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Travel Daily

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Monday 22nd October 2018

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Domestic drives VA uplift

STRONG forward bookings, particularly in the domestic market, have today seen Virgin Australia issue an upgraded result forecast (**TD** breaking news), with the carrier now expecting its FY19 first half result to exceed \$100m in underlying profit before tax.

Journey Beyond free magazine

TRAVEL Daily readers are being offered a free copy of a new "premium lifestyle magazine" produced by Journey Beyond.

The publication profiles some of Australia's most inspiring change-makers as well as delving into the regional food and wine scene, with the inaugural cover featuring model and entrepreneur Lindy Rama-Ellis.

Journey Beyond magazine will be available on board The Ghan, Indian Pacific and The Overland trains as well as Rottnest Express and Cruise Whitsundays vessels.

Complimentary copies are available to **TD** readers at journeybeyond.com - see the cover page for more details.

The confident prediction comes despite an estimated \$88 million higher fuel bill for the period, with the increased sales more than offsetting the impact of rising oil prices.

Sales for the three months to 30 Sep are up 9.7% and a similar year-on-year increase is expected for the current quarter, VA said.

The underlying profit figure is used by the VAH board to assess financial performance, and excludes impairment losses and restructuring costs.

Last year the carrier reported \$88.1 million in underlying profit for the same period, so today's forecast is an increase of 22%.

With regard to the full year result VA said it would continue to monitor trends, given that the second half of the financial year is a traditionally weaker period.

Today's issue of TD

Travel Daily today has six pages of news and photos, plus a front cover page for **Journey Beyond**, and pages from:

- Flight Centre
- AA Appointment jobs

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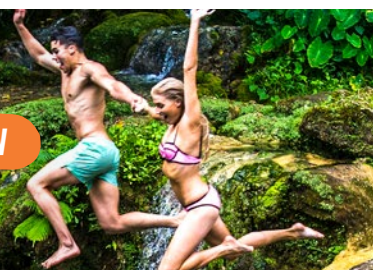


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Japan figures slip

SEP'S typhoon and earthquake have hit Japan's visitor arrivals, with the country posting its first monthly decline in almost six years.

Govt figures show arrivals in Sep were 2.16 million, down 5.3% on the same month last year.



MAJOR REGIONAL AIRLINE

Air Astana received a Five Star Airline Rating in the Major Regional Airlines category at the APEX Awards held in Boston on 24th September 2018. More than 500 airlines from all over the world are rated by APEX on the basis of online passenger reviews of seat comfort, on-board service, food & beverage, in-flight entertainment and Wi-Fi services.



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Event to expand hotels

EVENT Hospitality & Entertainment has outlined plans to expand key hotels including its QT Sydney following an increased valuation of its property portfolio.

At the group's AGM on Fri, CEO Jane Hastings said the total fair value of Event's property had increased to \$2 billion, well above the book value of \$1.2 billion, and that it provided excellent future growth opportunities.

Plans in the pipeline include an expansion of the QT Sydney to add new rooms and conference and event facilities as part of a wider development that will involve retail space and a commercial tower on George St.

The group is also planning to incorporate a hotel in its redevelopment of the George St cinema site in Sydney, while in Melbourne plans are being progressed for a major expansion of the city's Rydges property to include new rooms and a conference centre.

Other plans include an expansion of conference spaces

HK link set to open

THE world's longest sea crossing will open in China on Wed, linking Hong Kong to Macau and the mainland city of Zhuhai via a 55km road bridge and tunnel.

The road will also link with Hong Kong International Airport and provide an alternative to existing Macau ferry services.



at QT Melbourne, a new hotel and entertainment development alongside the soon-to-open QT Wellington in New Zealand and new facilities at the Thredbo ski resort including a gondola to replace the Meritt's chair lift.

Upgrades are also planned at several properties including Rydges Queenstown, QT Gold Coast, QT Canberra and Rydges North Sydney.

While Event's hotel division had enjoyed strong growth, Hastings said the newly opened QT Perth had made its debut in a tough local market and that it was expected to suffer negative RevPar growth for several years.

"As a result, it will take at least three years for this investment to generate a positive contribution to earnings," she said.

WA road trip push

WESTERN Australia has launched an international campaign to promote itself as a destination for road trips.

The state's Tourism Minister Paul Papalia said WA would be positioned as "the Road Trip State" in a bid to turn its vast area into an advantage.

Print, radio and digital advertising will be rolled out in domestic markets next month, in addition to campaigns in nine international markets including the UK, China, Germany, Japan and New Zealand.

TC boosts team

TRAVEL Counsellors has added Ben Quinn to its Melbourne team as Training and Business Development Executive.

He will also represent Travel Counsellors Australia within a global training team.

Travel More

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APT cancellations

APT has cancelled four European river cruises this week due to low water levels on the Danube and Rhine rivers.

The cruises were due to depart on 26 and 27 Oct, travelling between Amsterdam and Budapest, and are in addition to a Travelmarvel departure on 29 Oct that has also been cancelled.

A hot dry summer has reduced water levels throughout central Europe, however APT said until now it had been able to operate all cruises successfully by implementing ship swaps in affected areas.

Guests with reservations for the cancelled departures have been offered full refunds.

Agents can call 1800 792 775 or [CLICK HERE](#) for more details.



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Higher base pay for FCTG

THE new Enterprise Bargaining Agreement (EBA) set to be implemented for Flight Centre brand and Student Flights staff in Australia will "provide our people with higher retainers or base pay, while continuing to reward them with additional incentives for delivering great customer outcomes," according to FCTG CEO Graham Turner.

Details were unveiled during today's Flight Centre Travel Group AGM, with Turner also confirming profits in the Australian leisure business had been impacted by the recent ABC story on the company's sales techniques and staff remuneration (TD 22 Aug).

However the "disruption is now abating," Turner said, while overseas operations were continuing to perform strongly and the biggest recruitment drive in the company's history is set to underpin an increase on last

year's record result, with up to \$420m in full year underlying profit forecast (TD breaking news).

Turner said the EBA had enabled the formalisation of other benefits that are "not strictly financial but are important to both our company and our people," such as additional leave for travel, leisure activities and personal development.

"We also believe that some provisions that are included in this agreement will help improve retention in our sales force," he said, while other initiatives to keep staff include an in-house mentoring program, traineeships based on the apprenticeship model used in Flight Centre's UK operation, Money Coaches to help first and second year consultants improve their financial position, and a monthly fitness program overseen by the company's Healthwise business.

MEANWHILE Turner said the company was focused on improving the performance of shops that were last year switched from the former Escape Travel and Cruiseabout brands, including the potential relocation of about 35 stores.

Other initiatives include the vertical integration, structuring and growth of in-destination businesses; participation in NDC connectivity rollouts; and work on a low-cost "self-service" offering for customers.

QF executive to PX

THE Papua New Guinea Government has announced the appointment of former Qantas executive Alan Milne as Managing Director and CEO of national carrier Air Niugini.

Milne was previously QF Head of Operations Performance and has held other roles at the carrier including Head of Fuel and Environment, Head of Engineering and Head of Integrated Operations Centre.

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Window Seat

DESSERT dynasty Rollickin' Gelato based in Christchurch New Zealand has put a real spin on "speciality ice cream" by introducing a novel Antarctic-themed gelato - Scotty Got to Third Base.

Rollickin' Gelato has gifted 100 scoops of Scotty Got to Third Base to the Kiwi researchers at Scott Base, which they will take to Antarctica to enjoy.

The flavour sensation is made up of caramelised Whittakers White Chocolate whippin' with Organic Milk, smashin' Captain Scotts Sledgin' biscuits & blitzed Super Dark high energy saucey Choc Fudge - mmmmm.

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Inspiring's pivotal time

INSPIRING Journeys has reached a "pivotal" time in its growth, AAT Kings and Inspiring Journeys Managing Director Hans Belle told *Travel Daily* at the brand's official launch of its Australian and New Zealand 2019/20 program on Fri.

The brochure introduces four new itineraries (**TD 03 Sep**), bringing the program to a "substantial" 13 itineraries.

"Nine itineraries is probably not enough for us to firmly establish ourselves in the market," he said.

"That's why this year we've introduced four new itineraries and we think we can back those four because of the strength of the pre-existing nine."

The fresh additions include a 10-day The Ultimate Territory in Style, venturing from Darwin to Uluru and exploring Kakadu National Park, Katherine Gorge Alice Springs and Kings Canyon.

A seven-day Tasmania's

Footsteps and Trails has been introduced, which features a two-night Aboriginal guided walk around the Bay of Fires and Mt William areas.

Also new to the program is a seven-day A Journey to the West leaving Perth and eight-day The Uncharted Coast which departs from Brisbane.

"We know that we need to make sure that we are really thoughtful about building this brand at the right pace because we want trade to have confidence in this," Belle told *Travel Daily*.

Inspiring Journeys has expanded the program on the back of "a really great year from 2017-18 with really strong, double digit growth," Belle said.

"We're feeling really confident about the category of small group touring," he said.

The program includes all definite departures in the NT.

More on **page six**.



Tianjin drums up support



THE Tianjin Tourism Board was in Sydney recently for a roadshow to promote the Chinese coastal metropolis to Aussie travellers.

Hosted at Sydney's Grace Hotel, Tianjin Tourism Board Deputy Inspector Liu Guiming delivered a speech outlining highlights of the region including the Huangyaguan section of the Great Wall, as well as natural attractions like mountains, rivers & springs.

For foodies, Tianjin has delicacies such as buns, cinnamon

twists, and special fried cakes.

Australian tourism to Tianjin has seen growth in recent years, accelerated by Tianjin Airlines' decision to launch a Tianjin-Sydney route in Jan this year.

Pictured: Roni Trieu, GM of Intertrips; Weijian Luo, China Ministry of Culture & Tourism; Guiming Liu, Deputy Director General/Chair of Tianjin Tourism Delegation; and Andy Wong, Business Development Director, *Australian Chinese Daily*.



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Aussie agents explore PNG



SIX agents from Australia and New Zealand recently spent 10 days exploring Papua New Guinea on a famil.

The trip saw the group visit the thriving town of Alotau on the far-east mainland, along with the “divers paradise” of Kavieng, the beach area of Bougainville and the historic township of Rabaul.

The itinerary was designed to showcase the diversity of the destination’s tourism offerings, with agents experiencing a mix of activities from exploring World War II historical sites to snorkelling in crystal clear waters.

Attendees also climbed Tavurvur, an active volcano in Rabaul, and experienced the native wildlife at Port Moresby Nature Park.

The group also attended the Lukim PNG Nau Tourism Expo, the only annual event of its kind in the country.

The expo provides travel agents from all over the world the opportunity to meet face-to-face with exhibitors in the destination.

Pictured are: Konrad Borowiecki, No Limit Adventures; Susan Barrie, Tobaraoi Travel; Michelle Haley, Flight Centre Cairns; Simon Pih, PNG TPA; Jim Drapes, Backtrack Adventures; Andrew Bowes, PNG Holidays; Eleri Williams, Haka Educational Tours; & Andrea Campbell, PNG TPA.

Virgin tattoos @ sea

VIRGIN Voyages has partnered with NYC tattoo brand World Famous Tattoo Ink to offer travellers a chance to get inked aboard the line’s first ship, *Scarlet Lady*, which is due to begin sailing in 2020.

The on-board tattoo studio, Squid Ink, will have two full-time resident tattoo artists and will feature guest artists.

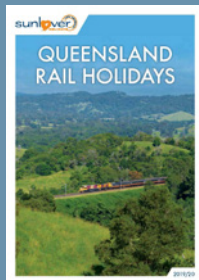
BROCHURES

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



Qantas Holidays – Indian Ocean 2019

Qantas Holidays has released its new 2019 Indian Ocean brochure. The program was previously a standalone Maldives brochure but has been expanded to include Mauritius, Seychelles and Sri Lanka. The brochure details a selection of accommodation options and features a variety of sightseeing and extended touring in Sri Lanka including the 13-day Sri Lanka – An Island Journey which visits all the major sights of the destination.



Sunlover Holiday - Qld Rail Holidays 2019/20

Sunlover Holidays has released its 2019/2020 Queensland Rail Holidays brochure. This brochure features a range of holiday packages combining Queensland Rail train journeys with accommodation and experiences. New packages include the six-day Daydream Island Getaway, five-day Townsville Adventure, six-day Palm Cove Experience and the five-day Outback Concierge Package. The program also includes the fully escorted Ultimate Outback Qld Adventure tour.



Oceania Cruises - Europe and Americas 2020

Oceania Cruises has revealed its new Europe & The Americas Collection of itineraries for 2020. The program showcases the Mediterranean, the diversity of Europe’s western wine country, the history of the Baltics, British Isles and Norway, and the landscape of Alaska, Iceland, Greenland and the Canadian Maritimes. The brochure also highlights 10 voyages to Turkey with calls in Istanbul, Ephesus and Antalya along with three voyages aboard *Sirena*, *Riviera* and *Nautica* to

Jerusalem, Haifa and Ashdod. *Insignia* will also sail two new voyages - New York to Reykjavik and Reykjavik to London in addition to reprising her offerings of the seven-day Bermuda cruises from Manhattan.



Sun Island Tours - Croatia and Slovenia 2019

Mediterranean and Middle Eastern travel specialists Sun Island Tours has released its 2019 Croatia, Slovenia and Central Europe brochure. The program features 51 cruise itineraries and 44 coach and tour package options to destinations such as Slovenia, Germany, Poland, the Czech Republic, Austria and Hungary. Information on special interest itineraries such as ‘Young and Fun for 18-29’, the ‘3049 Cruise’ and the deluxe ‘Croatia Coast Cruises’ is also included.

Brexit impact alert

A BRITISH ferry company has warned uncertainty around Brexit is already impacting its bookings and that international tourism faces “serious consequences” if certainty is not provided by political leaders soon.

Trans-Channel operator Brittany Ferries says it has noted a fall in demand for family holidays next summer and that a Brexit deal is needed to ensure free movement across borders before the UK leaves the EU next year.

Cobalt closes down

THE Cypriot airline Cobalt has cancelled all of its flights and indefinitely suspended its operations, as of midnight 17 Oct.

On its website, Cobalt has advised passengers “to not go to Larnaca Airport or any departure airport as no Cobalt flights will operate and no Cobalt staff will be present”.

For refunds, the airline has recommended affected travellers contact credit card providers or travel agents.



A-LEAGUE

CONGRATULATIONS

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from Carlson Wagonlit Travel

A-LEAGUE WINNER R1

Ari Ganas is the top tipper for R1 of the TD A-League tipping comp. They’ve won a \$250 travel voucher from Keith Prowse Travel.

A-League is sponsored by Etihad Airways and Excite Holidays, with the top tipper for the season winning a trip to Manchester to see Manchester City play.

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KEITH PROWSE TRAVEL

Inspiring launches 19/20



INSPIRING Journeys treated a group of Australian travel agents and media to a lunch at Sydney's 12-Micron on Fri to officially launch its 2019/20 Australia and New Zealand brochure.

The event saw attendees treated to a taste of the experiences which form part of the new program including performances from Rosie Belvie

and Jeff Rhua of the Tamaki Maori Village and Aboriginal artist Manuel Pamkal from the Top Didj Experience.

Pictured are: The Travel Corporation Australia CEO John Veitch and Inspiring Journeys & AAT Kings MD Hans Belle.

Bay of Is top pick

NEW Zealanders are looking north when it comes to domestic travel, with new Roy Morgan research showing the Bay of Islands is the country's top pick for future holidays.

The bay and surrounding Northland were named by 29.1% of Kiwis as their preferred destination, ahead of Queenstown at 27.8%.

Other top locations included Coromandel (23.8%), Wellington (22.3%) and Auckland (17%).

MEL int'l pax spike

MELBOURNE Airport has posted a 9.8% growth in int'l pax for Sep when compared to the previous corresponding period.

The month saw 956,978 int'l passengers processed, with domestic passengers also trending up by 0.8% to 2.15 million in the same period.

"For three consecutive months we have seen more than three million people travel through Melbourne Airport overall..we're likely to see that number grow as we continue to welcome new services," said MEL Chief Executive Lyell Strambi.



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



Q15. Cathay Pacific was founded in 1946 or 1956?



Tata eyes Jet Air

TATA Group has flagged interest in purchasing a major stake in Indian carrier Jet Airways, according to reports in *The Times of India*.

The second largest airline in India, Jet Airways has struggled financially in recent times and has reportedly delayed salaries to pilots and is close to defaulting on payments.

The newspaper says an equity partner would help the cash flow situation for the airline, and Tata is believed to be seeking management control of Jet if it buys a minimum stake of 26%.

Etihad Airways currently owns a 24% stake in Jet, and earlier this month made a \$35 million cash pre-purchase payment to help alleviate the carrier's cash flow issues, but may sell down its ownership if the Tata Group talks are successful and the purchase goes ahead.

Excite Holidays LA

EXCITE Holidays has today launched its latest campaign, "West Hollywood: Heart of LA", in conjunction with Visit West Hollywood.

The campaign will run from 22 Oct to 04 Nov and showcase three neighbourhoods of West Hollywood, including the nightlife of the Sunset Strip, the culture of the Design District and the heart of the LGBTQ community on Santa Monica Boulevard.

Agents will also receive 500 bonus rewards points for every night booked and paid for in West Hollywood during the campaign.

Alaska baggage hike

ALASKA Airlines will raise its checked bag fee from US\$25 to US\$30 from 05 Dec.

The airline will also hike the charge for a second bag from US\$25 to US\$40.

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Corporate Travel Manager - Townsville

We're looking for a multi-skilled travel specialist to join our thriving team as a Travel Manager for Flight Centre Business Travel. If you already have experience working in travel sales, this is a great opportunity to develop and move into the challenging world of corporate and leisure travel management.

Closing date: 2 November 2018

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FLIGHT CENTRE
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Business Development Manager - Sydney

With more twists and turns than a James Bond movie, this is not a role for the faint-hearted. We are looking for a sales professional with all the skills needed to engage with prospects, identify opportunities, present solutions and demonstrate our value proposition to future clients.

Closing date: 26 October 2018

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Wholesale Cruise Consultant - Brisbane

Is cruising your passion? Infinity Cruise is a growing wholesale business, operating 7 days a week, supporting all Flight Centre's retail brands nation-wide. We have several exciting opportunities for experienced, customer-focused consultants to join our successful teams as full-time wholesale cruise consultants!

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Wholesale Travel Consultant - Melbourne

Are you ready for the next challenge in your travel career? We have the role for you! Right now, we are on the lookout for experienced Travel Consultants to join our wholesale brand - Infinity Holidays.

Closing date: 2 November 2018

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Infinity

Travel Manager - Sydney

Have you ever wanted to see the world of celebrity up close? Born from the need for specialised travel requirements and our passion (borderline fanaticism) for the sports and entertainment industries, we built a team matched to our clients. Join the biggest name in the entertainment travel industry, as a Travel Manager!

Closing date: 2 November 2018

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TRAVEL SERVICES

Travel Manager - Brisbane

Do you have two years' travel sales experience? FCM Travel Solutions are looking for multi-skilled Travel Managers 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: 5 November 2018

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FCM TRAVEL SOLUTIONS

Group Travel Expert - Sydney

We're looking for a multi-skilled travel specialist to join our thriving team as a Group Travel Expert for cievents in our North Sydney office. If you already have experience working in travel sales (ideally working with group bookings), this is a great opportunity to move into the diverse and challenging world of corporate group travel management.

Closing date: 26 October 2018

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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.

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SYDNEY- \$110K BASE PLUS PLUS

This award winning TMC are on the hunt for senior strategic account managers to join their very successful team based in Sydney. You will ideally have previous TMC experience in Account Management or Sales. You will be joining an organisation that offers a supportive environment with ongoing training and career opportunities. A strong package is on offer, including a high base salary plus bonuses.

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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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INTERVIEWING NOW

FINANCE MANAGER

GOLD COAST– UP TO \$125K PKG

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.

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PRODUCT & DATA ANALYST – 5 MONTH CONTRACT

BRISBANE - \$93K PKG PRO RATED

Exciting five month contract on offer with a leading travel company. As an experienced analyst you'll work closely with contracting and finance teams providing commercial support to maximise contract margins and profit. You will be responsible for regular reporting, preparing market share and destination reports along with ad hoc project work as required. Strong salary package on offer. Previous experience in a similar role is a must.

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PRODUCT MANAGER

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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