

## **TEST YOUR KNOWLEDGE**

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# Travel Daily First with the news Tracky 11th S

Tuesday 11th September 2018



#### New Zealand quiz

**TOURISM** New Zealand is inviting the travel industry to discover Wellington and Marlborough, in the latest instalment of its agent training initiative.

Several themed prize packs are up for grabs containing a collection of goodies, with five lucky travel sellers to receive the gift baskets after completing a Wellington and Wairarapa or Nelson Tasman & Marlborough module as part of the 100% Pure New Zealand Specialist program.

For more details see the **cover** page of today's *Travel Daily*.

#### **Bentours clarifies**

**COX** and Kings has confirmed that Marina Amato, inside sales manager, continues to oversee all sales for Bentours.

The company said Michael Stephenson's new head of sales role (*TD* yesterday) encompasses Tempo Holidays and Cox & Kings.

## Trafalgar goes domestic

**TRAFALGAR** last night released details of its programs for 2019, including the guided holiday company's first Australia and NZ brochure (*TD* breaking news).

Details were provided to key industry partners at a function in Sydney hosted by Trafalgar global ceo Gavin Tollman, who told *TD* the move was "an enormous step forward for the Trafalgar brand".

The local program, which will feature Trafalgar-branded coaches operated in conjunction with sister brand AAT Kings, features 12 itineraries in Australia, five in New Zealand plus four shorter local "mini stays".

He said the new product range would help agents tap into desires from clients to holiday closer to home, and highlighted Trafalgar's strong repeat rate meaning the program was likely to appeal to the company's huge contingent of past passengers.

Trafalgar will showcase Australia

and NZ in a "whole new light," he promised, with Be My Guest experiences, hidden gems & more to provide an unrivalled holiday.

During last night's event Trafalgar md Australasia, Matt Cameron-Smith, urged agents to sell the products as a "holiday, not as a category...we are in the business of amazing holidays for individuals travelling as a group".

Tollman said the business was continuing to grow strongly, with sales up 12% on top of prior year growth of 26%.

More from Trafalgar on page 6.

#### Today's issue of TD

Travel Daily today has nine pages of news and photos, including a front cover wrap for Tourism New Zealand plus full pages from:

- TMS Talent/inPlace
- Consolidated Travel
- ANTO product profile page

#### SeaLink sales role

**SEALINK** Travel Group has announced the appointment of Danae Schmid to the newly created role of national sales and key account manager.

Schmid has been with Kingfisher Bay Resort Group on Fraser Island for the last decade, working in various roles including most recently as inbound sales manager mainly servicing the North American market.

She will initially be based in SeaLink's Brisbane office but will relocate to Sydney to join the global sales team, reporting to gm global sales & distribution, Richard Doyle.

#### Austria collection

**THE** Austrian National Tourist Office is today showcasing The Austria Hotel Collection, a portfolio of properties in Vienna, Salzburg, the Tirol and the Arlberg regions - for details see the product profile on the **last page**.







## **EARLYBIRD SALE** SAVE \$500 PER PERSON

Our Africa 2019/20 Small Group Touring program is now available with earlybird saving of \$500 per person. No continent on earth makes you feel more alive than Africa and we've got it covered with 11 outstanding itineraries.

For more details visit bunniktours.com.au/Africa-Tours







#### Scenic UK appts

**SCENIC** has boosted its team in the UK with a series of new appointments in its sales force.

They will be led by former Riviera Travel executive Joseph Grimley who has taken up the role of director of trade sales, replacing Dawn Quinn.



## Losing customers?

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## Paulsen lifetime honour

**NEW** Zealand travel pioneer Chris Paulsen has been honoured with a lifetime achievement award at the NZ National Travel Industry Awards last weekend. recognising almost 50 years as an industry trail-blazer.

The owner of the House of Travel agency chain in NZ as well as TravelManagers Australia, Hoot Holidays and Orbit World Travel (formerly World Travel Professionals), was recognised at a gala dinner held by the Travel Agents' Association of New Zealand (TAANZ) at Auckland's SkyCity Convention Centre.

Paulsen acknowledged his staff, executives and owner operators in accepting the award, saying their entrepreneurial energy was what had inspired him.

He remains executive chairman of House of Travel, having created the brand in 1987 when he opened his first store in the South Island town of Timaru.

The group has since expanded to include over 75 stores across NZ and is the country's largest privately owned travel company.

He began his career with Air New Zealand in the 1970s.

Other honours given at the NZ industry awards included Best Travel Agency Brand, won by helloworld, while Best Wholesaler went to GO Holidays.

Air NZ was honoured for Best Agency Support, while the Best Travel Consultant – Retail award went to Tony Jackson of House of Travel Newmarket.

#### **US** hurricane alerts

**AIRLINES** have warned of possible disruption this week as Hurricane Florence approaches the eastern US, where evacuation orders have been issued from Virginia to South Carolina.

Hawaii is also facing heavy rains and wind from Hurricane Olivia.

#### More rail prizes

**RAIL** Plus has released its new Great Train Journey Rail Expert modules, with prizes including \$500, \$200 and \$100 vouchers plus wine, movie passes, coffees and gift packs.

Participants can sign up at railplus.com.au.













## Insider moves to Calypso

**HELLOWORLD'S** Insider Journeys has moved to the Calypso wholesale reservations system, allowing agents to book its small group tours online.

Land and air reservations can now be made through Tango and travel agents have the same level of access to product as they do with Qantas Holidays bookings via the portal.

They will also be able to use the system to view, amend and pay for bookings.

Insider Journeys md Tony Mayell said being able to book Insider Journeys product online in the same way as Qantas Holidays "is an important step forward for the Insider Journeys brand.

"We know all agents using Calypso will welcome this news." The upgrade makes it easier to

#### EK A380 to LED

**EMIRATES** will temporarily replace its Boeing 777 between Dubai and St Petersburg's Pulkovo International Airport with A380 aircraft from 25-29 Oct.

The move marks the first time an A380 has operated to LED.

earn rewards through the Insider Journeys "5, 10, 15 Incentive", which offers agents who book five travellers on a Small Group Journey with a 10-day trip to Vietnam, Cambodia or Laos.

Agents who book 10 travellers earn a 14-day tour to Vietnam. Cambodia, Laos, China, Bhutan, India or Burma while 15 travellers earn a trip on any of the company's Small Group Journeys.

The update is the latest investment in technology for the company, which has also installed Tour Plan in the Saigon office and is planning an "imminent review of its website".

#### **New Swiss carrier**

A NEW Swiss low-cost, longhaul carrier may launch as early as mid next year, according to local media reports.

To be based in Basel, the airline has the working title Swiss Skies and is being led by four aviation veterans including a former top manager at Air Berlin and a Ryanair pilot.

The group are working to raise \$100 million in capital.









page 3



## New headquarters for WTA



**THE** World Tourism Alliance (WTA) has revealed it plans to construct a new purpose-built global headquarters in China's Hangzhou lakes district.

The project is slated to open by early 2021, and will aim to provide a platform where the organisation can focus on its global activities.

The precinct will include hotel and conference facilities, with a fountain and flag parade plaza located at the entrance.

An artist's impression of the proposed building is pictured.

AFTA ceo Jayson Westbury is covice-chairman of the WTA.

#### VA sustainable fuel

VIRGIN Australia has successfully completed a trial that delivered sustainable aviation fuel through Brisbane Airport's general fuel supply system.

The trial blended sustainable fuel with traditional jet fuel and was supported by the Queensland Government, Brisbane Airport Corporation, US-based biofuel producer Gevo. Caltex & DB Schenker.

It is the first time aviation fuel has been delivered through the general fuel supply at any airport in Australia.









#### **Business Development Manager - VIC**

Would you like to join Australia's most awarded tour and cruise company and become part of the ongoing success of the APT Travel Group - now celebrating over 90 years. Following an internal promotion with our previous BDM taking the opportunity of a lifetime to move to our UK office, we now have a vacancy for a Business Development Manager for Victoria to join our National Sales Team.

Our BDM's generally come with some travel industry experience. Regardless of your background you have a burning passion for sales and relationship building. Experience in a B2B role will stand you in good stead when working with your customers, and when you represent the business at trade fares and events. Naturally, sales reporting, planning and market analysis will be second nature to you.

To learn more about this exciting opportunity with APT Travel Group and to apply please check out our careers page: http://www.aptouring.com.au/about-us/careers

Applications close: Friday 14 September 2018





#### A&K Latin America

**ABERCROMBIE** & Kent has launched its largest Latin America brochure to date, offering travellers a range of ideas and suggestions on how to craft their ideal holiday.

Highlights include the 15-day Chile and Argentina: Patagonian Wilderness tour that takes guests on a glacier hike and cruise through the Patagonian fjords, as well as the 12-day Chile & Ecuador: Nature's Wonderland itinerary which showcases Santiago & the Galapagos Islands. View the new brox HERE.

#### WebBeds SITM

**THE** Seoul International Travel Mart (SITM) 2018 has appointed Webjet accommodation offshoot WebBeds as its official B2B partner for this year's event.

Taking place this week at the **Grand Hilton Seoul Convention** Center, SITM is South Korea's largest travel trade mart and is expected to attract more than 400 international visitors.

#### Sunrise for Cook Is

**SEVEN** Network's *Sunrise* program is this week broadcasting its weather from Aitutaki on the Cook Islands, showcasing a range of the country's coastal and aquatic delights.

As part of the promotion Flight Centre is offering \$995pp packages including airfare, six night's accom and breakfast.



## Window

TALES of air passengers going nuts are now far too common to recount in **TD**, but one irate chap aboard SriLankan Airlines deserves special mention.

Sri Lanka's president Maithripala Sirisena, no less, has caused embarrassment after expressing distress at the quality of UL's cashew nuts.

"When I returned from Nepal, they served some cashew nuts on the plane that, let alone humans, even dogs can't eat," he lamented, the BBC reports.

"Who approves these things?" he pondered.

The controversy is reminiscent of the macadamia incident on Korean Airlines in 2014 when senior KE executive Heather Cho forced the turnaround of a flight departing New York JFK because a flight attendant served her first class nuts in a packet rather than on a plate.

#### PR delays Sapporo

**PHILIPPINE** Airlines has delayed its launch of the Manila to Sapporo New Chitose route, with the new service now scheduled to commence on 08 Oct, instead of the planned 10 Sep launch date.

The airline will operate the thrice-weekly service using an Airbus A321neo.



Full T&Cs at emiratesagents.com/au



#### Four Seasons Brazil

**FOUR** Seasons is preparing to open its first hotel in Brazil, with a Sao Paolo property to make its debut on 15 Oct.

The Four Seasons Hotel Sao Paulo at Nacoes Unidas will offer 258 rooms in a 29-storey tower beside the Pinheiros river.

It will also feature 1,409m2 of event space, and joins other South American Four Seasons properties in Bogota, Buenos Aires and Costa Rica.

#### Cunard Alaska prog

**CUNARD** has announced a series of on-board cultural experiences as it prepares to return to Alaska next year.

The line will offer four 10-night cruises from Vancouver on Queen Elizabeth, with on-board lectures from naturalist Dr Rachel Cartwright, fisherwoman and cookbook author LaDonna Rose Gundersen, and local Huna Tinglet indigenous speakers.

#### Icelandair new bank

**ICELANDAIR** will introduce extra flights to Europe and North America in May as part of a "second bank" of operations alongside its existing schedule.

New services will operate to European cities including Amsterdam, Berlin, Brussels, Copenhagen, Frankfurt, Hamburg, Munich, Oslo, Paris, Stockholm, and Zurich.

North America will also feature new options to Boston, Chicago, Minneapolis, New York, Toronto and Washington DC.

#### **HKTB-CX** deal

**THE** Hong Kong Tourism Board will target Indian travellers through a new partnership with Cathay Pacific and online travel activities platform Klook.

The website will run a joint promotion to promote Hong Kong with a series of discounts on attractions, tours, local transport and other activities.



IT'S all about being in the right place at the right time, and for this lucky group of Australian agents the skies aligned in Levi, Finland last week.

They were on a trip courtesy of 50 Degrees North, Finnair and Consolidated Travel, and took part in an Aurora Photo excursion where the early autumn aurora borealis was on display in its heavenly splendour.

Pictured above from left are Val Galanou, TravelManagers; Leonie Nelson, Travel Affare; Yvette Kerr, Travel Associates Newcastle; Cara Hall, National Travel Bendigo; Rachael Baker, Terrace Travel; Mark Starr, Airfare Geeks; Toni Kasmarakis, Finnair; and Leila Hay of 50 Degrees North.

#### New Gyllenhaal role

**ACTRESS** Maggie Gyllenhaal has been enlisted by Autograph Collection Hotels as an ambassador for its Screenwriters in Residence program.

The initiative allows selected screenwriters to take up residence at some of the brand's hotels around the world.

#### Hilton set to explore

**HILTON** has added an Explore feature to its Hilton Honors mobile app, providing suggestions on things to see and do around its hotels.

Powered by Foursquare, the feature will be available at almost 1,000 properties worldwide.



\* Offer valid until 18 September 2018, unless sold out prior. Fares quoted above are for departures from Perth and are the lowest adult return prices per person including taxes, fees, and airport charges. Economy Class fares are valid for travel between 1 October – 30 November 2018, 21 January – 31 March 2019, and 1 – 31 May 2019. Business Class fares are valid for travel between 10 September 2018 – 31 May 2019. Other sale dates may be available. Other sale fares are available from Sydney, Melbourne, Canberra, and Adelaide. Fares may vary due to currency or tax fluctuations. Seasonal and weekend surcharges may apply. For all other terms and conditions please review at time of booking.



#### Contiki appoints new sales head



**NATHAN** Taylor has been named head of sales for Contiki, joining from Student Flights where he was area leader.

Taylor (pictured) brings over 10 years of travel industry experience to the role and will commence on 25 Sep.

He replaces Contiki director of sales Nathaly Naughton, who will next week start as national sales manager at Helloworld Travel Branded Network (TD 29 Aug).

Contiki marketing director Vanessa Fletcher said Taylor's "genuine desire to shape the experience of young travellers, aligns with our core values and vision...knowing that our agency partnerships are in good hands thanks to the experience and expertise he brings, we're excited for him to join our sales team and help drive the success of Contiki in Australia".

#### Viking legs eleven

VIKING Cruises has announced a major trade marketing incentive to support the World of Viking sale, which was showcased via an insert in last weekend's newspaper travel supplements.

The agent-focused "World of Viking Bingo" runs from 01 Sep-30 Nov. with agents provided with a bingo card featuring a variety of cruises that can be crossed off each time they make a booking.

The first consultant to cross off a row of cruises and notify Viking will win a verandah stateroom on a Viking Star voyage from Barcelona to Venice departing on 14 Mar 2019 - for more info email au.agents@vikingcruises.com.

#### Air Mandalay suspends services

MYANMAR domestic carrier Air Mandalay last week ceased operating, citing an oversupply of seats and intense competition.

Air Mandalay had been flying for more than 24 years but said the issue of new airline licences during the transition to democracy in recent years had imposed significant pressure.

The carrier had also faced difficulties in expanding its fleet due to import delays.

There are about 10 domestic airlines in Myanmar servicing a population of just three million.

## "It's all about pride..."



#### **TRAFALGAR**

ceo Gavin Tollman says pride is his overwhelming feeling when he receives feedback from clients.

He told TD about one incident where a traveller said "I'm not

sure how you do what you do, but just do more of it!".

"Trafalgar really is the best way to travel...comments like that fill us with the most pride of all," Tollman said.

He's pictured above with Trafalgar Australia/NZ md Matt Cameron-



Smith, while inset is one of the Trafalgar coaches used for the new local program.

TRAFALGAR

Also pictured **left** at last night's launch event (see p1) are Trafalgar national groups manager Alina Sithideth with Jaculin Lowien from Travel by Wyndham.



And at right are Josh Duncan, Flight Centre supplier relations and contracting manager with The Travel Corporation ceo John Veitch.



#### Helloworld Travel Ocean Grove Terrace Senior Sales Consultant

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We are looking for an experienced manager or consultant that is wanting a new challenge. You need to be passionate about coaching for performance and designing dream holidays for our wonderful clients.

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#### Helloworld Travel Shepparton - Travel Consultant

Looking for experienced agents from 6 months experience onwards.

- Full Time preferably or Part Time can be possible for the right person.
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This is a unique opportunity to further progress your travel career with a unique industry name that can offer job satisfaction over the years to

Contact: vivienne.shepparton@helloworld.com.au



## Acquiring the skills for travel



NATIONAL Skills Week, an initiative run by SkillsONE that promotes vocational training pathways, recently held an event in Sydney that was supported

DESTINATION CANADA

by major industry groups in the travel sector.

Australian Travel Careers Council and AFTA Education and Training were in attendance to champion the cause for training schoolleavers for a career in travel.

Pictured: Adam Marshall. Minister for Tourism and Major Events; Rick Myatt, chief executive officer of the Australian Travel Careers Council; and Brian Wexham, managing director of SkillsONE TV, at the event held at NSW Parliament House.



**BANYAN** Tree Hotels & Resorts has opened its first Dhawabranded property in China.

The 200-room Dhawa Jinshanling hotel located in Beijing launched earlier this month and boasts an all-day restaurant, seven spa treatment rooms, a fitness centre, and a 400m² ballroom area.

#### Winter Wonderland Famil flying with Air Canada

1 of 14 spots on a Canada

- Become a Canada Specialist Agent and go in the draw to win a spot on this winter famil departing 03 Dec, 2018
- Open to existing Canada Specialist Agents who have completed the new training modules - no need to do anything else
- Famil will experience Victoria, Vancouver, VIA Rail, Jasper, Lake Louise & Banff

Complete training by 30 Sep, 2018 to win! https://csp.canada.travel/

AIR CANADA 🗰



#### Hotels hit the button

THE American Hotel and Lodging Association has announced plans to implement panic buttons for hotel staff who have direct contact with guests.

The security measure will use GPS tracking tech to alert hotel security when activated, with brands such as Hilton. InterContinental and Marriott to install them by 2020.

#### **AWS** brochure

**AFRICAN** Wildlife Safaris has launched its 2019 Africa brochure featuring a mixture of new and revamped luxury safaris.

Refreshed product this year includes camping trips at Lemala Mpingo Ridge in Tanzania's Ngorongoro Crater as well as at Chikwenya in Zimbabwe's Mana Pools National Park.

Popular tours have also returned in destinations such as Tanzania, Kenya, South Africa and Zimbabwe.

#### HA Ala Moana promo

**HAWAIIAN** Airlines has partnered with Honolulu-based shopping centre Ala Moana Centre to offer passengers flying from Australia/New Zealand to Hawaii a range of retail discounts.

The six-month in-flight promotion expands the Premier Passport Exclusive Offers program and will see HA guests receive welcome cards offering specials with over 100 retailers including Bally, Bloomingdale's, Hugo Boss, Diesel, and Lululemon.

#### Kakadu licences

**KAKADU** National Park has invited tour operators to submit applications to secure a licence for access to restricted areas such as Jarrangbarnmi and Igoymarrwa for tourism activities such as safari camps, bush walking or fishing.

Many of the existing five-year licences will expire at the end of Mar 2019, and the park says there are only a limited number of spots available.

Submissions are due by 31 Oct.

#### **QR** fare promotion

**QATAR** Airways has introduced a range of discount fares available for passengers who book by 18 Sep, with specials including Paris return ex Australia starting at \$1.095. Rome from \$1.135. and Barcelona from \$1.145.

The promotion period also extends to cheaper rates on hotels, car rentals and the opportunity to earn triple the Qmiles for Privilege Club members when booked online.

For more information on the deals available, CLICK HERE.

### SINGAPORE AIRLINES



Singapore Airlines (SIA), one of the world's most respected travel brands, is currently seeking a highly motivated individual who is seeking a career in international aviation, to join our Sydney sales team.

#### Sales Executive (Permanent full-time position).

The successful candidate will be responsible for:

- Developing and implementing sales strategies to grow SIA market share & revenue
- Identifying and converting new sales opportunities
- Developing and managing relationships with key trade partners
- Monitoring market trends and reporting on commercial performance
- Representing the Company at seminars, conferences, product launches, trade and public expos

The successful candidate will need to demonstrate the following:

- · Current sales experience with sound airline / industry knowledge
- Strong commercial acumen and history of achieving results
- · Experience in report-building and data-analysis
- Experience in business development (preferably within the airline / travel industry)
- Excellent communication skills both verbal and written
- Strong organisational skills with good time management
- Proficiency using MS Office, Salesforce (or similar) and an ability to quickly learn new systems

All candidates must be eligible to work in Australia, as evidenced by Australian citizenship or Permanent Residency status.

Candidates are also required to hold a valid driver's license and have their own car.

The position base salary starts at A\$62,203, and forms part of an overall salary package that includes superannuation, attractive travel benefits and subsidised health insurance.

Qualified candidates are invited to submit their application by 5pm Friday, 21 September 2018 to Michael Kirkby, Agency Sales Manager NSW via email to: SQ\_SYDSALES@singaporeair.com.sg.

Only suitable candidates will be accorded an interview. All applications will be treated in strict confidence



### TN's first Tahitian Dreamliner



TO COINCIDE with its 20th anniversary. Air Tahiti Nui has taken delivery of its first Boeing 787 Dreamliner (pictured), marking the phase-out of its current Airbus A340-300 fleet.

TN has ordered a total of four 787-9s, with the aircraft featuring

#### **MONEY**

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing

#### AU\$1 = U\$0.709

THE Aussie dollar is buying less overseas, having hit an eight year low against the Euro after falling 1.08% this month and 5.72% so far this year.

Things are looking similar against the US dollar, with the Aussie dollar down 1.07% this month and almost 9% since Jan.

The AUD has also declined against the Japanese yen; with all eyes this week on the tensions between Beijing & Washington.

Wholesale rates this morning.

US	\$0.709
UK	£0.544
NZ	\$1.083
Euro	€0.612
Japan	¥78.96
Thailand	ß23.15
China	¥4.823
South Africa	10.72
Canada	\$0.931
Crude oil	US\$67.54

Air Tahiti Nui's trademark tiare flower and a tattoo pattern representing the story of Tahiti and its people.

Australians and New Zealanders are set to be among the first to be carried on board the new aircraft which commences service on the Auckland to Papeete route from 08 Nov 2018.

When the airline has received all four Dreamliners by Sep 2019, their registration codes will join together to form the Tahitian phrase "warrior (TOA) going forward (MUA) in the great (NUI) canoe (VAA)".

#### GC dive boost

**THE** Gold Coast is targetting growth in its recreational diving via a new partnership signed in Phuket, Thailand last night.

Gold Coast Mayor Tom Tate and Phuket Vice Governor Prakob Wongmaneerung signed the first documents to start work on a formal Sister Cities relationship between the coast and Phuket.

"Phuket has a very well established recreational dive industry and we want to capitalise on that," said Tate.

He said the aim was to encourage dive tourists visiting Phuket to also make their way to the Gold Coast to see its new artificial dive precinct which is expected to open in 2020..

### **AFTA UPDATE**

from Jayson Westbury



AS weekends go, the past few days will go down as some of the most significant for me

personally in all my time at AFTA. I am very fortunate to be the current co vice-chairman of the World Tourism Alliance (WTA) and this new global travel and tourism organisation held its annual meeting and dialogue in Hangzhou China.

The WTA has some 165 members from over 30 counties and includes travel and tourism enterprises, industry groups and associations, non-government bodies and other stakeholders including the World Bank, who want to join forces to create what I have referred to as an "ideas" market place.

After only one year in operation, the WTA announced over the weekend that its new global headquarters would be in Hangzhou (see page four).

Some five cities in China bid for this privilege and Hangzhou was successful. As part of the visit the delegates were able to see the island in the lakes district of the city that has been set aside for the construction of this new global headquarters.

China is serious about being a significant part of the global travel and tourism industry and this new organisation, while born and based in China, is looking out globally. The theme for this year's meeting was "Poverty Alleviation through Tourism".

It is a serious challenge and clearly tourism can bring jobs, economic growth, infrastructure and a lift in living standards.

And, importantly, this is not just something that the WTA is looking to do in China. It is global and there were many case studies that are working towards this goal in other parts of the world.

The other topic is the one known as "over-tourism". It is a term that I don't particularly like, as in my view "over-tourism" is in fact, success, poorly managed.

The dialogue that took place allowed the many present from all parts of the travel and tourism value chain to talk about these topics, share ideas and come together as a global industry to see how together we can make a difference.

For Australia to be interacting with this global organisation is extremely important mainly for the reason that we enjoy, as a population, a very good living standard. Many present at the meeting wanted to talk about Australia, how we approach the balance between our inbound and outbound industry and just how important the travel and tourism industry in Australia is to the global industry.

Currently about 550,000 Australians are heading to China each year and some 1.3 million Chinese are heading to Australia. In the overall scheme of things, these numbers are so small.

Hangzhou as a city of 9.6m population receives around 30 million tourists each year. China is open and ready for tourism and from my experience this weekend, they have really got something going and we need to make sure we are a part of the conversation

#### QR adds Mombasa

**QATAR** Airways has announced yet another new destination, with the launch of direct flights to Mombasa in Kenya from 11 Dec.

The new four-times weekly service will operate between Doha and Mombasa on an Airbus A320, with 12 Business class and 120 Economy class seats.

The route complements QR's existing thrice daily flights to the Kenyan capital Nairobi, with ceo Akbar Al Baker saying it would help make Qatar Airways "the first choice for travellers wishing to explore."

#### Movenpick ceo Chavy steps aside

**MOVENPICK** ceo Olivier Chavy has recently announced on LinkedIn that he will be stepping down from his role as the ceo and president of the Swiss hotel chain, following its acquisition by AccorHotels (TD 01 May).

Chavy wrote there is a "mix of emotion, immense gratitude, pride and some sadness.

"I am going to take that much needed breather and then start searching for a new challenge."

AccorHotels has now acquired 100% of Movenpick's shares.



#### Dusit enters villa rental market



THAILAND-BASED hotel group Dusit Thani has announced the acquisition of Elite Havens, described as "the leading provider of high-end vacation rentals in Asia".

The deal was settled through the 100% purchase of Singapore firm LVM Holdings Pte Ltd which holds stakes in nine companies in Southeast Asian countries.

The business performs marketing, reservations, concierge and management services for luxury villas, with a network of over 200 fully staffed properties across Thailand, Indonesia, Sri Lanka and the Maldives.

The deal was finalised at a special signing ceremony at Dusit Thani Bangkok last Fri, with participants pictured from left: La-ead Kovavisaruch, chief investment officer Dusit International; Suphajee Suthumpun, Dusit Group ceo; Elite Havens ceo Jon Stonham; & Riyaz Moorani, Elite Havens cio.

#### Bentours adds new destinations

**BENTOURS** has released its 2019-20 brochure, with the addition of Poland and Germany into the portfolio, along with tours to Scandinavia departing from England and Scotland.

Bentours brand leader Ryan Bennett described the new program as "heralding a new chapter in Bentours' 41st year of operation," with the expansion complementing the existing range of destinations around the Baltic Sea including Denmark, Estonia, Latvia, Finland, Lithuania, Russia and Sweden.

"We have a complete new range of packages being launched featuring coach, cruise and independent travel and it will ensure our strong growth in Scandinavia and northern Europe continues," Bennett said.

For more info call 1800 221 712 and to view the new brochure see bentours.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

Q6. What is the lounge on board *Emerald Harmony* called?



#### Minor hotels appt

MINOR Hotels has named Ramine Behnam as vice president development for Europe, the Middle East and Africa.

Prior to joining Minor Hotels, he was director of development for Dubai. Middle East and Africa with Starwood Hotels and subsequently Marriott Int'l.

#### **PEAK DMC in Bali**

**INTREPID** Group's destination management company and operator, PEAK DMC, opened an office in Bali on Fri.

PEAK DMC Indonesia's base is located in Sanur, Bali, and is the fourth office to be opened globally by PEAK DMC over the past 12 months.

Intrepid co-founder Geoff Manchester said the goal of the new business was "not just to grow tourism, it's to grow sustainable tourism," highlighting Indonesia "has so much to offer that travellers keep coming back".

#### Au-Fiji timeshare

FIJI'S Industry Trade and Tourism Minister Faiyaz Siddig Koya has highlighted the contribution of Australia's timeshare industry to the destination's tourism industry.

Australian timeshare companies attract over 50,000 timeshare holidaymakers to Fiji each year and more than FJD\$23 million in visitor spend per annum.

"It is a sector which often goes unrecognised and yet has a significant impact on our tourism industry," he said.

#### Smith crowdfunding

**BOOKING** service and travel club Mr & Mrs Smith has opened a crowdfunding campaign on Crowdcube, inviting investments from Smith members.

The company is seeking £1.000.000 to "accelerate expansion" and will open investments from the public on 18 Sep - CLICK HERE for more.

#### 2018 AFTA TRAVEL PAGES, NOW WITH A COMPREHENSIVE SUPPLIER DIRECTORY.

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Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994. Travel Daily is Australia's leading travel industry publication EDITORIAL

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Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldailv.com.au.



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# PRODUCT PROFILE DESTINATION







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