



Celebrating the Business of Travel

Sydney, Wednesday, October 24

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Early Bird

Get set for Travel IQ, Australia's first travel business and investment conference. Travel IQ celebrates the business of travel and features an outstanding program packed with industry leaders.

Delegates will learn how to improve their business, source finance, scale-up, connect with the right people, know when it's time to step away, understand the challenges of listing a company and capitalise on fresh opportunities.

This unique conference is perfect for travel business entrepreneurs, owners, directors, investors, analysts, financial officers, strategists and key executives.

Travel IQ is being produced by the team which created the successful TRAVELtech and No Vacancy events. It's at **The Langham, Sydney, on Wednesday, October 24**, and the agenda runs from **9am to 5pm**.

Don't miss out - book now to get the Early Bird rate of \$330 + GST.

Note that numbers are strictly limited with just 135 seats, ensuring everyone who comes receives maximum value and can properly engage with fellow attendees.

CONFIRMED SPEAKERS INCLUDE:

- **Anthea Hammon**, Managing Director, Scenic World; Director, Hammons Holdings
- **Anthony Hayes**, Chief Operating Officer, Sealink Travel Group (SLK)
- **Anthony Moulder**, Head of Transport & Infrastructure Research, CLSA Australia
- **Bob East**, Chairman Tourism Australia/ Chair Experience Co (EXP)
- **Brett Mitchell**, Regional Director APAC, Intrepid Group
- **Darrin Grafton**, Co-Founder, Serko (SKO)
- **David Hammon**, CEO & Director Hammons Holdings, (Scenic World/Sydney Harbour Bridge Tourism Experience)
- **Dax Eddy**, Executive Director, Jamberoo Action Park
- **Jamie Pherous**, Managing Director, Corporate Travel Management (CTD)
- **Josh Oakes**, Director, The Sunshine Tribe
- **Les Szekely**, Managing Director, Grand Prix Capital, early investor in SiteMinder and Rezdy
- **Nigel Benton**, Publisher, Australian Leisure Media
- **Rachel Wiseman**, Chief Investment Officer, The NRMA
- **Robert Halfpenny**, Managing Director, Aurora Expeditions
- **Rod Cuthbert**, Founder Viator, Former Chairman Rome2rio
- **Rob Smith**, Divisional Director, Australia/New Zealand, Merlin Entertainments (LON: MERL)
- **Sue Badyari**, Chief Executive Officer, World Expeditions
- **Simon Lenoir**, Co-Founder, Rezdy
- **Tammy Marshall**, CEO, The B Hive
- **Vasso Zographou/Michael Simpson**, Savills Hotels

Visit www.traveltrends.biz for further information and bookings.

Any queries, please contact event organiser Bluewater Press on **(02) 9882-1575** or email martin@traveltrends.biz.

TravelIQ

TRAVEL BUSINESS & INVESTMENT CONFERENCE

Travel Daily

First with the news

Wednesday 5th September 2018



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QF schedule self-service

QANTAS has enhanced its new Agency Connect platform, with travel agents now able to self-service schedule changes via a simple guided process.

The new option steps travel consultants through a series of questions about their individual customer's booking, and provides a specific policy response and, where applicable, an individual authority number.

Schedule changes can now be managed 24/7 through the Qantas Agency Connect website,

Don't miss Travel IQ

SPEAKERS at the upcoming Travel IQ conference in Sydney include Corporate Travel Management ceo Jamie Pherous, Tourism Australia chair Bob East and David & Anthea Hammon, the Scenic World owners who have also won the rights to operate climbing tours on the Sydney Harbour Bridge.

The one-day event on Wed 24 Oct has space for just 135 delegates, with earlybird pricing now on offer - see the **cover page** for details and to register.

with a "Learning Bite" covering various scenarios now online at learninghub.qantas.com.

The platform also offers a new My Requests menu allowing agents to view the details of any servicing requests they have made, including authority numbers and a summary of booking details.

Request numbers will be provided for services such as fare quotes and reassessments when agents call the Qantas Agency Connect team.

Other recent enhancements include an improved Qantas Business Rewards "look-up" feature and better search functions on the site.

Individual consultants can log into Qantas Agency Connect using their valid IATA or TIDS number and agency password.

Today's issue of TD

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

- Albatross Tours
- Travel Trade Recruitment

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Eurail sets a new Example in Aust

FLEXIBLE rail pass provider Eurail has appointed Sydney-based travel and hospitality specialist agency Example as its representative in Australia.

The decision marks the first time Eurail has named a local rep and the company said the move was a direct result of Australia becoming its second largest source market.

Example will manage Eurail's trade relationships, marketing and public relationships activity in Australia and work closely with the company's GSA partners to increase brand awareness and product knowledge with agents.

Typhoon hits Japan

TYPHOON Jebi made landfall in western Japan overnight, bringing high winds and heavy rain through Kobe and Osaka.

Kansai International Airport is closed, with Terminal 1 "heavily damaged" and it is expected to take at least 24 hours to recover.

Universal Studios Japan will be closed until tomorrow and tickets can be refunded by agents.

Entire Travel Group lifts

ENTIRE Travel Group is enjoying an upswing in sales and recruitment following its merger with CIT Holidays (**TD** 23 Apr), with sales and marketing director Greg McCallum telling **Travel Daily** the company had welcomed the broad opportunities the consolidation had delivered.

"Since our merger with CIT Holidays, we have experienced incredible growth in our bookings," McCallum said.

"In just two months, we've seen a 40% uplift in our sales, compared with the same period last year; it really is testament to the merger's success."

Following the unification of the

two companies, Entire has gone on a major recruitment drive, with the recent appointment of two new senior sales managers for Queensland and northern NSW (**TD** 30 Jul).

Six new internal sales and reservations positions are also currently being sought as the company continues to focus on building its brand awareness.

"We are really working to consolidate ourselves and take advantage of the various efficiencies presented to us by the merger, which includes our ability to focus on building a strong brand position," McCallum added.

"Entire Travel Group's ability to offer specialist advice and first hand knowledge of each of our destinations is where our agents want us to stay, and the merger has generated the resources needed for us to continue this focus," he said.

McCallum said the company also had plans to recruit WA and SA sales managers "in the near future", which would continue its expansion across the country.

Scenic \$95 flights

SCENIC Luxury Tours and Cruises is offering a \$95 airfare to Europe for its 2019 river cruising program, valid until 31 Dec 2018.

Group gm marketing manager Anthony Laver said the offer was "perfect for those people which have been putting off their purchase decision".

Call 138 128 for more info.

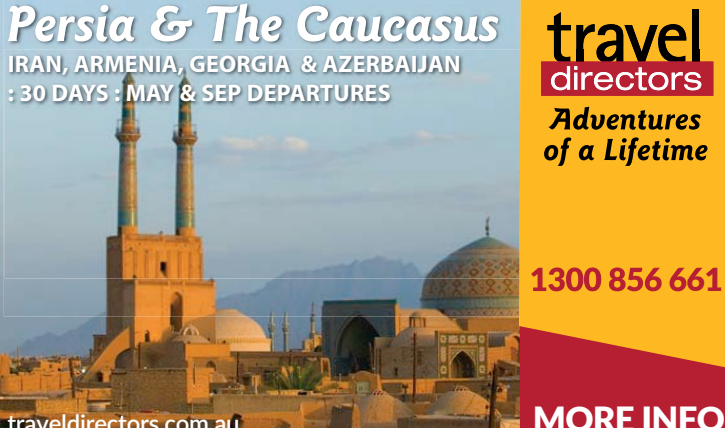


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VA gains PNG seats

THE International Air Services Commission (IASC) has confirmed a renewal determination to allocate Virgin Australia 900 seats per week in each direction on the PNG route (**TD** 22 Aug).

The latest agreement is valid for five years from 12 Sep and is an extension of an agreement first granted to VA in 2013.

Capacity may be used for the provision of codeshare services between Virgin and PNG Air.

Three Capes lodges open

THE Tasmanian Walking Company (TWC) has opened its Three Capes Lodge Walk, the newest addition to the Great Walks of Australia collection.

Based around what it calls "Australia's most anticipated and sustainable lodges", the new walk offers a four-day, 46km guided trek along some of Tasmania's most spectacular coastline on the Tasman Peninsula.

It becomes the fourth multi-day walk offered by TWC, which also operates the Cradle Mountain Huts walk, Bay of Fires Lodge and Wineglass Bay Sail Walk.

The company's co-owner Brett Godfrey said the opening represented a new era of conservation-based tourism.

"We are thrilled to open Australia's most innovative and environmentally sustainable lodges, and offer this unparalleled experience of the Three Capes," Godfrey said.



"The opening signifies the next phase in our pursuit to redefine the current perception and raise awareness of Australia's exceptional walking destinations and associated product offerings."

Great Walks of Australia chairman Andrew McEvoy said TWC had set a new benchmark.

"Three Capes Lodge Walk is world class with the star of the show being the Tasmanian wilderness," he said.

The walk's two bases, Crescent Lodge and Cape Pillar Lodge, provide dramatic views of the Tasman National Park and each have seven double rooms with floor-to-ceiling windows.

They have been built with a focus on ecological preservation, utilising best practice environmental technologies from around the world.

See www.taswalkingco.com.au.

Emirates codeshare with Jetstar Asia

EMIRATES and Jetstar Pacific have announced a codeshare agreement on flights connecting a range of Vietnamese cities to international hubs in Singapore, Thailand and Australia.

The agreement covers services from Ho Chi Minh City and Hanoi to 14 domestic locations such as Nha Trang and Hue, and six international airports including Brisbane, Melbourne or Sydney.

Rail transfer traction

INTERNATIONAL Rail's global booking system International Transfer has seen travel agents generate more than 800 registrations and 5,000 bookings since it launched six months ago.

The new tool was introduced as a means of having a one-stop shop for trade partners to book transfers internationally.

Window Seat

TO CELEBRATE its 18th anniversary, online travel site Wotif has announced it will give an Aussie town or city a new tourist attraction, a.k.a the "Next Big Thing".

According to Wotif's research, Aussies are fascinated with big things and have a desire to travel around the country to visit oversized monuments, with 90% of Aussies having already visited a big landmark.

The research also revealed that 60% of Aussies feel a deep sense of pride for big things.

Submit your idea for a big thing and its location **HERE**.

Pictured is a mock up of a potential big idea.



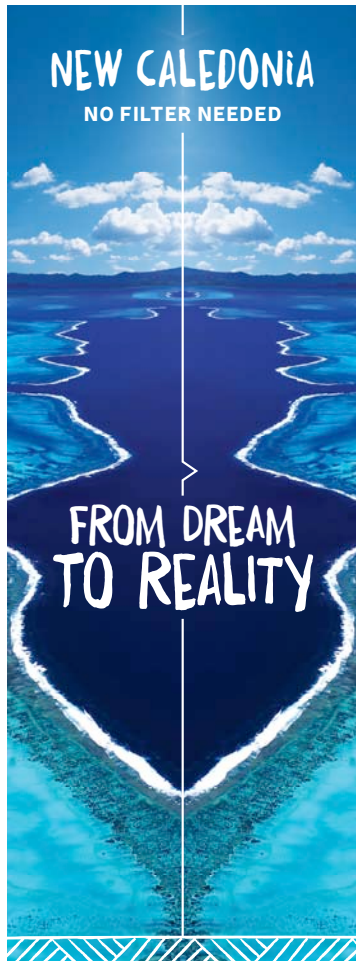
Hong Kong on sale

THE Hong Kong Tourism Board (HKTB), Hong Kong Disneyland, Virgin Australia and Flight Centre have collaborated to launch a Hong Kong Flash Sale until 12 Sep.

The sale includes return Economy flights starting at \$499 and accommodation packages from \$275.

Hong Kong Disneyland is also offering a bonus inclusion of two-day general admission tickets for two guests aged 12 to 64 with a min of two nights.

CLICK HERE for more info.



Travel Daily

Wednesday 5th September 2018

Hyatt links Skye

HYATT Hotels Australia has partnered with Skye Lifestyle to offer participating properties a range of wellness features designed to complement the stays of conferencing guests.

The program aims to “engage, invigorate and energise” delegates who are attending conferences at the hotels and includes yoga, meditation, and chair yoga, as well as fitness sessions such as Zumba, pilates and boxing.

Eurail discounts

RAIL Plus is offering a 37% discount off Eurail Global Passes, valid for travel around Europe over the next 11 months.

The offer is available to book until 17 Sep, with prices starting at \$453 per person.

Children under 11 years old travel free with each adult.

For full details and conditions, **CLICK HERE.**

Club Med appoints

CLUB Med’s recently appointed general manager for Australia Rachael Harding has taken up her new role (**TD** 11 Jul), along with a new business development manager for Qld, NT and New Zealand, Zoe Gentle.

Harding joins after 15 years at the Travel Corporation, offering experience within the wholesale, retail and corporate markets, while Gentle’s experience spans from Harvey World Travel to Brisbane Airport and more recently, business development manager at Contiki Holidays.

Fiji features on Ten

THE spotlight will be on Fiji when this week’s episode of Flight Centre’s TV series *The 48 Hour Destination* airs on Network Ten this Sat 08 Sep at 11am.

The 22-minute episode will showcase a range of experiences and accom options, including Denarau and the Yasawa Islands.



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Megafam converges in Vegas



BRAND USA and Air New Zealand have wrapped up their “best ever Megafam”, having hosted 60 agents from across Australia and New Zealand on a music-themed American tour.

The event involved six different itineraries, culminating with a celebration in Las Vegas where highlights included a night helicopter flight over the Strip, a performance by Cirque du Soleil

and a finale at the glitzy Havana Room at Tropicana Las Vegas.

Itineraries featured regions including the Pacific North West, the South, the Midwest, Alaska, California & Arizona, and Montana & North Dakota.

To take part, the agents (**pictured**) had to sell three return Air New Zealand flights to the USA and also attended Brand USA roadshows across Australia.

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LNG AIDA named

GERMANY'S AIDA Cruises has welcomed its latest ship via a festive naming ceremony at Papenburg, giving the line what it says is the first cruise vessel to be powered by LNG both at sea and in port.

The ceremony for *AIDAnova* featured a performance from David Guetta and she will embark on her first voyage in Sep.

Cathay to Tokushima

CATHAY Dragon will introduce a twice weekly seasonal service from Hong Kong to Tokushima in Japan operating between 19 Dec and 30 Mar 2019.

The new route will be serviced by an Airbus A320 aircraft and is parent company Cathay Pacific's sixth Japanese destination.

Sofitel hits the roof

SO/ Sofitel Singapore has opened a new destination rooftop cocktail bar and pool inspired by tropical Singapore and serving an exclusive collection of curated equatorial cocktails.

India air constraints

THE International Air Transport Association (IATA) has called on the Indian Government to address aviation infrastructure issues in the country that is inhibiting growth.

IATA believes the current priorities are: the development of a new strategic masterplan, open Navi Mumbai airport as soon as possible, modernise airport technology, and greater flexibility around using military airspace to expand civil airspace capacity.

Team Delta AU helps out



TEAM Delta Australia recently volunteered with Habitat for Humanity's Brush with Kindness Program in Sydney.

The team painted and improved the outdoor area of a building used by women escaping domestic violence.

The work that the team completed included preparing and painting interior walls, coating the outdoor furniture and clearing out planters.

Habitat for Humanity worked in partnership with a women's accommodation service on this project.

Pictured is Team Delta AU.

Greek strike relief

AUSTRALIAN tour operator Greece and Mediterranean Travel Centre has revealed it has been able to provide important services to its stranded passengers in Greece who have been affected by a ferry strike.

The operator's personal concierge has been in contact with guests regarding ferry updates, program rearrangements, accommodation extensions, and the provision of documents needed to make insurance claims.

Riviera new website

RIVIERA Travel River Cruises has launched a revamped Australian website boasting a new design and additional features.

The site now includes the provision of fares in Australian dollars, a "wish list" option, a cruise planning tool, virtual reality ship tours, and a dedicated solo cruise page.

The revamping of its local online collateral follows a new 108-page Australian brochure released earlier this month.

Travelaer NDC tick

TRAVEL software company Travelaer has been certified as an NDC capable, level three IT provider by the International Air Transport Association.

NDC certification provides Travelaer with the ability to enable its customers to distribute content through its own booking and management engine Travelpaas, and creating new business opportunities.

The ENTIRE world could be yours!

Australia's fastest growing specialist travel wholesaler, Entire Travel Group, is looking for smart and passionate professionals to join our team of sales specialists.

We operate an outstanding portfolio of nine leading wholesale brands focused on destinations across Europe, North America and the Pacific and Indian oceans. Two things set us apart: expertise and technology.

Our travel agent sales support team members all visit the destinations they represent, allowing them to gain an unrivalled depth of local knowledge and first-hand experience. Our team also use Australia's leading wholesale reservation system, enabling streamlined bookings and pleasant customer interactions.

If you are someone who enjoys the sense of fulfilment and pride that comes from being a genuine destination expert - and you want to be part of a fun and ambitious team - then we may have a role for you.

Here's what we're looking for:

- Excellent time management skills
- Someone who can work under pressure and juggle multiple tasks
- An ability to work towards and exceed kpi's
- A minimum 12 months experience in the travel industry.

And here's what the job would entail:

- Liaising with suppliers and travel agents
- Booking international travel packages, flights, accommodation and land based products
- Offering outstanding service to all customers
- Maximising sales opportunities by listening intently to your client and thinking outside the square

If this sounds like you please send your resume to employment@entiretravel.com.au



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We are looking for a highly motivated and energetic self-starter to join our Cruise Reservations Team based in Surry Hills.

This role will suit an individual who has travel industry experience with the ability to sell cruise, understand air, achieve KPIs, and work within a small dynamic team. Successful candidate can expect a competitive package including a generous sales incentive and health benefits. OTE approx. \$95,000.

Viking will be the world's largest small ship cruise company by 2019.

Please send a short cover letter and resume to: jobsau@vikingcruises.com

Applications close Friday 14 Sept 2018. Only successful applicants will be contacted.

WTTC awards call

THE World Travel & Tourism Council (WTTC) is calling on travel & tourism organisations to showcase their achievements by entering in the Tourism for Tomorrow Awards 2019.

This year applicants can enter in five categories including, social impact, destination stewardship, climate action, changemakers, and investing in people.

The 2019 finalists will be announced in Jan and the winners will be announced during next year's WTTC Global Summit, in Seville, Spain, 03-04 Apr 2019.

Applicants can apply online via <http://wtcc.org/T4TAwards>.

Entries open until 14 Nov.

Hay is on its way

LATIN America and Polar specialist Chimu Adventures has donated a truck load of hay to rural communities in New South Wales through Rural Aid after pledging to donate "a bale a booking" for all Chimu reservations made in Aug.

"We work with many regional Australia travel agents and clients living through this drought so finding a way to support them was something we felt compelled to do," said Chimu co-founder Greg Carter.

"The result of our 'A Bale a Booking' campaign is heartening."

To donate or for more info, visit www.buyabale.com.au.



This month, Travel Daily and Evergreen Cruises & Tours are giving travel agents the chance to win a river cruise for two in a balcony suite along the Mekong river.

The prize includes an eight-day Majestic Mekong river cruise along with return economy flights from Australia.

To win this great prize, correctly answer the most daily questions and have the most creative answer to the final question. Send all your entries to evergreen@traveldaily.com.au

Q2. What is the name of the restaurant on board *Emerald Harmony*?



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Accommodation Updates

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.



Flash Camp Glamping has reopened its pop-up glamping experience at Coolendel on the NSW south coast. The camp features six large bell tents fitted out with quality bedding and amenities and is available for group bookings or couples. A special rate of 15% off is available on twin-share bookings until 14 Oct.



The Sugarsand Beach Club on the beachfront at Seminyak, Bali, has opened its doors, offering guests poolside daybeds, a beach bar and terrace, and an open-air rooftop lounge where they can enjoy locally made cocktails and cuisine. The new venue is open daily can be accessed via the Hotel Indigo Bali Seminyak Beach.



Raffles Singapore has announced a new range of dining experiences that will be on offer when the hotel reopens its doors in 2019. The new menu includes specials created by renowned chefs including Alain Ducasse and Anne-Sophie Pic, who will bring "culinary experiences that are new and distinct to Singapore".

Radisson Phuket

PARK Inn by Radisson will make its debut in Thailand with the launch of a brand-new hotel in Phuket Town, scheduled to open in early 2020.

The three-story Park Inn by Radisson Phuket Town will form part of a mixed-use development with shops and dining outlets.

The hotel will feature at least 130 rooms offering free wi-fi, along with a restaurant and gym.

Guests can also enjoy easy access to Central Festival Phuket, temples, museums and classical architecture of Phuket.

Life savers to WA

WESTERN Australia has again secured the right to host the Australian Surf Life Saving Championships in Perth, 2022.

Sponsored by the State Government through Tourism WA, the annual event will see 311 surf clubs across Australia come together to compete in more than 400 beach and ocean events.

This year's competition attracted 8,578 visitors to Scarborough, including more than 5,000 competitors who spent \$15.8 million during the event.

MH via WhatsApp

MALAYSIA Airlines (MH) today launched its own WhatsApp service, enabling customers to receive their flight booking confirmation and flight status through the app in Malaysia.

This follows the launch of three other digital solutions, MHguardian, MHfeedback and MHchat in Apr 2018.

Sofitel wine days

IN CELEBRATION of wine, Sofitel is offering wine enthusiasts the opportunity to learn about international vintages at a series of Wine Days across Australia, New Zealand, Fiji and French Polynesia from 21 Sep to 31 Oct.

A number of tastings, Wines of the World events, discussions and meetings with local wine experts will be held at Sofitel hotels.



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

Travel Consulting | Award-Winning Agency

Gold Coast, \$50k + Super + Bonus, Ref: 2055AW2

Want to provide outstanding customer service to valued customers of this award-winning agency? Want to get your work/life balance back? Want to step away from customer facing consulting? Then this is the role for you! With the ability to create customised travel itineraries including flights, accommodation, transfers and stopovers and proficient in GDS (preferably Sabre), you will pride yourself in delivering exceptional customer service! This is your chance to work in an online agency!

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

Digital Marketing Executive

Gold Coast, Attractive Salary Package, Ref: 1319CGA1

Working within an award winning dynamic travel company in the Gold Coast, you will be an experienced marketing executive that loves working within a great team to support the larger function. You should be someone who is creative and enjoys thinking outside the box. Your role includes looking after the international market in social media promotions, sending out EDMs & online brochure distribution. Fantastic new challenge to embrace is for someone who specialise in online marketing.

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

Product Manager

Melbourne, \$Competitive, Ref: 3415HC1

If you're a product professional looking for a new & exciting opportunity this is the perfect opportunity to let your career grow within this innovative expanding travel company. You will be responsible for assisting the business to grow by building new and exciting products whilst refining the current portfolio of products. Duties include research, design, costing, procurement, brochure production and training. You will engage and influence marketing strategy to ensure sales targets are met.

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

Travel Consultant

Central Western NSW, \$50-\$60k + Additional Paid Leave, Ref: 1774AJ01

Join one of the most popular and well established retail Travel Agencies in Central West NSW. An experienced and friendly team are on the look for their next team member to join their ranks and help provide friendly, superior customer service to their loyal customer base. Every day is different and it is a great opportunity to gain a position in the Industry where a positive work-life balance is of the utmost importance. Both Junior and Senior positions available. Plenty of Famil opportunities.

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

Part Time Travel Consultant

N. Brisbane, Salary open to be discussed, Ref: 3457SZ4

Enjoy working in an office where you will be liaising with clients that are from the community & not shopping around! Even though you are expected to make bookings & converting quotes, this is a customer service driven role. Located Northern Suburbs of Brisbane, you'll be working for a well-respected boutique agency predominately working 3 days per week with no weekends or no late night trading. My client is looking for someone that ideally has local retail consulting experience.

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

Online Travel Consultant – Fares & Ticketing!

Melbourne, Base + Bonus Structure, Ref: 3624JP1

A great opportunity for an experienced travel consultant that is looking to step away from the sales environment and having to fighting for commission. Focus on customer service and customer retention. Work for this growing online company assisting their clients with all their travel need. There will be shift work and weekends so you will need to be flexible. However, you will be reimbursed for this with a great salary with a yearly bonus structure in place. As this company is experiencing rapid growth in the online travel sector there will be a lot of career development opportunities.

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

Corporate Travel Consultant

Perth, Up to 60k + Super, Ref: 4567JB1

Our client is seeking an experienced Corporate Travel Consultant for their office near 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 Amadeus and be able to work autonomously. Experience using Tramada is also desirable. 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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