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PAL drops local GM role

PHILIPPINE Airlines is now conducting all of its Australian operations through its long-time General Sales Agent, Rakso Australia Pty Limited, with the carrier having closed its former Australian Regional Office which was located in Sydney.

Following a strategic review of its South West Pacific operations, Australia, New Zealand and Papua New Guinea will now report directly into the Manila office.

Ian Robinson previously led the local team as PAL country manager for Australia, New Zealand and Papua New Guinea, but Rakso has confirmed the closure of the local operation effective from 14 Sep 2018.

No PAL staff remain, according to Rakso National Sales Manager

Sam Heine, who is now the main point of contact for the carrier in Australia.

"We looked at everything from costs and fuels which are going up so we saw an opportunity for each of those offices to report directly into Manila," Heine said.

Rakso is based in the same building as the carrier's former office which was in the PAL building in York Street, Sydney.

Robinson had led the local operation for more than four years (*TD* 11 Feb 2014).

Philippine Airlines currently operates non-stop flights from Manila to Sydney, Melbourne and Brisbane as well as Auckland.

Earlier this year the carrier ceased flying to Darwin, making its Brisbane flights non-stop.

NZ knowledge

TOURISM New Zealand is inviting consultants to expand their knowledge of its South Island journeys, today showcasing the stunning Fjordland region with an opportunity to win \$250 - see the **cover page** for details.

Today's issue of *TD*

Travel Daily today has seven pages of news, including a front cover page for **Tourism New Zealand**, a photo page for **Viking Cruises** plus full pages from:

- Consolidated/KE promo
- Travel Trade Recruitment

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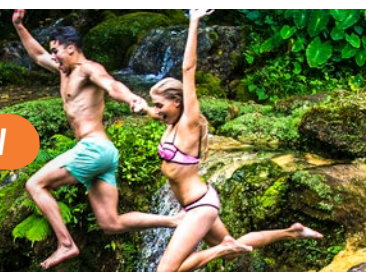
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CX Frankfurt boost

CATHAY Pacific is set to boost capacity between Hong Kong and Germany for the Northern Summer 2019 scheduling period, increasing HKG-FRA services to 10 weekly from the current daily operation, using A350-900XWBs.



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ACCC probe into forex

AUSTRALIA'S consumer watchdog has launched an inquiry into foreign exchange services amid concerns local institutions are charging amongst the highest fees in the world.

The Australian Consumer and Competition Commission (ACCC) announced yesterday it would investigate price competition among providers of foreign currency conversion services and is seeking submissions by 22 Oct.

"The World Bank has reported that Australians sent around \$8.8 billion overseas in 2016," said

Silversea fly free

SILVERSEA Cruises is offering complimentary Economy class return flights and transfers along with most voyages in its summer 2020 program which has opened for sale this week.

A total of 191 cruises to 572 destinations in 84 countries are on offer, with Silversea saying the addition of flights will enable guests to "travel the world with complete peace of mind".

Full protection covers passengers against unforeseen mishaps, while Business class air upgrades start at just \$699 each way, the company said.

For guests not utilising the air offer a generous credit is available, while the itineraries include the debut season of the new *Silver Moon*.

More details at silversea.com.

ACCC chair Rod Sims.

"Yet they also found that Australia is the third most expensive G20 country for consumers and small businesses to send money from."

Sims said an exchange of \$1,000 would cost \$9 more in Australia than in the UK, and \$23 more than in the US.

"We will be examining why major companies in Australia, including the big four banks, seem to be able to consistently charge high prices," he said.

The ACCC has released an issues paper ahead of its inquiry - to view [CLICK HERE](#).

NSW Govt mission

NSW will attempt to forge closer tourism ties with Singapore and Malaysia during a trade mission this week.

Tourism and Major Events Minister Adam Marshall departs today for meetings with AirAsiaX, Malaysia Airlines, Scoot and Singapore Airlines, and will support negotiations by key trade partners and Business Events Sydney with corporate decision-makers considering Sydney for global meetings.

"We are committed to making sure Sydney and NSW are on the map for international delegates and that means securing more global business meetings and events for our harbour city," Marshall said.

Wicked re-offends

WICKED Campers has once again been found to be indecent, with an Ad Standards ruling finding artwork on two SA-registered vehicles was offensive.

Over 80 complaints about Wicked have been upheld since 2012.



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SATC streams dreams

THE South Australian Tourism Commission (SATC) has launched a new tourism campaign featuring famous athletes, noted chefs, musicians and winemakers.

The Rewards Wonder campaign includes a five-day live stream activation in Rundle Mall and online using 120 hours of continual footage of popular tourist spots across the state.

“By streaming five continuous days of vision across the length and breadth of SA, we give potential visitors much more than just a cursory glimpse of the amazing experiences they can have here,” said SA Minister for Trade, Tourism and Investment David Ridgway.

Approximately 65 tourism operators, 10 regions, 31 local talent, 18 cameras, 11 modes of transport and more than 50 local musicians were involved in bringing the campaign to life. View the stream [HERE](#).

Record domestic spend

DOMESTIC overnight visitor spend rose by 8% to a record \$67.5 billion for the 12 months ending Jun 2018, the latest National Visitor Survey shows.

The number of domestic travellers for the period also broke new ground, recording 100.3 million visitors and improving by 7% on the previous corresponding period.

“This is an impressive result for our tourism industry with more Aussies holidaying at home and for longer, whilst also spending record amounts,” said Australian Minister for Trade, Tourism and Investment Simon Birmingham.

“More Aussies holidaying in our own backyard teamed with record spending is a great boost for Australian businesses and the economy,” he added.

The motivation for domestic travel saw holidays leading the way with 100.4 million (up

9%), followed by 56.4 million visiting friends and relatives (up 10%), and 19.3 million business travellers (up 3%).

NSW was the best performing state, posting a 9% boost in visitors to 32.9 million and solid 15% increase in spend to \$19.8b.

Victoria was the next top performer with a 6% increase to 24.7 million, closely followed by Queensland which improved by 5% to 22.5 million.

The Northern Territory recorded the biggest drop in visitors, losing ground by 1.4 million and dropping 11 percentage points.

A by-product of the strong visitor flows was an upswing in the number of nights spent in hotels and resorts, with the survey noting a 7% increase in total stays to 92 million nights.

Trips that included visits to public gardens increased by 15% to 4.9 million.



Window Seat

A COLOMBIAN woman who was having an affair has had her exploits exposed after calling an Uber for herself and her lover - only to discover the driver was her husband.

Local newspaper *El Espectador* reports the woman and her lover had decided to visit a motel for a secret tryst when they summoned a ride using the Uber app.

She had been unaware her husband was moonlighting as an Uber driver for extra cash, and didn't recognise the vehicle he had borrowed from a friend.

Reports differ on what bystanders witnessed when the Uber arrived, with some saying the couple fled on foot and others recounting an animated altercation on the street.

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italktravel, Lux Escapes

ONLINE travel provider Luxury Escapes has entered into a retail travel agreement with italktravel and cruise, effective 01 Oct. The deal will see Luxury Escapes

distributed through the italktravel network and follows a deal with TravelManagers (**TD** 20 Aug).

Darran Keil, Luxury Escapes' Head of Strategic Partnerships said "The opportunity to offer Luxury Escapes customers the choice to book through an experienced travel agent in a storefront environment is an added benefit to our growing travel community".

The tie-up will see italktravel and cruise agents add flights, travel insurance and pre- and post-experiences for their clients.

"We see great growth opportunity in attracting new customers who prefer to purchase their travel face-to-face in a retail travel environment," Keil said.

VA group initiatives

VIRGIN Australia has added new features to its Group Sales Optimiser (GSO).

Measures include the ability to edit one way and return bookings by date, time and route, and the ability to increase or decrease a group size as well as split a PNR.

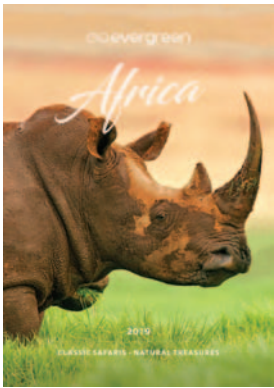
Agents can increase and edit a journey date, time and route, and are able to cancel an entire group booking or at a PNR level only.

For details **CLICK HERE**.

MEANWHILE, Virgin has launched a Baggage Customer Care Service with a dedicated 24-hour call centre.



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A\$ pricing for Amtrak Vacations



THE local debut of Amtrak Vacations (**TD** yesterday) includes the rollout of five new dedicated brochures, websites and agent guides with pricing in Australian dollars for the company's portfolio which includes FIT and package options across the USA as well as Europe and Canada.

CEO Frank Marini (**pictured**) told **TD** the new operation currently has five staff, while employees from the company's US and UK offices are also rotating into Sydney to support training and development of the business.

Amtrak Vacations is preferred globally with Flight Centre and Marini expects to build relationships with other agency groups in the local market.

Departures are scheduled every day, and a unique feature of the product is that it can be booked in a single transaction as much as 18 months in advance - in contrast to point-to-point rail which generally has a much shorter lead ticketing time.

Two webinars introducing the product are scheduled for next Tue 09 Oct, showcasing the full network map, sleeping, dining and other options plus more - to register **CLICK HERE**.



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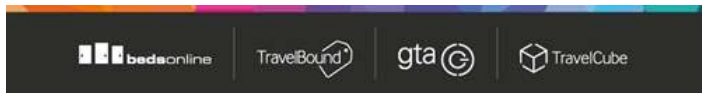
Emirates celebrates in Scottish style



EMIRATES has celebrated the arrival of its Boeing 777-300ER into Edinburgh with a special launch event, plus a water cannon salute as the inaugural flight to the Scottish capital officially touched down (*TD* yesterday).

The send-off from Dubai featured a performance by the

Dubai Police Band, pictured, with the event hosted by Hubert Frach, Emirates Divisional Senior Vice President, Commercial Operations West; Richard Jewsbury, Divisional Vice President, UK; and Gordon Dewar, Chief Executive of Edinburgh Airport.



All brands are part of Hotelbeds Group

TravelCube – Expanding Sales Team

TravelCube, an established retail brand within The Hotelbeds Group, is a leading provider of travel solutions which comprises of four specialist business units. The most established business unit is Bedbank - the No.1 B2B bedbank worldwide and Bedsonline - a leading booking engine used by retail travel agencies worldwide.

TravelCube are seeking experienced Sales focused individuals to join our newly re-structured Sales team within our Global Wholesale business, Hotelbeds Group.

The successful candidate will be managing a portfolio of Accounts that cover all key retail networks. They must possess a minimum of 2 years' experience within the Travel & Tourism industry & preferable Sales experience.

Roles Available:

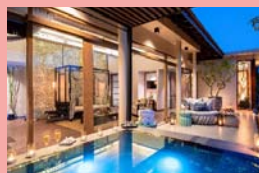
- Key Account Manager, Melbourne
- Key Account Manager, Brisbane
- Key Account Manager, Auckland
- Sales Executive (inside sales x 2 positions available), Sydney
- Key Account Manager, Preferred Network – Sydney

You will have the opportunity to work for a company that is going through significant change in becoming the world's leading travel services provider. We are looking for people that are ready to ride the wave in this exciting journey.

To view & apply for the available positions, please visit the Hotelbeds Corporate Website - https://hotelbedsgroup.wd3.myworkdayjobs.com/HBG_Careers/2/refreshFacet/318c8bb6f553100021d223d9780d30be

ACCOMMODATION

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



Boutique Thai property, **The Sarojin** in Khao Lak, has enhanced its luxury offering with the addition of eight Jacuzzi Pool Suites. The suites will be available from 15 Oct, and feature a 2.2m² infinity edge Jacuzzi pool under a four-poster pavilion. Each 150m² suite offers a four poster king-size bed with ensuite including a bath, couple's waterfall shower, and a double dressing area.



California's **Benbow Historic Inn** has completed an \$8.5m renovation, with the updated property now offering an elevator, new guest services lobby, two meeting rooms, a new cocktail lounge, two new kitchens, four new public bathrooms, plus 10 new guestrooms. The hotel is open for both business and leisure guests, as well as offering space for a range of functions & social events.



The **InterContinental Phu Quoc Long Beach Resort** in Vietnam has unveiled its new Sky Tower suites. Located in the centre of the resort's complex, the new tower offers one-, two-, and three-bedroom accommodation, including a living room, large balcony and kitchen. Guests can choose to upgrade their stay to a Pearl Suite or Club InterContinental Tower Suite for additional benefits.

Experiences rollout

AIRBNB has announced the expansion of its Experiences across Australia, offering more than 400 activities and experiences available for both locals and visitors to book.

Experiences is designed to offer a range of activities designed by locals that "go beyond typical classes or tours", giving guests the chance to share in a host's hobbies, skills and expertise.

"Airbnb Experiences are a great way for creative and entrepreneurial Australians to tap into their passions and unlock economic opportunities through the platform," said Sam McDonagh, Airbnb Country Manager for Australia & NZ.

Insight achievers

INSIGHT Vacations has launched its Top Achievers trip for 2019 as reward for the brand's best supporting partners.

The eight-day trip will take the lucky winners to Greece where they will visit the Acropolis of Athens, as well as experience the island of Mykonos.

To qualify, agencies must be one of the highest selling stores, or one of the three highest growth stores to book by 28 Feb 2019.

Scenic campaign

SCENIC Luxury Cruises and Tours has launched a "Love to Travel" campaign, designed to acknowledge the "desire to travel" of its customer base.

"Love to Travel is about acknowledging the growing demand for travel choices that are trouble-free, give access to unique opportunities, different cultures, different countries, and are designed to be adaptable depending on fitness levels, interests, and passions," said Liz Glover, Director of Marketing and Strategy for Scenic.

The campaign features offers on a range of tours, including the 15-day Jewels of Russia tour and an 11-day Beautiful Bordeaux tour.

For more information on the campaign, call 138 128.

SeaLink packages

TRAVELLERS to Kangaroo Island with SeaLink now have access to the company's new all-inclusive Wilderness Trail packages.

The self-drive packages include a three-day/three-night, four-day/four-night, and five-day/four-night options, with guests being transferred to the trail each morning to continue their walk.

For more information on the packages, **CLICK HERE**.

Viking Cruises office christening!

VIKING Cruises christened its new office in Surry Hills last week, with guests enjoying delicious catering and musical entertainment, along with some great photo opportunities with their very own Viking.

Over 70 guests saw the new custom designed space which features a Wintergarden break out area mirroring that on their ocean ships, light timbers and Scandinavian furnishings.

The event turned out to be a double celebration for both the new office as well as Viking reaching their biggest ever sales month in Australia.

“Our industry partners are vital in us reaching these significant milestones and our new office could not be more timely – we thank those who were close enough to stop by on the night,” said Viking Cruises ANZ Managing Director Michelle Black.



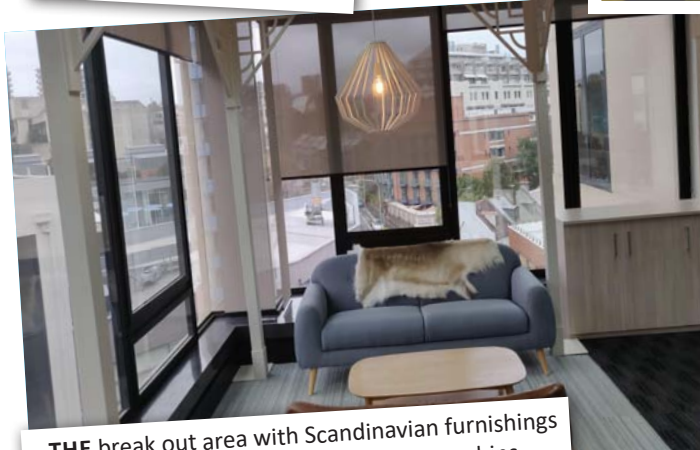
GADA Selim, Helloworld Miranda; Melanie Stedman, Helloworld Winston Hills; and Michelle Black, Viking Cruises pose with the Viking.



LISA Maroun, *travelBulletin* with the Viking and Sandra Reucker, TravelManagers.



VIKING Cruises staff and guests.



THE break out area with Scandinavian furnishings mirrors the Wintergarden from the ocean ships.



THE delicious catering kept guests well fed!



CHRISTINA Magni and Anna Davies, Virtuoso.



VIKING Cruises reservations team.

Skalleagues focus on cruise



SKAL International Sydney (SIS) members and guest were treated to some cruising facts, figures and forecasts from guest speaker Peter Kollar, Head of International Training & Development, Cruise Lines International Association (CLIA), at this month's networking lunch at the Mercure Sydney.

"Last year 26.7 million people cruised around the world, with North Americans still the leaders, but seeing a strong uptake in the Asian market," Kollar said.

"In 2028 we estimate 40 million people around the world cruising.

"We as a nation currently have one in 18 people cruising; Australians love cruising."

Kollar also said cruising was "the tapas of travel" and allowed people to try things they might not usually do at home.

Pictured are: SIS President Walter Nand with new Skalleagues Julie Golding BDM & Craig Owens, Director of Sales, Silversea.

The next SIS event is a Travel Trivia night, [CLICK HERE](#) for more.



WIN A TRIP FOR TWO TO WASHINGTON DC

From historical monuments to food trucks and barista-made coffee, Cathay Pacific is excited to welcome Washington D.C. to their network! To celebrate, they're giving away 2x Economy Class tickets from Australia to Washington, D.C.

Answer the most daily questions correctly and come up with the most creative answer to the final question. Send your entries to cathay@traveldaily.com.au



Q2. How many times a week does Cathay Pacific fly to Washington, D.C. from Hong Kong?



AFL AFL TOP TIPPER

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**TIM
HICKINGBOTHAM**

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Tim is the top point scorer for the season of *Travel Daily's* AFL footy tipping competition. He's won return economy flights for two to Dubai flying with Emirates.



NSW LTPS/18/22019 / ACT TP 18/00256

Turkey new airport

ISTANBUL'S new airport is scheduled to open on 29 Oct, with flights transferred from Istanbul's existing Ataturk airport.

DFAT has advised in the period around the scheduled opening, flight delays and cancellations may occur and traffic congestion around both airports is likely.

Airlines should be contacted for the latest update.

Waldorf to Miami

HILTON will bring its Waldorf Astoria Hotels & Resorts brand to Miami under a deal with developer Property Markets Group (PMG) and management firm Greybrook Realty Partners.

The five-star Waldorf Astoria Hotel & Residences Miami will be located in Downtown Miami and the building will also include private residences, retail and culinary offerings.

IATA GPS results

PASSENGERS are looking to new technology to give them more control, information and improve travel efficiency, according to the latest International Air Transport Association (IATA) Global Passenger Survey (GPS) results.

The passengers from 145 countries also revealed they wanted real time journey information delivered to personal devices; biometric identification to facilitate travel processes; automation of airport processes; wait times of less than 10 mins at security; bag tracking throughout journey; and a human touch when issues arise.

"The GPS tells us that passengers want a seamless and secure travel experience from booking to arrival," said IATA's SVP for Airport, Passenger, Cargo and Security Nick Careen.

View the GPS 2018 report [HERE](#).

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Earn rewards with Korean Air!

Consolidated Travel and Korean Air are rewarding agents with vouchers for tickets sold ex Australia to Asia, Europe and the USA between 1 and 31 October 18

Rewards:

\$100 voucher per return Business Class ticket to Europe/USA

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Conditions: Valid for tickets issued by Consolidated Travel or via Quikkticket between 01OCT18 - 31OCT18 on KE International itineraries ex Australia plated on KE (180) ticket stock on the Consolidated Travel IATA only. Domestic, Child, Infant, Group Sales, Wholesale, and Cancelled or Refunded tickets are not eligible. The prizes are open to full time international selling agents only. Consolidated Travel & Korean Air reserve the right to alter or cancel the promotion at any time. Vouchers are capped and all claims must be emailed to promotions@consolidatedtravel.com.au by COB 05NOV18. The prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use the prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications to the extent that there is any FBT liability; this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipients receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791 Date of issue: 1 October 2018

KOREAN AIR

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Store Manager

Sydney, \$55-\$70k + Super + Bonuses, Ref: 1236AJ1

An exciting opportunity for an experienced and enthusiastic leader to lead a team to success while being in charge of the smooth day to day operations of the company's flagship store in the heart of Sydney's CBD. With a friendly and social work environment, this is a great opportunity for an experienced Team Leader looking to take the next step in their career and take on the responsibility of a Store Manager. Weekly and Quarterly bonuses in addition to performance based commission!

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

BDM | Start leading a team!

Gold Coast, \$55-60k + Super, Ref: 1322CGA1

This is an excellent opportunity for an experienced Business Development Manager/ Executive to step into a management role, take a step away from on road sales & join a well-established and award winning company! You will be based in the Brisbane CBD overseeing the BDM's for QLD & NZ. Reporting to the company's National Sales Manager, you will be responsible for analysing and overseeing with the data provided by the on road BDM's with full assistance from the sales support team. APPLY NOW!

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

Pricing Specialist Team Leader

Brisbane, Up to \$77k salary, Ref: 3675SZ1

Working within the support & wholesale division of a well-respected and known brand, your role will be to support, manage and find the best solution in the pricing division for land products. You will drive strategy whilst managing a small team of experienced consultants and ensuring pricing margins are competitive & protecting the profit of the company whilst reducing errors & costs. Minimum 3 years in the travel industry along with leadership experience is seen as highly desirable.

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

Online Customer Service Consultant

Melbourne, Base + Bonus, Ref: 3624JP1

This is an amazing opportunity for an experienced retail travel consultant to step away from face to face consulting and move to a purely customer service/customer retention travel consulting role for one of Australia and New Zealand's largest online travel agency. This multi award winning travel agency is looking for an experienced travel consultant who has a real love for the industry and travelling as well as building long lasting successful relationships with their clients.

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

Inbound Luxury Travel Designer

Sydney, Up to \$65k, DOE, Ref: 3225PE1

My client is a leading provider of luxury inbound travel arrangements & has unrivalled expertise in delivering market-leading tailored tours to groups visiting Australia & the Pacific. They offer bespoke itineraries – from city breaks to multi destination and special interest tours. I am looking for a talented inbound travel specialist to work with this creative travel team, you must have strong Australian tourism knowledge & experience in dealing with Western Markets. Excellent remuneration is on offer.

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

Senior Travel Consultant

Gold Coast, Competitive Salary, Ref:1331CGA1

Join a high end leisure and close- knit travel agency. You will ideally have two plus years' experience working in travel consulting and a great understanding of luxury holidays. Your role will ideally be working with only the high end clients in providing them with destination knowledge and options for their upcoming experience of a lifetime. We are after experienced travel agents with strong GDS knowledge and who would like to make a career out of doing something different.

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

Corporate Travel Consultant - Entertainment

Melbourne, \$85k OTE, Ref: 2996HC1

This is an exciting role for a Travel Consultant to progress into booking VIP Travel for sporting, music & movie stars and celebrity clients! This is an amazing opportunity to work part of a close knit team where every day will be different & exciting. The successful candidate will have consulting experience both international & domestic with excellent GDS skills. There is uncapped earning potential and you should have a passion to succeed and be keen to continue your career as this role.

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

Corporate Travel Consultant

Perth, Up to 65k + Super, Ref: 9923JB1

Our client is seeking an experienced Corporate Travel Consultant for their office in Perth CBD! You will have the ability to organise and book business travel arrangements whilst delivering an unparalleled level of client care. You will ideally possess a background in corporate travel, have strong experience using a GDS (Galileo or Amadeus preferred) and be able to work autonomously. The role is Monday to Friday and the successful candidate will enjoy a competitive base salary.

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



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