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\$2,000 prize for highest growth in each state

\$2,000 prize for highest sales in each state

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Terms and conditions: Incentive period 11 June - 07 July 2019. Valid on Virgin Australia return tickets issued on VA (795) ticket stock ex Australia to anywhere on the VA network via Air Tickets/Smart Tickets only. Valid for sales and ticketing between 11 June and 07 July 2019 inclusive. Valid for tickets with travel dates between 11 June 2019 and system range at time of booking. To Qualify, your agency must issue a minimum of \$3,000 on Virgin Australia operated flights (no VA codeshare) during the incentive period (no cabin restriction). Infant, cancelled, group bookings and refunded tickets are ineligible. Prizes will be awarded as follows: \$2,000 toward your VA flights per state will be awarded to the agency with the highest growth in eligible sales compared to the same period in 2018; \$2,000 toward your VA flights per state will be awarded to the agency with the highest revenue in eligible sales; and \$1,000 toward your VA flights per state will be awarded to the agency with the highest revenue in eligible sales to the Tasman. One per state group defined as NSW/ACT, VIC/TAS, QLD, SA/NT and WA. All prizes are awarded to the Owner/Manager of the agency. Prize must be redeemed by 31 March 2020 and tickets must be issued via Air Tickets. Prize travel is restricted to Virgin Australia operated services only and travel is permitted ex Australia via any VA gateways. The prize must be used in one transaction. If prize is not used in one transaction, the outstanding amount will not be transferred or paid out in any way. All other travel related expenses are at the expense and arrangement of the winning agency and any outstanding credit cannot be used to cover these expenses. Prizes are non-transferable, non-changeable nor redeemable for cash. Any FBT implications are the responsibility of the winning agency. Sales will be automatically tracked by Virgin Australia and Air Tickets who reserve the right to cancel or alter the conditions of the incentive at anytime. Winners will be notified within 120 days after the incentive period expires. All winners must be an international travel consultant and full time employee of the agency. This incentive is open to agents purchasing VA via Air Tickets.

Travel Daily

First with the news

Thursday 13th June 2019



CATO slams disruptors

EXCLUSIVE

THE Council of Australian Tour Operators (CATO) has blasted use of travel advertising quoting "typically" or "valued at" pricing, saying the rise of travel industry disruptors marks another period of fundamental change.

Speaking at last night's CATO AGM in Sydney, Chairman Dennis Bunnik said prices quoted in the ads were "often so unrealistic it is laughable...unfortunately though consumers are buying it and do think that they are getting a \$10k tour for just \$5k".

He didn't name the companies disrupting the industry, but is believed to have been referring to groups such as Webjet Exclusives, Luxury Escapes, TripADeal and Inspiring Vacations, 49% owned by Australian Pacific (Holdings) P/L.

"It is important to note the rise

of the disruptors and their impact on the industry. The numbers they are doing are staggering.

"Our calculation is that they are ripping many tens if not hundreds of millions of dollars of sales out of the retail travel network...I doubt many individual travel agents realise exactly how much they are losing to clients booking direct with the disruptors."

He highlighted recent Bunnik Tours ads which criticised the misleading "typically" pricing as well as an alleged practice of giving discounts to customers who provide positive online reviews.

"Our aim here is not to stop competition, rather it is to ensure everybody adheres to the ACCC advertising ethics and guidelines as required under Australian Consumer Law," he said.

Air Tickets incentive

TRAVEL agents who sell Virgin Australia through Air Tickets this month have the opportunity to share in big cash prizes, as part of the largest ever Air Tickets incentive with VA.

See the **cover page** for details.

Solo Traveller Sale!*



Find Out More

*T&C's apply

MACAU GRAND PRIX

For the 66th successive year, the streets of Macao will be transformed into a racing circuit for the running of the annual thrill-a-minute Macao Grand Prix, this year from November 14-17.

Some of the world's greatest Formula 1 drivers have raced here with success, with a mix of budding Formula 3 drivers set to follow in their jet stream and test their skills on the tight circuit. Prepare to see the best riders in the Motorcycle Grand Prix along with drivers competing in the World Touring Car Championships.

2019 is a special year as Macao celebrates the 20th anniversary as a Special Administrative Region of the People's Republic of China.

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Eclipse on track

SCENIC Luxury Cruises and Tours has announced its troubled *Scenic Eclipse* ship has successfully completed a range of extensive sea trials, ahead of her official launch on 15 Aug.

"I was delighted with how quiet the ship is...she was vibration free and virtually silent during all our trials, exceeding our expectations in terms of stability, manoeuvrability and performance," said Scenic Captain, James Griffiths.

With the sea trials officially complete, *Eclipse* will now undergo the final touches to its interior and exterior.

Cathay defends QF pact

CATHAY Pacific has responded to the International Air Services Commission's (IASC) decision to reject its proposed codeshare arrangement with Qantas on select Australian flights to Hong Kong (**TD** 27 May), stating it is "disappointed" at the Commission's draft decision.

In a letter submitted to the IASC, Cathay said that the rejected outcome "limits our ability to enhance our product offering, which would have been a benefit to customers in Australia and around the world".

"The decision would prevent

a product enhancement for Australian residents in your country, but also those living and working abroad and travelling home, and overseas passengers and businesses seeking to visit Australia for commercial or leisure purposes," it continued.

The Draft Submission rejecting the codeshare arrangement questioned whether the inclusion of a domestic sector in the itinerary "sufficiently changes" the product being offered.

In its response, Cathay argued that the inclusion of a domestic sector in conjunction with the requested international codeshare would mean that Australian communities not at gateway airports would gain "increased simplicity and efficiency at arranging their travel to Hong Kong" by having more itinerary options.

A further review of the Draft Submission by IASC is expected.

Air NZ Boeing GC

AIR New Zealand has announced the temporary addition of a Boeing 787-9 *Dreamliner* on its Auckland-Gold Coast route during Jul.

The service will operate once per week between 07 Jul and 21 Jul, taking off on Sun.

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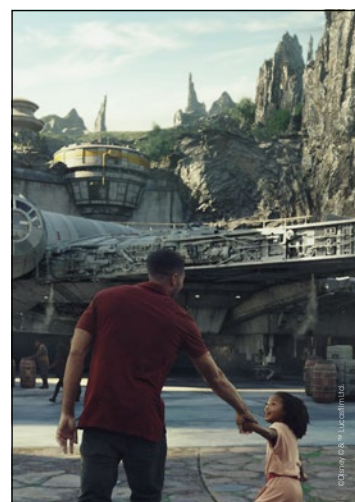
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Sri Lanka update

DFAT has lowered its travel advice to Sri Lanka, recommending visitors "exercise a high degree of caution".

The advice follows an upgrade to "reconsider your need to travel" (**TD** 26 Apr) after the terror attacks across Colombo, Negombo & Batticaloa on 21 Apr.

Security forces continue to maintain a "visible presence" particularly in the Northern and Eastern provinces - more **HERE**.



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LATAM
AIRLINES

Thursday 13th June 2019

DRW-BME route

QANTAS today confirmed the launch of a new non-stop route between Darwin and Broome.

The service will debut 27 Oct, operating thrice weekly using 100-seat Fokker F100s which are also being deployed on the Darwin-Alice Springs route.

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anzcro

Helloworld claims NZ coup

HELLOWORLD Travel Limited says its recent additions in New Zealand (**TD** breaking news) will boost its annual TTV by about NZ\$300 million and comprise more than 65% of the sales recorded by the First Travel Group prior to its recent acquisition by Express Travel Group (**TD** 31 May).

Today HLO announced that the NZ Travel Brokers group would join its retail network, with CEO Andrew Burnes saying the expansion would give the company a total of 580 agency members in NZ, including 280

travel brokers.

"The New Zealand acquisitions and network expansion has given our NZ business the size and resulting economies of scale to assist the Group to achieve our targeted EBITDA to Revenue of 25% in FY20," he said.

"The team in New Zealand has done an outstanding job of building a strong value proposition which in turn has attracted these new agencies to our networks," he said.

NZ Travel Brokers joins Gilpin Travel and Barlow Travel, which became part of Helloworld early this year (**TD** 03 Jan) as well as former First Travel Group members Atlas Corporate Travel and events and sports specialist, Williment Travel, which was 100% acquired by HLO (**TD** 06 Jun).

Express Travel Group owns about 65% of First Travel Group, with the rest held by existing members and management.

Insurance progress

THE Insurance Council of Australia (ICA) is leading a push to expand mental health coverage in travel insurance policies.

ICA CEO Rob Whelan said the industry was reviewing a new report into mental health and travel insurance published by the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) (**TD** yesterday).

"The ICA supported and cooperated with the VEOHRC investigation, and supports the aims of the Commission's industry-focused recommendations," said Whelan.

The changes to the travel insurance market reflect the importance of providing mental health cover to travellers, with 45% of Australians likely to suffer a mental health condition at some stage in their life, he said.

How to see Vietnam and Laos

Read the Autumn edition of *Travel & Cruise Weekly*



Window Seat

AIRBNB requires a leap of faith from both host and guest, and we're guessing neither party was satisfied with the result on this occasion.

After opening a locked door in her rental during a recent trip to Europe, a US woman apparently discovered two guns, an erotic painting and a typewriter with teeth for keys.

Taking to Twitter to document her horror and concern, @ashleyfryer sent the social media website into a meltdown, drawing a reply from the official Airbnb account, and even eliciting a reply from author Jodi Picoult, offering to novelise her experience in Europe.

We're guessing @ashleyfryer won't unlock any more locked doors - if she chooses to book on Airbnb again.



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*In order to enable your agency to access the Qantas Channel from 1 August 2019, you should register for the Qantas Channel via [Qantas Agency Connect](#) and enter into an agreement with your GDS or Approved Technology Partner to access the Qantas Channel prior to 30 June 2019. Acceptance of each agency into the Qantas Channel following registration is subject to Qantas' approval.

International volume up

INTERNATIONAL scheduled passenger airline traffic for the year ending Dec 2018 increased by 4.9% to 41.57 million people, up from the 39.62 million recorded in 2017, according to figures published in the Bureau of Infrastructure, Transport, and Regional Economics (BITRE) annual airline activity report.

The data showed that 63 international airlines operated to Australia in 2018, with the Auckland to Sydney route the most frequented, notching up 1.56m pax carried for the year, down 1.5% on the previous year.

The next busiest service was Singapore to Melbourne which saw an upswing of 8.8% on the previous year to record 1.55 million passengers.

Qantas maintained the number one spot for international passenger volumes in 2018, carrying 17.1% of the total traffic,

followed by Jetstar with 8.9%. Singapore Airlines with 8%, and Emirates holding on to fourth spot with 7.7%.

Sydney Airport maintains a strong hold on the lead in terms of operated international seats, accounting for 40.4% of the total Australian volume.

Melbourne Airport ranked second with 26%, followed by Brisbane (15.1%), Perth in fourth with 10.4%, and the Gold Coast in fifth spot with 2.8% of the share.

BITRE has also released figures showing that the average discounted domestic airfare price dropped to \$139 so far in 2019, down from \$145 last year.

The same report also showed that Dec remains the most expensive time to travel domestically, recording an average discounted price of \$206.

The cheapest time to travel is Apr or Aug, both averaging \$129.

CATO team all on board



AN EXTRAORDINARY General Meeting held by the Council of Australian Tour Operators (CATO) yesterday made several changes to the organisation's constitution, including modernising its committee into a 10-strong Board.

The ratified change was followed by CATO's Annual General Meeting, which saw the election of three new members of the Board, as well as the reappointment of Dennis Bunnik as Chairman and Bench International's Martin Edwards as Vice-Chairman.

Newly elected Board members included Brett Mitchell from Intrepid, Julie King from Julie King and Associates, and Amanda

McCann from Collette.

They join existing CATO Board members, including Matt Cameron-Smith from AAT Kings, Halina Kubica from Greece and Mediterranean Travel Centre, Justine Waddington of Encounter Travel, Liz Anderson from Sundowners Overland and David Walker of Sno'n'Ski.

Drinks were sponsored by Resource, and after the AGM an evening of networking ensued, including presentations from the night's major sponsor, Skymed Aeromedical and Meg Salter of Auridian Consulting.

The new CATO Board is pictured above, with lots more photos at facebook.com/traveldaily.

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QF tops satisfaction

QANTAS Airlines has been rated the most satisfying domestic airline for the month of Apr in Roy Morgan's latest customer satisfaction rating.

The flag carrier achieved a customer satisfaction rating of 85%, beating out Virgin Australia (79%) and QantasLink (77%).

Three different airlines have topped Roy Morgan's satisfaction ratings in the first four months of the year, with Rex taking out two gongs and Virgin one.

Finishing in fourth, fifth and sixth respectively were Rex, Jetstar and Tigerair, hitting marks of 72%, 56% and 42%.

Qantas also topped this month's business traveller satisfaction metric with a mark of 85%, ahead of Virgin on 80% and well ahead of subsidiary Jetstar on 49%.

Roy Morgan CEO Michele Levine said "Qantas' victory illustrates the competitive nature of the domestic airline industry".

MSC agent rate

MSC Cruises is offering agents a discount of 20% off the cabin price on select 2020 sailings, with a potential upgrade also on offer if the agency has booked a client on MSC in the past two years.

This offer applies to departures including the 11 Jan Mediterranean cruise on MSC *Grandiosa*, from \$675pp and the 10 May Northern Europe cruise on *Meraviglia*, from \$870pp.

Call 1300 028 502 for more.

Cook Is from \$549

AIR New Zealand is offering return flights from Sydney to Rarotonga from \$549pp, with Business class fares also on sale from \$1,549.

Departing Thu afternoon, fares are also available from Brisbane and Melbourne via Sydney, with the sale ending 03 Jul.

Aussies can stay visa-free in the Cook Islands for up to 31 days.

Luna Park Sydney gets Vivid

SYDNEY'S Luna Park precinct dazzled with a lights and music display last night to celebrate a new event industry showcase inspired by Vivid Sydney.

Dubbed IGNITE 2019, Luna Park Venues and events company Funktionalty treated VIP guests to an evening of jam-packed entertainment across several venue spaces at the iconic location.

Guests were given a glimpse of the unique styling, food and activation ideas that can be delivered for events, including a laser and light show, glowbots, dance performances, DJ's and hula artists.

Speaking to **TD**, Luna Park Sydney General Manager James Granter said, "Our idea for IGNITE 2019 was to inspire our clients with new event ideas and showcase what can be achieved here".

Luna Park's Mark Taylor and James Granter are **pictured** with Tracy Wood from Funktionalty.



Sichuan AKL A350s

SICHUAN Airlines will redeploy its new Airbus A350-900XWB aircraft on the Chengdu-Auckland route from later this month.

GDS displays indicate the A350 will replace the current A330s on the thrice weekly flights.

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Thursday 13th June 2019

Melbourne to KWE

MELBOURNE International Airport yesterday announced Guiyang as its 13th Chinese destination, with Sichuan Airlines flying nonstop departing on Wed at 9.35pm.

From Guiyang, the aircraft will continue onto Chengdu.

Melbourne Airport Chief of Aviation David Hall said he was thrilled to add another Chinese city to its network.

"Opening up access to a new destination is exciting for Victorian travellers, and we are proud to be the first Australian airport to facilitate travel nonstop to Guiyang," Hall said.

"The city is located in the southwest of China, and is surrounded by luscious mountains, has plenty of historical appeal, and offers spicy local cuisine making it a very popular choice for tourists, as well as domestic travel within China," he added.

Hilton signs first Au Garden Inn

HILTON Worldwide today announced its first ever Hilton Garden Inn in Australia, with a management agreement for a newbuild in Albany, WA, which is set to open in late 2020.

The Hilton Garden Inn Albany will join other Hilton brands down under including Hilton Hotels & Resorts, DoubleTree by Hilton and Curio Collection by Hilton.

"With the rise of the middle-class traveller, we believe that the Hilton Garden Inn brand will be extremely well received in Australia," said the brand's Global Head, John Greenleaf.

The mid-market Hilton Garden Inn brand offers "affordable and comfortable accommodations, as well as thoughtful touches and amenities," he said.

The 108-room Hilton Garden Inn Albany will be located on the waterfront next to the new Albany Entertainment Centre.

A&K says "Design Your Day"



LUXURY tour operator Abercrombie & Kent announced the introduction of a "Design your Day" concept to its 2020 collection of itineraries while undertaking the Sydney leg of its Australian roadshow last night.

The bespoke option allows guests to choose from a selection of activities on at least one day of an itinerary, with available experiences ranging from arts, culture, culinary or wellness.

"The whole point of this is to give our guests flexibility even when they are on a group tour," said Abercrombie & Kent Regional Managing Director Australia/Asia Pacific Sujata Raman (pictured).

The new Design Your Day

option needs to be booked at the same time as the client's main tour booking, however, Raman reiterated that guests can cancel or change their bookings up to 72 hours prior to embarking on their selected activity.

"As we all know, guests start on a group journey and they make friends, and they speak to someone who might change their minds and we allow them to do that," Raman said.

"We also don't have any minimum or maximum numbers on the Design Your Day...if there's one person who wants to do it or the entire group wants to do a particular option, that is also possible," she added.

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Thursday 13th June 2019

Aussies last min

AUSTRALIAN travellers are playing "jetset roulette" by waiting until the last minute to take out travel insurance policies, according to a report from comparison website, Finder.

Finder reported that almost one in five travellers purchase insurance less than three days before they are due to depart, with a further 10% buying a policy a week before their trip.

The company found 53% of Gen Y travellers booked a policy within days of their departure date, while Baby Boomers were more cautious with close to 40% taking out a policy more than two months before they were due to depart.

Finder insurance specialist Sophie Walsh said people often forget that travel insurance covers them from the day they book their trip and can include cancellations and extensive medical cover.

Komodo update

ASIAN Trails Indonesia has clarified that no decision has been made on the future of tourism on Komodo Island, despite reports that the island will close to tourism in 2020.

While a closure remains a possibility, Asian Trails said if it went ahead it would only impact the island, with the rest of the park to remain open, including Rinca Island which is also home to wild Komodo dragons, and a range of trekking options.

Email Asian Trails Indonesia for more information - [CLICK HERE](#).

Intrepid Uncharted

INTREPID Travel is seeking a dozen travellers to take on an 18-day 3,500km trip from Tehran to Istanbul on an untried route.

Aspiring explorers can register to take on the 2020 Uncharted Expedition until 09 Jul [HERE](#).

The expedition is priced at \$4,595 per person.

Railway Adv choo-ses Belmond



RAILWAY Adventures has expanded its offerings via a new partnership with luxury train brand Belmond.

The partnership will allow Railway Adventures to be agents for Belmond's range of trains, including Belmond Royal Scotsman, Belmond Grand Hibernian and the Belmond Andean Explorer.

Pictured in front of the Belmond Venice Simplon-Orient-Express is Lissa Sharp, Railway Adventures Operations Manager and Karen Conlon, Belmond Director of Sales for Asia Pacific, Trains and River Cruises.

They are joined by Belmond Venice Simplon-Orient-Express team member Mr. Oliver, who escorted the ladies on their journey from Venice to London.

Sirena refresh

OCEANIA Cruises has unveiled a refreshed *Sirena* as part of its US\$100 million OceaniaNEXT brand enhancement program.

The re-configured ship features 342 staterooms and suites alongside revamped public areas.

Sirena is the third of Oceania Cruises' ships to be refurbished as part of the program.

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Thursday 13th June 2019

TTRA conf program

THE 50th annual conference of the Travel & Tourism Research Association (TTRA) is set to be held in Melbourne from 25-27 Jun.

Australian of the Year in 2007, Professor Tim Flannery will provide a keynote speech on the topic of "A Modern Tale of Wildlife Conservation, Murder and Redemption: Does Tourism Have a Role?".

A keynote speech will also be made by the University of Hawaii's Professor Pauline Sheldon, surrounding "Money Makes the Tourism World go Round - or does it?"

Other sessions include "navigating the waters of visitor statistics while avoiding the sharks", "developing research programs", "stabilising the shifting stands of new tech in data measurement", "the role of research in destination marketing" and "understanding connections to land: guardians and visitors".

Cruiseco Xmas out

CRUISECO has launched its new "Christmas Collection" of cruise options for the festive season.

Seabourn's Orchid Isles & the Coral Coast sailing, Royal Caribbean's New Zealand voyage, Holland America Line's East Asia and Panama Canal Sunfarer trips and Oceania's Serenity to Safaris itinerary are some of the highlights of the new brochure.

Huma hits \$5 mill

WORLD Expeditions' fundraising division, Huma Charity Challenge, has hit \$5m in raised funds for Aussie charities since its inception in 2013.

As per its name, the division works to inspire charities and their communities to take on a challenge in some of the world's most incredible destinations, including an ascent of Mount Kilimanjaro, a hike of the Great Wall of China and a trek to Mount Everest's base camp.

MTA visits southern Italy



MTA – Mobile Travel Agents' Beate Carr and Annie Morrison (**pictured**) arrived in style for their lunch date in Positano on Italy's Amalfi Coast last month.

The MTA Advisors visited southern Italy as part of a Unique Tourism Collection study tour, which included visits to Praiano, and the volcanic island of Ischia in the Gulf of Naples, as well as Lipari, the largest of the Aeolian Islands off northern Sicily.

DFAT India update

DFAT has advised Cyclone Vayu is expected to make landfall in the Indian state of Gujarat today, with tourists advised to monitor weather updates from the Indian Meteorological Department and international forecasts, avoid disaster areas and follow the instructions of local authorities.

Viking brochure

VIKING Cruises has launched its 2020-21 Ocean Cruises Brochure, featuring more than 10 new itineraries, 10 new extensions and the line's return to Turkey.

To celebrate, Viking is giving away three 15-day Far East Discoveries to three lucky Australian travel agents who find a golden ticket inside random brochure boxes distributed nationally, to be claimed before 19 Jul.

"We know discerning travellers are looking to really immerse themselves in a destination by learning about its history and culture, and when those customers walk through the door, agents can confidently offer them our new Viking Ocean Cruises brochure," said Michelle Black, Viking's MD, AU/NZ.

BENCH AFRICA'S GIDEON CHEILYK TO RETIRE AFTER 43 YEARS IN THE INDUSTRY

After an amazing career in both Australia and the UK, Gideon has announced his plans to retire shortly after this financial year finishes. A true legend in the industry, Gideon will be sorely missed by all his colleagues at Bench Africa. He plans to spend his retirement chasing his passions, spending time with family as well as well as pursuing his love of skiing and passion for travel in general and Africa in particular.

QUEENSLAND BDM POSITION AVAILABLE

Gideon's departure means there will soon be a new position available at Bench Africa as its Queensland BDM. Do you have firsthand travel experience of Africa as well as sales experience and a passion for delivering great service? There are some big shoes to fill but if you feel you have the feet to fill them, then please email your resume to jobs@benchafrika.com.au with a summary of where you have travelled in Africa.



Egypt primed for growth



ABERCROMBIE & Kent's Managing Director for Egypt and Middle East, Amr Badr, believes "Australia has room to grow" in Egypt amid an overall rebound in the country's tourism sector.

Speaking to *Travel Daily* in Sydney last night as part of a national roadshow to promote A&K's 2020 program, Badr said the luxury tour operator contributed nearly 40,000 tourists to Egypt per year, however, Australia had struggled to keep pace with that trend.

"The Australian market has been a little quiet for some reason, we have had more tourists from Australia going to Egypt in the past - we haven't been seeing enough of those people recently and that's maybe an area that should be revisited," Badr conceded.

"I think maybe the perception about Egypt is that because the country had a difficult time after 2011, the perception is

that security is not on the right path, but it is absolutely on the right path, it's just a question of whether Australia knows that or not," he added.

Despite Aussies expressing safety concerns, Badr said A&K was not in the business of selling a safety message as such, it was more about putting forward the positive aspects of its tours to the destination.

"It's up to us to sell reality, the reality is that Egypt is safe, Egypt is open for business and [visitor] numbers are the best certificate to validate what I'm saying.

"Numbers have gone to 12 million from six million and that is only going to increase".

A&K's roadshow will continue around the country, with key representatives in town to market its packages in regions such as Europe and South America.

Pictured: A&K's MD for Egypt and Middle East Amr Badr in Sydney last night.

Discover some of the most memorable adventures in the US in the June issue of *travelBulletin*.

CLICK to read
travelBulletin



Horse hub on track

THE proposed North Queensland Country Club Resort and Equestrian Centre near Townsville has cleared another hurdle, recently releasing the draft of its environmental impact statement to the Qld Govt.

If it receives the final go ahead, the project will feature luxury accommodation, conference and function facilities, restaurants and a "world-class" equestrian centre.

Construction will commence in 2022, if granted final approval.

Find a Happy Space

THE Victorian Government has launched a new tourism campaign called "Your Happy Space", calling on Melburnians to visit the state's regional attractions this winter.

Features of the marketing push include regional landscapes, food and wine, scenic drives and "cosy accommodation" that can be visited on short break holidays.

The Happy Space campaign is part of Visit Victoria's strategy to grow visitor spending to \$36.5 billion by 2025.

Crowne Plaza refurb

CROWNE Plaza Coogee Beach is set to undergo a multimillion dollar renovation, which will see all 219 guest rooms redesigned with new furniture, upholstery and bathrooms.

"The refurbishment will elevate our offering to new heights, while retaining the warmth and character we are renowned for," said IHG Sydney Central Area General Manager Gareth Long.

Works will be completed in time for summer this year.

Saudi airport attack

A SPOKESPERSON for a Saudi-led military coalition said "a hostile projectile" has hit the arrivals halls at Abha Int'l Airport in Asir Province in Saudi Arabia.

The alleged Houthi militia attack injured 26 civilians.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Tourism NT



Why does sustainability matter? Whilst sustainability is often talked about through an environmental lens, the true

nature of sustainability is a virtuous cycle encapsulating the social, economic and environmental fabric of a place, a region, a destination. I've long argued that whilst tourism is a strong generator of export dollars, it is also an industry that can (and often does) set a benchmark in protecting and showcasing the social, cultural and environmental values of a destination.

Sustainability in the Northern Territory is more than a thought or movement – sustainability, by necessity, is part of our DNA. Our Aboriginal peoples have looked after these lands, their culture and their people for over 60,000 years. We are remote by definition, with a relatively small population spread across a landmass equivalent to a large chunk of Western Europe. We are home to some of the most spectacular landscapes on earth, from our vast desert country, to the savannah and escarpment country to the wonder of our tropical north.

They say necessity is the mother of all inventions. Sustainability by necessity has been part of our part of the world for thousands of years. Our industry in the NT is proud to showcase this to visitors from around the globe each year. I look forward to sharing some of these stories in this column over the next few months.

Scott Lovett, Executive General Manager, Tourism NT



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World Exp initiative

WORLD Expeditions Travel Group has launched a new internal program designed to educate its team about global sustainability issues, and to inspire best practice.

Each division of the Group will champion one pillar per month, with Chief Executive Officer Sue Badyari commenting, "we know the power of people to forge change can and does happen."

P&O and EZPay

P&O Cruises has begun offering cash management application EZPay as a payment method.

Additionally, P&O Cruises is running a "Future You Sale", offering guests who book a cruise in 2020 a \$1 deposit per person, along with up to \$900 on-board spending money.

Backpackers study

VOLUNTEERING, venturing off the beaten track, and long-term planning are the latest travel trends currently being enjoyed by backpackers, according to Hostelworld's latest *Evolution of the Hostel Traveller* report.

More than 5,000 travellers from the Baby Boomer, Gen X and Gen Y demographic were surveyed by the company, with the report revealing that 34% of future travellers expect a "once in a lifetime experience", while 49% said they would prefer culture to be more memorable than nightlife (17%).

The report also revealed an 85% increase in Australians looking to volunteer while travelling compared with 20 years ago.

Destinations such as South Korea and Japan are also now top choices for Aussie Millennials.

APPOINTMENTS

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

Outrigger Fiji Beach Resort has named **Darren Shaw** as the property's General Manager. Shaw joins from the same role with Outrigger Laguna Phuket Resorts and Villas. He is no stranger to the resort, having served the property under its previous name, Outrigger on the Lagoon.

United Airlines has appointed **Sarah Murphy** as Senior Vice President, United Express, where she will oversee the carrier's regional network, product, customer service, operations and strategy. Murphy has been repositioned, previously serving as United's Vice President of Global Operations, Strategy and Design.

Nathalia Wilson has taken on a new Director of Development, South East Asia & Korea role with **InterContinental Hotels Group**. She brings 20 years of hotel investment and asset management experience and will focus on expanding IHG's presence in the region.

Starboard has announced the appointment of **Lisa Bauer** as President and Chief Executive Officer of Starboard Cruise Services, where she will oversee both Starboard Cruises and its sister company, Onboard Media. Most recently, Bauer was head of onboard experience at Delta Airlines.



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WIN FLIGHTS TO SINGAPORE

This month Travel Daily and Singapore Airlines are teaming up to test agents' knowledge on Singapore Airlines for a chance to win two return Economy Class tickets to Singapore.

Simply enter by answering the weekly questions during the month and have the most creative response to the last question to win. Send your answers to singaporeairlines@traveldaily.com.au

2. Singapore Airlines operates the world's longest flight between Singapore and New York using the A350-900ULR, with total flight time being 18 hours 45 minutes. What are the cabin classes on the ULR aircraft?



Cairns Global Eco

THE Cairns Pullman Reef Hotel will stage the Global Eco Asia-Pacific Tourism Conference.

The event in Dec will mark the 27th year the Conference has been held, with this year's event to centre around the theme of "Essential Evolution".

Around 250 delegates from the region are expected to attend, bringing together operators, tourism commissions, protected area managers and other industry professionals.

Tugu names Au rep

INDONESIAN luxury hotel brand, Tugu Hotels and Resorts, has appointed Indo a Go-Go as its tourism marketing representative in Australia and New Zealand.

The brand has four hotels and six restaurants across Indonesia.

Bowen centre plan

THE Queensland town of Bowen has secured \$4m in state government funding which will go towards the construction of a new conference and cultural centre at Flagstaff Hill.

The new facility will feature 360° views of the Whitsunday Islands, Great Barrier Reef and Hinterlands and will cater for up to 200 people.

Centurion + Escape

AMERICAN Express and MAG USA have announced plans to bring the Centurion Lounge and the Escape Lounge to Terminal 4 of the Phoenix Sky Harbor Int'l Airport in the coming months.

The space will span close to 900m² and will feature a shared entrance, lounge spaces and amenities for each location.

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As a Global Corporate Account Manager you will be responsible for the regional program with the objective of growing and increasing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to executives. Interviews to commence this week, call today to find out more

TAKE THE REIGNS

CLUSTER GM - OPERATIONS
SYDNEY – SALARY PACKAGE \$170K

This prestigious hotel group is looking for a talented cluster GM Operations to act as 2IC to the company COO. Your role will include mentoring GMS, devising and implementing national strategies to drive revenue and client satisfaction and oversee key projects including major refurbishments and renovations. If you have proven experience as a Regional GM this is the perfect next step.

ADD E-COMMERCE TO YOUR CV

SALES MANAGER - ONLINE
SYDNEY – HIGH BASE SALARY PLUS BIG BONUSES

This unique opportunity will suit a strong Tourism or Hospitality Sales Manager that understands and is motivated by the sales process and looking for that something different. This global company, with over 20 offices worldwide is seeing huge growth in the Australian market and now looking for a strong sales manager to join them. You'll need established relationships in the travel and hospitality trade with previous experience for an OTA highly desirable.

PROMOTE A DOMESTIC PRODUCT?

AGENT SALES MANAGER
SYDNEY – SALARY PACKAGE \$82K PLUS+ BONUS

Do you have contacts or connections in the domestic trade market, are you interested in promoting an iconic attraction? If you have a good knowledge of the local hotel market and attractions please call today. This is a great opportunity for an industry BDM to broaden their career, you will be responsible for increasing sales of this product through key distribution partners. \$75K base plus super plus a strong bonus is on offer. Interviews have commenced.

TAKE CHARGE

RETAIL TRAVEL TEAM LEADERS
SYDNEY & MELBOURNE – \$85K PKG + BONUSES

We have several superb management opportunities available across NSW & VIC. As a hands on manager you'll know the secrets of closing a sale and be able to motivate and inspire your team to achieve strong results. Working for a reputable and highly respected travel brand you'll enjoy a strong base salary + commission, ongoing career development opportunities, access to five star famils and more. Previous travel management experience is a must.

EXCITING SALES OPPORTUNITY

BUSINESS DEVELOPMENT MANAGER
BRISBANE – up to \$97K PKG + \$\$ BONUSES

This unique sales opportunity will see you working for an innovative brand and being responsible in growing their portfolio of members in QLD. The ability to develop a strong sales pipeline combined with effective negotiation skills and the ability to close the deal are a must. A strong base salary plus car allowance and bonuses are on offer along with long term career development.

Call for a confidential chat today.

NEW PART TIME PERFECTION

BUSINESS DEVELOPMENT MANAGER
BRISBANE – UP TO \$70K PKG Prorated

Don't miss out on the chance to grab a rare part time BDM role in Brisbane. Representing a reputable and well-known brand you'll be responsible for developing and enhancing new and existing relationships with agents within your QLD territory. Your previous on the road sales experience combined with your established networks throughout QLD will be the key to success. Work 3 days per week earning a strong salary package and more.

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