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Wednesday 17th July 2019



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TRA moves with the times

TOURISM Research Australia (TRA) has adjusted its methodology for calculating the National Visitor Survey (NVS) figures, and is no longer using antiquated landline interviews to collate the results.

The organisation said the change to 100% mobile phone sampling reflected "current phone usage trends" and would provide better coverage of the population.

The NVS is created based on an annual sample of 120,000 random phone calls, with respondents asked a series of questions about their recent domestic travel experiences.

Tourism Australia Chairman, Bob East, last year urged changes to the landline-based sampling methods, saying with the rise of

mobile phones "surely we can do better" (*TD* 26 Oct 2018).

The latest figures were released today covering the year to 31 Mar 2019, with strong increases in overnight visitation (up 10% to 109 million), bed nights (386 million, up 10%) and visitor spending (\$74.5 billion, up 14%).

The number of trips increased but the average duration declined slightly to 3.5 nights, with holiday visitors accounting for 40% of all domestic overnight trips.

Business travellers contributed 23% of overnight trips, 21% of bed nights and 27% of spend.

Western Australia and the ACT showed the biggest increases in domestic visitor spending, with 24% and 22% growth respectively.

Spending grew 17% in Tas and SA, 14% in Qld, 12% in the NT and Vic and 11% in NSW.

Albatross incentive

ALBATROSS Tours is offering travel consultants the opportunity to win a trip for two on its Paris, Lyon and the French Alps tour, by registering and booking clients on any Albatross 2019/20 festive season tour before 31 Jul - see **page eight** for details.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover page for **AFTA After Party**, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment



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Win a Crystal cruise!

TODAY the highly anticipated third instalment of the *Travel Daily/Cruise Weekly* webinar series featuring Crystal Cruises goes live at 2pm AEST.

Agents who register to view the webinar will have the opportunity to win a nine-night Caribbean cruise, after learning about the new *Crystal Endeavor* with Crystal MD Karen Christensen and Expedition Leader David Sinclair in an exclusive interview with *TD* Editor Jasmine O'Donoghue.

Demand is expected to be strong for the *Crystal Endeavor* expedition yacht, which will journey in Antarctica, the Russian Far East, Japan and the Northeast Passage as well as offering a range of closer to home itineraries in Australia and NZ.

To register, [CLICK HERE](#).

Bestjet hearings begin

EXCLUSIVE

ROBERT McVicker Junior, the director of online travel agency Bestjet Travel Pty Limited when it collapsed just before Christmas last year (*TD* 18 Dec 2018) is expected to be the first of the failed company's former executives to face the music in a Public Examination taking place in Brisbane today.

McVicker and his father, Robert McVicker Senior, have both been summonsed to appear pursuant to orders from the Federal Court of Australia, which were obtained by Bestjet's liquidators, Pilot Partners (*TD* 03 May).

Also set to testify today is Brendan Balasekaran from accounting firm BDO, who is understood to have advised the

McVickers in relation to the Nov 2018 acquisition of the company, which spectacularly imploded just six weeks later.

An initial hearing is scheduled to run until Fri, before what is likely to be the "main event" next week, with former Bestjet Director Rachel James and her husband Michael also ordered to appear on 24 Jul.

Also up next week are former Wynyard Travel chief David Lanning along with Bestjet staffer Craig McKim-Hill and representatives of Sabre, IATA, CVFR Consolidation and credit card processor IntegraPay, all of whom were caught up in the company's collapse.

The liquidators say they believe Michael James, who presided over the \$100m failure of Air Australia in 2012, may have acted as a "shadow director" of Bestjet.

They have also highlighted potential insolvent trading, along with evidence that McVicker International held Bestjet shares on trust for Rachel James, with options for her to take back 90% of the firm next year (*TD* 23 Jan).



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Tourism operators can now register interest to deliver world class ecotourism experiences along the proposed Wangetti Trail, an iconic multi-day hiking and mountain biking trail between Port Douglas and Palm Cove.

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George Street, Brisbane, Australia

No plans to rename 737 MAX

BOEING has downplayed speculation it will drop the name MAX from its 737 aircraft, after photos of new Ryanair 737 MAX aircraft showed the “737 MAX” logo replaced by “737-8200”.

The Irish low-cost carrier has 135 737 MAX planes on order, with five due for imminent delivery once regulators remove a global flight ban following software upgrades to rectify faults leading to two fatal crashes.

A Boeing spokesperson said the change of name on the Ryanair liveries was the carrier’s decision.

Slee to Swissotel

JENIFER Dwyer Slee has taken a new role as Director of Sales and Marketing at Swissotel Sydney.

She relocates to NSW from Brisbane where she was DOSM for Pullman & Mercure Brisbane King George Square, having also held several earlier roles at IHG.

“We remain open-minded to input from customers and other stakeholders, but have no plans at this time to change the name of the 737 MAX,” the firm said.

More C&K defaults

THE Indian parent company of Cox & Kings yesterday confirmed another failure to fulfil repayment obligations on commercial bonds, saying it was “working closely with its lenders to...bring the situation back to normal as soon as possible”.

The company has defaulted on payments four times since 26 Jun, blaming a “cash flow mismatch” with the drama seeing its shares plummet to all-time lows and IATA withdraw the company’s BSP participation (**TD** 11 Jul).

Cox & Kings Australia says it is “not at all impacted” by the C&K India situation, operating under its own Tempo Hols IATA license.

Influencer fraud

TRAVEL brands using influencer marketing are being warned of “rampant” cheating, with a significant number of Instagram famous faces boosting their following through artificial “bots” and so-called “engagement pods” where influencers actively engage with each other’s posts.

A study conducted by Swedish e-commerce retailer The Good Company has estimated that a staggering US\$744 million annually in marketing spending is “mainly going to Russian Bots and mass-follower accounts”.

Almost 60% of influencers admitted to having bought likes, followers and comments to inflate numbers, with the report saying “loads of brands pour serious money down the drain hunting engagement and likes”.

The findings mirror figures highlighted in **travelBulletin’s** May story, “Clicks, Lies and Social Media” - **CLICK HERE**.



Roxanne Gauthier

Get ready to fill your eyes with sights, and your belly in Burgundy in the July issue of **travelBulletin**.

CLICK to read
travelBulletin



Window Seat

OFFICIALS in Spain have released a mug shot of a man accused of attempting to smuggle 500g of cocaine hidden under an oversized toupee.

The curious hairstyle attracted suspicion when the Colombian chap arrived on a flight from Bogota, with officers saying the drugs were worth €30,000.

“There is no limit to the inventiveness of drug traffickers,” according to a police statement.



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Quest names COO

QUEST Apartment Hotels has appointed David Mansfield as Chief Operations Officer.

Working closely with General Manager Franchise Operations David Ridgeway, Mansfield will be tasked with managing critical functions of Quest's business format franchise model.

Most recently Area General Manager of InterContinental Hotels Group in Melbourne and Canberra, Mansfield also serves as the Chairman of the National Advisory Board of Employment at the Accommodation Association of Australia.

He has over 30 years of experience in senior corporate and strategic management in positions across Asia, the Middle East and the Pacific.

"David will provide further collective strength in strategic decision-making and leadership for the Quest corporate office," said Chairman Paul Constantinou.

EU flight ruling

AIRLINES are expected to protest a ruling by the Court of Justice of the European Union extending passenger rights.

Under the change, travellers have the right to compensation for delays or flight disruptions applying to connecting flights, even when the delayed flight is operated by another airline.

The protection applies to all flights that leave the EU and are booked under the same booking reference.

Every passenger affected may be eligible to claim for alternative transportation and compensation of up to €600 (AU\$959).

The airline must also pay between €250-€600 if the pax arrives at the final destination more than three hours late, when a missed connection is due to a delay on a previous flight, or if they miss a connection when the pax is denied boarding or if their first flight has been cancelled.

Marriott Moxy for Perth



MARRIOTT International has released more information about its second Australian Moxy Hotels property, announced yesterday for Perth (**TD** 16 Jul).

Set to boast 150 rooms, Moxy Perth will be located on Hay Street, within walking distance of the city's downtown area and nearby the Swan River and Herrison Island.

Guest amenities will include Moxy regulars such as the Moxy Bar, Moxy Pickups food service, the Moxy Living Room and a fully-equipped fitness centre.

Plug in points and fast wi-fi are also available throughout.

The new hotel, scheduled to

open in Dec 2021, is owned by a consortium of West Australian businesspeople, 195 Hay Street Pty Ltd.

The property follows the signing of the first Moxy Hotel in Australia, a newbuild to open in Melbourne in Jul 2021 (**TD** 07 Feb).

"Moxy is an adventurous, fun and bold response to the desires of today's travellers," said Sean Hunt, Area Vice President, Australia, New Zealand and the Pacific, Marriott International.

Pictured are Richard Crawford, Marriott Int'l Senior Director Development AU/NZ and Pacific, and a representative from Moxy Perth's owning company.

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Oceania earlybird

OCEANIA Cruises has a new 2020 early booking special on select European sailings, offering guests a free stateroom upgrade for bookings made between 17-30 Jul.

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

Want to move up but need a helping hand?

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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.

[Click here to find out how to apply](#)



Star Clippers brox

STAR Clippers' newly released 2020 brochure is offering packages to Cambodia's Koh Rong Island and Sihanoukville for the first time.

The new additions provide sailings from Thailand to Cambodia, where passengers can enjoy either 10- or 11-nights on board, and take advantage of stops on the island of Koh Rong, the beaches of Cambodia's trendiest city Sihanoukville, and explore the famous ancient temple, Angkor Wat.

Trips start from \$4,810pp for 10 nights or \$5,290pp for 11 nights.

Star Clippers is also set to return to popular destinations from previous programs, such as Malaysian Borneo and Singapore, as well as explore new ports on its seven-night Corsica, Sardinia and Riviera sailings.

San Fran incentive

VISIT California is celebrating San Francisco's Christmas in Jul period with a new lucky dip competition for Aussie agents.

Winners can go in the draw to receive Google Home Minis, Apple AirPods, Apple TVs, and GoPro cameras, when they complete the San Francisco specialist badge program, accessible [HERE](#).

Agents have until 31 Jul to complete the training and once finished, need to send a screenshot of their certificate to paola@gate7.com.au.

Kenya believe this famil?



TRAVELMANAGERS recently sent three of its Personal Travel Managers (PTM) on an eleven-day Kenya famil hosted by African Wildlife Safaris.

The adventure kicked off in South Africa where the trio of PTMs landed in Johannesburg, before moving on to the Kenyan capital of Nairobi and spending a night at the historic Mt Kenya Safari Club.

Agents then enjoyed two nights at the Elephant Bedroom Camp, a small site set on the banks of the Ewaso Ny'iro River which consists of luxury tents kitted out with

some rustic African style decor.

The highlight of the trip came when the group travelled to another camp site in Masai Mara, close to the Tanzanian border, where they were able to join local expert guides, take bush walks and watch the sun rise from the vantage point of a hot air balloon ride.

TravelManagers' Giulia Gentiluomo, Rose Febo and Erryn Morris are **pictured** above at the equator.

Visa-free to SA

SOUTH Africa's Department of Home Affairs has added Ghana, Sao Tome and Principe, New Zealand, Cuba, United Arab Emirates, Qatar and Saudi Arabia to its visa-free travel list.

The country also committed to employing additional staff to key markets where there is high demand for visas, thus decreasing the waiting time.

South Africa Tourism Acting CEO Sthembiso Dlamini said, "this could not have come at better time for the tourism industry as we look to achieve our goals to increase international arrivals by four million".

Hotel Victor Harbor

A NEW \$40 million six-storey hotel is planned for Victor Harbor in South Australia, to be managed by hotel chain Wyndham Hotels & Resorts.

Anchorage Hotel owner Greg Phillips has lodged plans with Victor Harbor Council for the 126-room, 4.5-star property, which will also include a conference facility for 400 guests.

The blueprints also include refurbishments on the property and a new multistorey 266-space carpark.

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Holiday Inn Sunny Coast

THE Sunshine Coast is set to see its first new internationally branded hotel in three decades, with investment & development company Pro-Invest purchasing a site in Maroochydore with intent to develop a Holiday Inn Express & Suites.

The nine-storey development is planned to have 167 rooms, a swimming pool, bar and dining venue, conference and function facilities, and ground-level retail.

Scheduled to open at the end of 2020, it is the second Pro-Invest hotel project in Queensland following Holiday Inn Express Brisbane Central in 2017.

The hotel's opening will also be timed with the launch of the new runway at Sunshine Coast Airport, which will be capable of servicing international flights.



Chief Executive Officer of Pro-Invest Ronald Barrott said, "the Sunshine Coast is transitioning from a largely leisure-based market to a more diversified market with major growth."

"The Holiday Inn Express brand is ideal for the destination as its upper-midscale positioning will make it highly-suitable for targeting business, meetings and leisure travellers."

A render of Holiday Inn Express & Suites is **pictured**.

Rail Europe reshuffle



RAIL Europe has appointed Richard Leonard to the newly created position of General Manager Business Asia Pacific; and promoted James Hooper to Regional Sales Manager AU/NZ and Kirsty Blows as Customer Care Manager Asia Pacific.

"Richard is a proven leader with strong business acumen, vision and engineering skills,

powered by his ability to bring people together to work towards a common goal," said Rail Europe Chief Executive Officer Khoi Nguyen.

"Working closely with Richard is James in our Melbourne office, who will work alongside our other long standing Regional Sales Mgrs in Japan, South Korea & Singapore...and Kirsty who is based in our Auckland office will work closely with James to lead our diverse team," Nguyen said.

Pictured celebrating their new roles are Kirsty Blows, Richard Leonard and James Hooper.

Pakistan restrictions

PAKISTAN has lifted the overflight restrictions on its airspace which have been in place for nearly five months.

"With immediate effect, Pakistan airspace is open for all types of civil traffic on published [Air Traffic Service] routes," the Pakistan Civil Aviation Authority said on Mon.

Pakistan closed its airspace for all civilian traffic after India carried out air raids on Pakistani territory on 26 Feb, following attacks in Pulwama.

Life's An Adv to NZ

LIFE'S An Adventure is now offering four pack-free guided walking tours in New Zealand.

The additions are Fiordland Great Walks of New Zealand, Queen Charlotte Sound Walk, Abel Tasman National Park Walk and Best of the Queen Charlotte and Abel Tasman Walk.

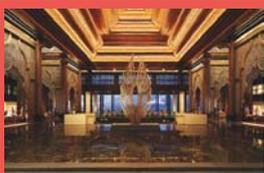
ACCOMMODATION

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.



A multimillion pound renovation of **W London - Leicester Square** has seen the property's 192 guestrooms and suites receive a new look and public spaces refreshed. Each room now sports new technology and a spiked pillow made from smart fabric which

promises to transform into "an iridescent masterpiece" in response to a camera flash. The hotel features a tablet-based system which controls the in-room temperature, lighting and media.



The **Apurva Kempinski Bali** has opened a new Japanese restaurant, Izakaya by OKU. The new 60-seat signature restaurant promises a "bistro-chic setting" and an open-kitchen dining experience, allowing guests to interact with the chefs. The menu

is inspired by traditional Japanese cooking methods and ingredients. Signature dishes include OKU Kaarage, OKU Aburi Salmon Roll, Truffle Gyu Don and Saikyo Cod.



Five spa pods and two relaxation rooms have been introduced at **Six Senses Maxwell**. The new additions are decorated and furnished in line with the property's 19th century aesthetics, with a modern twist. Experiences on offer include Six

Senses Signature Massages, locally inspired rituals, targeted therapies and functional fitness.



Product Executive

This position would suit a self-motivated, enthusiastic and highly organised individual with a strong passion for detail and computer skills. It encompasses the loading, maintenance and accuracy of product information and pricing in our internal reservations system and the generation of reports and competitive analysis.

Monitor and analyse product profitability and growth through close communication and liaison with other departments and staff to build an effective link between reservation teams and the sales and marketing department.

Manage supplier relations to ensure profitability and suitable products are developed and maintained in the region.

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MAGNT, Mantra deal



THE Museum and Art Gallery of the Northern Territory (MAGNT) has appointed Mantra Hotels as its official accom partner.

MAGNT Director Marcus Schutenko said the partnership with Mantra aims to encourage national and international visitors to the Northern Territory, "particularly to the Telstra National Aboriginal & Torres Strait Islander Art Awards between Aug and Nov".

Accor Chief Operating Officer Pacific Simon McGrath said

the hotel group was excited to officially partner with MAGNT, as an ideal destination for its guests to visit in the NT.

Pictured: Mantra Hotels Conference and Events Coordinator Krutika Bhatia; Mantra Hotels Area Manager NT Dave Pearson; MAGNT Director Marcus Schutenko; Mantra Group Business Development Manager NT Jenna-belle Hall; and MAGNT Development and Communications Manager Meredith Dellar.

Princess Escape

PRINCESS Cruises will launch a digitally enhanced escape room experience, Phantom Bridge, on board its newest ships, *Sky Princess* and *Enchanted Princess*.

The escape room will challenge guests to solve puzzles presented through projection mapping, touch screen surfaces and hidden physical elements, with more than 700 possible outcomes.

It will debut on *Enchanted Princess* in winter 2020.

New Barossa tour

ADELAIDE Sightseeing is serving up a tasty new tour through the Barossa Valley.

The full-day Barossa Food and Wine Experience Tour provides the opportunity to sample wine and chocolate pairings at the Barossa Valley Chocolate Company, and a trip to Maggie Beer's Farm Shop and lunch at Lambert Estate.

The new tour is priced at \$135 per adult.

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.

Q3 - What is the capital of Morocco?

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AKL pax growth

AUCKLAND Airport has reported a total passenger growth of 1.7% in May 2019, when compared to the prior corresponding period.

The increase in passenger movements was achieved despite Hong Kong Airlines withdrawing its Auckland-Hong Kong service from 22 May, which contributed to a 13.7% decrease in Chinese visitor arrivals, compared to the prior corresponding period.

ARC, Sabre deal

AN AGREEMENT between Airline Reporting Corporation (ARC) and Sabre Corporation aims to ensure travel agencies will be able to report and settle transactions no matter what distribution model an airline is using, including NDC.

The deal modernises a 30-year contract between the businesses.

ATPI Clipper deal

ATPI Sports Events will partner with the Clipper Round the World Yacht Race as the event's official travel supplier.

ATPI will assist Clipper teams with their travel arrangements, with more than 700 people from 45 nations taking part in the biennial race, which is expected to end in London on 08 Aug 2020.

Avani two in Krabi

AVANI Hotels & Resorts has announced that two resorts in Krabi, Thailand have signed on with the brand.

The 83-room Avani+ Koh Lanta Krabi Resort, and the 178-key Avani Ao Nang Cliff Krabi Resort, will reopen in mid-2020 and late 2019 respectively, following extensive renovation works at the two properties that aim to bring them into line with Avani's standards.

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Group Travel Events Manager

NorthWest Sydney, \$70k + Super, Ref: 4147PE1

Our client is looking for a travel professional with Groups & Corporate travel experience to join a fantastic boutique Events Company. The successful candidate will ideally have a good telephone manner with excellent customer service skills. You will be experienced in the travel industry & have experience with group air & corporate travel bookings. You will also receive on the job training in Events & be offered the possibility of flexible full time hours & some days working from home.

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

Operations Manager

ADL, Circa \$100k, Ref: 4216AW1

The role involves working away from home for periods of time, responsible for the overall management & delivery of on board Guest Experience. Manage all aspects of on board crew service delivery throughout a journey, including budgets per journey, staff performance, waste management & guest experience. If you enjoy & have had experience with maintaining communication and relationship with tour operators, & communicating with guests & staff - then this is the role for you! APPLY NOW!

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

Reservation Consultant

Melbourne, \$50k + Bonuses, Ref: 4150SZ1

A well-established Tour Operator who has been in the game for over 30 years globally with a growing presence in Australia after coming into the market a few years ago, looking for their next superstar due to growth and expansion! High staff retention & good company culture where you will have a fully supportive & happy work environment. Experience in the travel industry either in retail or wholesale is essential, ability to use GDS system is desirable along with a great attitude!

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

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TAS, \$50-60k + Super + Bonus, Ref: 1784AW6

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

Corporate Leisure Travel Consultant

Perth, \$60-70k + Super, Ref: 4138SJ1

To tie in with ongoing success across the Perth corporate travel industry we are on the lookout for a Corporate & Leisure Travel Consultant to join a boutique travel management company in their luxurious offices in Perth. Dealing with SME accounts as well as high end leisure bookings, using your travel industry experience and excellent customer service skills, this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & reap the rewards!

For more information please call Sarah on (08) 6365 4313 or click [APPLY](#) now.

Ski Specialist

Brisbane, High Salary + Bonuses, Ref: 3752MT1

If you are an experienced travel consultant but prefer to work behind the scenes - then this role is for you! Dedicated to providing outstanding service and the best deals available, you will be working with one of the biggest ski holiday providers in Brisbane. This role gives you the chance to expand your knowledge, gain further experience and fast track your career! Earn BIG \$\$\$ and travel to ski destinations across the world! Minimum 2-3 years of consulting experience, APPLY NOW!

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

Luxury Groups Travel Consultant

MEL, Up to \$60k DOE + Super, Ref: 2258AB1

Live your best work life (Mon-Fri only) every day, surrounded by people who share your passion for luxury travel. We're on the hunt for a Groups consultant (min 2yrs in retail or wholesale), with Africa product knowledge being advantageous. You'll enjoy working for a market leader that pride themselves on their high levels of customer service and in return, will be rewarded with a lucrative salary, ongoing training, and enjoy having your weekends back to yourself! Contact me ASAP and APPLY NOW!

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

PR, Communication & Promotions Executive

Sydney CBD, Competitive Salary, Ref: 7777AJ1

Utilise your creative background and successful experience within PR and Communications in order to drive visitor numbers to a well-known and widely visited International Tourism Destination. You will be in charge of developing and implementing a comprehensive publicity, communications and promotions programme in order to build brand awareness and contribute to visitor growth. You will have plenty of support at hand while also having the flexibility to make the role your own.

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