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Vale Ann Augusteyn

THE Qld tourism sector is mourning the sudden death while abroad of Ann Augusteyn, owner of the Capricorn Caves attraction north of Rockhampton.

Her funeral will take place this Fri 02 Nov at 1.30pm at the Rockhampton Baptist Tabernacle.

QF boosts WestJet pact

QANTAS looks set to significantly expand its cooperation with Canadian carrier WestJet, on Fri lodging an application for a wide-ranging trans-Pacific codeshare deal.

The International Air Services Commission (IASC) revealed the proposal for WestJet to offer code share services on flights operated by Qantas on the US and Canada routes effective from 01 Dec 2018.

Qantas has requested a variation to its existing capacity determinations to allow the Westjet Pacific codeshares.

The carriers have had a longstanding reciprocal agreement on domestic flights

within Canada (**TD** 11 Sep 2014), with the deal expanding to offer mutual frequent flyer benefits two years ago (**TD** 25 May 2016).

The IASC is inviting submissions from interested stakeholders in connection with the Qantas application, with a closing date of 09 Nov 2018.

Istanbul shuffle

TURKISH Airlines will tomorrow launch operations at Istanbul New Airport, which will use the airport code ISL.

Five domestic routes will initially operate from the facility in the lead up to a switch of all TK flights from IST on 31 Dec 2018.

Aussie Skat Director

FIONA McFarlane from Cairns-based Cherrygift, was elected as a Director of Skat International at last week's Skat World Congress in Mombasa, Kenya.

McFarlane is also currently National President of Skat Australia.

Next year's 80th annual Skat World Congress will take place in Miami, Florida, while Kvarner, Croatia was named as the host city for the 2020 Congress during last week's event, with the runner up being Lugano, Switzerland.

Today's issue of TD

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

- AA Appointments jobs

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Flight Centre brox debut

FLIGHT Centre is rolling out a new range of branded brochures for its consultants and customers in Australia, with the new collateral replacing the previous Infinity-branded product range.

The first will feature Britain & Ireland and is expected to be available in stores across the country effective from 01 Nov.

The 78-page new Britain & Ireland program showcases the company's most popular products, including a wide range of hotels along with major events, destination tips, group touring options, car hire, rail and long-haul flight options.

A Flight Centre spokesperson told **TD** the full roll-out of the new range will comprise a total of 14 brochures, with the move following last year's brand consolidation and restructure.

At this stage there will not be a separate brochure range produced for sister brand Travel Associates, the company said.

MD Graham "HRH" Turner has stepped up to promote the range internally - see **page 5** for details.

CTM in firing line

CORPORATE Travel Management is scrambling to fend off an attack by hedge fund VGI Partners, which has issued a report highlighting "red flags" questioning the company's performance in recent years.

VGI, which is betting on a fall in CTM's share price, claims visits to some of the TMC's offices in Europe and the US found them unoccupied in business hours, and also raised various issues with the company's accounts.

CTM placed its shares in a trading halt on the ASX this morning (**TD** breaking news), saying the suspension was "necessary to ensure the market is informed".

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TRAVLR seeking \$10 million

AUSTRALIAN travel technology firm TRAVLR has announced a capital raising, looking for up to \$10m in new funding from Australian and overseas investors.

The Melbourne-based startup company successfully raised \$5 million in 2017 from investors who backed its vision to bring together multiple partners into a single ecosystem, offering flights, hotels, tours and experiences all bookable on a single site.

The TRAVLR platform is said to automatically curate and offer recommendations based on traveller profiles, using machine learning and artificial intelligence.

The company, which appointed former Bon Voyage/Scoop Travel head Gordy Bayne as Global Commercial Director earlier this year (**TD 04 Apr**), will this week kick off live booking functionality, and will also shortly debut accommodation deals offering "up to 40% more value"

if booked via TRAVLR.

Commercial partnerships are in place with Expedia, Agoda Homes, Webbeds, JacTravel, Totalstay and Viator as well as several airlines such as Fiji Airways, Emirates, Air New Zealand and Garuda Indonesia.

CEO Simon te Hennepe said this week's Series B capital raise "will aggressively accelerate growth of the platform and its functionality.

"We've been a market leader for almost a decade in the dream and planning stage of travel, and acquiring customer ownership before the user starts their traditional flight or hotel search is one of the most unique and appealing areas of what we are doing," he said.

The new TRAVLR multi-partner booking engine would give it a greater ability to "own the customer" before traditional OTA's become involved.

More details at travlr.com.

EY to outsource JFK, CDG and LAX

EXCLUSIVE

ETIHAD Airways' agreement with UK lounge operator No1 Lounges will expand into France and the USA in 2019.

EY has already confirmed its London Heathrow lounge will be taken over by No1 Lounges under "The House" brand (**TD 04 Oct**), which will see it opened up to other airlines as well as paid access for Economy passengers.

No1 will also take over the existing Etihad lounges in Sydney and Melbourne (**TD 17 Oct**) under The House brand, and No1 will operate a new Brisbane lounge under its contemporary "My Lounge" brand, which will be used by Virgin Australia trans-Tasman passengers.

Travel Daily can confirm the rollout will continue in 2019 with The House replacing Etihad's lounges at Paris CDG, New York JFK and Los Angeles airports.



Window Seat

THE official tagline for Disneyland is "The Happiest Place on Earth", however, a *Wall Street Journal* article suggests it may also be the most morbid.

The ashes of deceased loved ones are regularly sprinkled throughout the grounds of its theme parks in Orlando and Anaheim, the newspaper reports, with management quick to discourage guests from doing so, publicly stating the practice is "strictly prohibited".

The most popular spots to jettison the remains of cherished family members are the Magic Kingdom lawn & the Pirates of the Caribbean ride.

Perhaps the unusual practice can be turned to Disney's advantage by encouraging the disposal of ashes in the ghost train? A much scarier ride!

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BNE bomb threat

A MAN has been charged after he told Brisbane Airport staff there was a bomb on board a Melbourne-bound flight.

Codey Dodgson was arrested last week by Australian Federal Police for threatening to destroy, damage or endanger the safety of a division three aircraft.

He was granted bail on the condition he doesn't go within 500 metres of any airport.

Qld funding interest

THE Queensland Government has received 100 applications from tourism operators to access its Growing Tourism Infrastructure Fund.

The initiative forms part of the Government's \$36 million commitment to "future-proofing" the state's tourism industry.

Just over a quarter of the applicants have now been invited to submit full business cases in early Dec.

RCL Q3 results

ROYAL Caribbean Cruises has reported a third quarter adjusted net income of US\$836.3 million, an improvement on the same period last year which posted US\$752.8 million.

The cruise line recorded adjusted earnings of US\$3.98 per share, increasing by 40 cents on the price of US\$3.49 for the period last year.

"Our brands are strong, our new ships are awesome, our existing ship upgrades are powerful, our tech is exciting, and our people are psyched," said RCL CEO and Chairman Richard D Fain.

New Zealand sale

AIR New Zealand is offering discounted flights to Auckland, Wellington, Christchurch and Queenstown, including one-way fares from Sydney to Auckland from \$199 per person.

The promo ends 11.59pm AEDT, Fri 02 Nov - more info [HERE](#).

Irish roadshow wraps up



TOURISM Ireland has finished the Australian leg of its 2018 sales mission, with events featuring 12 Irish industry partners and taking place in Brisbane, Melbourne and Sydney over the last week.

The agency is hoping to build on the current momentum for Australian visitation to Ireland, which saw 150,000 arrivals over the first eight months of 2018, a year-on-year increase of 7%.

An event on Fri in Sydney featured Patrick O'Donovan, Minister of State at Ireland's Department of Finance and the Department of Public Expenditure and Reform, who was welcomed by Tourism Ireland CEO Niall Gibbons and Alison Metcalfe, the organisation's Head of North

America and Australia/NZ.

Participants included Adams & Butler, Belmond Grand Hibernian, Griffin Group, Guinness Storehouse, House of Waterford Crystal, Original Irish Hotels, Railtours Ireland First Class, Teeling Whiskey, The Merrion Hotel, Titanic Belfast, Tourism Northern Ireland and Wicklow's Historic Gaol.

Pictured above are, from left: Sofia Hansson, Tourism Ireland; Alison Metcalfe, Tourism Ireland; Minister Patrick O'Donovan; Niall Gibbons, Tourism Ireland; Lorraine Sharpe, Insight Vacations; and Matt Cameron-Smith, Trafalgar.

For more photos, head to facebook.com/traveldaily.

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A Right Royal FC brochure



FORGET Harry and Meghan - Flight Centre's Tom Walley and Graham Turner have tapped into their deeply held royal roots to help promote the company's new Flight Centre-branded Britain and Ireland brochure (see **page two**). The first of 14 new brochures will be in store from Thu 01 Nov.

DriveAway Euro

DRIVEAWAY Holidays is offering seven free days and 50% off delivery and collection fees for travellers looking to drive throughout Europe for 21+ days. The deal must be booked by 21 Dec - for more information call 1300 363 500.

Albatross guarantee

ALBATROSS Tours has announced that more than 80% of its 2019 Europe & UK summer small group tours are guaranteed to depart. The operator is also reminding agents that bookings made before 31 Oct will receive a \$300 per person discount. To check which tours are guaranteed, **CLICK HERE**.

Swan Valley hops on

A **HOP** on, hop off bus service operating every day has launched in WA's Swan Valley. The Swan Valley Explorer departs from Guildford Train Station and transports passengers along West Swan Road, Great Northern Highway and Reid Highway, allowing guests to hop on and hop off at regional attractions such as wineries and gourmet food outlets. Tickets are \$20 for adults and \$15 for children - more info **HERE**.

Santika millennials

SANTIKA Indonesia Hotels and Resorts has announced the debut of the Kampi Hotel brand, a three-star offering targeting millennial travellers. The first property opens in Surabaya, Java in Nov.

Rex WA incident

THE Australian Transport Safety Bureau (ATSB) is urging flight crews not to make assumptions when it comes to any ambiguous situations pre-flight following an incident involving a Rex flight. The ATSB said on 26 May as the crew of a SAAB 340B received "a series of ambiguous warnings" as they conducted ice protection system testing during taxiing at Esperance Airport, WA. The crew then completed failure management checks and decided to conduct the flight to Perth. After landing, the flight crew found a tear in the right horizontal stabiliser boot. The report concluded that "it was likely that the crew conducted a flight with a small defect in the aircraft's horizontal stabiliser de-icing boot, which increased to a readily detectable size during the flight". The ATSB said the incident was an important warning regarding the potential for anomalies to occur in warning systems. "In the event that fault indications are ambiguous and there is the possibility of affecting the safety of the flight, it is important to take the necessary, conservative precautions to resolve the issue prior to conducting the flight," it warned.



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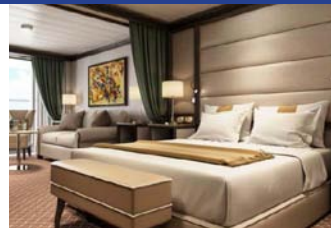
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WA pushes for priority



LAST week Tourism Council of WA (TICWA) CEO Evan Hall headed to Canberra to meet with a range of politicians including the new Federal Tourism Minister, Simon Birmingham and Opposition Tourism Spokesman Anthony Albanese.

TICWA noted that for the first time in many years Western Australia will be critical to the Federal election scheduled for early in 2019, with Hall - pictured (fifth from left) during a meeting with Albanese - hoping to leverage the political climate to boost the state's tourism priority.

The Council is advocating for federal funding to grow direct flights to Perth and regional airports, investment in new iconic attractions for WA, no increases in visa or passenger charges, small tourism business support, and Commonwealth funding to market domestic tourism.

DNSW Dubbo push

DESTINATION NSW has partnered with Dubbo Regional Council for a \$250,000 marketing campaign titled The Great Big Adventures which aims to attract families to the region.

The campaign will target visitors living within a five-hour drive of Dubbo.

Abu Dhabi cultural

THE Department of Culture and Tourism Abu Dhabi has announced Al Hosn, a new cultural destination located in downtown Abu Dhabi, will open on 07 Dec.

Al Hosn will comprise of four components: the historic Qasr Al Hosn Fort, the Cultural Foundation, the National Consultative Council building, and the House of Artisans.

Sun Island growth

MEDITERRANEAN and Middle Eastern travel specialists Sun Island Tours has celebrated 30 years of operation, reporting a 30% increase in year-over-year bookings to date.

Owner and General Manager John Polyviou attributed the company's growth to "a solid team of experts" along with guaranteed departures for all tours, maintaining a well-priced variety of tour options; and "remaining true to the company's core product offering while responding to market demands".

World of Disney

DISNEY has refreshed its retail offering with the reopening of World of Disney at the Downtown Disney District at Disneyland Resort last Fri & at Disney Springs at Walt Disney World on Sat.

The makeover included refurbishments to displays, signage and lighting.

Visit Ballarat Chair

VISIT Ballarat has appointed Paul Armstrong as the new Chair of its Board of Directors.

Armstrong brings over 25 years' experience in a variety of roles, including as Regional Manager at Geelong Falcons, General Manager at Western Bulldogs Football Club and Operations Manager at AFL Coaches Association.

HA fare update

HAWAIIAN Airlines has updated its Aloha Retail Fare product offering from Australia to Hawaii, effective immediately.

The changes include revised fare levels, the introduction of a new shoulder season and surcharges on selected flights.

To learn more, **CLICK HERE**.

Oman Air flights

OMAN Air is introducing mixed Y/J fares on selected codeshare flights to Europe, the Middle East, Africa and India Sub-Continent destinations from 06 Nov.

MEANWHILE, the airline has indicated all seats in Economy on the lowest fare brands Hot Deals and Value Economy will carry a charge if selected prior to online check-in.

Regular seats will be available free of charge via online check-in, which will now open 48 hours prior to departure for all flights.



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**A-LEAGUE
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Congratulations

DILLON MARTIN

from *Virgin Australia*

Dillon is the top tipper for R2 of *Travel Daily's* A-League footy tipping competition. He's won a \$250 travel voucher from Keith Prowse Travel.

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TRAVEL**

A-League tipping competition 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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Ninety great reasons to celebrate!

AGENTS and media came together last week at the Cell Block Theatre in Darlinghurst to celebrate Globus' momentous 90th birthday.

Guests were greeted by a vintage bus paying homage to the company's heritage, before moving through a British Pimms courtyard and into the venue.

MC Stevie Jacobs kicked off the night with a short video demonstrating the incredible 90-year history of Globus.

Attendees were treated to some French champagne (thanks to Atout France) and dessert bar, Swiss cheese station, and an Irish whiskey bar.

Sydney band, Enter Sideways, entertained the 130 guests and encouraged some memorable dance moves from the crowd.



GLOBUS team getting into the international theme of the event in the vintage photo booth.

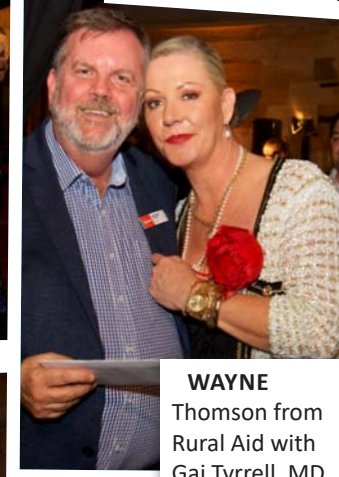
Gai Tyrrell, Managing Director Globus family of brands Australasia, presented a tour donation to Rural Aid to auction off, and awarded Campbell Harris from Global Journeys the prize of the night, before Harris graciously donated his prize to the charity as well.



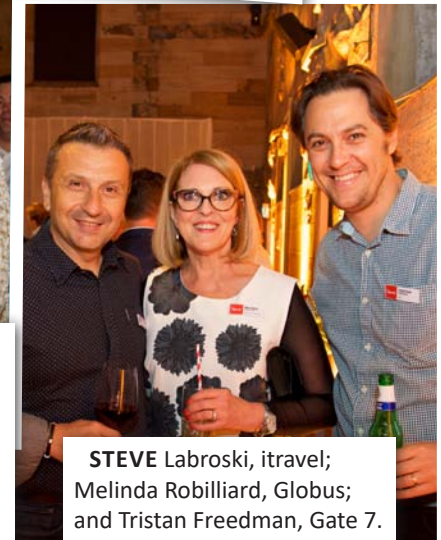
CAMPBELL Harris (centre) from Global Journeys who graciously donated his prize to Rural Aid with event MC Steven Jacobs and Gai Tyrrell, Managing Director Globus family of brands Australasia.



GUESTS from the industry enjoying the celebrations.



WAYNE Thomson from Rural Aid with Gai Tyrrell, MD Globus family of brands Australasia.



STEVE Labroski, itravel; Melinda Robilliard, Globus; and Tristan Freedman, Gate 7.



BRETT Dann from HTG with Walter Nand from Globus.



KATRINA De Vries, Helloworld Travel; Andrew Best, HA; and Jo Dick Helloworld Travel.



FRENCH champagne and an array of desserts were served to guests.



A VERY proud Team Globus ready to celebrate 90 years of travel and partnership.

Trafalgar deal

THIS is the final week to book Trafalgar's \$999 Air Offer for 2019 Europe and Britain.

Clients who book one of Trafalgar's 95 trips across the 2019 Europe and Britain program before 31 Oct can take advantage of the flights from all capital cities on full service airlines Cathay Pacific and Qatar Airways.

For more info on flights and destinations, [CLICK HERE](#).

Delta 1st A220

DELTA Air Lines has taken delivery of its first Airbus A220.

Delta's A220 will enter service in early 2019, making the carrier the fourth global airline to operate the aircraft.

Delta CEO Ed Bastian said he was confident that "Delta customers and Delta people alike will be delighted with the in-flight experience provided by this modern and efficient aircraft".

Hyatt French hotel

HYATT Hotels Corporation has announced that a Hyatt affiliate has entered into a management agreement with Socomix for the Hotel du Palais in Biarritz, France.

The 142-room hotel will be renovated and a partial reopening will take place between Jul and Oct 2019, with final renovations set to be complete in Jun 2020.

New features will include renovated rooms, two revitalised restaurants, a new lounge & bar, as well as restored public areas.

HAL Alaska brand

HOLLAND America Line has introduced a "We Are Alaska" branding to promote its credentials as an expert cruise line to the destination.

HAL is offering 133 cruises and 15 separate land and sea journey configurations in Alaska aboard its mid-sized ships in 2019.

"We Are Alaska" perfectly sums up our expertise, knowledge and robust cruise and land tour offerings and reinforces that anyone who wants the best trip to The Great Land and the Yukon should make HAL their first choice," said HAL President Orlando Ashford.

Have a holiday like Harry & Meghan!



SEALINK
Travel Group

This week Fraser Island is joining with *Travel Daily* to give readers the chance to win the "Fraser Island Adventure" Package for 2 people, valued at \$449 per person twin share. The prize includes ferry to Fraser Island, two nights Accommodation, buffet breakfast, 4WD guided tour of Fraser Island (going to the rainforest and Lake McKenzie where Harry went). Visit www.kingfisherbay.com to learn more.

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

Is Fraser Island heritage listed?



EDITORIAL

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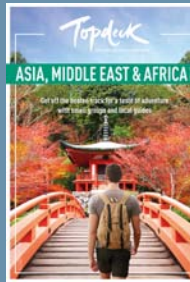
BROCHURES

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.



Ponant and National Geographic - 2019/2020

Ponant and National Geographic have joined forces, combining their specific areas of expertise to offer a range of expedition cruises. The Expeditions to Inspire brochure features a collection of 18 expeditions from Alaska to Antarctica including trips to the Caribbean and Bijagos islands of the Atlantic Ocean, Spitsbergen and Greenland, Micronesia and the Solomon Islands, and the sub Antarctic Islands.



Topdeck - Asia, Middle East and Africa 2019/20

Topdeck has launched its new 2019/20 brochure, featuring Asia, Middle East and Africa. The brochure contains a range of experiences, from visiting pandas in China to touring vegan restaurants in Israel. The program also includes two new trips, the seven-day Japan Winter tour, offering travellers the chance to hit the slopes at Kiroro and Niseko; and the 13-day Vietnam & Cambodia Explorer, which includes a cruise along the limestone island and a visit to Ha Long Bay.



Evergreen Cruises & Tours - South America 19/20

The new South America 2019-2020 brochure features itineraries to Iguazu Falls and the Inca Empire in Machu Picchu. Travellers can also sample Gaucho life in Argentina and dance the samba on the streets of Brazil, or sip on pisco sours in Peru and indulge in the famed Argentinian steak. The program also includes info on trips to the Amazon, the largest and most biodiverse rainforest and the wildlife in the Galapagos Islands.

Whitsundays board

TOURISM Whitsundays has named its new board for 2018/19 following its AGM.

The new appointees include Matt Boileau who resumes as the Island Representative, while BIG4 GM Kim Thomas was elected as a rep for Whitsundays accommodation.

Ocean Rafting Owner Jan Claxton was appointed as Tourism Transport Representative, and Cruise Whitsundays GM Gary Kilby was voted in as a representative for any sector of the tourism industry.

Outgoing board members included Naomi McKinnon and Greg Waites.

Swiss SuperStars

THE 10 winners of Swiss Travel Pass SuperStar Program for 2018 have been announced.

The agents have scored a seven-night famil to Switzerland taking place in Dec where they will visit a number of cities and take part in day excursions.

The winners were: Rhiannon Pugh & Craig Martin, Travel Associates; Callum Henson, Marion Fourmann, Meredith Mock; Flight Centre; Debbie Schofield, Main Beach Travel; Linda Bray, House of Travel NZ; Wendy James, Kaleidoscopic Travel; Aimee Van Dongen, Bicton Travel; and Rebecca Carey, Helloworld Travel.



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****NEW** RARE AIRLINE ROLE**

ACCOUNT MANAGER

MELBOURNE- STRONG \$\$ PACKAGE

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

FARES AND TICKETING EXPERT

TICKETING MANAGER

SYDNEY- \$85K PKG

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

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

MOVE YOUR CAREER FORWARD

OPERATIONS MANAGER

SYDNEY – \$90K PKG

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

INDUSTRY BDM

**BDM –PREMIUM PRODUCT X 2
SYDNEY-STRONG SALARY PACKAGE**

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Call today and take your pick of two great organisations looking for representation.

A NEW CORPORATE CHALLENGE

**ACADEMIC CORPORATE TRAVEL MANAGER
BRISBANE – UP TO \$70K PKG**

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

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**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.

PASSIONATE ABOUT PRODUCT

**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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