

Travel Daily

First with the news

Wednesday 23rd January 2019

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GA three-class LHR

GARUDA Indonesia has confirmed plans to reintroduce three-class Boeing 777-300ER services to London Heathrow from 09 Jul-14 Sep, meaning the carrier will once again offer a First class cabin on the Jakarta-London-Denpasar route.

JTG founder Sparks dies

THE Australian travel industry is today mourning the death of Bob Sparks, the architect, founder and inaugural CEO of the Jetset Travelworld Group.

Sparks was the Director of Franchise at Ansett offshoot Traveland Pty Ltd between 1993 to 1998, and was appointed as MD of National World Travel in May 2001, after the acquisition of the business from Internet Travel Group by listed Heartlink Limited.

National World Travel subsequently acquired the then Qld-based Travelworld franchise operation, signed a management agreement with the Australian Travel Agents' Cooperative

(ATAC) and then also purchased Traveland in the wake of 9/11 and the Ansett collapse.

The following year Jetset was also acquired, and later in 2002 the business changed its name to Jetset Travelworld Limited - the forerunner to Helloworld.

Having built the business and guided it through the ructions of 9/11, SARS, the Bali bombing, the Iraq war and more, Sparks resigned suddenly in 2003 for family reasons but continued to have a senior consultancy role.

He was also later involved with the Travel Services Group, operator of the Travelshop chain which ceased trading in 2007.

In recent years Sparks, who was 70 when he died this week, had suffered a lengthy illness.

His life and achievements will be celebrated on Wed 30 Jan at 10.30am at Gregson & Weight Chapel in Wises Rd, Buderim, Qld, with all welcome to attend.

Albatross guarantee

ALBATROSS Tours has confirmed that 100% of its 2019 Europe and UK summer departures are now guaranteed to depart.

Popular demand has also seen the addition of two Italian "Grande" Tour dates - see **page 8**.

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Today's issue of TD

Travel Daily today has seven pages of news and photos plus full pages from:

- Albatross Tours
- Travel Trade Recruitment
- Emirates recruitment

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Win with Vloggi!

MORE than \$1,000 in prizes is up for grabs for **Travel Daily** readers this week, courtesy of video blogging platform Vloggi.

The best entries will win Westfield shopping vouchers worth \$500 or \$250, while there are also 10 movie vouchers available, simply by creating a 10-second video that "captures the spirit of summer".

For details on how to enter see the comp box on **page six**.

Bestjet insolvent trading

THE administrators to the collapsed Bestjet Travel Pty Limited (**TD** 18 Dec 2018) say their investigations indicate that the company was trading whilst insolvent.

That's among a host of explosive revelations made public last night when Pilot Partners released its formal first "Report to Creditors", which also noted related party transactions, a secret share agreement and formal requests to Xero, Amazon and Google to gain access to company records.

Some of the intriguing items in the report include:

• Rachel James shareholding

In direct contradiction to statements by new owner Robert McVicker that he had purchased 100% of the company (**TD** 06 Nov 2018), the administrators noted that McVicker International Pty Limited was in fact trustee for the McVicker International Trust.

This trust held 50% of the shares on behalf of Rachel James - while a further "put and call option" gave her the right to take back 40% of the shares by Oct 2020, giving her 90% control of Bestjet.

• Disney Hawaii ownership

A review of the Bestjet financial statements for the year to 30 Jun 2018 notes that the company purchased an ownership interest in the Aulani, Disney Vacation Club villas in Ko Olina, Hawai'i.

The statements claim this meant that Bestjet had obtained "access to the Disney hotel network".

• Losses on every ticket sold

The administrator said in 2016 and 2017 "the cost of tickets sold by the Company exceeded the revenue generated from them.

"It appears as though for some time there has been a deficiency in cash available to meet the client funds received at any time," the administrators said.

An inability to maintain client funds in a separate account resulted in a deficiency to meet current outstanding amounts to ticket issuers, Pilot Partners said.

• Potential improper payments

The administrators have highlighted a \$50,000 payment from the company to a "related party of Mr and Mrs James" which may constitute an uncommercial transaction, along with a further three payments totalling \$49,127.64 made on the date of their appointment.

"Further transactions totalling \$292,052.88 have been identified in the month leading up to our appointment...we are yet to determine if these transactions constitute unreasonable director related transactions."

• Michael James cited as "de facto director"

"We believe that Michael James may have acted as a de facto or shadow director of the Company," the administrators said, noting a host of connections to Bestjet including claims he holds the company's records.

• Police, ASIC referrals

Pilot Partners said it had reported Michael and Rachel James to ASIC for failing to provide information in relation to the company's affairs.

A report has also been lodged with the Queensland police in relation to allegations of the removal of computer equipment from Bestjet's premises.

ARC adds UnionPay

AMERICA'S Airlines Reporting Corp (ARC) - the US equivalent of IATA's BSP - has announced a new option which enables airlines to accept UnionPay credit cards.

The initiative means carriers can take payments from cardholders in the Chinese scheme through the US travel agent channel.

UnionPay is the world's largest credit card scheme, with about seven billion cards in use, issued in more than 50 countries.

LUFTHANSA GROUP



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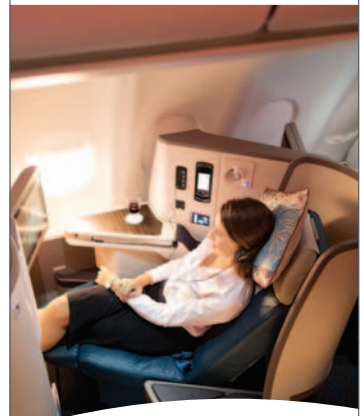
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Fare Details

*Travel via Bangkok; subject to availability. Inclusive of YQ, fares exclude taxes, fees and surcharges.



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Ponant info events

PONANT has released the dates for its next round of free education session that offer agents info on the cruise line's fleet and range of itineraries.

Ponant's Expedition Manager Mick Fogg will lead the events which will take place in Sydney on Mon 11 Feb, Melbourne on Tue 12 Feb, and Mornington on Wed 13 Feb.

Among the topics covered will be fresh information on the maiden season of *Le Laperouse* in Australian and NZ waters.

Numbers are limited and registration is required so agents are encouraged to book **HERE**.

Jayride expands territory

ASX-LISTED airport transfer specialist Jayride has launched in 20 new countries over the last three months, accelerating its global footprint by a total of 170 additional airports.

According to a quarterly update issued today, the expansion has seen the company increase its "market access" to a potential total of 4.2 billion pax trips, with Jayride transfers now available in Singapore, Indonesia, Thailand, Hong Kong, Vietnam, Germany, the UAE, France, Canada & more.

That's in addition to the company's long-established

operations in Australia, NZ, the UK, Ireland and the USA.

CEO Rod Bishop said passenger trips booked in new destinations grew strongly, contributing to a total of 85,000 transfers during the period, up 21%.

Other recent developments included a "major new SEO website" to allow travellers to discover transport on Google Search through organic results - a "highly effective customer acquisition channel".

Revenue from commissions and fees booked grew to \$960,000 during the three months to 31 Dec, up 18% quarter-on-quarter.

TTV booked increased 13% to \$3.6 million, and Bishop noted that popular Australian and US tourist destinations performed strongly across the holiday period, with Indonesia popular with Jayride's Australian clientele.

Jayride now has contracts with more than 3,000 transport companies globally, while a recent \$1.7 million capital raising to sophisticated investors will be used to accelerate growth into further international markets and build new technology.

KLM, KE c'share

KLM and Korean Air have announced a new codeshare agreement on flights from Australia to Amsterdam via Seoul.

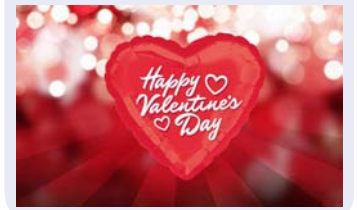
The codeshare flights offered under the deal take off daily from Brisbane and Sydney.

Window Seat

QT HOTELS & Resorts has launched a "Byo-Ex to QT" singles mixer event on Valentine's Day.

Taking place at its QT bars Australia-wide, guests have the opportunity to search for love and bring along an ex-partner.

Interested parties wanting to participate in the experiment can do so at the Rooftop at QT Melbourne, Santini Bar at QT Perth, Gowings Bar at QT Sydney, Lucky's Speakeasy at QT Canberra and Stingray Lounge at QT Gold Coast.



Airbnb, Uber tax

THE Australian Government has released a discussion paper in a move to ensure Australians who earn money from sharing-economy platforms such as Uber and Airbnb are paying tax.

The crackdown would require the operators of the platforms in Australia to report data to the Australian Taxation Office so that the earnings of participating users could be assessed properly.

Australian income earned from the sharing economy is estimated to be \$15 billion a year.



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Air Vanuatu deal

AIR Vanuatu has released industry fares for travel in 2019, offering return flights to Port Vila from Sydney and Brisbane leading in at \$99 plus taxes for agents and \$199 for one agent companion.

Add-on levels are also available for travel to the Outer Islands.

Departures are valid during low season, and the fare will be on sale until 30 Jun.

For more information, phone 1300 780 737.

TIME in Brisbane

THE Travel Industry Mentor Experience (TIME) network is inviting travel, tourism & hospitality professionals to join an event in Brisbane on 30 Jan.

The after-work drinks event will offer a chance to learn more about TIME and be held 5.30-7.30pm at the SNOWSCENE Travel Agency & Ski Store at 743 Stanley Street, Woolloongabba - [CLICK HERE](#).

Indigo reaches 100

HOTEL Indigo has opened its 100th property globally with the debut of Hotel Indigo Berlin East Side Gallery.

The brand has outlined plans to double its portfolio over the next three to five years and debut in more than 10 new countries in coming years, including Australia and New Zealand.

Tonga internet

SMARTTRAVELLER has advised normal internet services across Tonga have been disrupted since 20 Jan due to undersea cable damage, rendering EFTPOS, mobile data and internet services limited or unavailable.

Local mobile, international telephone services and ATMs are functioning normally and local ISPs are offering limited free wi-fi in some locations in central Nuku'alofa.

Officials said repairs may take three weeks to complete.

TravelManagers' new recruits



TRAVELMANAGERS has welcomed its first recruitment intake for 2019 on the back of a record-breaking 2018.

Last year the group achieved 12 consecutive months of record sales, reached 550 Personal Travel Managers (PTMs) (**TD** 21 Nov) and launched individual PTM websites.

TravelManagers Chief Operating Officer Grant Campbell said the group was looking to continue breaking records in 2019, and noted that they were off to a strong start.

"Our first full business week this year saw us welcoming six newly

signed PTMs for their induction training - a fantastic omen for the year ahead," Campbell reports.

"Despite the record-breaking achievements by many areas of our business in 2018, we have plenty more planned for 2019, and we are looking forward to seeing what successes this year will bring," he said.

TravelManagers' first inductees for 2019 **pictured** are: Dominic Bellissimo, NSW; Sally Tobing, Vic; Julie Marchese, WA; Lauren Oliver, Vic; Jade Marshall, Vic and Breeanna De Ruyscher, Qld; welcomed by Chief Operating Officer Grant Campbell.

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Camino leadership

WANDERING the World is holding an eight-day Leadership Development program in Jul on the Camino in Spain.

The trip will be hosted by Wandering the World MD Glenyce Johnson and Senior Human Resources professional Matt Connell.

The experiential leadership program will coach participants in emotional intelligence.

[CLICK HERE](#) for more.

Alipay in Aus stats

AROUND 68% of Chinese tourists said they made a mobile payment during their trip to Australia, according to a Nielsen and Alipay survey titled "2018 trends of Chinese mobile payment in outbound tourism."

The report found that souvenirs, arts & crafts, food, and cosmetics the most popular categories for mobile purchases.

For the full report, [CLICK HERE](#).

Marriott growth

MARRIOTT Int'l achieved record organic rooms signings last year, inking management and franchise agreements for 816 hotels containing 125,000 rooms.

The company also opened nearly 500 properties comprised of more than 80,000 rooms across its portfolio of 30 brands.

Marriott's Executive VP & Global Chief Development Office said "Marriott is positioned to fuel expansion further in 2019".

Wavehouse to open

DUBAI'S entertainment destination, Wavehouse, located in The Avenues at Atlantis, The Palm, is set to open on 01 Feb.

The venue will feature live music, gaming, bowling, food and drinks and overlook the Wave Ride with a "realistic wave effect" ideal for body- and knee-boarding.

The complex allows "guests to feel the rush of surfing".



DMC Cox & Kings Inbound was a major sponsor in helping the Mayo College Old Boy cricketers come from India to Melbourne last week for a friendly tournament against the Old Wesley Collegians at the MCG.

The competition concluded with a formal dinner in the Committee Room at the MCG.

The dinner was hosted by Indian cricket commentator and quizmaster Charu Sharma and former test cricketer Paul Sheahan, who delivered the keynote address for the event.

In 2020, Cox & Kings DMC hopes to assist the Australian Old Boys from Wesley College, Scotch College and Melbourne

Grammar to compete in the same tournament in India.

Pictured are Michelle Chard, APT Touring; Jodie Gent, Sorpresa; Megan Ross, The Just Group; Lauren Jansma, Luxury Travel Management; Charu Charma and Katrina Kucera, World Travel Design.

Emirates playlists

EMIRATES has introduced a new function on its mobile app allowing Australians to create playlists ahead of their flight and sync it to an on board playlist.

It is available on over 100 Emirates Boeing 777s and will be expanded in coming months.

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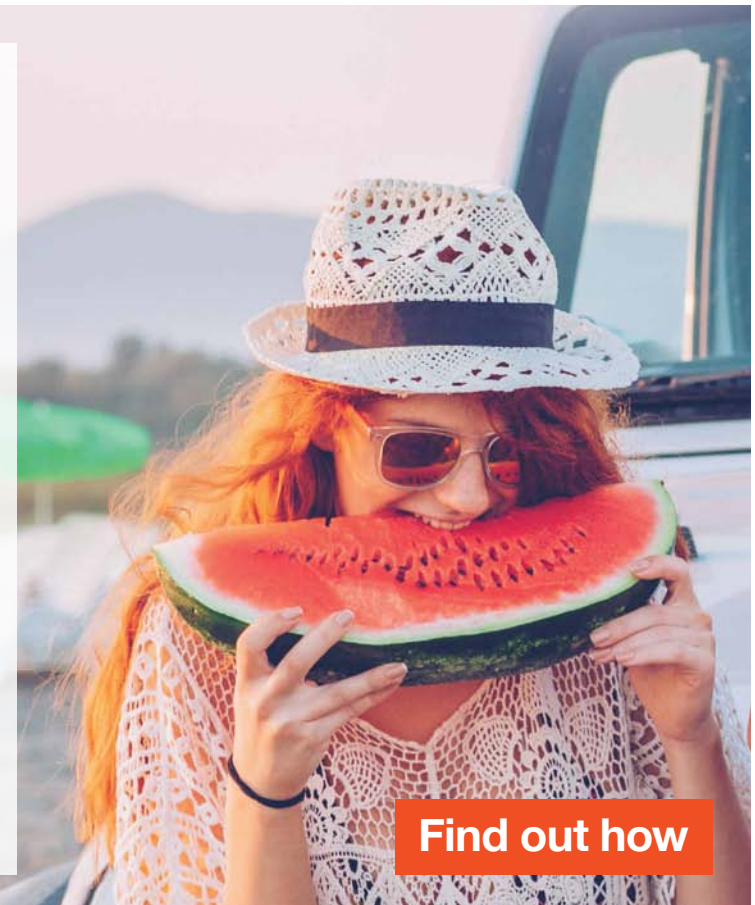
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BA goes back to the future



TO CELEBRATE its 100-year anniversary British Airways (BA) has announced it will be painting four of its aircraft in retro designs to commemorate its past.

The livery from the 1964-1974 era will adorn a BOAC 747 aircraft from 18 Feb, before three more aircraft get the retro treatment over the ensuing months.

"It's incredibly exciting to be re-introducing some classic designs, and what better place to start than the iconic BOAC livery," said British Airways' Chairman and Chief Executive Officer Alex Cruz.

"So many BA customers and colleagues have fond memories of our previous liveries, regularly sharing their photos from across the globe," he added.

The BOAC design will remain on the Boeing 747 until it retires in 2023, by this time the airline would have retired the majority of its 747 fleet and replaced them

with new long-haul aircraft.

New aircraft rolling out will continue to receive the modern Chatham Dockyard livery.

Gate 7 Celestyal

MEDITERRANEAN cruise line Celestyal Cruises has appointed Gate 7 to look after its local PR.

"Celestyal Cruises is thrilled to partner with Gate 7 to create widespread...awareness," said Celestyal Cruises APAC Regional Manager Stewart Williams.

AAT short breaks

AAT Kings is highlighting a range of short-break holiday packages ahead of the upcoming Easter and Anzac day public holidays.

Tours include the four-day Kata Tjuta, Uluru & Kings Canyon package in the NT, as well as a jaunt to The Great Barrier Reef.

World Exp wildlife

WORLD Expeditions has joined the Coalition for Ethical Wildlife Tourism in an effort to combat the suffering of wildlife for the entertainment of tourists.

The move follows the operator's recent decision to remove elephant rides from its program and the release of an Animal Welfare Code of Conduct.

Hyatt Saudi opening

HYATT Hotels has announced the opening of the Hyatt House Jeddah Sari Street in Saudi Arabia - its first property in the country.

The 102-room hotel features free wi-fi throughout, a 24-hour workout room, meeting spaces, and a games room.

Captain Cook dates

CAPTAIN Cook Cruises has released new 2019 departure dates for its seven-night Upper Murraylands Cruise taking place on board *PS Murray Princess*.

The voyage will explore the northern area of the Murray River from Mannum to Morgan, with several departure dates available between 15 Feb and 20 Dec.

For more information and for dates, [CLICK HERE](#).

voco Thailand deal

INTERCONTINENTAL Hotels Group has signed a management agreement with B&G Estate Co. Ltd to open the voco Bangkok Sukhumvit in Thailand in 2021.

The hotel will feature 300 guest rooms and include facilities such as a swimming pool bar, a fitness centre, and meeting facilities for up to 400 guests.

"This signing continues the accelerated growth of the voco brand since we launched it last Jun," said IHG MD South East Asia and Korea Clarence Tan.

JAL rewards deal

JAPAN Airlines (JAL) and loyalty management company Ascenda have signed a partnership to launch a series of new rewards offerings for the Japanese carrier's Mileage Bank members.

Benefits for JAL's loyalty members will include the option to convert select credit cards points into mileage points, an expanded range of products to redeem, mobile rewards applications, and financial services propositions.

WIN UP TO \$1000 by vlogging

To celebrate the Aussie summer, *Travel Daily* is joining Vloggi, the world's simplest video blogging platform to give readers Westfield shopping vouchers valued at \$1000 (1x \$500 and 2x \$250) and 10 movie vouchers.

Simply create 10-second video blogs using the Vloggi app. The videos that best encapsulate the summer spirit win. The content is up to you – a funky place, a great place to eat or stunning views.

Download the Vloggi app, which automatically compiles video clips into 10-second microvlogs. Or join multiple vlogs together into longer stories via the Vloggi website. Visit summervlogs.com to learn more and for T&Cs.

VLOGGING TIP 3 - Capture: Bring the 10 seconds to life by using the colour and movement from your travels.



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Accor paints town rainbow



FOR the second consecutive year AccorHotels will be the Official Accommodation Partner of the 2019 Sydney Gay and Lesbian Mardi Gras Festival.

To celebrate, AccorHotels has enlisted the help of “Shebeast” (pictured), the apt drag name of Gavin Loveday, Pullman Sydney Hyde Park’s Associate Director of Sales and Marketing, to paint rainbow crossings across two of Sydney’s LGBTI+ friendly hotels.

A three metre rainbow crossing will also be painted on the driveway of Pullman Sydney Hyde Park, the starting point of the Mardi Gras parade on 02 Mar, located on Oxford Street.

AccorHotels Pacific Chief Operating Officer Simon McGrath said the announcement was a momentous occasion marking the group’s commitment toward embracing diversity and inclusion.

“We are incredibly proud to once again partner with the Sydney Gay and Lesbian Mardi

Gras Festival.

“After seeing how much pride and joy our partnership last year brought to both our team members and guests, it was without doubt that we would show our support as Official Accommodation partner in 2019,” said McGrath adding, “embracing diversity and equal opportunities, leads to a positive and productive workforce”.

Marriot GM shuffle

MARRIOTT Int’l has appointed five new GMs, effective immediately, to lead the launch of some of its newest properties.

Damon Page has been named GM for W Melbourne; Stephen Morahan, GM of The Tasman, a Luxury Collection Hotel, Hobart; Dario Orsini, GM of The Ritz-Carlton, Perth; Harry Singh, GM of Element Melbourne Richmond; and Andrew Wright, General Manager of Aloft Perth.

ACCOMMODATION

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.



tops, antique brass and crystal light fixtures.

China World Hotel, Beijing, has unveiled 126 newly refurbished Horizon Club rooms and suites, following renovations that began in early 2016. The rooms come complete with silk gold accent feature-wall panels, leather headboards, granite table



Hilton London Bankside has launched a new vegan-friendly hotel suite to offer a vegan experience. The suite features a plant-based check-in desk and key-card, vegan-friendly bedding, vegan mini-bar and eco-cotton carpet.



Waikiki Beachcomber by Outrigger has a fresh new look following a US\$35 million transformation. The hotel’s 496 rooms and suites have been refurbished, along with its meeting room, lobby, pool deck and hotel exterior.

StayWell Jakarta

STAYWELL Holdings will be expanding its portfolio in Indonesia, with the launch of its first newbuild Park Regis-branded property in Jakarta.

Park Regis Menteng is projected to be completed and open at the end of 2020.

The hotel features 126 guestrooms, an all-day-dining restaurant, four meeting rooms, and a rooftop swimming pool.

Auckland leadership

AUCKLAND Airport GM Marketing and Technology Jason Delamore has announced plans to leave the company in Apr.

Delamore will take on the position of Chief Executive of Fronde, a New Zealand technology integrator.

Adrian Littlewood, Auckland Airport’s Chief Executive said “Jason will be missed by his team and colleagues”.

“In the coming weeks we will begin the search for Jason’s replacement,” Littlewood said.

Frozen in Sydney

THE NSW Government has secured the Australian premiere of *Disney Frozen, The Broadway Musical*, to be presented at Sydney’s Capitol Theatre from Jul 2020 to Jan 2021.

“The seven-month season of *Disney Frozen – The Broadway Musical* is expected to attract more than 73,000 visitors and deliver more than \$46m in visitor expenditure to NSW,” said NSW Minister for Tourism and Major Events Adam Marshall.

Hawaiian Air PR

HAWAIIAN Airlines has reappointed “THE PR TEAM” as its public relations agency in Australia and New Zealand.

The agency will support the airline’s corporate and commercial communications.

THE PR TEAM founder Heather Jeffery said she and her team were thrilled to represent Hawaiian Airlines.

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

Account Manager

Sydney, \$60k + Incentives, Ref: 1557AJ1

Exciting opportunity to join a market leading company specialising in group tours. You will be responsible for driving business, identifying potential clients and outlining the fantastic service offering available. My client provides fully tailored travel packages for schools, clubs and associations and pride themselves on going the extra mile. With such a great product/service offering behind you, you can expect to enjoy high conversion levels coupled with an uncapped incentive structure.

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

Travel & Sales Consultant | Non Face to Face

Gold Coast, Weekly base & comms pay, Ref: 3215S22

We are seeking an experienced travel consultant with a min of 12 months experience in a KPI driven environment wanting to make more money whilst enjoying work / life balance. You will be part of a sought after team environment with a min of 2 weeks training & paid 2 weeks family each year on offer on top of your leave entitlements. You will have uncapped earning where some of the top billing consultants are making over \$100k per annum. If this sounds a change you been after, contact us today!

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

Groups Coordinator & Administrator

Nth Melbourne, \$53-\$58k + Super, Ref: 3784HC1

If you're looking for more variety in your day where you really enjoy going to work every single day with a company that is willing to invest in you this is the role for you. You will be responsible for all the group administration on a daily basis. You will need to have a strong eye for detail and have the ability to work well under pressure. You will be rewarded with a great salary as well as the backing of a well-known respected company investing in your continued development and training.

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

Destination USA Travel Consultant

Sydney, \$50k + Super + Bonus, Ref: 3499PE1

This fantastic company has a huge international presence and has recently opened its doors in Australia. If you're looking for something new then get on board now & get the best start in achieving career progression quickly. Taking and Making enquiries and reservations from trade and the general public, this is a soft selling reservations role specialising in the USA and American holidays. What a unique opportunity to become part of this niche specialist travel provider at start up.

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

Cruise Line Training Development Manager

Sydney, \$90k-\$100k + Super, Ref: 9112JB1

My client is seeking an experienced Cruise Line Training and Development Manager to join their growing team! The ideal candidate will have extensive experience in recruiting, scheduling, training, developing and briefing staff for a large scale travel company. The company's product is niche and unique in the industry and the ideal candidate will have a minimum of 5 years experience in a similar role. This is an office based role in Sydney with roughly 2-4 weeks spent on-board the ships.

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

Travel Consultant SKI Specialist

Brisbane, Competitive Salary, Ref: 1351CGA1

Are you an experienced travel consultant with a passion for all things Ski? If so, this could be a great opportunity to specialise in what you love with likeminded people! This independent travel agency are looking for a new team member to join their growing team. Using your passion and experience of worldwide ski resorts, this role will allow you to specialise in a booming niche market. You will be required to have a minimum of three years' experience using both mid office systems and a GDS.

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

Travel Agent Assistant NO SALES

North Melbourne, \$45k + Super, Ref: 3617JP1

Do you love the being a Travel Agent yet you feel like the sales element of the role isn't really your thing? This is the role for you! Enjoy all the thrill and benefits of working in the industry without the pressure of the sales day in day out. Provide support to the sales and operations teams with a number of duties including assisting with reservations and admin duties. You will be rewarded with a regular salary and the greatest benefit of Monday to Friday hours ONLY! Don't wait, apply now!

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



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Commercial Leadership

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Sydney

- Manager B2B – Corporate (Reference 18000223)
- Manager B2B – Leisure (Reference 18000233)
- Manager Analytics & Operations – AU/NZ (Reference 18000234)
- Regional Sales Manager (Reference 1800022V)
- Global Corporate Account Manager (Reference 18000235)
- B2C Manager – EOL/Skywards (Reference 1800022E)
- Key Accounts Manager (Reference 1800022X)
- Special Markets Manager (Reference 1800022Z)

Melbourne

- Regional Sales Manager (Reference 1800022W)

For more information and to apply, please visit emiratesgroupcareers.com and search using the applicable job reference number. Applications close Monday, 28 January 2019.

Only apply on-line and candidates with the necessary experience, skills and work rights will be contacted.

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