you took to Africa or even from here (using your imagination!)



Send your entries to bench@traveldaily.com.au

NZ ski upgrades

QUEENSTOWN has welcomed a \$35 million development plan that will see the Coronet Peak and Remarkables ski fields receive major upgrades, including new summer operations, chair lifts and access to new terrain.

The upgrade will include a new six-seater express chairlift from the base of The Remarkables that will open up new trails and provide faster laps through Remarks Parks.

Coronet Peak will also receive new facilities, including a new Telemix combined gondola/ chairlift that will open for operation for the 2019 season.

CEO of NZSki Paul Anderson said the plans were designed to "keep up with demand and growth", after the region experienced a "absolute record winter".

BHMA resort inked

FLIGHT Centre Travel Group's hotels and accommodation business BHMA has inked a management deal with developer Ban Pulakorn to operate Away Pranburi Beach Resort.

Located in Thailand's Hia Hin district, the property is currently operating as Pulakorn Private Beach Resort and will be rebranded from 01 Nov.

It features 48 rooms, a restaurant and a meeting room.

Madrid commission

AGENTS who make a booking at the Principal Madrid Hotel before 15 Nov have the chance to earn between 15% and 20% commission.

The deal is valid for stays until 31 Mar 2019, **EMAIL HERE**.

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MELBOURNE- STRONG \$\$ PACKAGE

Due to growth this well-known airline are on the hunt for a BDM/Account Manager to be based in Melbourne covering VIC, TAS and SA. You will ideally have a background in sales within the travel industry but if you are currently a retail travel consultant looking to get out on the road, you will also be considered. Salary plus car allowance and phone allowance etc is on offer for the successful candidate, interviews commence next week.

FARES AND TICKETING EXPERT

TICKETING MANAGER

SYDNEY- \$85K PKG

Are you a fares and ticketing expert looking for your next role? This award winning global company are looking for a fares and ticketing leader to join their large ticketing team.

You'll be responsible for leading a team of ticketing consultants and act as an expert for all systems, airfare and ticketing queries. This role is based in a central area, close to transport. Salary is up to an \$85k package and future career opportunities are on offer.

MOVE YOUR CAREER FORWARD

OPERATIONS MANAGER

SYDNEY – \$90K PKG

Our client is looking for an inspiring leader with experience preferably in the Inbound Travel Market. You will be responsible for the overall success of the team including development & delivery of strategy, leading the team & enhancing relationships & agreements to achieve sales & revenue goals. You will be rewarded with a great salary and career progression.

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SYDNEY-STRONG SALARY PACKAGE**

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A NEW CORPORATE CHALLENGE

**ACADEMIC CORPORATE TRAVEL MANAGER
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Here's an exciting opportunity for senior corporate consultants wanting a new and exciting role. This leading travel management company is seeking an experienced senior travel consultant to join their dedicated academic division in an implant environment. Working Mon – Fri hours you'll be servicing a large corporate account along with booking leisure arrangements when required. Strong salary package, top career progression and more on offer.

IT'S A NUMBERS GAME

**FINANCE MANAGER
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We are currently looking for an experienced finance manager who is CPA qualified, adept in liaising with international companies and a whiz on Excel to join a growing international company on the Gold Coast. Managing a small team, your responsibilities will range from income management to cash flow management, forecasting, reporting and payroll runs. A strong salary package is on offer. This role is interviewing now so apply today.

PASSIONATE ABOUT PRODUCT

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GOLD COAST – up to \$72K PKG + BONUSES**

Looking for a new product role? This leading travel company have a Product Manager role based in their Gold Coast office. Managing amazing destinations you will be responsible for the contracting and design of itineraries to the destination as well as working with Marketing, Distribution, Yield and Revenue Management teams. Recent experience in a similar role is a must. Interviewing now – call to find out more.

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