



QF slashes waste

THE Qantas Group is set to “become the world’s first airline to reuse, recycle and compost” at least three-quarters of its general waste by the end of 2021.

Announcing the plan as part of the national carrier’s half-year results, Qantas Group CEO Alan Joyce said the business had a responsibility to lead on environmental issues.

Changes to be implemented include using recyclable coffee cups, composting food and recycling old uniforms.

More information on the carrier’s results on **page three**.

LA Insider update

LOS Angeles Tourism is offering agents the chance to win a trip to LA, along with providing a number of updates on the city’s attractions and activities.

For more details on how you can win your way to the City of Angels, see **page eight**.

FCTG champions corp

FLIGHT Centre Travel Group (FCTG) has flagged “strong future prospects” for its corporate business and a continued focus on “increasing consultant productivity” in its first half 2019 results released this morning (**TD** breaking news).

The corporate business has been credited with underpinning the group’s record Total Transaction Value (TTV) of \$11.16b for H1 2019, marking a 10% year-on-year rise on the Prior Corresponding Period (PCP).

Statutory profit after tax dropped 16.9% to \$85m and

revenue climbed 7.4% to \$1.46m.

FCTG emphasised a continued focus on “cost containment” and “success in increasing consultant productivity, which has been a key global objective”.

Productivity, or TTV per person, increased by 7% globally, while underlying costs rose by 5%.

FCTG said to slow cost growth and improve efficiency, it continued to outsource and off-shore some business support functions and said it was proactively using robotics and artificial intelligence tools “to enhance consultant productivity and the customer experience”.

The company reported a 2% climb in its Australia/NZ TTV to \$6b, which it said was “hampered by the relatively low increase in Australian leisure TTV”.

Growth in Australia was well behind that of other regions, with TTV in Asia jumping 39%.

Mumbrella early tix

THIS coming week is the final opportunity to purchase earlybird tickets for the Mumbrella Travel Marketing Summit.

Book by 28 Feb to save \$150 off the regular ticket price.

The Summit is taking place on 11 Apr and will include presentations from marketers at Carnival Australia, Luxury Escapes, Tourism Australia and more.

See **page 10** for more info.

Marriott kicks goals

MARRIOTT International has signed a new multi-year marketing agreement with the Manchester United football club.

The tie-up provides access for Marriott Bonvoy travel program members to exclusive experiences with the sporting team such as the chance to become the club’s Stadium Announcer for the day.

The partnership was launched with a promo video - view **HERE**.

Today’s issue of TD

Travel Daily today has seven pages of news, a photo page for **Amadeus** plus full pages from:

- Los Angeles Tourism
- AA Appointments jobs
- Mumbrella



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Travel Daily

Thursday 21st February 2019

Discover what exotic destinations intrepid seniors are heading to in the February issue of *travelBulletin*.

CLICK to read
travelBulletin



Tourism NZ tie-up

TOURISM New Zealand has partnered with National Geographic to “leverage the advocacy and influence of past visitors, travel advisors, New Zealanders, and National Geographic Travel Explorers”. The five-month global campaign will leverage content across National Geographic Travel’s digital, social, and print properties in the US, Canada, Brazil, Germany, UK, Australia, and India.



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WebBeds takes top spot

WEBBEDS for the first time emerged as Webjet Limited’s largest business unit in H1 FY19, the company’s financial results show (**TD** breaking news).

The business-to-business division recorded an Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) of \$30.1m for the period, more than double the \$12.8m recorded in the first half of FY18.

WebBeds saw significant growth in all regions, with Webjet Limited Managing Director John Guscic flagging “considerable growth opportunities” for the business, particularly in the Asia-Pacific.

“Our WebBeds business continues to consolidate its position as the #2 global B2B player and is now delivering significant EBITDA growth,” Guscic said.

Overall Webjet Limited experienced a 29% increase in Total Transaction Value (TTV) to \$1.9b, a softening on the 55% boost witnessed in H1 FY18.

The company reported a 42% boost in its EBITDA to \$58m, while revenue jumped 33% to

Olympics for Indo?

THE Indonesian Government has submitted a bid to the Int’l Olympic Committee (IOC) for Jakarta to host the 2032 Summer Olympics, according to its state media agency, Antara.

If Indonesia won the bid it would become the fourth Asian country to host the event after Japan, China and South Korea.

The IOC will choose a host city by 2025 with contenders including India and South Korea.

\$175.3m and Net Profit After Tax (NPAT) was up 61% to \$38.3m.

Guscic said the Webjet OTA continued to grow its market share despite a slowing domestic flights market.

Webjet OTA’s bookings were up 4% and TTV climbed by 7% on the prior corresponding period.

Meanwhile, bookings for the Online Republic business unit slid by 1%, with Webjet noting a “strategy to focus on profitable bookings”.

Online Republic’s TTV decreased by 5% while revenue was up by 8% and a “lower operating cost structure” resulted in a 14% rise in EBITDA, the company said.

Blacklane Bris office

CHAUFFEUR and airport concierge company Blacklane has opened its fourth global office in Brisbane, after Berlin, Singapore and Dubai.

Blacklane will hire 30 people across a variety of departments including sales and customer service to staff the office.

Australia is one of Blacklane’s top source markets, and with the new office opening the company hopes to add corporate clients and travel partners in Australia and New Zealand, along with growing its airline transfer business.

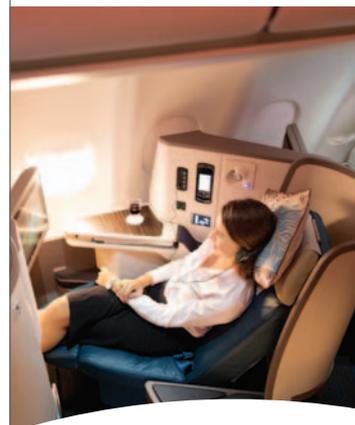
“Blacklane’s presence across Australia, Brisbane’s location, and Brisbane’s skilled workforce make it ideal for our growth...we are hiring a crew who loves to travel and love to make travellers’ journeys stress-free,” said Jens Wohltorf, CEO and co-founder of Blacklane.

Oceania’s bubbles

OCEANIA Cruises has launched a new incentive for its travel partners, offering a bottle of Dom Perignon to the first 50 agents who book any 2019 Oceania Cruises sailing.

The promo runs from until 31 Mar and is only open to travel partners in Australia and NZ.

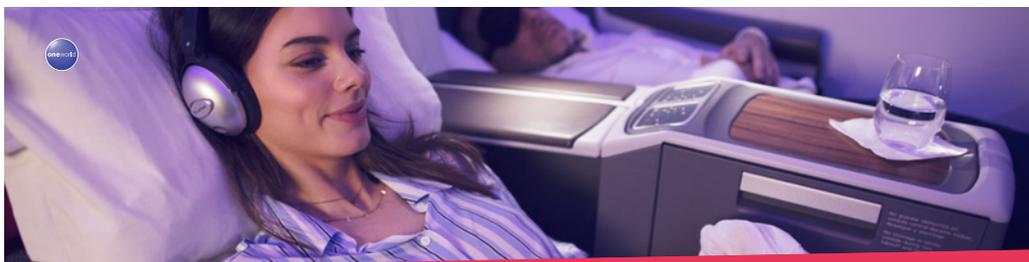
The incentive is inspired by Oceania Cruises’ The Dom Perignon Experience, available aboard *Riviera* and *Marina*.



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Qantas hit by rising costs

QANTAS Group CEO Alan Joyce has declared it has “plenty of confidence” going forward, despite a “strong headwind” of higher fuel bills faced in H1 2019 (**TD** breaking news).

The company witnessed a \$416m (27%) rise in oil prices for the period, contributing to a 60% decline to \$90m in Earnings Before Interest and Taxes (EBIT).

“Internationally, our performance was heavily impacted by higher fuel costs, mostly because of the long-haul nature of our network and the effect that has on fuel burn,” CEO Alan Joyce told investors.

Despite the drop, Joyce said the Qantas Group was “well positioned”, with forward bookings strong and competitor capacity growth having slowed internationally and is relatively flat domestically.

He noted the group’s ongoing

transformation program was on track “and oil prices have declined from the peaks we saw late last year”.

“These factors point to a strong second half, and we expect to completely recover our increased fuel costs by the end of the financial year,” Joyce said.

Overall Qantas Group reported an underlying profit before tax of \$780m for the period, a decline of \$179m on the Prior Corresponding Period (PCP).

“For the business to recover so much of that extra [fuel] cost... shows we’re well positioned.”

Qantas Group Domestic was a strong performer for the period, raking in a record profit of \$659m, up 1% and made up of record earnings from both Qantas and Jetstar.

Qantas Loyalty also achieved a record result, with profit up 4.2% on the PCP to \$175 million.

Daydream responds

DAYDREAM Island’s owner China Capital Investment Group (CCIG) has responded to claims that it owes workers millions of dollars (**TD** 19 Feb).

The group released a statement yesterday saying, “CCIG has paid all subcontractors and suppliers all amounts due and payable for their work on Daydream Island Resort.

“We understand our obligations to contractors and workers - and have always sought to fulfil them...it is for this reason that CCIG appointed a specialist independent consulting firm to assess amounts payable to the head contractor and CCIG has at all times paid in accordance with these assessments.”

China Capital investment Group also declared that it would gladly work with the Queensland Govt and QBCC in any investigation to swiftly resolve any issues in the supply chain.



Window Seat

THE world is seemingly full of “crap” ideas, but the people of Japan have taken the concept somewhat literally, with the city of Yokohama announcing it will open a pop-up “poop museum” next month.

The doors will open to the Unko Museum (yep, that’s Japanese for poop) on 15 Mar - interestingly timed for the start of the annual cherry blossom blooming season.

Like much of Japanese culture, the quirky museum will be “kawaii”, meaning adorable, and will feature resident mascot Unberuto, a literal walking pile of poo who carries a giant toilet roll around on his shoulders like a boombox.

The pop-up (poop-up?) will be open for tourists until 15 Jul.

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Bentours, Hurti '21

BENTOURS, in partnership with Hurtigruten, has released its 2020/21 Expedition Cruise brochure.

The new program offers exploration on the "worlds' first hybrid powered expedition ships", *MS Roald Amundsen* and *MS Fridtjof Nansen* across the arctic, Norway, Russia plus North, Central and South America.

New to this year's brochure is Alaska and Canada, where travellers can experience wilderness areas, native communities and culture.

Viking welcomes 3

VIKING Cruises has released three new 2020 Danube River cruise itineraries featuring the *Passion Play* in Oberammergau, Germany.

Itineraries include the 10-day Oberammergau & Romantic Danube, from \$6,395pp in a Standard stateroom, along with the 12-day Oberammergau, Salzburg from \$6,995pp in a Standard stateroom.

Sun Is Egypt boost

SUN Island Tours has set new records for its Egypt tour bookings with a "82% increase on 2018's sales made in Jan".

GM John Polyviou said while Egypt remained a hot destination for travellers and yearly visitor numbers were healthy, there was still a long way to go before it returns to its original popularity.

Popular options include, private entry into the pyramids, hot air ballooning over Luxor, dining with locals in their homes and climbing Mt Sinai.

Splendor floated

REGENT Seven Seas Cruises newest luxury ship, *Seven Seas Splendor* has been floated from its building dry dock to sea earlier this month.

Now buoyant at Fincantieri's shipyard in Ancona, Italy, final-stage construction on *Seven Seas Splendor* will focus on her interior spaces including 375 suites, lounges and restaurants.

The fifth ship in Regent's fleet sets sail in Feb 2020.

Say G'day to Visit USA



CLOSE to 900 attendees at the Visit USA roadshow saw the annual event reach an all time high last night, with Sydney's Hilton Hotel the final stop on the whirlwind tour.

Travel agents came out in force to attend events in Melbourne, Brisbane and Sydney, along with 68 American suppliers in attendance and eight first-time exhibitors.

Speaking with *Travel Daily* at the event last night, Lucy Rowe, President of Visit USA said the roadshow had gone from strength to strength.

Rowe said the combination of US destinations and suppliers,

entertainment, promotions and prizes has become a well-oiled formula that travel agents have responded favourably to.

Rowe is **pictured** left together with Sarah Stevenson from NYC & Co and Secretary of Visit USA at last night's event.

Qantas Tokyo 2019

QANTAS has filed a one-time Airbus A380 service to Tokyo Narita on 21 Oct 2019.

The **oneworld** member plans to operate the Super Jumbo on Melbourne - Tokyo Narita route on one-time basis, replacing Airbus A330-300.

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This is a great opportunity to join one of the fastest growing airlines in the world.

The core focus is increase online direct sales to Emirates.com in Australia and New Zealand.

Familiarity with excel and airfare pricing is essential.

Applications close on 24 February, 2019. For more information and online application visit emiratesgroupcareers.com using job reference number 19000063.

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- Marketing Coordinator**
You will have at least one years' marketing experience with demonstrated success, and exceptional interpersonal and organisational skills.
- Graphic Designer**
You will have at least five years' experience working as a graphic designer, with the ability to produce high quality, bespoke marketing collateral.

To apply, please send a cover letter and your resume to jobsau@vikingcruises.com. Applications close March 1, 2019.

Travel Daily

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page 4

Select smiles at celebrations



CELEBRATIONS continued last night in Sydney for Select Travel Group as it welcomed the Year of the Pig with members and suppliers.

Over a seven-course banquet with entertainment, travel agent members of Select scooped up a whopping \$100,000 worth of prizes including Business class tickets, Apple home devices, Sony noise cancelling headsets and tickets to performances at the Sydney Opera House.

The event was also an opportunity to unveil further details on the forthcoming Express Travel Group annual conference in Bangkok which will see the Select, independent and italktravel groups combine for the first time.

The Bangkok Marriott Marquis Queen's Park will be the venue for the conference, which is set to take place between 15-18 Aug.

The Travel Corporation was also introduced as the welcome sponsor for all guests attending the Aug gathering.

Pictured at the event from left are Derek Morris, Quynh Giang and Ari Magoutis from Express Travel Group.

Facilities for Wujal

QUEENSLAND'S Wujal Wujal region in the north of the state will soon offer tourists more eco-friendly accommodation options, after receiving funding from the State Government's Building our Regions program.

The \$1 million injection will be used to improve facilities at the Wujal Wujal Eco Village, with four new safari tents to be built on raised decks, a camp kitchen upgrade, designated camping and RV parking areas and an RV waste water disposal point.

Chef to host Italy

TO CELEBRATE Trafalgar's 10th anniversary of its Be My Guest dining experiences, the company has launched a new foodie trip to Italy hosted by celebrity chef Adam Swanson.

Italy's Finest tour will visit Swanson's favourite foodie destinations in Italy, including Rome, Sienna, Florence, Bologna and Venice.

The nine-day hosted journey is a one-off departure on 12 Sep and is priced from \$3,925 per person.

Airshow delays

AIRASIA is warning passengers departing from Melbourne's Avalon Airport to be prepared for delays in travel time to the airport due to the Avalon International Airshow.

Being held from 26 Feb to 03 Mar, the airshow is likely to cause heavy traffic in and around the airport, with AirAsia suggesting guests allow up to 45 extra minutes travel time to reach the terminal.

Bear Luxe AU rep

BEAR Luxe Japan (BLJ), a B2B concierge service for Japanese luxury travel, has appointed Inspired Luxury as its Australian and New Zealand representative.

BLJ offers personalised airport transfers in addition to bespoke experiences unique to Japan.

The company can help agents craft itineraries around key events, as well as allow access to Japanese artisan masters.

Soneva's eggy fun

SONEVA Resorts in the Maldives & Thailand have revealed their Eggstastic Easter program, with a wooden Easter egg hunt, Easter Bunny basket making, Easter egg painting & an Easter-themed cocktail gathering.

Galle experiences

SRI Lanka's Galle Face Hotel has launched a new initiative called Galle Face Expeditions, a series of journeys around the nation.

The expeditions offer travellers the chance to experience Sri Lanka's cultural and adventure travel hot spots.

The first is a 10-night adventure, exploring Colombo, Sigiriya, Polonnaruwa, Kandy, and Ella.

The tour starts from \$11,513 per couple, including accommodation, tour, excursions, breakfast and dinner and transfers.



This week Celestyal Cruises and Travel Daily are offering readers the chance to win a \$50 Visa gift card everyday!

For 2019-20, Celestyal Cruises are reintroducing mystical Istanbul, calling at Canakkale for the first time, the nearest town to the site of ancient Troy. Through Celestyal's brand new 7 Night 3 Continents itinerary, you can cruise to the Greek islands, Cyprus, Turkey, Egypt and Israel. Their cruise season will now start mid-March and go through to the end of December, and for the first time they are introducing celebratory Christmas and New Year cruises. Visit **DISCOVER TRAVEL SHOP** to book today!

To win, be the first agent to send the correct answer to the question to celestyal@traveldaily.com.au.

4. Capital of Crete, and setting of the legend of Theseus and the Minotaur, which city visited by Celestyal is a former Venetian harbour?

HINT: THE ANSWER CAN BE FOUND IN THE CELESTYAL CRUISES 2019-20 BROCHURE HERE



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Amadeus' Chinese New Year banquet

AMADEUS celebrated Chinese New Year with more than 200 customers and suppliers at The Eight Restaurant in Haymarket, Sydney.

With a reputation for being the largest Chinese New Year travel industry event, guests were treated to a tantalising 10-course banquet and lucky door prizes thanks to Nexus Holidays, Air Tickets, Consolidated Travel, China Eastern Airlines, The Grace Hotel and Regal Hotels.

It was a great opportunity for Amadeus to introduce Lisa Wang as the new Account Manager based in Sydney. Wang welcomed guests and soon had them hooked on the very popular Red Pocket game on WeChat, a tradition during Chinese New Year.

Andrew Gay, General Manager Amadeus Retail Travel Channel-Pacific, was delighted to see so many customers from the Chinese VFR community attending what has become a must-do event on the Chinese New Year calendar.



THE Amadeus team.



LISA Wang, Account Manager, Amadeus; Andrew Gay, General Manager Retail Travel Channels - Pacific; Amy Xu, China Eastern Airlines and Ginko Jia, Consolidated Travel.



EMMA Donovan, Amadeus; Suzanne Ng, Air Tickets; and Lisa Wang, Amadeus enjoying the event.



MAGGIE Zhu, CYC Travel Services receiving a prize from Suzanne Ng, Air Tickets and Andrew Gay, Amadeus.



SYLVIA Yau, Travel Fast International receiving a prize from Gary Guo, Consolidated Travel Group.



LISA Wang and Ruby Xu from Amadeus.



JUDY Ly, Southern Cross Travel receiving a Regal Hotels prize from Randall Lui, RM Asia Pacific (left); and Andrew Gay, Amadeus.



GUESTS were eager to snap up the WeChat Red Pockets.



LISA Wang, Amadeus, Constance Li, Nexus Holidays and Andrew Gay, Amadeus.



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Ovolo Group has announced the appointment of **Vincent Lombino**, who steps into the hotel operator's Group Director Food & Beverage role. He brings over 25 years' hospitality experience to the position.

Kristy Meudell has taken up a new role as Director PR Visiting Media at **Destination NSW**. She will be working to promote both Sydney and New South Wales as a tourist destination.

Hotel Indigo Bali Seminyak Beach has welcomed **Jean Heliere** as its new General Manager. He has been with the Intercontinental Hotels Group brand since 2013, when he was Executive Assistant Manager at the Intercontinental Tahiti Resort and Spa.

David Grossniklaus has been appointed as **Yoo Hotels & Resorts'** new Head of Operations, effective Mar. In his new role, Grossniklaus will be tasked with securing new developments and conversion opportunities.

Sean McDonald has stepped into the role of Vice President Online Travel at **Sabre**. His previous roles include Chief Commercial Officer at BD4travel, as well as Chief Sales Officer at Secret Escapes.

SKAL International Australia has appointed **Ben Woodward** as its new President. He was previously the Director of Sales and Marketing.

Travel services platform **Klook** has announced the appointment of **Wilfred Fan** as its new Chief Commercial Officer. He was previously the VP Global Partnerships for Agoda.

Stradbroke eco plan

THE ambition to turn North Stradbroke Island (Minjerribah) into a hub for eco-tourism has taken another step forward with two agreements signed between the Qld Government and the land's traditional owners.

Following the end of sand mining on the island, the Qld government said it would work with the Quandamooka Yoolooburrabee Aboriginal Corporation to maintain employment and investment.

"The Qld govt plays a leading role in assisting the transition of the economy to eco and cultural tourism," said Minister for Aboriginal and Torres Strait Islander Partnerships Jackie Trad.

Gender-neutral pp

AMERICAN airline passengers who don't identify as "male" or "female" will be able to choose "unspecified" or "undisclosed" on their passports from 01 Jun.

The move follows a deal between Airlines for America and the International Air Transport Association to include a non-binary ID standard.

IHG Scotland hotel

INTERCONTINENTAL Hotels Group (IHG) has opened its first Staybridge Suites hotel in Dundee, Scotland.

The 85-room Staybridge Suites Dundee property features a 24/7 fitness room.

WIN A CRUISE

AND EXPERIENCE THE VIKING DIFFERENCE

This month Viking Cruises is giving *Travel Daily* readers the chance to win a deluxe veranda stateroom on New York, Bermuda & the West Indies departing on 10 October 2019 on *Viking Sun*.

To be in the running to win all you need to do is these two simple steps:

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haven't already, register at www.rewardsbyviking.com.

The most creative entry will win! Send your entries to viking@traveldaily.com.au



Los Angeles

LA INSIDER

Win a Trip to LA!



Attention all agents! Want to win a trip to Los Angeles for you and a friend AND be able to choose your itinerary? All you need to do is complete the LA Insider program and register at **insider.discoverlosangeles.com** by 12 March 2019. It only takes 30 minutes!

Choose your favourite from four amazing itineraries and keep an eye out for the awesome weekly prizes up for grabs. Head to **insider.discoverlosangeles.com** or download the app for iPhone and Android.

insider.discoverlosangeles.com

LA Cycle Tours: Pastry Tour

The Pastry Tour is a leisure cruise through neighborhoods in the Hollywood, Melrose and Fairfax Area. You can expect this to be a slow paced bicycle ride with many stops along the way to visit places that serve some delicious pastries or sweets. Learn about the history of the communities and shops you visit, their different styles and backgrounds. Taste many different pastries like Tiramisu cake, Blueberry or mixed berry pie, red velvet cupcakes, cronut, donuts, and many others! LA Cycle Tours also offer Taco Tours, History Tours and a Rolling 20's tour that will have you cycling through time.

lacycletours.com



Sheraton Universal

The Sheraton Universal has recently completed a \$25 million renovation encompassing a complete refurbishment of the hotel's 461 guest rooms and suites in order to create a modern, sleek, minimalist ambiance. Additionally, the lobby was completely renovated with new furnishings and The California's Restaurant had a redo of its floor and wall coverings as well as fabrics. The hotel's renovation also included a revitalization of the welcome area to create a greater sense of arrival, which will soon include new outdoor landscaping.

sheraton.com



LAX
Los Angeles
World Airports

LAX Update

As part of its expansion and renovation efforts, Los Angeles International Airport is showcasing four new art exhibitions at LAX, three of which are located in either newly constructed or renovated exhibition spaces. The new exhibitions include sculpture, paintings, photography, and digital and mixed-media artworks, which can be found in Terminal 1 and Terminal 7 until May.

flylax.com

American Airlines

With Valentine's Day in February nothing says romance like a week away, and with daily flights Sydney to LA, why not escape to the USA. Choose to take a long walk along one of the many beaches, dine in a restaurant with a view, or strut your stuff in a hot LA nightclub; we can't think of a better city to fall in love with.

American Airlines state of the art Dreamliner aircraft departs from Sydney to Los Angeles and there's really no better way to fly. Our Dreamliner offers Flagship™ Business, Premium Economy, Main Cabin Extra, and Main Cabin. With AC power outlets, USB's, and international Wi-Fi, you can share the love all the way to L.A.

americanairlines.com

Universal Studios Hollywood



Coming in 2019, Universal Studios Hollywood will debut the highly anticipated Jurassic World Ride. Drawing from the favorite elements of the original "Jurassic Park—The Ride," this next generation thrill ride will be completely reimaged with never-before-seen dinosaurs, enhanced storytelling and state-of-the-art technology.

universalstudioshollywood.com

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These roles rarely come up so if you are a true sales professional from ideally a corporate background we want to hear from you. Positioned in Melbourne you will have a solid sales background with a TMC, enjoy a great base salary up to \$100k plus an amazing comms scheme, super and other benefits. Enjoy flexibility in your daily work environment and endless career opportunities.

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ACCOUNT MANAGER

SYDNEY - SALARY DOE

This award winning boutique agency are on the hunt for an account manager to join their very successful team based in Sydney. This is a company that has seen continued success and growth over the years and truly values their employees. They have a warm supportive environment where there is always an open door policy. Reporting directly to the Managing Director you will be working with one of the best in the business.

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This leading provider of educational tours for primary and secondary schools is on the lookout in Sydney. You will be responsible for managing a portfolio, building strong relationships & delivering presentations to increase & bring in new business. Strong salary + commissions. If you have an interest in sporting, music or culture this could be the role for you, based in the western suburbs.

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Come and lead the finance team of this leading five star property in Brisbane. Overseeing all facets of the hotel's finance operations you'll be responsible for achieving budget expectations and maximising profit. Your experience in a similar finance role will ensure you keep a team motivated and focused on delivering high results for guests and hotel owners. A strong salary package along with CBD parking and other great perks on offer. Apply to find out more.

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Looking for a new product role? This leading travel company has a Product Manager role based in their Gold Coast office available now. 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.

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