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Travel Daily First with the news

Tuesday 16th July 2019 DriveAway

Good morning NZ

TOURISM New Zealand is showcasing its new "Good Morning World" daily video series (*TD* yesterday) along with travel agent collateral and the upcoming 100% Pure New Zealand Specialist Famil - for details, see the **cover page**.



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QF hails Channel sign-ups

QANTAS Executive Manager of Sales & Distribution, Igor Kwiatkowski, has highlighted the strong take-up of participation in the new Qantas Channel (*TD* 07 Feb), with agreements now signed representing the vast majority of the airline's global bookings through travel agents.

QF confirmed the figures today, telling **TD**: "of the indirect revenue generated through our agency partners globally, around 90% represents those who have registered for the Qantas Channel.

"All of the major agencies we work with have now registered," the spokesperson said, confirming the participation of Corporate Travel Management, American

Today's issue of TD

Travel Daily today has nine pages of news and photos, a front cover page for Tourism New Zealand, plus a full page: • TMS Talent

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An initial 01 Jun deadline for sign-ups was extended to the end of last month, in the lead-up to the implementation of the Qantas Channel on 01 Aug.

However Kwiatkowski said the airline was continuing to engage with "some of the smaller agency partners that are still working through the process - ideally by 01 Aug, but if not shortly after".

He was quoted in US travel newsletter *The Beat* as saying "our focus is on the content, and moving away from a world where we have schedule, price and availability as the differentiators of our product.

"We're not looking to disintermediate players in the ecosystem...but we do see the need and the opportunity around how we get this content smorgasbord to be bigger than it is today and get that to market."

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MARRIOTT Hotels has signed its second Australian Moxy property, with a deal finalised in Perth this morning.

The millennial-focused WA property follows the first local Moxy announcement, a newbuild in Melbourne (*TD* 07 Feb).







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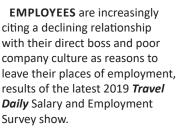
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The survey of over 1,300 respondents showed 13% of the workforce are actively looking for a new role with improvements in compensation the primary motivator, followed closely by dissatisfaction with management and dissatisfaction with company culture.

Close to half of job seekers (44%) said they were unhappy with management in their current roles, a 2% rise since 2017.

Similarly, being unhappy with company culture was cited by 44% of job seekers, a 5% rise on the 2017 results.

A total of 45% of active job seekers are intending to stay within the travel industry, with 27% looking to move elsewhere and the balance of job seekers unsure of what their next work industry will be.

Overall, most respondents (63%) were satisfied with their current work circumstances even though 42% of respondents overall said they thought a promotion for them was unlikely.

Those working in retail travel or corporate/TMC were the most likely to recommend their industry sector.

Employees typically had a high level of job security, with 72% saying they felt their job was either moderately or very secure.

A total of 84% of respondents showed an eagerness to develop their skills, with the top areas for personal improvement in sales, marketing, information technology & presentation skills.

Insight \$699 return

INSIGHT Vacations is offering return flights to Europe from \$699 with Qatar Airways when select 2019 and 2020 itineraries are booked.

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winners receiving the right to

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active members of the Swiss

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compose and submit a sonnet

The winners must also pass a

related questions and who

of personal motivation.

medical check.

all aspiring astronauts, with the

buy a ticket to space in 2020 for

as pie in the sky, likely to be

lifetime.

just US\$100.

Crystal appoints

CRYSTAL Expedition Cruises has appointed Harry Ter Horst to oversee the hospitality operations aboard *Crystal Endeavor*, set to launch in Aug 2020.

He most recently served as Hotel Director aboard *Crystal Esprit* in 2015.



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powering the travel industry, according to a recent report published by Roy Morgan. In 2000/01, around 10.7 million

AUSTRALIAN population

growth since the year 2000 is

Australians each year had at least one holiday, including 10.3 million who took a domestic holiday and two million who ventured overseas.

Today however, around 13.7 million Australians take at least one annual holiday, including 12.6 million taking a domestic holiday and 5.5 million travelling overseas, representing an increase of three million (+28%) heading on vacation compared to 19 years ago.

Roy Morgan contends this increase in travel is driven entirely by population growth, with the proportion of Australians

Marriott, EK deal

MARRIOTT International and Emirates have relaunched their Your World Rewards program.

Originally debuted in 2014, Marriott Bonvoy Gold Elite, Platinum Elite, Titanium Elite and Ambassador Elite members can earn three points for every USD or its foreign equivalent spent on all eligible Emirates flights.

Emirates Skywards Silver, Gold and Platinum members can also earn one Skywards Mile for every USD or its foreign equivalent spent, in addition to points, on all eligible stays with Marriott. taking trips dropping from 69.3% in 2000/01 to 66.8% today.

Pop growth drives travel

Despite the fall per capita, far more Australians are taking expensive overseas holidays now than two decades ago, up by 169.3% since 2000/01.

"This rate of population growth exceeds the relative growth in Australians taking holidays, whether domestic or overseas," said Michele Levin, Roy Morgan's Chief Executive Officer.

"Although overseas holidays are increasing in popularity in 2019, the average length of an overseas holiday has dropped to just over three weeks, or 21.6 days.

"This is a significant decline from the average length of overseas holidays taken by Australians in the early 2000s, which clocked in at just over a month long, or 31.9 days.

"Australians are also taking fewer trips today...domestic or international, than they used to."



*Conditions apply, click through for details. Open to AU & NZ res 18+ who are either; (a) employed as a travel agent for a WLCL registered travel agency in AU/NZ & are not a registered member of Princess Academy as at 1/7/19, or (b) the owner or manager of a travel agency eligible for WLCL registration in AU/NZ that is not a registered member of Princess Academy as at 1/7/19. Ends: 11:59pm AEST on 2/8/19. Limit 1 entry per person. Major Prize winner must take prize to coincide with cruise's departure on 1/12/19. Permits: NSW. LTPS/19/34710, ACT. TP19/03357, SA. T19/793

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page 3



Tuesday 16th July 2019

Stars align for NTIA draw



THE Star Alliance is part of the frenzy of anticipation in the lead up to this weekend's National Travel Industry Awards, with a huge array of massive prizes on offer for attendees at the industry night of nights, in partnership with generous CATO members.

Nine airlines alongside nine tour operators have created the prizes, which include trips to New York, Beijing, Buenos Aires, Japan, South Africa, Switzerland, Phuket and Aspen.

"Winning a National Travel Industry Award is the ultimate accolade, but leaving this year's event as a Star Alliance winner will be a very close second." said Star Alliance Steering Committee Chair, Jum Mu from Air China.

Star Alliance members are pictured trying to contain their excitement: Julian Hall, SA; Jeffrey Dalziel, LH; Christine Drpich, SQ; Brett Jardine, CATO; Rick Pomery, AC; Pauline Leong, TG; and Belinda Condon, UA.



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GBTA on board

THE Australia/NZ division of the Global Business Travel Association (GBTA) has announced the addition of Dilek Ozer from IAG to the organisation's Advisory Committee

Ozer joins chair Jo Barlow of Cochlear, Mike Molloy from Rio, Kate McKay from the Dept of Finance, Ashley Houston of Bain & Co, and Melanie Giles of Origin on the committee.

STB sticks with Adhesive PR

ADHESIVE Public Relations has been reappointed as the Australia/NZ PR agency for the Singapore Tourism Board, after a competitive pitch process.

The STB account covers media relations, social media strategy, content creation, influencer partnerships, communications, event management and crisis communications.

www.greecemedtravel.com.au New Canada rights

TODAY sees the first phase of Canada's new Air Passenger Protection Regulations come into effect (TD 27 May).

Airlines must now communicate information to pax in a simple, clear way about their rights and recourses, and provide regular updates in the event of flight delays or cancellations.

Compensation of up to CAD\$2,400 must also be paid for denial of boarding for reasons within the airlines' control.

Carriers must ensure pax receive prescribed standards of treatment during all tarmac delays and allow them to leave the aircraft when it's safe to do so if a delay lasts for over three hours and there's no prospect of an imminent take-off.

Lost or damaged baggage will be worth a payout of up to \$2,100, while airlines must also set clear conditions regarding the transport of musical instruments.

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Dom flight pax up

AUSTRALIAN domestic flights carried 5.12 million passengers during May 2019, a slight increase of 0.7% when compared to May 2018, according to the latest report published by the Bureau of Infrastructure, Transport and Regional Economics (BITRE).

The same figures showed the Melbourne to Sydney route retained its place as the most frequented, recording 768,100 pax for the month, a bump of 0.9% on the previous corresponding period, followed by the Brisbane to Sydney route with 396,500 passengers.

Sydney Airport recorded the most passenger movements in May, clocking 2.22 million travellers through its gates, while Melbourne Airport placed second with 2.03 million, Brisbane claimed third spot with 1.42 million, and Perth rounded out the top four with 671,600.

Tuesday 16th July 2019

More MAX delays

MAJOR US carriers American Airlines and United Airlines have both extended cancellations of the troubled 737 MAX until Nov this year at the earliest.

The decision follows the discovery of a new software issue discovered by The Federal Aviation Administration last month (TD 28 Jun 2019).

American Airlines reported the MAX grounding had cost the company \$185m in lost revenue.

GC tram to airport?

GOLD Coast Mayor Tom Tate has called for the city's light rail network to be extended to the airport following new data showing 42 million people used the system in its first five years.

"Extending the light rail to the airport is a no-brainer...GC leaders are behind the project, as are peak planning and development experts," Tate told local media.



Agents bid adieu to France

EIGHT Australian travel agents recently enjoyed some of France's finest flavours during Viking Cruises' eight-day Chateaux, Rivers & Wine voyage on the Garonne River, exploring the Bordeaux region.

The famil offered two overnight stays in Bordeaux, with the itinerary boasting visits to Cadillac, Libourne, Bourg & Blaye and Pauillac in France.

Agents also indulged in seven shore excursions throughout the trip, allowing for explorations of the region's ports, vineyards, farms and forests.

Onboard treats on the cruise

line's Viking Forseti included French cuisine and al-fresco wine and cheese tastings.

Pictured front row: Alister Burn, Viking Cruises; Sue McBride, italktravel Blue Mountains NSW & Khush Suntoke, Globetrotter WA.

Middle row: Ben Piper, Viking Cruises; Nicole Vrakking, Claremont Cruise & Travel Centre WA; and Lauren Murphy of Travel Focus NSW.

Back row: Ann Williams, Travel Makers ACT; Lucy Muddle, Parker & Turner Travel Associates ACT; Lisa Poland, Travel Focus NSW and Nadia Redman, Bicton Travel Western Australia.



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GOING PLACES TOGETHER





Hilton's luxe goals

HILTON Hotels is on track to open the most luxury hotels in the company's history this year, with a further seven properties due to open by the end of 2019.

The "record-breaking" year is set to be followed by an additional 25 openings through to 2025, including the Waldorf Astoria, LXR, and Conrad Hotels.

"After more than a decade of honing Hilton's distinct luxury offerings and investing in key markets around the globe, we are embarking upon a very exciting phase for the category," said Martin Rinck, Executive Vice President and Global Head, Luxury & Lifestyle Group, Hilton.

"Over the next five years, starting with this year's openings, we will start to see the positive impact of our efforts, and we are confident that our amazing portfolio of properties will reinvent luxury travel for Hilton – and for the entire industry." Tuesday 16th July 2019

Princess goes local

PRINCESS Cruises has partnered with a team of local experts in Alaska in an effort to offer guests "more exclusive and authentic experiences".

Added as part of the cruise line's Local Connections program, passengers will have the chance to cook with Alaskan wilderness chef, Dodie Lunda; enjoy photography sessions with a group of local safari and nature photographers and experience the "Ghosts and Goodtime Girls" tour of the city.

For more information on Local Connections, **CLICK HERE**.

AKL-YVR changes

AIR New Zealand has announced changes to its Auckland to Vancouver route for the northern winter season. From 27 Oct, Boeing 787-9 *Dreamliners* will replace all 777-200ER planes on the route.



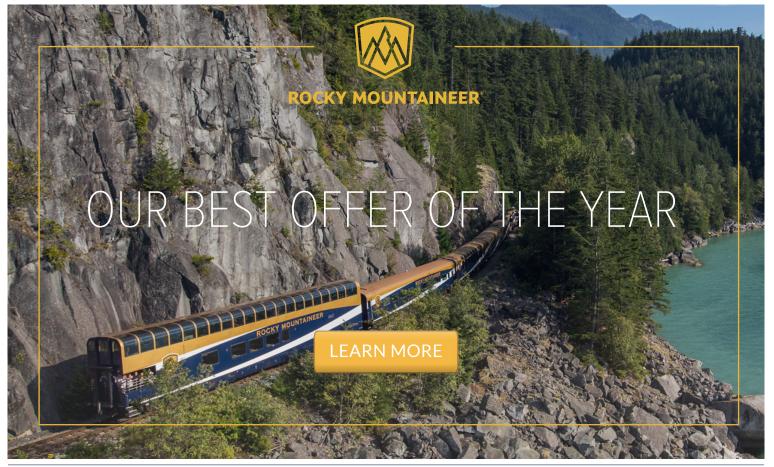
THE Department of Culture and Tourism Abu Dhabi (DCT) and Etihad Airways last month hosted an Australian Luxury Roadshow, with events taking place in Brisbane, Sydney and Melbourne.

Close to 300 members of the travel trade attended events across the roadshow, where they were treated to a series of presentations and updates about the United Arab Emirates capital, including its involvement with Dubai Expo 2020.

Attendees also had the chance to network with representatives from a number of local tourism stakeholders, including from Jumeirah Hotels and Resorts, Bab al Qasr Hotel, Etihad Airways, Etihad Holidays, Hala Experiences, Dubai Expo 2020 and Orient Tours. "This roadshow provided a unique opportunity for Etihad to both celebrate and bring to life our legendary Arabian hospitality alongside our Choose Well initiative, which allows guests to completely tailor their own personalised experience, from Economy class through to First class and The Residence," said Sarah Built, Etihad Airways General Manager Australia and New Zealand.

Data collected by DCT shows the average length that tourists opt to stay in the city when travelling increased by 13.63% to 3.13 nights in 2019, when compared with 2018.

Pictured: Attendees and representatives at the Sydney Roadshow which was held at the Four Seasons Hotel.





Qld govt lauds win

THE Queensland Government has welcomed the decision made by Flight Centre to host its global conference in Brisbane in 2020, which will see around 4,500 travel consultants and industry figures flock to the city (**TD** 15 Jul).

"It's great to welcome Australia's largest travel retailer home to Brisbane to celebrate their achievements for the year and experience everything southeast Queensland has to offer so they can be inspired to sell more Qld holidays," said Qld Tourism Industry Development Minister Kate Jones.

Brisbane Lord Mayor Adrian Schrinner said the event would deliver a \$7 million economic boost to the Sunshine State.

"The Global Gathering will help keep Brisbane top of mind as an international destination of choice," Schrinner said.

Tuesday 16th July 2019

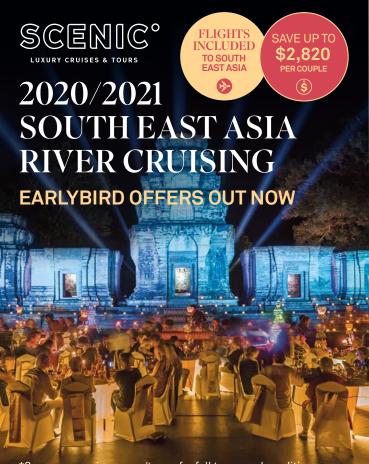
Sheraton logo out

MARRIOTT International has revealed its new Portland Sheraton at Sable Oaks hotel in the USA as the first property to display the new Sheraton logo.

The updated logo, which will be rolled out globally in coming months, is the first branding update in 40 years (**TD** 12 Mar).

"The hotel embodies our vision for Sheraton, which centres around being the gathering place for our guests and local community members alike, said Indy Adenaw, VP & Global Brand Lead, adding that the "speed of the global roll out is testament to the excitement of our owners".





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GC Airport expansion to begin



WORK on the expansion and redevelopment of the Gold Coast Airport is on track to begin this week, with the foundation of the southern terminal set to be laid in coming days.

The project is expected to open by mid-2021 and will double the footprint of the existing terminal.

The facility will feature aerobridges, additional retail space and a new departure lounge, baggage handling and border control facilities.

"This project will change the face of the Gold Coast and northern New South Wales and

Subscription travel?

A NEW subscription-based travel booking service has been rolled out in the USA, offering "unlimited" pre-paid access to over 60,000 properties globally.

The Inspirato Pass costs US\$2,500 per month, and covers the cost of all bookings once secured - more info **HERE**. deliver a gateway that Australia's leading tourism destination deserves," said Queensland Airports Limited CEO Chris Mills.

Future construction milestones will see completion of the ground floor slab in coming months, topping out of the building in mid-2020 and the opening of the terminal in mid-2021.

Pictured: Renders of the new Gold Coast terminal.

Top lounge brands

ONLINE frequent flyer community, Point Hacks, has surveyed more than 1,600 travellers in a bid to uncover the world's most popular airport lounge providers.

Topping the list was Qantas, followed by Singapore Airlines, Emirates and Cathay Pacific.

Etihad Airways placed fifth, with Virgin Australia, Air New Zealand and American Express rating equal sixth, and Priority Pass placing seventh.



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Travel Daily is offering readers the chance to receive a scholarship to the Travel Industry Mentor Experience, valued at over \$2,000.

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Travel Daily

Tuesday 16th July 2019

Carnival nets a victory



A MIXED netball team from Carnival Australia were all smiles last week as they claimed an impressive grand final victory over their opponents.

The team prevailed 22-13 in the final to take out the honours as part of the cruise lines' commitment to corporate sport and employee wellbeing.

Signalling V for Victory are the



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

AU\$1 = US0.704

WITH Chinese economic data coming out ahead of market forecasts, the Australian dollar has made its way to a one-week high against the USD.

China is Australia's largest trade market, taking around one-third of Aussie exports; as a result, any indicators of a hike in demand benefits the AUD, which also rose 0.3% on the safe-haven Japanese Yen to 75.96.

Wholesale rates this morning.

US	\$0.704
UK	£0.562
NZ	\$1.048
Euro	€0.625
Japan	¥75.96
Thailand	ß21.75
China	¥4.841
South Africa	9.787
Canada	\$0.918
Crude oil	US\$66.72

team members from Carnival Australia, pictured nearby their Chatswood headquarters.

A&K Arctic trips

ABERCROMBIE & Kent has released a new 48-day Arctic voyage, sailing from Norway's Svalbard archipelago to Greenland, Iceland and through the Northwest Passage & Canadian Arctic to Nome, Alaska. The all-inclusive journey aboard Le Boreal limits pax numbers to 199, and encompasses A&K's three Arctic expeditionary cruises. Sailing 31 Jul-16 Sep 2020, those who book early can save \$9,130pp for a lead-in price of \$82,290ppts, with single supplement from \$67,490.

MAI expanding

EWR Terminal One. a 100% owned subsidiary of Munich Airport International (MAI), will operate and maintain the US\$2.7 billion Terminal One under construction at Newark Liberty International Airport.

MAI will oversee operations, maintenance and concession functions once the terminal is completed.

Terminal One is replacing Terminal A, and is scheduled to be fully operational by 2022.

EWR Terminal One will also be making short-term customer enhancements in Terminal A until it is closed.

AFTA UPDATE

from Jayson Westbury



privilege of attending the Flight Centre Global Gathering in Las Vegas over

the weekend, and as someone who attends a lot of industry conferences all over the world, I have to say - wow!

What an event...a celebration of travel agents, retail travel, corporate travel, online innovation, indirect distribution, culture and a real family value of the people who work every day in that business.

Flight Centre Travel Group is a member of AFTA, so I am sure anyone reading this would be surprised at me saying anything other than positive things about a member, but when you get upclose-and-personal access to the culture and values of a company of the size and reach of Flight Centre, you can't be anything other than in awe.

Flight Centre has become, and not without some serious strategy and focus, an enormous global business.

However, at the end of the day, it is really a handful of people who are setting the strategy and driving the direction of a business that has become multidimensional, multi-faceted, multi-channel and multi-country.

As an Australian business, it is difficult to really get a true feeling of how global, how large and how

GBR waterslide

SUNLOVER Reef Cruises is set to build two new waterslides in the Great Barrier Reef's Arlington Reef facility.

Having received over half a million dollars of funding from the Queensland Government to expand and improve marine tourism infrastructure in Cairns and the Whitsundays, the two waterslides will be built along with a semi-submersible.

The cash is part of \$4.5 million in support of Far North Queensland tourism projects announced by the state's Tourism Industry Development Minister Kate Jones.

Sunlover General Manager Sharon Sheldrake referred to the business' slide at Moore Reef Pontoon as inspiration for this development.

much people love working there. It's a credit to everyone involved, and my hat goes off to how they keep such magnitude and force heading forward and in the right direction.

As for the conference, Mark Wahlberg, Calvin Harris, Flight Centre business leaders, the Voice, (several of the Flight Centre travel consultants should be professional singers), Las Vegas - my column will never provide enough time to do it justice.

Congratulations to all involved in putting on an amazing event for over 3,000 people, & for being such an integral part of the global travel industry, but also a true leader in the Australian industry.

As Flight Centre goes forward successfully, the industry will go forward successfully, and while it may do it in its own way, it is very evident to me that there is a true deep-seated value that supports the broader industry, suppliers and all stakeholders as a good corporate citizen to compete but to be conscious that they are part of a broader industrial stakeholder group, and that is important - as together we are so much stronger as an industry at so many levels.

To demonstrate its true patriotism, next year the Global Gathering will be in Brisbane which is very cool.

Thank you to all involved; what happened in Vegas stays in Vegas, but I just needed to say - wow!

Seattle Linkd deal

PORT of Seattle has appointed Linkd Tourism to handle its cruise & stay representation in Australia and New Zealand following a pitch process.

With the Trans-Tasman market slated for growth, Linkd will position the Port as a gateway to North America's Pacific Northwest.

With 27,000 Australian cruisers visiting Alaska in 2018, the Port of Seattle has identified a strong opportunity to add pre- and postcruise stays throughout the state of Washington.

In 2019, the Port will have 213 sailings and will host 1.2 million cruise passengers, with each homeport ship docking generating US\$4.2 million to the local economy, contributing to WA's US\$21b tourism revenue.

Travel Daily

Tuesday 16th July 2019

Quest NewQuay welcomed



QUEST Apartment Hotels' Quest NewQuay in Melbourne's Docklands was officially opened last week by Development Victoria Director Karen Cowden and franchisees Stacy Andronikos and Daniel Hibberd.

Since launching in Feb, Quest NewQuay reached full occupancy within one month, and maintains a strong pipeline of extended and short-stay travellers.

"High occupancy of premium accommodation is a sign of a healthy business environment," Andronikos said.

"We're thrilled to be part of NewQuay's development and want to thank MAB, Quest and Development Victoria for helping us reach this point," he added.

Members of the Docklands Chamber of Commerce, **Development Victoria and MAB** Corporation joined the team at Quest Apartment Hotels to celebrate the launch of the

company's largest property. Cowden said she was thrilled to welcome the team at Quest NewQuay to the Docklands.

"Development Victoria has worked with stakeholders such as MAB Corporation and Quest to deliver the Docklands precinct since the late 1990s.

"During this time the precinct and Docklands has changed significantly.

"We now have around 13,000 residents and 65,000 people working in Docklands, not to mention the thousands of people who visit each year.

"Quest NewQuay will provide visitors with another fantastic option for accommodation – one that's close to the water and the refurbished District Docklands."

Pictured during the official launch proceedings are Erin Brady, Daniel Hibberd, Karen Cowden, Anne Hibberd and Stacy Andronikos.

WIN A TRIP TO MOGOCO



Marriott challenges

MARRIOTT International is inviting its guests and associates to take part in a wellbeing challenge.

The hotel group is challenging participants to download its TakeCare Level30 application to partner up and compete.

The initiative aims integrate positive, rewarding wellbeing behaviours into a daily routine.

Margaritaville in CA

PEBBLEBROOK Hotel and Margaritaville Holdings will develop their first Margaritaville Island Resort on the US west coast. Set to debut in San Digeo in 2020, the property is located on the 18-hectare Vacation Island in Mission Bay, the site of the resort is currently home to

Swiss-Belinn Indo

SWISS-BELHOTEL Int'l has launched Swiss-Belinn Gajah Mada Medan in the capital of Indonesia's North Sumatra.

Following a rebrand on 01 May, the new look officially debuted last week.

The hotel features 104 rooms, all of which feature flat-screen LED televisions & complimentary wi-fi, with a selection of suites also offering separate living areas.

Rabies Florida alert

HEALTH officials in Florida have issued a rabies alert around Disney World's Epcot theme park after a feral cat tested positive.

The Florida Department of Health in Orange County issued a 60-day rabies alert in a 3.2km radius around Interstate 4 and Epcot Center Drive.

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You will thrive in this innovative, team orientated Corporate TMC. Specialise in the development of your team in this diverse role. Train, mentor and lead your team to continued success. Previous corporate & leadership experience required. **VIEW JOB**

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With extensive experience in touring & cruising, this locally owned brand continues to innovate travel across the globe. You will develop & implement new & existing sales initiatives to increase growth & market share in the retail travel sector. **VIEW JOB**

Travel Agency Manager - Mornington \$50K to \$65K + super + incentives

Great opportunity to step up into a management position within 6 to 12 months. This renowned retail agency is known for their mid to high-end travel itineraries and their repeat and referral business. Galileo and Crosscheck required. **VIEW JOB**

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