

SQ direct to Seattle

SINGAPORE Airlines will add a fifth US city to its network next year when it launches direct services to Seattle aboard its Airbus A350-900 aircraft.

Flights will operate three times weekly from 03 Sep before increasing to four in Oct.

COSTSAVER
VALUE TOURS WITHOUT COMPROMISE

**EUROPE &
BRITAIN 2019
OUT NOW**

FIND OUT MORE >



China drives new record

AUSTRALIA'S international visitor levels hit a new record of 8.4 million arrivals in the year to 30 Jun, underpinned by strong growth in big-spending visitors from China.

The result was announced today in the latest International Visitor Survey (IVS) released by Tourism Research Australia (TRA), which showed overall arrivals grew 6% above those of 2016-17.

Chinese arrivals increased 13% to reach a record 1.3 million, consolidating China's place as Australia's biggest and most valuable source market.

Arrivals also increased steadily in other key markets, including the US which was up 5% to 742,000 and Japan which increased 4% to 408,000.

New Zealand and the UK grew only modestly - up 1% to 1.2 million and 2% to 698,000 respectively - while India showed the biggest overall growth in percentage terms, with visitors increasing 21% to 314,000.

Visitor spending also increased strongly, but declined in several key markets.

Overall international visitor spending was up 5% to \$42.5 billion, thanks largely to a 15% increase in Chinese spending which hit a record \$11.3 billion and accounted for 81% of growth.

But US spending was down 3%, New Zealand down 4% and the UK down 1%, while Japan's spending was almost unchanged.

Federal Tourism Minister Simon

Birmingham welcomed the results, saying Australia was one of the most sought-after holiday destinations in the world.

"What is also encouraging is we're seeing strong growth outside of the larger cities with Hobart, Blue Mountains, Canberra, the Hunter and Townsville for example all recording double digit growth in visitor numbers," he said.

"This is good news for some of our smaller capital cities and regional towns and it's great to see travellers are getting out of the larger cities and getting a taste for the rest of Australia."

Today's issue of TD

Travel Daily today has eight pages of news, including a photo page for **Wendy Wu Tours**, plus full pages from:

- Flight Centre Travel Group
- Travel Trade Recruitment

Travel Daily

on location in
Singapore

Today's issue of TD is coming to you from the 2018 Australian Travel Agents Co-operative (ATAC) conference.

DUBBED "Hands On, Future Thinking", this year's ATAC conference has drawn close to 100 members and suppliers to the five-star Grand Copthorne Waterfront hotel overlooking the Singapore River.

A three-day program will see the groups' annual general meeting take place before attendees pick up new skills in a series of workshops.

Sponsors and suppliers will then update attendees via partner sessions and a trade exhibition, while Singapore Tourism will take guests on a special city tour ahead of a lavish gala dinner.

SOUTH AUSTRALIA TRADE WEBSITE.
ALL THE INFORMATION YOU NEED.



EXPLORE NOW

WIN A TRIP TO
**MEET
SOUTH
AFRICA**
6 SPOTS UP FOR GRABS

**CLICK HERE TO
ENTER**





HLO buys bales



HELLOWORLD Travel pulled together with its staff to raise funds for the delivery of urgent supplies of hay to Lightning Ridge in northern NSW last week.

The company donated an initial semi-trailer load of hay, and staff from HLO offices across Australia took part in a fundraising challenge which was matched dollar for dollar by the firm.

In the end five loads of hay were delivered, along with a single trailer and gift cards, giving a total of over \$53,000 to the relief fund.

Helloworld Travel also supported the drought cause through the Hay Mate Drought Relief Concert in Tamworth, NSW, with Qantas Holidays partnering with QF to provide a VIP charter flight from Sydney.

The concert, which featured John Farnham, Daryl Braithwaite, Guy Sebastian and The Veronicas, was featured as part of a telethon which raised over \$2 million for the worthy cause, with the Qantas Holidays-sponsored flight itself raising \$55,000.

The Buy a Bale campaign is being managed by the Rural Aid charity - for more information or to donate see buyabale.com.au.

SAS closes Australia office

THIS week has seen the end of an era for Scandinavian Airlines, which on Wed 31 Oct 2018 shut down its Australian operations after more than 34 years.

The carrier had been locally represented by the Walshe Group for eight years (**TD** 27 Oct 2010), but prior to that had operated its own sales organisation in Australia since 1984.

The closure has also seen the departure of long-time staffers Irmgard Goetjes and Marianne Nalletamby, who had both been with the airline for over 22 years.

Goetjes became the local GM of SAS prior to Walshe taking over (**TD** 10 Dec 2009), stepping into the role vacated by former GM Lars Olofsson who moved on to run SAS in China and is now back in Australia as Head of Asia for Discover the World.

Nalletamby moved to the Walshe Group along with Goetjes, continuing her role as long-time Customer Service Agent.

Goetjes began her SAS career in 1996 as a Ticket Office Supervisor.

Walshe Group Chairman and MD Jacqui Walshe said "Irmgard not only brought an enormous amount of experience and expertise to the SAS account, but she also brought an amazing amount of warmth and energy to our organisation, and for that we'll truly miss her".

A farewell on Wed night was attended by members of the Star Alliance Central Steering Committee for Australia, of which Goetjes, as country head of SAS, was a former member.

The Walshe Group confirmed that following the office closure all calls for Scandinavian Airlines will now be handled out of Europe.

ATG top achievers

APT Travel Group has announced the trips that its top APT and Travelmarvel achievers will enjoy in 2019, as the company celebrates the continued support and loyalty from Australian agents to its brands and products.

APT Top Achievers will experience an APT small ship cruise along the Kimberley Coast, while Travelmarvel top sellers will be treated to a Great Rail Journey in China, taking in Beijing, Xi'an and the Yangtze River.

Winners are based on sales deposited by 30 Jun 2019 - more info on 1300 668 298.

TripADeal Fast 100

TRIPADEAL has come in at 18th position on this year's *Australian Financial Review Fast 100* list, which collates the country's fastest growing small and medium sized businesses.

According to the list TripADeal has grown at an average annual rate of 96.1% over the last three years, and now has 96 employees and yearly sales revenue totalling \$111 million.

IASC ticks Qantas, LATAM deal

THE International Air Services Commission (IASC) has approved a request from Qantas which will see it provide codeshare services with LATAM Airlines Group on the Japan route (**TD** 17 Oct).

Conditions include a requirement that the airlines may not jointly price and market their services or share profits on the route, and must also reapply for authorisation if the codeshare deal changes from a free sale to a block space arrangement.

The airlines must also take all reasonable steps to ensure that passengers are informed, at the time of booking, of the carrier actually operating the flight.

MEANWHILE Qantas has also lodged an application with the IASC seeking to vary its existing allocation on the Japan route to permit the provision of codeshare services with Fiji Airways.

Submissions on the issue are sought by 14 Nov 2018.

Emirates campaign

EMIRATES is encouraging Australian travellers to "Fly Better" as part of what the carrier is describing as a "bold new brand promise".

The new EK campaign kicks off with a TVC directed by Michael Gracey, whose work includes *The Greatest Showman* starring Australia's own Hugh Jackman.

Check it out online at traveldaily.com.au/videos.

PRINCESS
ACADEMY

CLICK HERE TO
LAUNCH
ACADEMY



AIM HIGH
TO REACH
THE SKY!

AND UNCOVER THE SECRETS
OF SKY PRINCESS®

MAJOR PRIZE:

7-night Mediterranean cruise, in a Balcony for 2 on Sky Princess® and AUD \$5,000 EZair credit

MINOR PRIZE:

Win one of 15 AUD \$200 Visa Gift Cards

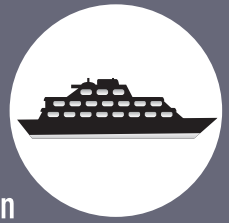
BECOME A COMMODORE BY 23 DECEMBER 2018, 11.59PM AEDST, FOR THE CHANCE TO WIN!

Conditions apply see www.onesourcecruises.com. Open to AU/NZ res. 18+ employed as travel agent for WLCL registered agency at time of entry/publication & registered with Princess Academy with a rank lower than 'Commodore'. Max 1 entry p/person. Cruise 27/10/19-3/11/19. NSW LTPS/18/27872, ACT TP18/01756, SA T18/1605.

Need help wading through the huge variety of cruise options out there?

Check out the **2019 Cruise Guide** for a comprehensive tool.

CRUISE WEEKLY Travel Daily travelBulletin



Ireland slugs tourist tax

TOUR operators have expressed alarm over a surprise tax rise announced by the Irish Government which will impact pricing from 01 Jan.

The country's value added tax (VAT) on tourism and hospitality is set to increase from 9% to 13.5%, reaping an extra €466 million for the Irish Treasury.

The measure was revealed earlier this week as the government handed down its 2019 budget, prompting anger from Irish tourism operators who described it as a blow to the industry at a time of Brexit-induced uncertainty.

Organisations including the Irish Tourist Industry Confederation have opposed the move and will ask for a deferral until 2020.

But with the revenue already allocated to spending on housing and education, operators fear the tax increase is now unavoidable.

Australian tour operators have complained the tax was increased without notice and impacts long-established pricing.

Several operators have told **TD** they now face losses on already booked and paid tours, or will be forced to consider applying surcharges to existing bookings.

Council of Australian Tour Operators Managing Director Brett Jardine said it appeared the tax was "a done deal".

"With tour operators and wholesalers publishing prices for travel as far as two years in advance, the impact of a Jan 2019 change may lead to surcharges which is not an ideal situation for Irish based suppliers, Australian based tour operators, travel agents or the consumer," he said.

ABS data shows the number of Australians visiting Ireland has grown an average 10% per year for the past five years.

NZ visitor pledge

TOURISM New Zealand has joined with industry to launch a visitor pledge aimed at protecting the country's environment.

The Tiaki Promise invokes the Te Reo Maori word for "care" and has been developed in partnership with organisations including Air New Zealand, the Department of Conservation, New Zealand Maori Tourism, Tourism Holdings Ltd and Tourism Industry Aotearoa.

[CLICK HERE](#) for details.

China air growth

CHINA is expected to become the world's largest air market by 2040, contributing almost four billion annual passengers, according to the latest Airports Council International World Traffic Forecast.

It says world pax numbers were 8.2 billion in 2017 and are likely to hit 20.9 billion by 2040.



Window Seat

BECAUSE they possess faultlessly photographic memories, most **TD** readers haven't had to review a seat-pocket safety card since the days when an Ansett logo was printed in the top-left corner.

But the folks at Jetstar New Zealand have provided a compelling reason for an update with a special edition safety card that invites flyers to "check-in" with a mate over the month of November.

The mental health initiative provides informative diagrams on things like the correct technique for deploying a hug as well as helpful tips on preferred forms of masculine social engagement like eating, cycling and fixing a fence.

[CLICK HERE](#) for the mo-down.



AZAMARA
CLUB CRUISES

Final Call

SAVE ON LAST MINUTE VOYAGES
IN AUSTRALIA AND NEW ZEALAND

[LEARN MORE](#)

Terms and Conditions apply.

Insight digs trees

INSIGHT Vacations today debuted a new local partnership with non-profit group One Tree Planted, which will plant a tree in Tasmania on behalf of every guest who elects to receive e-docs, rather than printed paper docs.

The partnership was launched at an event in Sydney today, where the Insight team rolled their sleeves up and got down & dirty to plant some celebratory saplings.

The Travel Corporation was already working with One Tree Planted, which had been planting trees in California and Vietnam.

In 2019 the group aims to restore 10 hectares of Tasmanian "threatened species habitat".

"Now trees will be planted locally, allowing Australian travellers to make a positive environmental impact in their own country," said Insight MD Lorraine Sharp.

"We look forward to our travel agents sharing this news with their clients, as I'm sure they'll love having a tree planted in their name, in their own backyard."

See pics from the event at facebook.com/traveldaily.

Czech this out!

THERE are some last minute spots still available for upcoming Czech Republic information dinners which will take place later this month in Sydney and Melbourne.

Beyond Travel has partnered with Czech Tourism for the events, which will take place at Beer DeLuxe in Sydney on Tue 13 Nov, and the following night at Melbourne's Campari House.

For more info or to RSVP email sales@beyondtravel.com.au.

Dinosaur Valley

SCENIC World in the NSW Blue Mountains yesterday formally opened its new "Dinosaur Valley" attraction, with the new offering open through until 28 Jan 2019.

Featuring daily "Meet and Roar" encounters with prehistoric creatures, Dinosaur Valley will also feature movie nights and other activities to keep guests entertained over the summer.

Scenic World has partnered with local hotels and resorts to offer a range of accommodation packages - dinosaurvalley.com.au.

CATO is in The House



YESTERDAY some of Australia's tour operator community were given an exclusive run-through of the newly launched "The House" lounge at Sydney International Airport (**TD** 17 Oct).

Operated by UK-based No1 Lounges as part of a global deal with Etihad, The House is a new option for outbound travellers, allowing paid access for Economy and Premium Economy pax alongside complimentary entry for Business and First class flyers with a range of airlines including Virgin Australia and Etihad.

Based on its successful alliances with a range of tour operators in Great Britain, No1 Lounges is hoping to engage CATO members in Australia as a way of offering lounge access in conjunction with their products, as a value-add or optional add-on.

The company has launched The House in Melbourne and Sydney, and will shortly roll out

its contemporary "My Lounge" brand in Brisbane.

No1 Lounges Partnership Manager - Travel Trade, Kay Joyce, stressed the importance of the travel sector to boost patronage of The House, saying the offering was an ideal add-on to existing packages to provide a seamless premium experience for clients.

The company is also set to take over Etihad's lounges in Los Angeles, New York JFK and Paris CDG airports, while at this stage EY is maintaining its own lounge presence in Washington DC and at its Abu Dhabi hub.

Pictured during yesterday's preview are, from left: Karen Deveson, Insight Vacations; Matt Cameron-Smith, Trafalgar; Brett Jardine, MD CATO; Amanda McCann, Collette Vacations; Peter Douglas and Chris Fundell, Globus family of brands; and Kay Joyce, No1 Lounges.

SINGAPORE AIRLINES



Temporary Full time Passenger Services Officer Brisbane Town Office

A Passenger Services Officer position has recently become available in the Brisbane Singapore Airlines City Office. This is a temporary, full time day worker position of 38 hours per week in our Brisbane Passenger Services department until 19 April 2019.

We are seeking candidates with 2 to 3 years of ticketing, airline or travel agency experience. Other requirements include a clear understanding of Amadeus, Altea ARD and or proficiency in other GDS essentials along with an overall understanding of airline ticketing functions. Knowledge in ecommerce would also be beneficial. The successful candidate will be responsible for attending to walk in customers and telephone enquiries from both travel agents and the public along with quotations relating to the issuance and reissuance of e-tickets. The role will also support direct sales initiatives and local fares distribution through online channels.

The salary range will be between \$51,622 pa to \$62,422 pa.

Please forward written applications, including copy of CV, to Ag Ticket Office Supervisor, Charlotte Soares, via email to charlotte_soares@singaporeair.com.sg. Applications should be received by COB 12 November 2018. Only successful candidates will be contacted for an interview.

SINGAPORE AIRLINES



Sales Executive - Brisbane Town Office

A Sales Executive position has recently become available in the Brisbane Singapore Airlines City Office. This is a permanent full time day worker position of 38 hours per week.

The successful applicant will be responsible for developing and implementing sales strategies on both a National and State level to achieve revenue targets by sourcing new business opportunities, converting leads into sales and managing relationships with key trade partners. The role will also involve the completion of reports on market activities and representing the company at seminars, conferences, product launches and expos. All applicants should have current sales experience, be results driven and possess a strong commercial acumen. Excellent communication, time management and PC skills will also be required along with a current driver's license and access to own vehicle.

The salary range for this position is from \$62,203 to \$76,153 pa.

Please forward written applications, including copy of CV, to Area Manager Queensland & Northern Territory, Jacki D'Antonio, via email to marnie_scrogings@singaporeair.com.sg. Applications should be received by COB 12 November 2018. Only successful candidates will be contacted for an interview.

Friday 2nd November 2018

Navigator revamp

ROYAL Caribbean International has revealed that its 3,276-passenger *Navigator of the Seas* will receive a US\$115 million makeover.

From Feb 2019, the vessel will boast a new Caribbean poolscape, two new waterslides, and a "blow dry bar" offering hairstyling and wine.

The refresh will also see a range of new eateries introduced.

Minor GHA stake

MINOR Hotels has purchased a 10% share worth US\$3.2m in the Global Hotel Alliance (GHA).

GHA is the world's largest alliance of independent hotels and is comprised of 33 brands with over 550 hotels in 77 countries in its collection.

Tourico, GTA axed

HOTELBEDS has commenced phasing out its recently acquired GTA and Tourico Holidays brands through a new brand refresh which consolidates operations under the Hotelbeds name.

The rebrand will be gradually introduced across all of its combined operations over the coming months.

The move serves to highlight the company's focus on the bedbank sector & follows the sale of its destination management division.

"The launch of a bold, refreshed identity for Hotelbeds...forms part of our clear strategy and roadmap to combine these top three leading players into one company and redefine the travel distribution landscape," said Hotelbeds Exec Chair Joan Vila.

On The Go revamp

ON THE Go Tours has upgraded eight of its Handpicked South American group tours for 2019.

The revamped tours include English-speaking local and specialist guides, entrance fees and airport transfers, three- to five-star accommodation and no compulsory single supplement.

The itineraries include 21-day Highlights of South America, 20-day Peru Encompassed and 16-day Classic Colombia.

Have a holiday like Harry & Meghan!



This week Fraser Island is joining with **SEALINK** Travel Group *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

Name one of the main restaurants at Kingfisher Bay Resort?



TRAVEL SPECIALS



WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Ultra-luxury cruise line **Seabourn** is offering solo travellers a reduced single supplement of 25% above current fares on select voyages and in select suite categories. Book by 31 Dec - call 1300 987 323.

Tomorrow **Aircalin** will kick off its Nov New Caledonia Earlybird sale, offering one-way flights to Noumea from \$244. The sale ends 24 Nov and is available from Sydney, Melbourne or Brisbane.

Savings of up to \$1,200 are available with **Inspiring Journeys'** 10% early payment discount for select departures booked and paid in full by 31 Jan. Offer applies to travel 01 Apr-31 Mar - call 1300 556 100.

Evergreen Cruises & Tours is running a Time to Explore Campaign with upgrade offers on cruises and tours through Europe, France, South East Asia, Canada and South America. Available to book until 30 Nov, deals include a free balcony suite upgrade - see evergreentours.com.au.

Savings of \$792pp are available on **Peregrine Adventures'** eight-day Icelandic Northern Lights trip departing 01 Dec - call 1300 561 176.

Mantra Hotels has launched a range of tropical escape accommodation deals, including stays from \$110 per night at Mantra PortSea, Port Douglas. Valid for travel until 28 Jun - **CLICK HERE** for more.

Whitsundays in VR

TOURISTS visiting Queensland's Bowen Visitor Information Centre at the Big Mango will be able to explore the region through a virtual reality (VR) headset and a touchscreen interactive map.

The VR experience showcases experiences including snorkelling the Great Barrier Reef and skydiving onto a beach.

Visitors can also access it using cardboard virtual reality headsets and the Visit Whitsundays app.

Air Tahiti local head

AIR Tahiti Nui has named Daniel Eggenberger as General Manager Pacific, covering the Australian and New Zealand markets.

Eggenberger stepped into the role yesterday after relocating from Amsterdam, where he spent the past four years as a strategic consultant on projects ranging from arts to aviation and e-commerce to hospitality.

He has held several management posts at KLM Royal Dutch Airlines and Air France including Sales and Marketing Manager in Zurich and Vienna, Commercial Director for Central and Eastern Europe in Geneva, and Country Manager in Oslo.

Cathay 25 years

CATHAY Pacific is celebrating 25 years of operating services between Hong Kong and Cairns with a presentation at Cairns Airport today.

The airline currently operates three direct services per week to Cairns, providing access to travel to Europe, Asia, Middle East and North America.

"We are proud to have been part of the Far North Queensland community over the past 25 years, and are incredibly grateful for all the support," said Cathay Pacific Regional South West Pacific GM Rakesh Raicar.

Launceston record

TASMANIA'S Launceston Airport has witnessed its strongest first quarter passenger growth on record of 4.6%, welcoming more than 310,000 passengers during the period.

The Sydney-Launceston route recorded the strongest load factors, followed by Melbourne.

Pax numbers for Sep 2018 on were up 2.1% on Sep 2017.

rail plus
RAILEUROPE company a trusted distributor of EUROSTAR™

LONDON TO PARIS
STANDARD PREMIER FROM \$168

Book Now

Wendy Wu celebrates 25 years

WENDY Wu Tours celebrated the first of its 25th Anniversary “Silver Jubilee” brochure launch events on Tue, with almost 200 top agents attending a night of Asian-themed entertainment, food and cocktails.

Host for the night, Global CEO Joe Karbo, gave a presentation on the journey of Wu, as well as what the next years hold. The company also reported that 2018 had been the most successful in its 25 years – a double cause for celebration!

In a video message, founder Wendy Wu said “I want to take this opportunity to thank every single travel agent who has supported me through the last 25 years. From humble beginnings, every single time you’ve chosen to recommend a Wendy Wu Tour to your valuable clients, you’ve entrusted me with your repeat business”.



JOE Karbo, Global CEO of Wendy Wu Tours.

In his presentation, Karbo announced the launch of a new incentive that will see 25 travel agents headed to a VIP Mega Famil in 2019, as a thank you to the trade for all their support.

Congrats Team Wu, and here’s to another 25 years!



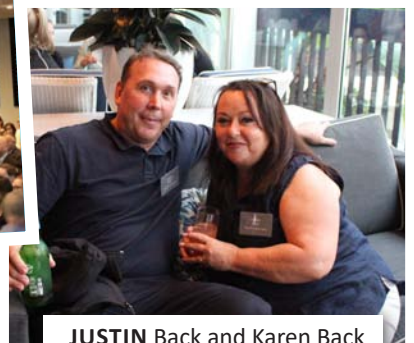
ENTERTAINMENT was provided by Jin Wu Koon Dragon and Lion Dance Association, led by Director Willis Koh.



BROOKE Tegart, Wendy Wu Tours; Lisa Ferrugia, Wendy Wu Tours; prize winner Debbie Riesinger, itravel Penhurst, and Maral Karboushian, Wendy Wu Tours.



AGENTS enjoying the event.



JUSTIN Back and Karen Back from Designer World Travel.



DEBBIE Riesinger itravel Penhurst; Melissa Devlin itravel Penhurst; and Brooke Tegart Wendy Wu Tours.



ENCOURAGING messages of prosperity were a key feature.



ANDREW Clark from Hong Kong Tourism Board with Amanda Bruno, Wendy Wu Tours, and Lisa Lee, Hong Kong Tourism Board.



ANNA Agnese Ivachev, Express Travel Group; Emily Koh, China Southern Airlines; and Annie Wong, China Southern Airlines.



CORPORATE UPDATE

CWT tips tix prices to fall

AVERAGE ticket prices for air travel are set to dip by 2% globally in Nov & Dec, according to CWT's data and consulting arm, CWT Solutions Group.

The fall is expected to follow a sell-off in oil prices in mid-to-late Oct, coupled with traditionally slower months for business travel around the holidays that is expected to dampen demand.

CWT is predicting average ticket prices will slide by 1% in Nov and another 1% in Dec but noted that Europe could buck the trend as suspense over Brexit may keep prices on hold.

Economy class usage is set to remain flat over the next two

months and is expected to make up 91.8% of total tickets in Dec.

The report also predicted a 4.1% decrease in advanced bookings in Dec to total about 43.1% of all bookings made "as the busy holiday season encroaches on travel planning, resulting in more late bookings".

In addition, a slight 1% drop in the use of online booking tools is anticipated over Nov and Dec, in part due to the more leisurely pace of business travel activity around the holidays.

"This period is also generally not ideal for getting clients onboard with new online tools, hence the projected decline," CWT said.

Magellan corporate in focus



MAGELLAN Travel Group's corporate members are taking part in the Helloworld offshoot's annual conference in Sydney this week, with some **pictured** above with Scott Darlow, National Manager Magellan Corporate.

The conference was opened yesterday by Helloworld Travel CEO Andrew Burnes, who was followed by GM Andrew Macfarlane who said "the acquisition of Magellan by Helloworld Travel Limited has

delivered the best of both worlds to our members - preserving everything we love about Magellan and adding further benefits such as additional income streams, new marketing opportunities, added customer benefits and investment in technology".

The conference wraps up tonight with a gala black tie dinner at Sydney's Hyatt Regency Hotel - more pics online at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

CORPORATE CHATTER

with Bruce Piper

Happy 50th, Jamie Pherous

CORPORATE Travel Management founder CEO Jamie Pherous is hopefully enjoying some well deserved down-time this weekend, with a long-planned 50th birthday celebration at qualia on Hamilton Island.

He certainly needs a break after a huge few days which have seen him and his management team weather a concerted attack by hedge fund VGI which has deliberately "shorted" its CTM shareholding and stands to benefit from a price fall.

The exquisitely timed onslaught saw VGI release a 176-page report on Sunday, highlighting 20 so-called "irregularities" about CTM, including allegations of empty offices across the globe and selldowns of shareholdings by senior staff.

A subsequent trading suspension was followed by a comprehensive response, with the entrepreneur parrying the allegations well and rebutting all but two relatively trivial issues, including acknowledging the need to ensure addresses on the company's website are updated.

However other issues raised by VGI displayed an intriguing lack of insight by the investment

firm into how the CTM business operates - and in particular just how different corporate travel is from other parts of the industry.

Part of the hedge fund's criticisms were based on comparisons with "global peers" - contrasting CTM figures with the likes of Flight Centre, Expedia and Helloworld.

But as anyone familiar with the sector would know well, these businesses all have varying operational models, with VGI's claims on issues such as low

interest earnings simply not stacking up.

Pherous also explained the so-called "ghost offices," with small operations in some countries enabling the company to benefit clients with access to

local fares and tax advantages.

Investors seem to have accepted the clarifications, with shares bouncing back from a 35% slump.

Since going public at just \$1 per share in 2010 the CTM growth story has seen Pherous create significant wealth for himself and many others in the business.

Let's hope he can enjoy his birthday in peace and return to the fray reinvigorated to continue building the company as a great Australian success story.

“
Let's hope he can
enjoy his birthday
in peace and
return to the fray
reinvigorated...
”



Bruce Piper is the publisher of Business Publishing Group publications, including Travel Daily, travelBulletin, Cruise Weekly and Business Events News. He has been writing about the Australasian travel industry, including the corporate, leisure, MICE and inbound sectors on a daily basis since 2004.

Loyalty important

BUSINESS travellers on average weigh up three different hotels before making a booking and 82% consider loyalty programs to be important when making decisions, according to research by the Global Business Travel Association (GBTA).

But travellers are split on how they use loyalty points, with 49% putting them towards more business travel and 43% using them for leisure stays.

The research involved 500 US business travellers in May-Jun.

NDC challenges

THE introduction of the airline New Distribution Capability (NDC) presents both benefits and challenges to corporate travel managers, with many reporting confusion according to research by the Association of Corporate Travel Executives (ACTE).

The organisation has published a whitepaper on the NDC in conjunction with American Express Global Business Travel, incorporating survey results from 200 corporate travel managers worldwide - **CLICK** to download.

Agents get the knack of Kerala



A GROUP of 84 travel agents were recently treated to trade shows featuring operators and hotel partners from the Indian state of Kerala.

Agents in both Sydney and Melbourne enjoyed a dinner of Kerala-inspired delicacies while learning more about the area of south-west India.

The event also tested attendees on their knowledge of Kerala, with one winner in each state taking home a seven-night package to visit the region.

Kerala Tourism Director P Bala Kiran said the state had experienced an 11% increase in Australian visitor growth between

Seychelles eco camp

BLUE Safari Seychelles has revealed it will launch a new eco camp in the Seychelles called Cosmoledo Atoll in Nov.

The new accommodation concept promotes conservation & is comprised of eight eco pods.

2013 and 2017, which was “encouraging”.

“Kerala is a unique destination so our trade show is incredibly important to ensure that agents are fully aware of what the destination has to offer,” he said.

Pictured are: Kerala Tourism Director P Bala Kiran; winner of the Sydney prize, Sharanjit Singh, Travel Central; and B. Vanlalwawna, Consul General of India, Sydney.

Hilton 13 openings

HILTON’S upscale hotel brand Hilton Garden Inn has announced the opening of 13 new locations across six different countries.

Some of the new sites include the Hilton Garden Inn Tirana in Albania, Hilton Garden Inn Puchong in Malaysia, Hilton Garden Inn Tampa-Wesley Chapel in the United States and Hilton Garden Inn Chihuahua in Mexico.

The brand has opened 38 new properties so far in 2018.



Enter for your chance to win a 12 day safari to Botswana – including flights!

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

Booking predictions

BOOKING.COM has released its travel trend predictions for 2019, with travellers who want to “add more purpose” to their holidays topping the list.

The findings suggest 68% of global travellers would embark on cultural exchanges to learn new skills, followed by 54% who would like to go on a volunteering trip.

Other trends ranking high on the list for next year included new tech making the holiday experience easier, shorter-form and more relevant travel guides, and more personalised online recommendations such as digital tour guides.

The insights were taken from 163 million verified guest reviews and research from 21,500 travellers across 29 countries.

Walk Japan tour

WALK Japan has announced it will launch its San’in Quest walking tour in Apr, 2019.

The new nine-day, eight-night fully-guided adventure will explore the rural San’in region located in west Honshu.

NZ Taipei inaugural

AIR New Zealand completed its inaugural flight from Auckland International Airport to Taipei yesterday.

The new Air NZ direct Auckland to Taipei route will be operated by a Boeing 787-9.

“Demand for the three day a week service has been strong, particularly around the Chinese NY period,” said Air NZ Chief Revenue Officer Cam Wallace.

NEED TO FIND A PARTICULAR TRAVEL SUPPLIER?

[VIEW THE 2018 AFTA TRAVEL PAGES SUPPLIER DIRECTORY HERE](#)

LOOKING FOR THE NEXT DESTINATION IN YOUR TRAVEL CAREER?

Check out our current career opportunities!

HOT JOBS OF THE WEEK

International Assist Consultant - Brisbane

Do you want to work in a fast-paced environment where every day is a new adventure? Are you looking to find better work-life balance? Then consider working in one of FCTG's most integral support businesses! Take your experience as a consultant to the next level and continue to assist customers in a behind the scenes role.

Closing Date: 13 November 2018

[APPLY NOW >](#)



Corporate Travel Consultants - Sydney

Corporate Traveller offers a range of specialised business travel solutions and corporate travel consulting services to make our clients' travel faster, cheaper and greener. We're currently on the lookout for experienced consultants to take the next step as Corporate Travel Consultants in our Global head office in Brisbane.

Closing Date: 12 November 2018

[APPLY NOW >](#)



Corporate Travel Consultant - Brisbane

Do you have two years' travel sales experience? FCM Travel Solutions are looking for multi-skilled Corporate Travel Consultants to join our team. The challenging world of corporate and leisure travel management will be sure to take your career to new heights!

Closing Date: 9 November 2018

[APPLY NOW >](#)



Data Analyst - Brisbane

Do you love all things numbers and the story it can tell? Flight Centre is looking for a Data Analyst to join the Australian Risk Team where you will own, develop and maintain the data analytics tools. The team itself acts as experts in assisting operational and financial leaders to own risk management within their own businesses and would love for you to join our family today!

Closing Date: 9 November 2018

[APPLY NOW >](#)



Pricebeats Coordinator - Brisbane

Want an opportunity that allows you to problem solve and have a direct impact on your company's profit & loss performance? Do you have industry experience and want to try something new? In this role you would actively manage relationships with stakeholders internal and external to the business.

Closing Date: 16 November 2018

[APPLY NOW >](#)



Corporate Travel Consultant - Sydney

Looking for that dream role in the travel industry, that offers workplace flexibility? Flight Centre Business Travel offers this and so much more to their Corporate Travel Consultants! If you have at least 2 years of experience as a Travel Consultant and want a new Challenge working for one of the worlds largest Corporate travel organisations, then look no further!

Closing Date: 23 November 2018

[APPLY NOW >](#)



Corporate Travel Consultant - Brisbane

We're looking for enthusiastic Corporate Travel Consultants to join Flight Centre Business Travel. Do you already have experience as a Travel Consultant or Travel Manager? If so, we'd love to hear from you! Enjoy flexible working options and an encouraging team environment.

Closing Date: 16 November 2018

[APPLY NOW >](#)



Travel Manager - Melbourne

Campus Travel is Australia's only travel management company dedicated exclusively to the needs of academic and university travellers. Campus Travel's Consultants enable our academic travellers to 'connect their individual brilliance' with the help of unique itineraries. We are looking for a Travel Manager to join our team!

Closing Date: 12 November 2018

[APPLY NOW >](#)





Working in partnership with the Australian Travel Industry

Financial Manager | Tramada Expert
Sydney, Competitive Salary, Ref: 3696AJ3

A leading Corporate Travel Management company currently experiencing high levels of growth have an exciting opportunity for an experienced Finance Controller/ Manager to join their friendly and welcoming team. This is a varied role requiring a high level of attention to detail for preparing, managing, reconciling payments from suppliers and customers as well as streamlining internal policies and procedures. Please note that experience working with Tramada is vital to be successful for this role.

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

Sales Team Leader |Travel Specialist – Japan
Brisbane, \$45-55k + Bonuses, Ref: 2021AW5

If you have lived, worked, visited or SOLD Japan – this role is for you! This is a Sales Leadership position, where you will be responsible for designing and selling Japan holiday packages. And ensuring that your team efficiently works towards their KPI's! Ensuring all of our customers have the best possible holiday experience, this is your chance to join a young and dynamic international travel company and lead their team to success! Travel Managers | Team Leaders - APPLY NOW!

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

International Product Manager
Gold Coast, \$60k-\$80k + super, Ref: 3577S22

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.

Online Travel Consultant | M-F Only!
Melbourne, \$55k + Super, Ref: 3716JP1

If you're ready to take a step into the future and work in online travel this is the role for you. You will be starting on a 12 month maternity leave cover with a chance to move to a permanent position within the company upon completion. You'll be working for an award winning travel agency taking care of booking all their high end packages. You'll be given a great base salary as well as enjoying the Monday to Friday role in a supportive team environment. Move with the future of travel!

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

Corporate Travel Consultant | Travel Claims
Sydney, Up to \$60K + Super, Ref: 3607PE1

My clients have just won a huge new corporate insurance account & therefore are looking for talented travel people with at least 12 months retail or corporate travel experience. Assist travellers that need to utilise their travel insurance & book emergency travel back home due to unforeseen circumstances that allows coverage by their insurance. You will need to have a strong sense of empathy for this role as at times your clients may be in distress you will be their point of contact.

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

Travel Consultant | Looking for FT or PT?
Gold Coast, Competitive Salary, Ref:1341CGA1

A rare opportunity has just opened in the Gold Coast for an experienced travel consultant to join a great team. A healthy work life balance is paramount and therefore you can look forward to enjoying 3 days off a week in addition to a friendly work environment. The store is in an ideal location with plenty of foot traffic, leading to potential to exceed targets, I am looking for a talented travel specialist with a repeat client base and strong geographical knowledge worldwide.

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

Store / Branch Manager
Melbourne, \$60k + Comms + Super, Ref: 3656HC1

Are you a Store Manager/Team Leader with extensive travel product knowledge? Are you looking for an exciting new challenge in the travel industry? Do you have solid travel and supervisory experience? A leading and innovative travel company is keen to recruit an experienced branch manager across 2 stores in Melbourne. The role involves training and motivating a team of Travel Consultants to exceed targets, and establish their retail travel branch. Apply NOW - Interviewing ASAP!

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

Home Based Travel Consultant
Perth, Generous Commission, Ref: 8528JB1

A rare opportunity has just opened up for a Home Based Travel Consultant to work alongside a well-established Perth travel agency! Our client is seeking an experienced retail consultant with a minimum of 2 years experience in the travel industry. The ideal candidate will have strong Amadeus skills, a passion for travel and the ability to build strong rapport with customers. A large client base is highly favourable. A generous commission split structure is on offer for the successful candidate!

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



Find your ideal travel job at www.TravelTradeJobs.com.au
online... on mobile... in branch