

# WIN \$5K AND FLY YOUR WAY

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AIR New Zealand has launched its biggest ever Australian trade incentive, with \$30,000 worth of prizes including five x \$5,000 travel funds & 10 x \$500 in cash.

Entries for the "epic prize pool" can be made by selling Air NZ before 20 Jul - see **cover page**.



## NEW 2020 CANADA & ALASKA

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## Amadeus to count QF sectors

### EXCLUSIVE

AMADEUS has reversed an earlier decision not to include flights booked through the Qantas Channel in contracted GDS targets with travel agencies.

Ludo Verheggen, the company's Director of Global Air Content Adoption Strategy, confirmed the backflip yesterday.

"We have decided in Australia and New Zealand that the Qantas Channel bookings will be counted towards the GDS targets of the travel agencies," he told *TD*, during a wide-ranging interview about Amadeus' NDC strategy.

The change will be some comfort to agents, many of whom were outraged to find that once agreeing to participate in the Qantas Channel they were sent an amended Amadeus agreement which said QF segments would be "ineligible for volume calculations" (*TD* 19 Jun).

However, there's no change to

the non-payment of segment rebates under the Qantas Channel, at least for Amadeus agents, although at least one other GDS is understood to be continuing to pay an (amended) dollar amount per QF segment.

Verheggen also detailed the key technology changes being implemented via NDC, including the switch of the traditional GDS-hosted PNR to an "NDC order" which resides in the airline systems rather than in the GDS.

This shift brings opportunities and challenges, particularly for interline itineraries, he said.

### Today's issue of *TD*

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

- Qatar
- AA Appointments jobs
- Fan Plus



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## TD is 25 today!

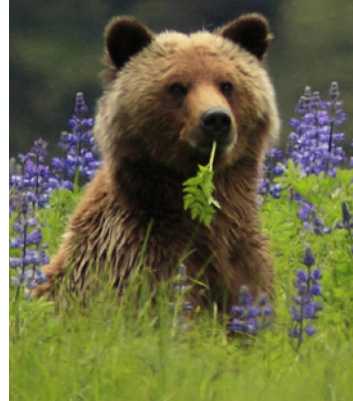
TODAY marks exactly 25 years since the first edition of *Travel Daily* was published by founder Mike Heard on 04 Jul 1994.

Back then *TD* was just a single page fax, which has grown to be indisputably Australia's most popular trade publication.



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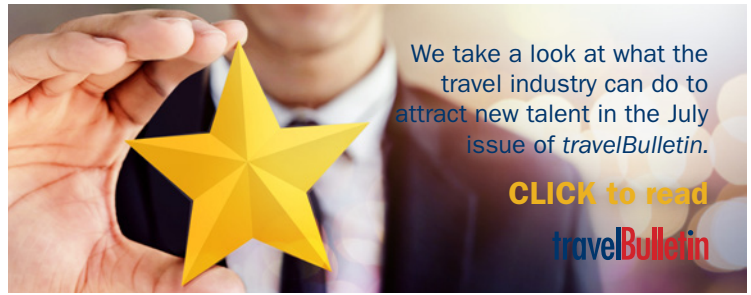


Mel

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It's been just over a year since I started running my own business and I'm amazed by the customers who joined me on this journey. I'm more productive because I'm working around their availability and mine. Phenix actually helps me win bookings – my customers are so impressed by the price, the documentation and app, combined with the one-to-one service they receive from me. It's been the best decision I've made.





We take a look at what the travel industry can do to attract new talent in the July issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## Fan Plus experience

FAN Plus is inviting agents to add on a range of bucket-list sporting and entertainment experiences to clients' holidays, with commission payable, simple bookings and custom packages - for details see the **last page**.



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## FCTG Womenwise summit

**FLIGHT** Centre Travel Group (FCTG) is set to unveil its internal strategies to develop female leaders, inviting the wider travel industry to a one-day Leadership Summit for women.

The Womenwise Leadership Summit is a development day for middle managers "looking to leap forward and future-proof their career," with the event facilitated by a host of senior brand leaders and development specialists.

FCTG Global Peopleworks Leader Carole Cooper said it would be the first time the company has externally showcased the tried and tested methods it uses to develop its future leaders.

"Our global workforce is 75% female; we have a network of strong, fierce women leading our businesses around the world and they all share a few common

attributes," Cooper said.

The sessions will focus on key skills that help shape some of Flight Centre's most successful leaders, she said, with the event aiming to open doors for women seeking leadership roles.

"In the Womenwise Leadership Summit we aim to open up a world of possibilities for women to learn, lead and grow," she said.

Presenters will include FCTG Chief Operating Officer, Melanie Waters-Ryan and EGM Flight Centre Australia, Allisa O'Connell.

The event will take place at Flight Centre's Brisbane Head Office on Tue 13 Aug, with just 100 spots available.

Registrations are now open - for more information **CLICK HERE**.

## LATAM SYD non-stops on sale today

**LATAM** Airlines Group today opened reservations for its new non-stop Sydney-Santiago route.

The direct flights are set to debut on 27 Oct using Boeing 787-9 aircraft, operating three times weekly.

At the same time frequencies on LATAM's existing Sydney-Auckland-Santiago flights will reduce from daily to four weekly.

The change offers improved connections via Santiago to and from a range of Asian destinations including Tokyo, Seoul, Singapore and Hong Kong.

## KE to drop Fiji flight

**KOREAN** Air has announced the cessation of its non-stop services between Seoul and Nadi, Fiji, due to "decreasing demands and constant deficit of the route".

The carrier is instead boosting its focus on China, with the launch of new routes to Nanjing, Zhangjiajie and Hangzhou after recent bilateral aviation talks.

KE has also announced new flights to Clark in the Philippines along with extra capacity on services to Delhi and Beijing.

## Tempo and Bentours assure the industry

**TEMPO** Holidays and Bentours overnight reconfirmed to the trade that it's "business as usual" in the Australian and NZ markets.

A spokesperson told **TD** that none of the matters recently reported to the Indian Stock Exchange (**TD** yesterday) have any impact on Tempo and Bentours, "as they trade independently and the issues that exist overseas do not affect their daily operations.

"There is a continued strong demand for both Tempo Holidays and Bentours products in the market, as they continue to experience year-on-year positive growth of up to 10%," the spokesperson added.

"Tempo Holidays and Bentours look forward to their ongoing success and would like to thank all trade partners for their past and continued support."

## Boeing MAX pledge

**BELEAGUERED** aircraft maker Boeing has announced US\$100 million in funds to address "family and community needs" of those affected by the two fatal 737 MAX crashes this year.

The money will support education, hardship and living expenses for families impacted by the Lion Air Flight 610 and Ethiopian Airlines Flight 302 disasters, along with community programs and economic development in affected areas.

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## MSC fam activities

MSC Cruises has announced a new lineup of kids' entertainment for its upcoming *Grandiosa* ship.

New additions include the MSC Dance Crew, a dance competition for 12-17 year olds, The Drone Academy, a drone race for teens, plus the Spy Mission adventure.



## SALARY & EMPLOYMENT SURVEY

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Travel Daily

## SiteMinder China deal

**SITEMINDER** is set to gain a foothold in the Chinese market through a deal with the country's leading lifestyle services e-commerce platform, Meituan.

The partnership will see SiteMinder expand Meituan's existing hotel inventory beyond its domestic market to offer its clients access to a range of international hotels.

SiteMinder Senior Director of Global Demand Partnerships James Bishop said the deal would provide the company's 35,000 hotel customers with greater access to the lucrative Chinese traveller market.

"SiteMinder is pleased to partner with one of the most respected household names to come out of the Chinese market,

and to support them in their growth journey," he said.

"This partnership represents a great opportunity for hotels globally to further broaden both their distribution options and feeder markets via SiteMinder's platform and, in particular, further benefit from the ever-growing outbound Chinese travel market."

Meituan set an industry record on 01 May, processing more than 2.8 million domestic hotel room stay nights on that day.

Meituan General Manager of Overseas Accommodation Zhong Qiang, described SiteMinder as "the perfect partner".

## Hawaii 48h flash sale

**HAWAIIAN** Airlines is celebrating US independence Day with a 48-hour 4th of July flash sale ending midnight 05 Jul.

Deals include return fares from Sydney or Brisbane to Honolulu from \$699 per person, including taxes, for group bookings of three to seven people travelling together in the same class and on the same flight, while groups departing from Melbourne can fly for \$932pp via Sydney.

Couples travelling together can secure return fares from \$749pp, ex- Sydney and Brisbane, or from \$982 ex-Melbourne, while solo travellers can fly to Honolulu and back to Brisbane and Sydney for \$799, or \$1032 from Melbourne. For more, [CLICK HERE](#).



## Window Seat

**IT'S** the stuff of nightmares for anyone with kids - but for one unaccompanied minor, the possibility of experiencing a number of flights in one day turned into an adolescent aviation adventure.

The accidental-intrepid traveller, who was supposed to be heading to Stockholm to visit his grandparents, was placed in the care of United Airlines at New York's Newark Airport, when he was mistakenly escorted onto the wrong flight.

The Eurowings service, bound for Dusseldorf in Germany, was about to take off when the boy alerted staff that he was on the wrong flight.

He was safely redirected to the correct country via Copenhagen - with plenty of stories to tell we're sure!

## Lego at Hotham

**BIG** and small kids alike will have the chance to build on their Lego skills at Hotham Alpine Resort this winter, with the launch of the new Legoland Discovery Centre.

The activities will run until 17 Jul, and include the chance to join in a workshop with Lucy from *The LEGO Movie*, as well as enjoy sessions with the Discovery Centre's Master Builder.

For more info, [CLICK HERE](#).

## Wet'n'Wild rebrand

**WET'N'WILD** Sydney is undergoing major enhancements following the announcement of a new name, Raging Waters, plus the introduction of a new 206-metre slide, the Whirlwind.

The rebrand follows the sale of the park to Spanish entertainment operator, Parques Reunidos, last year.

The park is set to reopen in Nov with new food outlets, a refreshed group event area with a family VIP cabana and more.

Raging Waters Sydney will also offer new payment plans for Season Passes.

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## French Polynesia's Syd soiree



**ENTIRE** Travel Group (ETG) hosted an event in Sydney on Tue to promote all things French Polynesia, with appearances from Tahiti Travel Connection (TTC) and New Caledonia Travel Connection, among others.

Caroline Brunel, ETG Marketing Director, said one of the night's goals was to "bust myths" commonly held by agents.

"We wanted to share the love for our Pacific Islands...we wanted to make sure travel agents know

how to sell these destinations," she told *Travel Daily*.

"There's a lot to do when it comes to activities, there's a lot for the more active profile of traveller - you can self drive in [New Caledonia].

"There's a lot of different types of accommodation, there's something for everyone, for all different types of travellers."

**Pictured** are reps from TTC & agents enjoying a boogie with a French Polynesian cultural dancer.

## Lux Escapes growth

**LUXURY** Escapes is enjoying impressive growth, underpinned by the launch of its online flight booking feature.

"We're trading well above \$300 million TTV globally, partly due to increased brand recognition," Co-Founder and Chief Executive Officer Adam Schwab told *Travel Daily* yesterday.

"The average customer buys from us 1.4 times a year, and more than half of our sales are to repeat customers.

"We're also selling experiences, such as access to lounges, in-hotel experiences such as all-inclusive massages...we really want to provide the complete experience for our customers."

## Brice to Savenio

**LUXURY** independent travel network, Savenio, has welcomed its first affiliate from West Australia with the appointment of Shelley Brice.

"I'm excited to be able to develop my own business growth strategy, taking a close look at my core group of customers and identify the opportunities they can offer," Brice said of her appointment.

## Hawaii roadshow

**REGISTRATIONS** are now open for the annual Hawaii roadshow, Aloha Down Under.

The event, which is set to take place from 05 to 13 Aug, will tour Brisbane, Melbourne, Sydney, Parramatta, Christchurch and Auckland, with attendees able to network with representatives from the accommodation, airline and activity suppliers across the Hawaiian islands.

For more information about the event and to register, visit [alohadownunder.com.au](http://alohadownunder.com.au).

## Agent trust high

**TRAVEL** insurance company, SureSave, has released details of its latest Travel Insurance Index report, with the data showing 76% of Aussies view travel agents as a "trusted source of travel and safety advice".

Around 38% of the 1,000 survey respondents said they used a travel agent to book their latest travel trip, with 20% citing they did so because "it's easier" than booking themselves.

The report also revealed that 17% of Australian travellers said it is "convenient" to book everything they need for their travel through an agent.

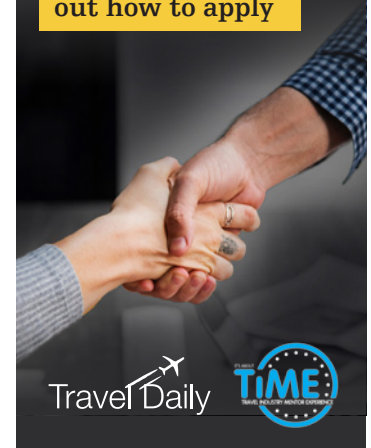
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## SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten

### A new chapter begins



Maritime history occurred yesterday with Hurtigruten's MS Roald Amundsen sailing from

Tromso, Norway.

To curb cruising's emissions, Hurtigruten seem to be the only one to welcome stricter emission rules and one of only a few investing in cleaner, innovative technology. **We now have a solution and an opportunity to inspire change in cruising to a more sustainable one.**

MS Roald Amundsen is the world's first cruise ship equipped with batteries and operates on a hybrid power source; something deemed impossible just a few years back. The hybrid power supply is designed to explore the far reaches of the poles with accessible fuel source, safety and sustainability.

With an efficient hull design that is PC6 Ice strengthened, heat recovery system in addition to technology solutions that save energy through batteries "peak shaving" power, we can deliver 20% lower emissions.

The customer experience on-board is enhanced too as we deliver noise-free energy overnight – a mode we call "Silent Night".

Rather than greenwashing we're building genuine, real solutions. See for yourself [here](#).

**Damian Perry, Managing Director APAC, Hurtigruten**



## Back-Roads Europe

**BACK-ROADS** Touring has released its new 2020 Europe Brochure, featuring nine new tours and 20 updated itineraries incorporating two new countries - Finland and Sweden.

New offerings include the Hampton Court Flower Show, English Christmas Markets, Treasures of Scotland, the Heartlands of Ireland and A Traditional Alsace Christmas.

An earlybird 10% discount is running until 30 Sep, with the deal featuring selected guaranteed departures on all European trips.

## Japan train journey

**JAPAN** Holidays is debuting a brand new fully escorted, small group tour departing this Nov.

The Great Train Journey of Japan is for locomotive enthusiasts wishing to explore Japan and its stunning Autumn colours.

The trip visits fascinating rail museums and rides a variety of trains, including an overnight sleeper train.

Escorted by Lawson Dibb, lovers of all things Japan and trains will be joined on the journey by local guides, and has a capacity of eight people.

## STB accelerator

**THE** Singapore Tourism Board is calling for Aussie companies to apply for the Singapore Tourism Accelerator, a new pilot program aiming to develop solutions to transform the tourism industry.

In partnership with Found8, the program will target start-ups already at the prototype or business development stage, as well as those who have launched in another city and are looking for opportunities in the Singapore and Asian markets.

Accelerator will take in its first batch of 12 companies in Oct, and those who advance to the next stage will receive funding to trial their solutions.

## TIME for a new chapter



**MELBOURNE** played host to another TIME gathering last week, with Travel Counsellors putting on the evening of networking and inspiration.

Guest presenter was recent TIME program graduate Ines Iniesta from Insight Vacations and Kaylene Shuttlewood, Regional Managing Director of Travel Counsellors and long-time TIME supporter and Mentor.

"This was another classic TIME event," said Melbourne's departing TIME convenor, Brett Harvey from Intrepid, who is moving to Bangkok for a new role with the Group.

"Brett has handed the TIME

reins over to Ingrid Berthelsen, General Manager Brand, Strategy & Partnerships at Evolution Travel Collective".

"It was great to see so many new faces...we were at capacity within a week of invitations being sent out to the trade," said Berthelsen.

"TIME events are brilliant meet-ups of ambitious, generous and interesting travel and tourism professionals...and, just quietly, they're great fun."

**Pictured** is Casey Murphy, Ingrid Berthelsen, and Sandy Colombo, Colombo Consulting; Peter Topping, Peter Topping Business Consultancy, and Brett Harvey.

## APPOINTMENTS

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which is brought to you by Travel Trade Recruitment.

If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au



**BCD Meetings and Events** has named **Andrew Yeo** as the Director of Technology for Asia Pacific. Yeo will work closely with the Global Technology team and regional leadership in developing and executing strategies for the region.

**InterContinental Hayman Islands Resort** has appointed **Karen Cooke** as its new Director of Marketing. She returns to the industry after a short time away as Global Head of Marketing with Moreton Hire.

**Livio Goetz** has taken on a new role as Director Australia New Zealand with **Switzerland Tourism ANZ**. He joins from his previous role as Head of the Switzerland Convention and Incentive Bureau in London.

**McLachlan Tours** has appointed **Jess Stebnicki** as its internal PR & Marketing guru. Stebnicki has over 10 years' agency and freelancing experience within the industry, including with Norwegian Cruise Line.

**Lutz Poelchow** has stepped into the role of General Manager - Finance & Administration at **Travellers Choice**. He joins the company following a seven-year stint at the Flight Centre Travel Group.

**Tourism Australia** has appointed **Penny Fowler** to its Board of Directors. She brings a wealth of marketing experience to the position.



## MEA appointment

**MEETINGS & Events Australia** has announced that Fran Barlow has joined to manage the organisation's flagship event EVOLVE, MEA Awards program and a number of national events.

Barlow's experience includes being the Director of the Institute of Fundraising and British Press Awards and the Festival Director positions for the Cardiff Animation Festival and the Edinburgh Int'l Television Festival.

"She will bring an amazing set of skills and experience to our events, particularly EVOLVE, that will continue to build on its success," said MEA Chief Executive Officer Robyn Johnson.

## Aussie recovered

**AUSTRALIAN** mountaineer Ruth McCance's body has been recovered from a remote mountain in India's Himalayas.

The experienced climber was one of eight people killed in an avalanche near the country's second highest peak in May.

## OYO Vietnam push

**INDIAN-BASED** online accommodation provider OYO Hotels & Homes has officially launched into Vietnam on the back of a \$50m investment.

The company soft launched several months ago and now has partnerships with over 90 hotels in cities such as Hanoi, Ho Chi Minh City, Da Nang, Phu Quoc, Vung Tau and Nha Trang.

OYO recently revealed ambitions to double its investment in Southeast Asia to \$200 million.

## Stromboli eruption

**A VOLCANO** has erupted on the Italian island of Stromboli, sending tourists fleeing for safety and killing one Sicilian hiker.

The latest Mount Stromboli explosion has led to 70 people being evacuated from the popular tourist destination, with local authorities calling the incident the worst since 2002.

## Best passports in

**JAPAN** and Singapore have both taken out top spot on the Henley Passport Index global ranking for 2019, recording a visa-free/visa-on-arrival score of 189.

Australia landed in equal ninth spot on the list alongside Lithuania, NZ and Iceland with a score of 180, dropping two places from its seventh ranking last year.

South Korea, Germany and Finland scored second spot, while Afghanistan was the worst ranked passport on the list, with a score of just 109.

## Doubletree Malaysia

**HILTON** has flagged plans to introduce its popular DoubleTree by Hilton brand in Damai Laut, Malaysia.

The hotel giant announced it would look to convert the existing Swiss-Garden Beach Resort Damai Laut to make the hotel operational by 2020, with the 291-room property to feature five dining outlets, a mini water park, and an 18-hole golf course with direct access to the beachfront.

Further amenities are set to feature large meetings and events facilities, including a ballroom.

## WIN A TRIP TO morocco

This month Gate 1 Travel is joining Travel Daily to give agents the chance to win a trip to Morocco for two. The 11-night Kaleidoscope of Morocco trip takes in ancient wonders such as the UNESCO-listed Roman ruins of Volubilis, the ancient desert city of Ait Benhaddou, the imperial city of Fez and the bustling medina of Marrakesh. Click here for more trip details.

To win you need to correctly answer one question each week in July, and at the end of the month tell us in 25 words or less why you should be the person to win this prize. Send your answers to [gate1@traveldaily.com.au](mailto:gate1@traveldaily.com.au).

Q1. What is the name of the currency used in Morocco?

More of the World for Less  
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## TA board appoints

**TOURISM** Australia has welcomed Penny Fowler to its Board of Directors, bringing with her a wealth of consumer marketing experience.

Fowler is currently the Chairman of the *Herald* and *Weekly Times* in Melbourne, the Deputy Chair of The Royal Botanic Gardens Victoria and is also serving on the Advisory Board of Visy.

"Fowler...will make an invaluable contribution to ensuring Australia continues to be a highly desirable destination for international travellers," said Australia's Minister for Trade, Tourism and Investment Simon Birmingham.

Fowler will replace Andrea Staines in the position, who has made a "significant contribution" to the Tourism Australia board over the past three years.

## Oz to UK in 90 mins?

**THE** UK Space Agency is drafting rules for Europe's first spaceport, one that could precipitate flights between Australia and the United Kingdom in less than 90 minutes.

Suborbital spacecraft could take off as soon as the early 2020s.

## US airports tested

**THE** Transportation Security Administration is confident that United States' airports will be able to handle a travel surge during the Jul summer holiday period despite staff shortages.

Airports are expected to screen more than 12.1 million travellers during the peak period, with hundreds of security screeners deployed to help with security at the Mexican border anticipated to stretch airport resources.

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- Marketing Manager - Iconic Property - Sydney
- Director of Sales -Wholesale/Leisure - Sydney
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- Director of Conferences and Events - Sydney
- MICE BDM & Director of Sales - Brisbane
- Food and Beverage Manager - Canberra

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