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## Silversea guests

SILVERSEA is highlighting the intense loyalty of its past guests, inviting agents to partner with the cruise line because "a Silversea guest is forever".

The promotion comes during the company's 25th year of operation - see the **cover page**.

## QF major loyalty overhaul

QANTAS has today announced the single largest overhaul of its Frequent Flyer scheme in its 32-year history, injecting \$25 million per annum, with the changes to be rolled out over the next 12 months (**TD** breaking news).

The restructure will include the addition of one million extra reward seats annually on Qantas and partner airlines, the slashing of carrier charges by up to 50% on international bookings, and the creation of a new tiered Points Club in late 2019 to better reward those who earn the most

points through on-the-ground transactions.

Under the makeover, members will also benefit from a 10% reduction in the number of points needed for international Economy Classic Reward seats.

Qantas CEO Alan Joyce also revealed a number of new loyalty agreements with partner carriers Air NZ, China Airlines, Bangkok Airways, Air France and KLM Royal Dutch Airlines which will allow members to take advantage of changes with its partners.

But the modified loyalty program was not all good news for members, with the number of points required to redeem Business class seats on international and domestic flights flagged to "increase slightly".

Members will need to use 15% more points for Premium cabins on domestic and Int'l Economy Classic Flight Reward seats and up to 9% more points for upgrades.

## The latest from LA

LOS Angeles Tourism has today showcased a range of new developments and updates in the ever-changing Californian city and its attractions, and airport gateway as part of the regular "L.A. Insider" feature - see **page 11** of today's **TD**.

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### Today's issue of TD

Travel Daily today has 10 pages of news and photos, a front cover page for **Silversea Cruises**, plus full pages from:

- Los Angeles Tourism
- AA Appointments jobs
- Qatar
- Qatar product profile page

VIKING

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## Counsellors' quality focus

TRAVEL Counsellors' Australian office has embarked on a project to improve the quality of its members, Regional Managing Director Kaylene Shuttlewood told *Travel Daily* at the group's Australian conference, held in Adelaide over the weekend.

Currently, Travel Counsellors has 135 members in Australia, down from 140 in 2017, when the group committed to an ambitious plan to grow its local membership to between 250-300 agents over three years (*TD* 05 Jun 2017).

Last year, five weeks into leading the local office, Shuttlewood reaffirmed TC's commitment to the goal (*TD* 07 May 2018).

Shuttlewood told *TD* on Sat that the company had since made a "concerted effort" and focused on quality, not quantity.

She said the strategy was motivated by feedback from Travel Counsellors who said they wanted "to be the best".

"We've not shied away from addressing some of the legacy issues with TCs, where we had concerns around alignment around how they were operating

and conducting their business and we did this to ensure we are protecting the TC brand," she said.

"We have a minimum sales threshold so we implemented that to be more active," Shuttlewood explained, noting the company went through a three-month process with TCs, "but some people were at a different time in their life".

"Its about getting that 'secret sauce' that TC has, and for me, coming in for my first year, that's been my biggest focus... the biggest challenge was to get that, while at the time building a fairly new team in Melbourne," Shuttlewood told *Travel Daily*.

Over the past year, TC's Australian HQ in Melbourne has grown its staff from 21 to 24 and moved into a larger office space (*TD* 22 Mar).

Shuttlewood said sales for TC in Australia were going well and the company was on-track target-wise, following on from a "flatter start to the calendar year".

"We're targeting growth from last year and then growth again next year," she said.

## MH17 charges

PROSECUTORS in the Netherlands have formally issued murder charges against four men accused of complicity in the downing of Malaysia Airlines Flight 17 in 2014.

An international warrant has been issued for the arrest of Russians Igor Girkin, Sergey Dubinskiy, Oleg Pulatove and Ukrainian Leonid Kharchenko, whom investigators say were responsible for transporting the missile system which destroyed the Boeing 777.

They said there was a "direct line of military command" between the Ukrainian rebels and the Russian Federation.

## Qatar Skytrax wins

QATAR Airways has been named the Skytrax "Airline of the Year" for the fifth time, with the landmark achievement coming alongside other Skytrax accolades for World's Best Business Class, Best Business Class Seat and Best Middle East Airline - see **page 13**.

The carrier is also highlighting a range of special offers for clients to enjoy a stopover in Qatar en route to Europe - see **last page**.



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## Qantas orders A321XLRs

**QANTAS** says its updated Airbus order for a total of 36 A321XLR aircraft (**TD** breaking news yesterday) will give it flexibility to fly routes such as Melbourne-Singapore or Cairns-Tokyo using narrow-bodied aircraft.

The deal expands an existing order by 10 additional planes, also converting 26 A321neo aircraft currently in the pipeline to the longer-range XLR variant.

QF CEO Alan Joyce said the XLR can fly "further and more efficiently than any other single aisle jet on the market," changing the economics of many potential routes with capacity for up to 244 passengers and a 30% lower fuel burn per seat than previous generation aircraft.

The XLR has additional fuel tanks in the aircraft belly, along with improved aerodynamics and a 25% increase to maximum take-off weight compared to the

current A320s being used by Jetstar and QantasLink.

Joyce said the carrier would decide closer to the delivery time about which parts of the group would use the XLRs.

"There is plenty of potential across Qantas and Jetstar," he said, adding "we'll also take a view on whether these are used to replace older aircraft or whether they are used for growth, which will depend on what's happening in the market".

The first A321 XLR would be available to Qantas from the 2024 financial year onwards, he added.

### Talkabout Tassie

**TOURISM** Tasmania is touring the Gold Coast, Brisbane, Sydney, Melbourne and Adelaide in Jul and Aug for its Talkabout Tasmania Roadshow.

Attendance is free, but spots are limited - for more, [CLICK HERE](#).

## IATA hails cuts to navigation prices

**THE** International Air Transport Association (IATA) has welcomed a move by Airservices Australia to reduce local Air Navigation Services (ANS) charges.

The adjustment, effective from 01 Jul, will help airlines reduce operating costs, said Conrad Clifford, IATA Regional Vice President for Asia Pacific.

"Not only has Airservices Australia frozen the cost of air traffic control services since 2015, they have also been able to identify productivity improvements resulting in cost savings that will now be passed onto their airline customers."

The change will see ANS prices reduced by 2%, which is an annual \$20 million saving for airlines.

IATA also blasted Air New Zealand, which has announced a 12% fee boost from 01 Jul and more increases in 2020 and 2021.



## Window Seat

**FANCY** some serenity?

Well pack your bags, throw away your watch and head to Sommaroy in Norway, which is declaring itself the world's first "time-free zone".

The far northerly island, to the west of Tromso, enjoys a full 69 days of summer sunshine, with the sun rising on 18 May and eventually setting on 26 Jul.

That's of course after a seemingly endless Arctic night between Nov and Jan each year.

During the summer "there's constantly daylight, and we act accordingly," said a local.

"In the middle of the night, which city folk might call '2am', you can spot children playing soccer, people painting their houses or mowing their lawns, and teens going for a swim".



## Our Seoul journey starts December

Jetstar will fly non-stop to Seoul (Incheon) from the Gold Coast, 3 times per week from 8 December 2019.\*

[Start your Seoul journey](#)

**Jetstar**

\*Subject to Government and Regulatory approval.

## Luxon to step down

AIR New Zealand has announced the resignation of its Chief Executive Officer, Christopher Luxon, effective 25 Sep (**TD** breaking news yesterday).

Tony Carter, Air New Zealand Chairman said Luxon's "outstanding contribution" during his seven-year tenure with the airline included leading it through a period of enhanced profitability, as well as strong dividends to shareholders.

Record customer satisfaction scores, outstanding brand health and the "best corporate reputation in New Zealand and Australia" were also named as key contributions of the outgoing Chief Executive Officer.

"The opportunity to lead New Zealand's most iconic company will attract many candidates both internationally and within New Zealand," said Carter.

"The Board has commenced an

international search and expects to be in a position to announce the appointment of a new CEO in the near future."

Luxon will advise and support the incoming Chairman and CEO to ensure a "seamless transition" after 25 Sep.

## NF MEL to VLI

AIR Vanuatu launched its inaugural service from Melbourne this morning, flying travellers non-stop to Port Vila.

Operating thrice weekly and connecting Melbourne to Vanuatu in just over four hours, the route will fly from MEL on Tue, Thu and Sat at 7am on Air Vanuatu's Boeing 737-800.

Melbourne Airport Chief of Aviation David Hall said he was thrilled to add Vanuatu to the airport's network, with Australians visiting the Pacific Island country more than ever.

## QF scores more runs for QFFF



QANTAS CEO Alan Joyce said today's announcement to expand the number of reward seats to its Frequent Flyer members could fill the Sydney Cricket Ground more than 20 times over per year.

Revealing the news from the sporting venue earlier today, Joyce said he was keen to provide a visual aid to emphasise the magnitude of the expansion.

"I'm told there are 50,000 seats here, you are all wondering why I brought you here, well it's for that tagline," Joyce joked.

"But perhaps the analogy I like better as an airline person is that this is the equivalent of filling 2,000 A380s every year in addition to what we do at the moment," he added.

The Qantas Frequent Flyer program currently boasts 12.7 million members, more than 300 program partners, and five million rewards seats every year.

Joyce is **pictured** with Qantas Loyalty CEO Olivia Wirth.

## Regent excursions

REGENT Seven Seas Cruises has released 65 new Med & Northern Europe shore excursions.

They will be available on *Seven Seas Splendor's* inaugural 2020 season and expand to all Regent ships in Europe starting in 2021.

Excursions include taking a helicopter to a meal in Monaco and an electric bike tour of La Cadiere d'Azur - more **HERE**.

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## Walshe Ollami Australia launch

**THE** Walshe Group has this month rolled out a new B2B platform giving Australian travel agents access to trips and in-destination experts in more than 90 countries.

Dubbed “Ollami,” the system enables consultants to build branded itineraries and share proposals with clients, communicating directly with the in-destination supplier to customise any journey.

The agent agreement is with Ollami itself, with the company also guaranteeing the tour fulfilment along with quotes in Australian dollars.

Nigel Bale, the Walshe Group’s Partnership Manager, described the system as a “Global Digital Tour Operator,” rather than just a technology platform connecting two parties, giving agents the security to offer immersive unique local content along with instant pricing.

Ollami also enables agents to

share itineraries on social media or email, and if clients search and find Ollami themselves, the consultant is still linked to the initial booking.

Walshe has been dealing with Ollami since 2017 through its inbound businesses, and has since then worked with the company to develop a new agent portal specifically for Australian and New Zealand agents.

There is no cost for agents to join, and once they have added their branding to a profile any further “share” from the platform shows their brand.

Head offices can also have a master account to oversee activity, or individual agencies can join themselves.

TravelManagers has signed up as a preferred partner for Ollami, with a launch incentive offering a new iPhone XR or Samsung S10 for any consultant who sells six trips before 17 Sep - more info at [walshegroup.com](http://walshegroup.com).

**TOURISM** businesses in Noosa have voiced their support for the destination’s relaunched Noosa Eco Check 2.0 program, which took place on Thu 13 Jun.

Four years after it was initially launched, Tourism Noosa Environment and Sustainability Manager Juanita Bloomfield said the revamped program included engaging interactive videos and case studies to help businesses embrace a range of more sustainable practices.

“Noosa Eco Check is all about inspiring our tourism industry to become more environmentally friendly,” she said.

“The program suggests strategies to become more

sustainable with 31 new ideas for businesses undertaking the program.”

Bloomfield noted the initial Eco Check program had helped make a difference not just to the environment, with RACV Noosa Resort saving \$70,000 a year on its electricity bill after changing to a new system.

Zero Emission Noosa (ZEN) President Kim McGregor described the program as “an inspiring example of the ‘Noosa way’”.

**Pictured:** Rod and Karyn Lees from Slow Food Noosa/Snail of Approval, and Tracey Wyatt from Bike On at the industry launch last week.



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\*Advertised fares are for Business and Economy Class return travel departing from Melbourne inclusive of taxes and surcharges, correct as of 6 June 2019, subject to currency fluctuation and availability. Offer ends 1 July 2019. Business Class fares to Europe and Dubai are for travel commencing between 4 July 2019 and 20 March 2020. Economy Class fares to Europe are for travel commencing between 2 September to 12 September 2019, and 23 September to 30 November 2019, and 13 January to 20 March 2020. Higher levels apply for other travel periods. Flight restrictions, day-of-week surcharges, inbound blackout periods, amendment and cancellation fees apply. Additional travel periods, destinations and fares are available from Adelaide, Brisbane, Sydney and Perth. Further terms and conditions apply. For full terms and conditions, please visit [emiratesagents.com/au](http://emiratesagents.com/au), your local travel agent or call Emirates on 1300 303 777. Offer subject to change.

## Explore incentive

**EXPLORE** has launched a new sales incentive for agents who can score a free trip when they book five clients or more between 01 Jun and 31 Dec.

Agents must register bookings **HERE** to be eligible for the prize, and all reservations must be paid in full before requesting the free adventure.

The holiday must also be taken by 31 Oct 2020 – for more information, call 1300 439 756.

## Chiva-Som reopen

**THAI** wellness resort Chiva-Som Hua Hin is offering savings of up to \$536 per person per night to celebrate the upcoming reopening of the luxury property following a major renovation.

When it formally opens its doors again on 15 Oct, the resort will boast upgrades to the Bathing Pavilion, the Niranalada Medi-Spa, and the resort's seaside restaurant, Taste of Siam.

## Silversea's Med

**SILVERSEA'S** *Silver Shadow* vessel has set sail from Barcelona on its 48-day Mediterranean Grand Voyage.

The ship will call in at 39 destinations across nine countries, with a 2020 cruise already planned - more **HERE**.

## Rottnest revamp

**WEST** Australian Tourism Minister Paul Papalia has turned the first sod on the \$24 million redevelopment of Hotel Rottnest.

The project will see the property nearly double in size when completed, adding an extra 80 rooms to the hotel and catering to a projected upturn in visitors numbers to the popular west coast tourist destination.

"With visitor numbers continuing to increase, Rottnest Island is on target to reach its 2034 target of 800,000 annual visitors - more than a decade ahead of time," Papalia said.

**We Picchu are jealous!**



**SIX** lucky Helloworld Travel network agents were recently rewarded with a trip through South America by LATAM Airlines.

The fam included accommodation for three nights at Luciano Hotel K in Santiago Chile, three nights at Chiloe - OCIO Territorial in Castro, & three nights at Explora Valle Sagrado, Peru in the Sacred Valley.

LATAM supplied all air arrangements, including international and internal flights, and Nomade Unique Experiences, Luciano K Hotel, Ocio Territorial and Explora organised all land

arrangements.

The highlight for the agents included the breathtaking day tour of Machu Picchu and Chiloe Island.

**Pictured** is the team in front of Machu Picchu.

Back row: Ruth Mintern, Emma Whiting Travel; Erika Affolter, MTA - Mobile Travel Agents; Shelley Tyzack, Helloworld Travel Niddrie; Chris Ellis, LATAM Airlines, host.

Front row: Connie Laosy, Casula Travel Service; Fiona Borserini, Helloworld Travel host; and Rebecca Beuger, Helloworld Travel Rowville.



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## Agents care: G Adv

TRAVEL agents are more likely to be “purpose-oriented” than people in other industries, according to new research released by G Adventures.

Results from the Travel Agent Purpose Survey showed that 71% of agents care about the purpose of the trips they sell, while only 64% of workers in other sectors feel purpose is an important aspect to what they do.

## Viking adds seven

VIKING Cruises has launched seven new ocean cruises sailing Australia, Asia, India, the Middle East and Europe in 2021.

The sailings range from 22 to 40 days in length and include the Australia & Asia’s Scenic Shores cruise adventure, departing Sydney for Hong Kong on 04 Jan 2021 and priced from \$14,695pp. Bookings made before 31 Aug can save up to \$1,000 per couple, plus one-way flights from \$395pp.

## Albatross 2020 out

ALBATROSS Tours is inviting agents to pre-register clients now to secure travel dates for its recently launched 2020 Europe & UK Small Group Tours.

New to the program in 2020 is the 10-day Belgium & Holland, Cobblestones and Windmills adventure, visiting many Rhine castles, Moselle vineyards and the German city of Cologne.

Pre-registration is free with deposits due in Aug to guarantee tour dates - [CLICK HERE](#) for more.

## Wi-fi a top concern

MORE than half (64%) of travellers ranked wi-fi as their top priority when booking accommodation, according to a study released by Kayak.com.au.

The research showed that following wi-fi, travellers were looking for a breakfast package (51%), flexible check in/out (40%), a swimming pool (39%) and a room with a view (34%).

## Surprise visit from a Hobbit



IT WAS indeed a good morning for Tourism New Zealand today after a special on-brand guest gate-crashed its Sydney media function being held to promote the tourism boards’ latest 100% Pure Welcome, Good Morning World marketing initiative.

Middle Earth’s Frodo Baggins, also known as Elijah Wood and no stranger to New Zealand, casually made an unplanned appearance ahead of the screening of several advertisements made to promote the destination and its people.

Speaking at the event, Andrew Waddell General Manager Australia for Tourism New Zealand said that Australia was

the first market that the new campaign is being rolled out into targeting television, cinemas, online and social media channels.

“It’s a content series designed to develop our brand and tell the story of our nation,” Waddell said of the new advertisement.

“In tourism terms, it’s a window into New Zealand and why you should travel there, but in real terms, it’s stories from New Zealand and New Zealanders and that’s the heart of where this campaign sits.”

**Pictured** left is Andrew Waddell with Elijah Wood & Bill Dobbie Consul-General NSW & QLD, NZ Government.

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### SYD airport growth

**SYDNEY** Airport welcomed 3,510,000 total passengers in May, up 2.4% compared to the previous corresponding period.

International passenger numbers also climbed by 6.3% to 1.3 million, while domestic pax represented 2.2 million, up 0.3%.

Arrivals from Malaysia, the USA, Greater China and Japan jumped into double digits for the month, bumping up 15.3%, 14.5%, 13.6% and 12.5% respectively.

### Azamara programs

**AZAMARA** is going through big changes, with its "Ventures Beyond the Sea" debuting a 1,700-strong selection of pre- and post-voyage land programs.

The new programs are designed to showcase the "culture, nature, food, and wine of a region, far beyond the shoreline".

The brand is also reinforcing its position by removing "Club Cruises" from its title.

### JR's Aussie push

**JR EAST** Japan Railway Company is kicking off a promotional campaign into the Australian market, with the launch of a Facebook page coming alongside other associated activities.

JR East is the largest travel railway company in Japan, encompassing approximately half the area of the mainland island of Honshu, as well as servicing the major gateways to Japan, Narita and Haneda Airport.

### ATEC conference

**FEDERAL** Tourism Minister Simon Birmingham opened the inaugural "Beyond the Barrel" wine tourism conference in South Australia earlier this week.

Set over three days (18-20 Jun) and delivered by the Australian Tourism Export Council (ATEC), the conference is designed for Australian wine businesses looking to enhance their tourism.

**INTERGALACTIC** getaways, fast-food nutrient pills, two-to-three-hour working days and adaptable, personalised rooms able to transport guests everywhere, from jungles to mountain ranges.

No, it's not a science-fiction novel, it's Hilton's predictions for the next century of the hotels and resorts business.

The hotel company recently marked its 100th birthday by predicting some of the future trends that could be seen in the industry over the next century.

In a report supported by expert insight from the fields of sustainability, innovation, design, human relations and nutrition,

findings reveal how the growing sophistication of technology and climate change will dominate the industry's future.

Some of the more exciting predictions include technologically-adaptable accommodation, allowing every aspect of every room to continuously update to respond to an individual's real-time wants and needs.

Sustainability will also permeate throughout a hotel's design, from weather-proof domes, to buildings made from ocean-dredged plastic.

To read more about Hilton's findings, [CLICK HERE](#).

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## EU emissions tax backed

**EUROPEAN** airline passengers want governments to encourage the development of sustainable aviation technologies through an EU-wide tax on tickets.

A survey conducted on behalf of the International Air Transport Association (IATA) found passengers have little faith that governments have spent environmental taxes appropriately, with French travellers the least trusting (81%).

IATA Director General Alexandre de Juniac said close to two-thirds of respondents supported encouraging the development of sustainable fuels, while a similar number believed the industry should be encouraged to focus on new technology and operations to cut emissions.

"Governments should listen to their citizens," de Juniac said.

"Public opinion has a clear message to governments: work with aviation to encourage investment in clean fuels, and new hybrid and electric technology."

**MEANWHILE**, the IATA Airlines Financial Monitor report for Q1 2019 indicates the industry's profitability is being squeezed.

The report found the average EBIT margin had slumped to 2.3% from 4.2% in the corresponding prior period.

However, Asia Pacific-based airlines saw their average EBIT margins climb to 5.7% in Q1 2019, from 3.4% in the same period in 2018, with European airlines dragging the global figures down.

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

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



## NYC Spidey push

**NEW** York City is turning to its "friendly neighbourhood Spider-Man" to deliver family-friendly adventures for those visiting this northern hemisphere summer.

NYC & Company, the city's destination marketing organisation, has partnered with Sony Pictures Entertainment to celebrate the launch of Spider-Man: Far From Home, with a series of themed itineraries through the superhero's hometown.

**MEANWHILE**, NYC will mark the 50th anniversary of Stonewall by hosting WorldPride this month, and lighting up the city's famed skyline a rainbow hue.

## Vegas rideshare

**VISITORS** to Las Vegas will be able to get around using a new rideshare service, Trip to Strip.

Created by the Regional Transportation Commission of Southern Nevada, Trip to Strip, can carry up to 11 pax from downtown Vegas to the M Resort, McCarran Int'l Airport and the Las Vegas Convention Center.

## OFA fulfilled

**TRADITIONAL** owners of the East Kimberley reserve will be granted sole management of the region as the WA Government fulfils its Ord Final Agreement commitments.

The Yawoorroong Miriuwung Gajerrong Yirrgab Noong Dawang Aboriginal Corporation (MG Corporation), will take on responsibility for the area.

The land is currently jointly managed between MG Corporation and the WA Department of Water and Environmental Regulation.

## W Bali surf savings

**W BALI** - Seminyak is offering surfers \$214 resort credit when they book a minimum three-night stay before 31 Dec.

The special offer is available for stays up until 20 Mar 2020.



## TRAVEL WITH PURPOSE

*This feature is brought to you by Intrepid Travel*

### Why you must see 2040



What will the future look like for our children?

I have two myself and this is why the subject of this

column is particularly personal and poignant for me, as well as for Damon Gameau, who created the film 2040 as a documentary of hope for the world his daughter will inhabit.

In the film, Damon had one mission: to focus only on the climate solutions we already have developed and travel has a role to play here.

We cannot ignore our contribution to carbon emissions, and we also cannot ignore our responsibility to negate that impact.

The Intrepid Foundation part funded the film, continuing our legacy of supporting climate action. From re-forestation in the Amazon to wind power projects in India, Intrepid will become climate positive by 2020.

But our ambitions don't stop here. We have invested in a seaweed farm which sequesters carbon from the atmosphere and will offer tourism opportunities in future through the generation of a thriving marine ecosystem.

You can be sure I will be taking my little ones to see just how much power we have to create change.

To learn how Intrepid Travel is becoming climate positive, [click here](#).

**Brett Mitchell, Managing Director APAC, Intrepid Travel**



Would you like to work for an inspiring brand that rewards and recognises their staff?

The Spencer Group of Companies has several opportunities available at our Head Office in Mascot.

### Lead Generator

This role is for 2 days pw generating new leads. This position requires someone articulate and professional with a good phone manner as well as an ability to build rapport and relationships.

You must have sales experience and a travel background is preferred but not necessary.

### International Corporate Leisure Consultant

This fulltime role requires a minimum of 5 years' experience as a leisure consultant and is to service the leisure business of our corporate clients. An understanding of high-end luxury hotel and cruise product as well as a sound knowledge of the Virtuoso network is required.

You must have Sabre and/or Tramada.

### International Corporate Consultant

This fulltime role requires a minimum 5 years' experience as a corporate consultant in the Australian market. We are looking for candidates with strong attention to detail and the ability to work well in a team.

You must have Sabre and/or Tramada.

Please send your resume and expression of interest to [contact@spencertravel.com.au](mailto:contact@spencertravel.com.au)

## 737-MAX purchases

**EMBATTLED** manufacturer Boeing has received a massive boost, with International Airlines Group ordering 200 of the grounded 737-MAX aircraft in a deal at the Paris Air Show worth US\$24 billion.

The order will include both the 737-8 and 737-10 versions of the aircraft, to be delivered between 2023 and 2027.

The company had earlier ended its sales drought at the Air Show, with Korean Air purchasing 30 Boeing 787 Dreamliners.

The deal will see KE introduce 20 Boeing 787-10s to its fleet in a Korean first, as well as a further 10 787-9s.

**MEANWHILE**, the Air Show was also a success for Boeing rival Airbus, with whom Air Lease Corporation signed an \$11 billion deal for 50 A220-300s, 27 A321XLRs, and 23 A321neos, and Virgin ordering 14 A330neos.

## Swissport, SITA deal

**SWISSPORT** International has joined with SITA to develop a new model of analysis for the vast range of air transport data available, in order to deliver important industry analytics.

The partnership aims to ensure airlines, airports and ground service providers all have access to the same information.

Swissport and SITA will collect and combine data to generate individualised customer needs.

SITA President Europe Sergio Colella said, "today's passenger journey is highly integrated, involving numerous stakeholders.

"To deliver a truly seamless passenger journey requires each of these parties to work closer together...now we can harness the power of data to make smarter, more intelligent decisions that ensure a smooth operation of airports and airlines with real benefits for customers."

## 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.

**Bench Africa** has named **Bonnie-Sue O'Garey** as NSW/ACT State Manager. Of Malawian heritage, O'Garey has years of experience in Africa, having previously worked for South African Tourism in London.

**Dream Hotel Group** has named **Kevin Croke** as the General Manager of Florida's Tideline Ocean Resort & Spa. Croke is a 30-year award-winning veteran of the hospitality industry who has a wealth of operations, sales and marketing experience.

**Scenic** has appointed **Oka Wibawa** as the new Executive Chef aboard *Scenic Spirit*, cruising the Mekong River in Vietnam. A long-time member of the Scenic team, Wibawa first started his time aboard the ship as a Junior Sous Chef.

**Charlie Youssef** has been named General Manager of **DriveAway**. Having been with the company 16 years, Youssef will now step into the second-in-charge role, reporting to Managing Director Chris Hamill.

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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](mailto:singaporeairlines@traveldaily.com.au)

3. Who was the 2018 and 2019 TripAdvisor World's Best Airline?



## Design additions

**DESIGN** Hotels is welcoming six new properties to its portfolio.

The additions include two in the Netherlands - Eindhoven's Kazerne and Antwerp's August - two others in Europe, Blique by Nobis in Stockholm and Vila Foz Hotel & Spa in Porto, and two in the Americas, Jamaica's Skylark Negril Beach Resort and Los Angeles' Santa Monica Proper Hotel, set to open on 17 Jul.

## Endeavor Captain

**CRYSTAL** Expedition Cruises has appointed Captain Thomas Larsen to helm *Crystal Endeavor*, which will embark on her maiden voyage in 2020 from Tokyo.

Captain Larsen brings decades of diverse nautical experience spanning the cargo industry, Swedish Royal Navy, private superyachts, as well as numerous cruise ships.

## APT new wines

**APT** has announced a number of new wines to be served on board its Europe river cruises.

In addition to the range of complimentary beverages already served, for dinner guests can enjoy "a refined pinot noir, a smooth Chablis, a notable Pouilly-Fume, and a boutique Rhone Grande Reserve", aboard its Aria and Concerto class vessels.

## Taste Tours tie-in

**CULTURAL** food tour company Taste Tours has partnered with TAFE NSW to provide refugees and new migrants with a tour guide training program.

The students completing the program at TAFE NSW Bankstown come from Iraq, China, Libya and the Philippines.

# Los Angeles

## L.A. INSIDER

### The Hoxton DTLA - Fashion District



Chic British brand Hoxton will debut The Hoxton, LA in a transformed 1925 building that was once the headquarters of the LA Railway Authority. Located in Downtown L.A.'s booming Fashion District at 11th and

Broadway, the 10-story hotel will feature 174 guest rooms, three restaurants including one on the roof, multiple bars and a rooftop pool when it debuts next month.

[thehoxton.com](http://thehoxton.com)

### Halloween Horror Nights

Netflix's Original Series "Stranger Things" Returns to Universal Studios Hollywood with all-new "Halloween Horror Nights" mazes. As with the previous mazes, Universal Studios Hollywood are partnering with Netflix and the creators and executive producers of "Stranger Things" to create authentic representations of the blockbuster series. "Halloween Horror Nights" begins Friday, September 13 in Hollywood.

[HalloweenHorrorNights.com](http://HalloweenHorrorNights.com)



### 2019 Summer dineL.A. - Citywide

The dineL.A. program is a biannual, 15-day dining event from July 12 - 26, showcasing the city as a premier dining destination. It offers diners value-driven lunch and dinner menus from over 400 restaurants across L.A. Lunch menus range from (USD) \$15, \$20, \$25 to \$35, with dinner menus priced at \$29, \$39, \$49 and \$59. For visitors who want to try exclusive tasting menus from some of L.A.'s most celebrated restaurants like Providence and Spago, prices start at \$99 per person.

[discoverlosangeles.com/eat-drink/about-dinela](http://discoverlosangeles.com/eat-drink/about-dinela)



June, 2019. This is paid content presented by the Los Angeles Tourism & Convention Board

### L.A. Insider

Sign up to become an L.A. Insider now to be the first to learn about new incentives, competitions, products and training opportunities. Complete the easy 30 minute program and open up L.A. travel discounts, family opportunities and receive a free welcome pack when travelling to LA including attraction tickets, tour passes and more!

To learn more or to sign up to be an L.A. Insider, please visit:

[insider.discoverlosangeles.com](http://insider.discoverlosangeles.com)



**LAX**

Los Angeles  
World Airports

### LAX Update

Pets Unstressing Passengers (PUP) is a therapy dog program at LAX providing stress relief and comfort to passengers through warm and furry interactions with pets. Certified by the Alliance of Therapy Dogs, therapy dogs and handlers roam the departures levels in the gate areas of each terminal, visiting travellers awaiting flights and providing comfort, as well as vital airport information.

[flylax.com](http://flylax.com)

### American Airlines

Summer has arrived in the USA and what better way to celebrate than in the city of perpetual sunshine, Los Angeles! Los Angeles has on average 320 days of sunshine per year, and the LA summer list is endless... from Long Beach to Runyon Canyon to Beverley Hills you are spoiled for choice whether you love to surf, hike or lunch, book your summer escape today!

American Airlines state of the art Dreamliner aircraft departs daily from Sydney to Los Angeles. Our Dreamliner offers Flagship™ Business, Premium Economy, Main Cabin Extra, and Main Cabin. With AC power outlets, USB's, and international Wi-Fi, you can stay connected all the way to L.A.

[americanairlines.com](http://americanairlines.com)

### Petersen Automotive Museum



Founded on June 11, 1994, the Petersen Automotive Museum celebrates 25 years on the Miracle Mile this spring. The museum was curated as a space to appreciate the automobile and its surrounding impact on the community. Some of the special exhibits for the Silver Anniversary spring include Hollywood Dream Machines: Vehicles of Science Fiction and Fantasy featuring items from visitors' favorite sci-fi and fantasy films.

[petersen.org](http://petersen.org)

### The Broad - "Soul of a Nation"

Debuted at London's Tate Modern in 2017 and after its most recent run at Brooklyn Museum, Soul of a Nation: Art in the Age of Black Power 1963-1983 is proudly on display at The Broad until September 1, 2019. This shines a bright light on the vital contributions black artists made over two revolutionary decades in American history, beginning in 1963 at the height of the civil rights movement.

[thebroad.org/soul-of-a-nation](http://thebroad.org/soul-of-a-nation)

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**\*\*NEW ROLE\*\***

**TRADE RELATIONS MANAGER –TOURISM BOARD  
SYDNEY –STRONG SALARY PACKAGE**

We are looking for a senior travel professional with a strong sales and marketing background. You will be responsible for developing annual trade business plans, developing and maintaining strong relationships with the Australian Trade Trade to promote this popular destination, briefing agencies on marketing collateral. This is a one year contract and we are looking for someone to start end of July. Please ring for more information.

**\*NEW\* EXCITING SALES OPPORTUNITY**

**BUSINESS DEVELOPMENT MANAGER  
SYD, MEL, CBR - \$80K PLUS SUPER PLUS BONUS**

These roles rarely come up so if you are a true sales professional from a corporate TMC or Industry background we want to hear from you. Positions in SYD, MEL and CBR, you will have a solid sales background, have experience cold calling and building solid pipelines. You will be rewarded with a base salary of \$80K plus super plus commission. Work hard and you could see yourself earning up to \$150K, fast career progression also on the cards.

**\*NEW \* RARE PRODUCT LEADERSHIP ROLE**

**GLOBAL PROCUREMENT LEADER  
SYDNEY OR BRISBANE–UP TO \$150K PKG**

This exciting senior leadership role will see you responsible for leading and developing the leisure procurement business for this travel leader. From strengthening key supplier relationships to enhancing the product range on offer you'll be confident in growing leisure land sales. Your strong commercial leadership skills, budget management and previous product procurement experience will make you a front runner for this rare role.

**BRING YOUR STRATEGIC SKILLS**

**CORPORATE ACCOUNT MANAGER x 2  
SYDNEY- SALARY UP TO \$110K**

As a Global Corporate Account Manager you will be responsible for the regional program with the objective of growing revenues, 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.

**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.

**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 ZIC 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.

**\*NEW\* EXPERT FARMER NEEDED**

**STRATEGIC ACCOUNT MANAGER  
BRISBANE – UP TO \$87K PKG**

Don't miss out on the chance to join one of Australia's leading wholesalers as an account manager. Using your strong relationship management and negotiation skills you'll be responsible for growing bookings with existing retail partners along with identifying new client opportunities. This role will be a mixture of on the road and office based with a strong salary package on offer and the opportunity to really make this role your own.

**HUNTERS WANTED**

**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.

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# Airline of the Year for the fifth time

Our passengers are our first priority and at the heart of everything we do. It is with great pride that we have been awarded Airline of the Year for the fifth time – a world-first for any airline – along with World’s Best Business Class, Best Business Class Seat and Best Airline in the Middle East as voted by 2019 Skytrax World Airline Awards.

Thank you for making us your airline of choice.

[qatarairways.com](http://qatarairways.com)

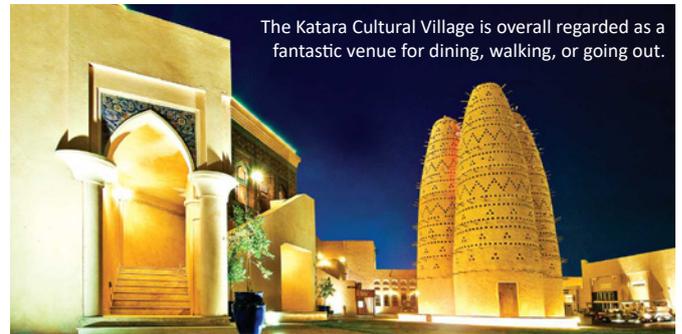
\*Skytrax is acknowledged as a global independent aviation industry monitor. Results of the 2019 World Airline Awards are derived from more than 20 million passenger surveys involving passengers from around the world.



GOING PLACES TOGETHER



The Doha skyline is ever-evolving and full of hidden places to discover.



The Katara Cultural Village is overall regarded as a fantastic venue for dining, walking, or going out.



The Museum of Islamic Arts sits on a purpose-built island and houses some of the richest treasures.

## Experience Qatar during your stopover

**Welcome to Doha, a city that has transformed from a humble pearl diving village to one of the most important and dynamic destinations in the Middle East.**

**DOHA** stands out with its booming cultural diversity and is packed with some must-see attractions:

### **SOUQ WAQIF**

Famous for its energy and variety of wares, Souq Waqif has been a trading spot for centuries.

### **NATIONAL MUSEUM OF QATAR**

The complex took inspiration from a desert rose – a crystalline rock

cluster found in the desert shaped like blooming flowers. The museum traces the history of the country from 700 million years ago until the present.

### **INLAND SEA AND DESERT SAFARI**

Rapidly growing as a tourist spot in Qatar is its magnificent inland sea, this beautiful natural wonder lies about 100km south of Doha, and is frequently the destination for desert safari tours.

### **THE PEARL**

A man-made island on the banks of the Arabian Gulf, The Pearl houses different precincts, including Medina Centrale, Porto Arabia, and the colourful Venetian Quarter.

Find out more **HERE**.

### **QATAR AIRWAYS SPECIAL OFFER**

Let your clients enjoy up to 4 nights in luxurious hotels and earn commission\*:

1. Register as a Discover Qatar partner **HERE**.
2. Book your clients a Qatar Airways ticket, with a minimum transit time of 12 hours in Doha\*
3. Check your clients' eligibility for visa-free entry into Qatar
4. Book a stay in a 4 or 5-star hotel from USD 23 per night per room\*

For hotel bookings made before 28 August 2019 and stays before 31 August 2019, registered Discover Qatar travel agent partners may earn commission of USD 5 per room night booked\*.

\*See **HERE** for full terms and conditions.