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PONANT is offering consultants a custom-designed "Destination 55cm Wheelboard suitcase" for every new booking confirmed on a National Geographic & Ponant Expeditions cruise deposited before 06 Sep - see **cover page**.

Philippines promo

TRAVEL agents can win cash and flights to Manila under a new Philippine Airlines promotion being run by Consolidated Travel - details on the **last page**.

Today's issue of TD

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

- TMS Talent
- Consolidated/PR promo

Tempo, Bentours assurance

EXCLUSIVE

TEMPO Holidays and Bentours have reiterated the ongoing health of their operations in Australia, once again stressing that the local business "functions independently" from its troubled parent, Cox & Kings (**TD** 04 Jul).

AFTA CEO Jayson Westbury has confirmed the ATAS participation of the company has been temporarily suspended, while an "extensive review and report back from C&K India is provided".

Cox & Kings India overnight said it was delaying the release of its results for the Jun quarter while it worked on "monetisation plans," with merchant bankers appointed and a six month debt standstill approved by most of its lenders.

C&K was also the 49% owner of the UK-based Malvern Group, which was placed into administration last week (**TD** 06 Aug), but the company told **TD** today that "Malvern accounts

were never consolidated with Cox & Kings" and had no connection with the Australian business.

"Tempo Holidays/Bentours has recently met with ATAS and AFTA and are currently focusing on implementing checks and measures as specified by ATAS/AFTA to ensure that the temporary suspension is lifted and to bring the situation to normal," the company said.

"We are ensuring that our Australian/NZ customers and agents are not impacted in any way," it added, with 2020/21 brochures to be released shortly, along with a series of launch events in MEL, SYD and BNE.

The company will also shortly announce details of further famils and incentives for the industry, and thanked its trade partners for their ongoing support.

AFTA said it expects to make a final decision next week in relation to the firm's ATAS participation.

HKG airport chaos

PROTESTS led to the closure of Hong Kong Airport last night, with demonstrations also blocking the main road leading to the airport precinct on Lantau Island.

Intense clashes with police saw the Airport Authority cancel all flights departing after 4.30pm local time yesterday, with passengers advised to postpone all non-essential travel.

This morning the airport has reopened, with authorities working closely with carriers to resume operations and to minimise disruption, according to Hong Kong Tourism Board Regional Director Andrew Clark.

"As the safety and security of travellers in Hong Kong is of the utmost importance, HKTBT continues to monitor the current situation closely," he said.

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Rex Albury deal

REGIONAL Express has entered into a three-year agreement with Albury City Council which will see the introduction of the Rex Community Fare scheme on the Albury-Melbourne route.

The \$99 one-way fare will be available outside of 30 days prior to departure, while all seats which remain unsold within 24 hours of a flight's departure will also be allocated to the scheme, which is now available in 37 regional communities.



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WA tourism set for boom

WESTERN Australia is gearing up to capitalise upon renewed demand for tourism, with billions being invested in infrastructure, including hotels, tourist precincts, aviation services and sporting events.

Speaking at the TravelManagers conference last weekend, Tourism Western Australia Chairman Nathan Harding said that "Perth is undergoing a remarkable transformation, it's a once-in-a-hundred-years transformation with billions of dollars, changing the face of Perth".

Harding said hotel projects including the Ritz Carlton (TD 09 Aug) and DoubleTree by Hilton (TD 21 Jan) were adding thousands of new rooms with an abundance of new bars and restaurants helping to reinvent Perth and making it the "newest and coolest destination".

Ensuring the spread of tourist dollars beyond Perth, Harding spoke of "a billion dollars being invested into Fremantle with half a billion dollars being invested into a new museum.

"The new [Federal] Government recognised this opportunity and provided Tourism WA with \$500 million of funding over the next

New Oceania shorex

OCEANIA Cruises has unveiled a new range of "Go Local" immersive destination tours as part of its ongoing OceaniaNEXT enhancements.

Over 120 of the small group shore excursions will be offered in Europe, Alaska and South America, with the aim of enabling pax to experience local cultures.

five years and we've been busily working through our two-year action plan," he said.

"The results over the last 12 months have seen our biggest tourism year ever approaching nearly three million out-of-state visitors and the strongest growth of any state or territory."

Crucial to support the growth has been the development of new flight routes, with Harding speaking of the new service between Kununurra in the East Kimberley and Melbourne (TD 27 May) as well as a new route between Broome and Singapore.

"We're also working on Melbourne to Margaret River," he said, with "lots of co-op marketing with the airlines to drive great deals".

Sporting events have been a great success for the west with AFL tourism adding 30,000 interstate visitors last year, along with other events including the State of Origin and the recent visit of Manchester United adding 40,000 visitors in total.

NZ hit by hackers

AIR New Zealand has advised a data breach may have exposed some of the personal info of about 100,000 members of its Airpoints loyalty program.

The carrier advised affected customers that account passwords and credit card details were not affected by the "phishing scam" relating to two internal staff accounts which have since been secured.

"Unfortunately malicious attacks of this nature are becoming more common," a spokesperson said.

TUI German offload

EUROPEAN travel giant TUI Group has announced the €100 million sale of German specialist tour operators Berge & Meer Touristik and Boomerang Reisen to a Hamburg-based private equity firm.

TUI CEO Fritz Jousen said there were limited synergies between the operations and other parts of TUI, adding the deal would see the company "further reduce its dependence on the traditional tour operator business".



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Qantas upgrades A380

THE short-term future of the A380 with Qantas is secure, with the airline confirming investment to enhance the customer product and no immediate plans to phase the planes out.

Speaking at the recent TravelManagers conference, Chief of Qantas' 787 *Dreamliner* project, Peter O'Donoghue was responsible for the delivery of the airline's first A380 and indicated the intentions for the aircraft.

"It's still a great aeroplane and does what we need and we don't have anything to replace them with at the moment.

"Whilst that's the case, we'll continue to fly them," he said.

O'Donoghue said significant investment would go into the fleet of A380s, which will be fitted with *Dreamliner* Business class and Premium Economy class seats.

"Economy class and First class will get a refresh and I think our customers will flock back to that

aeroplane again as the product is going to be better," he added.

Earlier this year, Airbus announced it would cease deliveries of its A380 in 2021, following confirmation that Emirates, the major customer for the A380, is reducing its order book for the aircraft from 162 to 123 planes (*TD* 15 Feb).

CLIA, Eden upgrade

CRUISE Lines International Association (CLIA) Australasia's MD Joel Katz has welcomed the completion of a \$44 million upgrade to The Port of Eden in southern NSW.

"The efforts that local businesses, tour operators, volunteers and regional authorities have invested in cruising has resulted in excellent growth," Katz said.

The first ship to visit will be P&O's *Pacific Explorer* on 15 Sep.

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Rezdy OTA deal

REZDY has entered into a new distribution partnership with online travel agent, Lulutrip and B2B Distributor World++.

The deal will connect Rezdy's suppliers with one of the top Chinese outbound travel distributors and allow merchants to promote their businesses through thousands of outbound travel agencies & travel advisors.

"Distributing through their B2C & B2B channels in China gives customers of Rezdy Marketplace the ability to sell their products to the massively growing Chinese outbound market," said Rezdy CEO Chris Atkins.

"Tour operators across the globe will be interested in this regional market and we're delighted to bring the opportunity to power business growth for both Lulutrip/World++ and our operators."

Earlier this year Rezdy partnered with KLOOK & CTrip (*TD* 05 Mar).



Window Seat

THERE is little doubt that Uber has radically changed the travel landscape, but perhaps the disruptor has been ignoring an entire segment of clients?

At least that was the thought bubble of American man Tim Crowley, who recently called an Uber for an injured goldfinch bird because he had consumed too many drinks to drive his new forlorn feathered friend to the vet himself.

Crowley carefully packed the bird into a box before ordering an Uber, however the first driver knocked the request back after finding the trip "too odd", but thankfully a second Uber driver drove the bird to receive some much needed rehabilitation.

We hear the driver earned himself a five galah rating.

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New Tassie walk

THE Tasmanian Government will undertake market testing and a feasibility study to help shape its next iconic walking trail, The Philosopher's Tale (**TD** 29 Jul).

Having announced the walk last month, the State Government will now consult with the public as to its route and design of facilities.

Paying homage to the expeditions of the region's famed goldminer and explorer, James "Philosopher" Smith, the new trail will aim to showcase the rugged Tyndall Ranges, as well as the area's unique geological and mineralisation features.

More than \$20 million has been set aside by the State Government to make the walk a reality, with the project to be supported by the Hobart to Strahan air service in a bid to boost Tasmania's growing west coast visitor economy.

The Philosopher's Tale will join other iconic walks such as The Overland and Three Capes Tracks.

Rail Europe comp

RAIL Europe and Thai Airways have teamed up to launch an agent competition, offering the chance to score a train tour of Germany and flights from TG.

To be eligible to win, agents must show off their social media and vlogging flair **HERE**, and also earn at least 125 points in the Rail Expert/Module 99 program **HERE**.

Entries close 31 Aug, with the winning trip to take place between Sep and Oct.

Amex buys Kanoo

AMERICAN Express Global Business Travel (GBT) has entered into a definitive agreement to acquire a 65% stake in Dubai-based Kanoo Travel, one of the largest travel management networks in the Middle East.

GBT will form a joint venture with parent company YBA Kanoo Group to provide managed travel and events services in the Middle East, with the transaction set to close in Q4 2019 or early Q1 2020.

CMV Book to win

CRUISE & Maritime Voyages (CMV) is running a "prize a day" competition until 09 Sep for agents who book and register one of five selected CMV cruises & answer the question "Which of CMV's 280 destinations is your favourite and why?".

The best answer each day will win a special weekday giveaway, with the best answer overall winning a free cruise on *Vasco da Gama*, for more, visit cmvaustralia.com/BookToWin.

Emirates upgrade

EMIRATES is offering members of its frequent flyer program Skywards the chance to upgrade to Gold tier status if they book a return Business class Flex or Flex Plus ticket on select routes to Europe between 01 Sep & 31 Dec.

The airline is also reminding agents to ensure their clients have a Skywards membership number attached to their flight booking to earn the upgrade.

Qantas SIN Business Lounge



QANTAS has opened an expanded Business Lounge at Singapore Changi Airport.

The works have seen the lounge add 74 more seats to its previous total of 500, with the space of the lounge extended to over 2,200m².

Updates include new banquette seating, dining chairs and tables, with the lounge designed to maximise power and data outlets for customers' devices.

The expansion of the Business Lounge will be followed by the opening of a new First Lounge in Nov, with the two to provide a total of more than 800 seats.

SIN remains Qantas' largest hub



outside of Australia, with around 50% of international capacity now dedicated to Asia.

Pictured top is the seating area in Qantas' new Business Lounge in Singapore, **inset** is the new bar and **below** is the lounge's entrance.



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Talkabout Tas on the road



TOURISM Tasmania recently held its biennial Talkabout Tasmania Roadshow, dropping into the Gold Coast, Brisbane, Sydney, Melbourne and Adelaide from 29 Jul to 01 Aug (**TD** 20 Jun). Travelling with 24 tourism

operators and suppliers, they shared information on Tasmania's tourism experiences, accommodation, and food and wine with the domestic and international travel trade.

Some agents went home with a little more than a full belly, with Rachel Muller, **pictured** alongside Tourism Tasmania CEO John Fitzgerald, taking home a return trip to the Apple Isle.

MONEY

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

AU\$1 = US0.675

AFTER fairly torrid times recently, the Australian dollar is continuing to tank, managing just 67.5 cents against the US dollar after hitting a 10-year low of 66.7 cents on Wed, a day which also saw the Aussie dollar's biggest one-day decline since Apr.

Analysts have blamed the AUD's fall overnight on pressure on global sharemarkets due rising geopolitical worries.

Wholesale rates this morning.

US	\$0.675
UK	£0.559
NZ	\$1.048
Euro	€0.602
Japan	¥71.07
Thailand	฿20.81
China	¥4.764
South Africa	10.33
Canada	\$0.893
Crude oil	US\$58.53

Virtuoso event

VIRTUOSO'S 31st annual Travel Week started on Sat, introducing the concept of "high-team", and focusing on "being more human" in a tech-driven world.

This year's event will run until Fri, and is expected to see a record 6,515 attendees in Las Vegas at Bellagio Resort & Casino, ARIA Resort & Casino and Vdara Hotel & Spa.

The week aims to build more human connections between Virtuoso's travel agency members and preferred partners to create more tailored travel experiences for clients.

Talks so far have included Chair and CEO Matthew Upchurch and Joie de Vivre Hospitality founder and CEO Chip Conley.

The organisation also recognised some of the standout performers in its network.

AFTA UPDATE

from Jayson Westbury



I AM sure many of you who read this column each week might recall mid-way through last year, AFTA made mention of a new economy-wide cash payment limit of \$10,000 to be introduced by the Federal Government.

Like most complicated things, governments are not good at educating and letting those who may be impacted by reforms of this nature know.

The new laws which will govern this change will come into effect 01 Jan.

The purpose of this legislation, we are told, is to attempt to control the "black" economy whereby consumers and businesses who trade in high levels of cash will have a much more robust reporting responsibility.

In the travel industry the term "cash" means many things to many people.

Not to be confused, and for those IATA agents in particular, BSP Cash has an entirely different meaning.

BSP Cash is an electronic transfer of funds; any form of electronic transfer is not covered by this new law.

For the avoidance of any doubt, the new laws will only apply to the real colourful folding stuff that we seem to have less and less of these days.

Cash means Australian (or other) currency used to purchase a good or service in the economy where the transaction or the combination of related transactions exceed \$10,000.

In the context of a travel booking, where the total value of the trip hits \$10,000 and the customer made several cash deposits to get to the total, this would be covered by the new law and reporting would be required.

We believe that cash is still used as a form of payment in the travel industry and very often the purchase exceeds \$10,000 so travel will be caught up in this reform.

There is no avoiding this, no exemptions or other ways of changing this - those days have passed; the Government is now working towards implementation, enforcement and reporting.

Currently the Treasury is seeking feedback on the planned approach, and AFTA is taking part in this process in an attempt to not end up with an over-the-top, red tape-rich reporting system.

More detail about all this will come in the next month or two, but for those travel businesses who still enjoy having clients pay them with large sums of cash, you will have to be prepared for a range of new reporting responsibilities.

Stay tuned for the details as they become available.

Legal wildlife strong

WILDLIFE tourism generates five times more revenue than illegal wildlife trade, new research from the World Travel & Tourism Council (WTTC) has found.

In 2018, wildlife tourism directly contributed US\$120.1b to global GDP against US\$23b in revenue attributed to the illegal trade in wildlife.

Travelport + NZTB

TRAVELPORT and New Zealand Travel Brokers (NZTB) yesterday extended their 12-year-long relationship for another five years, having been in a sole GDS partnership with Travelport since NZTB was established.

The agreement will see NZTB deploy a series of Travelport solutions including Smartpoint and Queue Control Console.

Windstar Star Grill

WINDSTAR Cruises has partnered with celebrity chef Steven Raichlen to launch an alfresco restaurant at sea.

Part of the line's \$250 million Star Plus Initiative, Star Grill by Steven Raichlen will serve grilled, smoked and rotisserie specialties, and is set to debut aboard *Star Breeze* in Feb 2020 and *Star Pride* in Nov 2020.

SeaDream addition

LUXURY mega-yacht operator SeaDream has added the Black Sea and Istanbul to its slate of 2021 offerings.

Eight new voyages will sail aboard *SeaDream II*, with visits to Odessa and Bozcaada.

The line also announced an Oct sailing of its 11-day May 2021 trip to Israel.

Top awards recognise PTMs



ACHIEVEMENTS were celebrated in Perth over the weekend as part of the TravelManagers gala dinner and awards night, which concluded a successful conference.

A total of 30 awards were handed out to Personal Travel Managers (PTMs) and suppliers in recognition of their contribution and efforts to the home-based agency group.

A number of the group's top 10 commission earning PTMs, **pictured** above, were recognised on stage as attendees feasted upon a lavish dinner.

The awards night was also an opportunity to recognise Ronald



McDonald House, the group's chosen charity championed by Australian cricketing legend Adam "Gilly" Gilchrist who delivered an impassioned speech as patron of the cause.

Inset: Gilchrist (right) with Michael Gazal, Executive GM TravelManagers and cricketing tragic John Veitch, CEO The Travel Corporation Australia.

World Exp on sale

WORLD Expeditions is holding an earlybird sale for 2020.

Those who book before 06 Sep can access savings including \$489 off the 23-day Ancient Silk Road Cities itinerary, \$1,190 off the eight-day Galapagos Islands on Beluga adventure and \$463 on the 11-day Kilimanjaro voyage.

Exodus solo trav up

EXODUS Travels has reported an increase in solo travellers, with the market making up more than 50% of the company's contingent for this year.

The company offers single supplements for a solo room from \$10 per night.



The countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 October.

To celebrate the Australian deployment for the newest member of its fleet, Dream Cruises has partnered with **Travel Daily** this month to give one lucky reader the chance to win a 7-night Queensland coastal cruise in a balcony stateroom on board *Explorer Dream*.

To enter, all you need to do is share with us what dream feature you would include if you were involved in the design of a Dream cruise ship.

Perhaps liquid chocolate on tap in your cabin, or someone to hold your shade umbrella as you lie by the pool?

We're after creative entries in the form of a poem, photo, jingle, video or something else. Use your imagination!

Explorer Dream... Discover a New Dream!

Send your answers to dreamcruises@traveldaily.com.au



DREAM CRUISES

AAA night push

THE Accom Association of Australia (AAA) addressed the NSW Parliamentary Inquiry into the Night-Time Economy on Fri, reinforcing support for a revitalised, vibrant night-time economy, that ensures the safety and security for visitors to Sydney.

In a statement, AAA CEO Dean Long said, "the AAA believes a vibrant and safe night-time economy is vital in encouraging increased spend and repeat visitation from visitors to Sydney."

Great Tr incentive

TRAVEL Daily would like to clarify the incentive published in yesterday's edition rewarding agents with Mastercard gift cards for VIA Rail bookings is an initiative of Rail Europe's Great Train Journeys department, not of VIA Rail.

Shangri-La kids' hub

SHANGRI-LA'S two Singapore properties have launched a new content hub, Journey Beyond Imagination, featuring activities and programs for children.

The hub features outdoor activities and indoor play based on four key pillars, Stay, Eat, Play & Learn, and Celebrate.

CLICK HERE for more.

WHTTB Eat + Drink

THE West Hollywood Travel + Tourism Board (WHTTB) will hold its first Eat + Drink Week from 18-27 Oct to showcase the destination's foodie scene and cocktail culture.

Restaurants in the destination will feature special menus and pricing throughout the event.

Further details will be announced at a later date at www.eatanddrinkweek.com.

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Sales and Marketing Coordinator - Sydney \$50K to \$55K + super

This well-established wholesaler specialises in unique destinations across the globe. They are looking for an experienced Marketing Coordinator to handle; social media, reporting, campaign creation, coordinate sales events, analytics and more. [VIEW JOB](#)

Luxury Inbound Consultant - Sydney \$65K to \$75K + super

An excellent role for an Australian destination expert who is skilled at tailor making itineraries for VIP clientele. Our client is a leader in luxury inbound travel & offer flexible working conditions, commission incentives & luxury famils! Apply today! [VIEW JOB](#)

High-End Specialist Consultant - Melbourne to \$60K + super + comm.

Working as part of a specialist team you will manage series tours & tailor-made itineraries to unique destinations worldwide. This award-winning brand are looking for an experienced consultant with strong product knowledge. Mon - Fri only! [VIEW JOB](#)

Travel Consultant - Melbourne \$45K + super + commission

Fantastic work life balance opportunity with this luxury retailer. Booking high-end itineraries worldwide this role offers flexible working hours, no weekend work and a lucrative incentive scheme - a rare find in the travel industry! [VIEW JOB](#)

Inbound Groups Consultant - Sydney \$55K to \$60K + super

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