

## AWA Maldives deal

**PUBLIC** relations and communications agency Anne Wild & Associates (AWA) has added Visit Maldives as a client, with the account including a trade relations component.

AWA will work with its travel trade partner, Luxury Travel Ambassadors (LTA), to drive this aspect of the program.

LTA will run a series of trade missions and trade shows, and will engage with travel advisors and operators.

## SQ, MH flag cooperation

**SINGAPORE** Airlines (SIA) and long-time rival Malaysia Airlines Berhad (MAB) this morning confirmed a new Memorandum of Understanding, which could see a "significant expansion of codeshare flights".

The pact will see the two airline groups explore a wide-ranging strategic partnership, expanding the existing deal which sees them provide mutual codeshare flights between Singapore and Malaysia.

As well as boosting codeshares beyond their respective key hubs, the carriers have flagged "enhancements on the frequent flyer program front," as well as potential cooperation on cargo, maintenance, repair and overhaul services, with the proposals all subject to obtaining necessary regulatory approvals.

A formal agreement is intended to be finalised in the coming

months, with the proposed deal to include SIA subsidiaries Scoot and SilkAir, as well as MH sister carrier Firefly.

"SIA and MAB operate in a region with a rapidly growing air travel market, presenting significant growth opportunities for both carriers," said SQ CEO Goh Choon Phong.

"Both airlines have extensive operations within ASEAN, as well as large networks that cover many other parts of the world."

MAB CEO Izham Ismail said that with all five group airlines involved "we look forward to adding more value to the customer proposition".

The pact comes amid speculation about the future of MH, with its owner, the Malaysian Government this week flagging a possible sell-off after a "challenging five-year period for the carrier" (TD 26 Jun).

## The clock is ticking!

**THERE'S** still time to be in the running to win two return Economy class flights to Singapore as part of this month's **Travel Daily** competition with Singapore Airlines.

To enter, email responses to [singaporeairlines@traveldaily.com.au](mailto:singaporeairlines@traveldaily.com.au).

Today's question requires a creative response - for more information on the competition, see **page six**.

### Today's issue of TD

*Travel Daily* today has six pages of news and photos, plus full pages from:

- CAPA - Centre for Aviation
- Travel Trade Recruitment

### Air training last call

**CAPA** Knowledge is inviting last minute registrations for next week's aviation and airline training course - see **page seven**.



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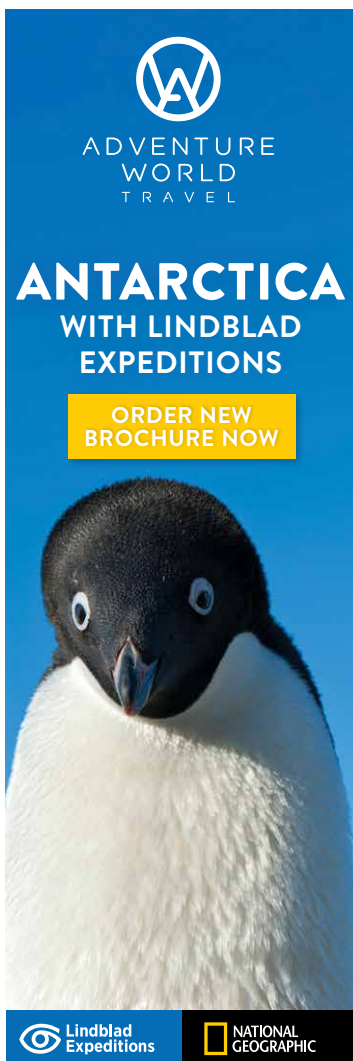
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## Fresh 737 MAX flaw

**PASSENGERS** are unlikely to be boarding Boeing 737 MAX aircraft any time soon, after a fresh software flaw was discovered by the Federal Aviation Administration (FAA) this week.

The aviation regulator said it would only "lift the aircraft's probation order when we deem it is safe to do so".

"We continue to evaluate Boeing's software modification... and we are still developing necessary training requirements," the regulator said.

"FAA recently found a potential risk Boeing must mitigate."

Boeing has agreed to work on the fresh software flaw, which will reduce pilot workload by accounting for a potential source of uncommanded stabiliser motion.

## Tassie tops with Chinese

**CHINESE** tourists visiting Australia see Tasmania as the country's most desirable destination, the Australian Brands in China Index 2019 reveals.

The annual survey conducted by Monash University and Digital Crew found travel and tourism businesses were China's favourites, with Adina Apartment Hotels topping the list followed by Qantas and Mantra Hotels, with Virgin Australia and Medina Hotels also in the top 10.

Tas was ranked as the country's top destination brand, with the report noting "Chinese tourists are starting to look for quality destinations away from CBDs".

"[They're] overlooking big cities like Sydney...in favour of the Hunter and Wolgan Valleys that appeal to Chinese wine connoisseurs," the authors said.

"The Chinese view Tas as a destination that offers a natural wonderland, ranking high on quality, while presenting a worthwhile Aussie experience."

The report found the Gold Coast had slipped to seventh in destinations favoured by Chinese tourists, which "may suggest more common Aus destinations are starting to wane".

Adina Apartment Hotels' top ranking resulted from its top scores for social responsibility, practicality and value, while also rating highly on "perceived quality".

"This explains its appeal to Chinese tourists who are starting to conserve money by seeking out affordable, but high-quality accommodation.

In the airline sector, Qantas maintained its status as the number one Aussie airline, however Tigerair and Virgin Australia were tied as the top brands for Chinese women, alongside Lindeman's Wines.

Tigerair and Virgin were also the top brands for Chinese people living in "Tier 1" cities, with Qantas also among the top Aussie brands for major city dwellers.

## VA simplifies accelerate bookings

**TRAVEL** agents will no longer need to enter a tour code along with a Virgin booking for clients in its accelerate SME loyalty program, with the carrier moving to OSI (Other Supplementary Information) tracking for GDS reservations from 01 Jul.

OSI will give consultants an easier, more efficient booking process, streamlined ticketing and optimised tracking ability via the client's ABN, which can be added via OSI entries at the time of PNR creation.

The ticket designator ACC99 remains the same, and there will be a six-month transition period through until 01 Jan for agents to move from the current method to OSI tracking.

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## KIX trains urged

**PASSENGERS** on flights to and from Kansai International Airport in Osaka, Japan, are being advised to use public transport and allow additional time for their travel, with the airport operating under a heightened security regime around the G20 Summit.

The measures are expected to remain in place until Sun 30 Jun.

## Invesco Por deal

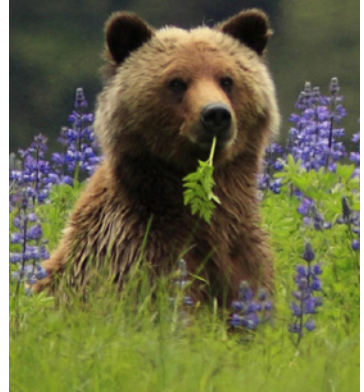
**PROPERTY** fund manager Invesco Real Estate has entered the Portuguese hotel market with a record US\$356 million investment.

The property group has purchased three hotels in Lisbon, the Tivoli Avenida Liberdade Lisboa, the Tivoli Oriente Lisboa and the Avani Avenida Liberdade.

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## Cruiseco Jul Xmas

**CRUISECO** today launched its Christmas in Jul campaign, calling on agents to treat themselves and their clients.

Coinciding with the recent launch of the Cruiseco Christmas Collection, agents have the chance to win a range of prizes, with new incentives released each week.

From 01 to 31 Jul, participants can decorate their store with all things Christmas and the holiday season for the chance to win a magnum of Champagne and lunch for the office.

Other weekly prizes up for grabs include an Azamara journey (week commencing 01 Jul), a Princess Cruises holiday (w/c 08 Jul), a TAG Heuer watch (w/c 15 Jul), a luxury weekend away thanks to Ponant (w/c 22 Jul), and a Seabourn trip (w/c 29 Jul).

For full terms and conditions of the month-long promotion, contact [sales@cruiseco.com.au](mailto:sales@cruiseco.com.au)

## ASTA campaign in Cali

**THE** American Society of Travel Advisors (ASTA) is requesting all members help with its campaign in California to stop proposed legislation that could potentially disrupt the independent advisor model.

The proposed Bill would require the state's travel agencies to convert their independent contractors into full-time employees.

Workers would then be eligible for benefits such as unemployment insurance, paid parental leave, overtime pay, and workers' compensation, driving up expenses.

ASTA is hoping to generate support for its campaign against the Bill's passing through its Advocacy Portal, which generates an easy-to-send message to an advisor's respective state senator telling them to vote against the Bill.

"It is critical this legislation be amended to protect the independent advisor model that has existed in our industry for decades and provides opportunities for thousands of small business owners," ASTA writes on its advocacy page.

The California Senate could vote on the Bill as soon as 03 Jul, making it imperative for advisors to support the campaign at the earliest opportunity, ASTA continues.

## Rex agrees w BHQ

**REGIONAL** Express (Rex) and Broken Hill City Council have renewed their partnership for a further five years, until 2024.

The partnership will see Rex continue services from BHQ to ADL, SYD, DBO and MQL, and introduce the Community Fare scheme between BHQ and MEL.



## Window Seat

**ARE** you the type to rustle through your backpack looking for your passport as you hope to clear immigration?

That may soon be a thing of the past.

Multiple airlines and countries have recently been trialling passport-less international travel, with biometrics replacing the documents of old.

The World Economic Forum and the governments of the Netherlands and Canada launched the first pilot project for paperless travel this week, using "Known Traveler Digital Identity".

Similar trials will reportedly take place soon between Australia and Heathrow on Emirates flights.

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### P&O new program

**P&O** Cruises has released its 2021 program, with the cruise line's first Grand Class ship, *Pacific Adventure* to homeport from Sydney and offer 29 round trip cruises.

The program also features P&O's longest season in Adelaide as *Pacific Aria* calls the city home for a two-month season, offering 14 round trip cruises.

There will be new options from Brisbane on *Pacific Explorer*, including longer cruises to the South Pacific islands & Papua New Guinea and themed short breaks.

*Pacific Dawn* will offer 16 cruises from Melbourne ranging from three to 14 nights, including three 11-12 night South Pacific Islands itineraries.

### Victory itineraries

**BOUTIQUE** American cruise company, Victory Cruise Lines, has launched six new itineraries for 2020 in North America's Great Lakes & Atlantic Coast.

The additions include the nine-day North America's Coastal Connection, 14-day Canada's Southern Coast and 13-day Great Lakes Grand Discovery.

Victory's two 202-passenger sister ships, *Victory I* and *Victory II*, will offer 40 all-inclusive sailings of between nine and 14 days between Apr and Oct 2020.

The move follows the acquisition of Victory Cruise Lines by American Queen Steamboat Company in Jan (**TD** 16 Jan).

### Silky refurbishment

**SILKY** Oaks Lodge will close for four months from 22 Apr to undergo a renovation worth more than \$10 million following the purchase of the property by Baillie Lodges in Apr (**TD** 17 Jan).

Baillie Lodges said the works would align the features and the guest experience with the group's existing portfolio of Australian luxury accommodations.

The refreshed lodge is slated to reopen on 07 Sep 2020 featuring a contemporary look, inclusive rates, premium suites and "a more stylish experience of the Daintree".

There will be a new ultra-premium suite, the Rainforest Pavillion, three enhanced Billabong Suites, refreshed River Treehouse rooms and a redone riverbank area and pool.

Baillie will also launch its own full-day private safari of the Daintree region.

Current 2019/20 season rates will be extended until closure.

### Navigator refresh

**REGENT** Seven Seas Cruises' *Seven Seas Navigator* has emerged from a two-week refurbishment in Brest, France.

The vessel boasts a redone steakhouse, Prime 7, refreshed Navigator Lounge & Stars Lounge and an updated spa.

The suites have more chests and drawers in the closets, fresh carpet and upholstery and refinished balconies.

**ADVENTURE** World Travel continued its 40th birthday festivities on Wed night with an event in Potts Point, Sydney.

Managing Director Neil Rodgers said at the function, "following on from a record year, I'm so excited to see the future growth of our company – we're on the forefront of sustainability, ensuring the message is in all that we do."

"We're pioneers in our sector and I look forward to launching more initiatives and inspiring our travel agent community with new destinations and animal welfare projects," he added.

### Seashore bookings

**MSC** Cruises will open public sales for *MSC Seashore's* inaugural season in the Western Mediterranean from 11 Jul.

*MSC Seashore* will be the third ship in the Seaside generation and will begin sailing in Jun 2021.

Evo ships have extended public spaces and more cabins with the highest ratio of outdoor space per guest of any ship in the company's fleet.

### MEL third runway

**MELBOURNE** Airport's plan for a third runway will undergo further technical consultation after a review suggested an alternative configuration could provide a better outcome.

It was proposed in 2013 that the third runway would have an east-west alignment, but Melbourne Airport MD and CEO Lyell Strambi said the north-south parallel "could now provide a superior outcome in terms of availability, capacity, long-term investment profile and community impacts".

### SATC appointment

**THE** South Australian Tourism Commission (SATC) has appointed G'Day Group CEO Grant Wilckens to its board.

Wilckens said as a SA-based operator, he is passionate about the local industry and supporting the SATC to achieve an \$8 billion visitor economy by 2020.

G'Day Group has the brands Discovery Holiday Parks, Top Parks and G'DAY Rewards, with over 270 parks in Australia.

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## Carnival all grins with its tins



**THE** Carnival Cruise Line (CCL) team has plenty of reasons to smile as 2019 has seen strong levels of sales for the Sydney-based *Carnival Spirit*.

Speaking with *Travel Daily* yesterday, Anton Loeb, Director of Sales for CCL said that 2019 capacity was "92% sold, with small pockets of opportunities" remaining for travel agents to take advantage of.

The team hosted several key

trade partners yesterday aboard *Carnival Spirit* to sample the cruise line's latest private-label beers crafted by its Brewmaster Colin Presby and the in-house brewery team.

The new range will also be available on *Carnival Spendor*, which will offer sailings from Sydney this Dec.

**Pictured** are members from the CCL team, Lance Dye, Anton Loeb and Kim Ryan.

## TRAVEL SPECIALS



**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

To celebrate Cruise de France month, **Evergreen Cruises & Tours** has released two special offers on its Jul and Aug 2020 departures for its France river cruise product. Guests can save an extra \$500 per couple or fly for \$695pp for bookings made from 29 Jun to 31 Jul. For details, call 1300 380 747.

**Bench Africa's** Sanctuary Retreats Luxury Safari is on sale. Departures between 01 and 31 Oct start at \$8,940pp, a saving of 11%. For more details, visit [www.benchafrika.com.au](http://www.benchafrika.com.au).

Guests can stay for four nights at the price of three for stays at the **Hotel Indigo Bali Seminyak Beach** from 01 Sep to 23 Dec. The offer is valid for reservations made by 31 Oct, with rates starting at \$282 per night. For further information, **CLICK HERE**.

**Busabout** is offering 2020 hop-on, hop-off passes at 10% off 2019 prices. Clients can change their plan as often as they like, free of charge. Starting from \$1,439 per person, this offer is on sale until 31 Aug 2019 for travel in 2020. For more information, contact [www.busabout.com](http://www.busabout.com).

Book by 31 Aug to save up to \$1,000 per couple on **Viking Cruises'** 30-day Mumbai to Mediterranean Passage, dep 03 Apr. Call 138 747 for more.

## Sun Peaks chairlift

**SUN** Peaks Resort has revealed plans to replace its Crystal chairlift as the mountain undergoes \$70 million of work. The replacement of the 40-year-old lift will commence immediately, with the new offering slated to increase uphill capacity by 20%.

The project will cost an estimated \$5 million dollars and will be completed in advance of the 2020/21 winter season.

## Jones & Co add

**JONES & Co** has added Destination Management Company South American Tours (SAT) to its collection.

SAT provides agents with a range of travel services and focuses on customised programs for groups & individual travellers, bespoke luxury journeys and special interest tours.

The company's product range also includes cruise handling and incentive programs, plus a comprehensive selection of escorted fixed departures with over 25 different routes, ranging from classic itineraries to in-depth voyages.

## EU airlines affected

**DELAYS** on European airlines have increased by 14%, according to OAG's latest slate of on-time performance star ratings.

Damage to punctuality and costs incurred by delays have resulted in one of the continent's biggest carriers, Lufthansa, being hit with a demotion to two stars.

However, despite operating challenges, easyJet improved, awarded a three-star rating.

Full ratings are available **HERE**.

## Travelport long haul

**THE** United Kingdom and the US are the most popular long-haul destinations for Australian travellers this winter, according to analysis conducted by Travelport.

As of 14 Jun, the two destinations had 39,068 and 35,340 flights booked by Australians respectively through global distribution systems.

The next closest was China, with 22,828, followed by Thailand, with 18,766.

Rounding out the top 10 was Italy, Greece, Vietnam, Canada, Japan and France.

## TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd

### Bespoke need not mean manual



Every day, the travel industry discovers new uses for technology such as the internet, robotics, and biometrics.

However, the lion's share of the travel advisor's role remains to *advise*. That is, investing the time to listen to and understand their customer - then creating a bespoke experience that meets their specific needs. This value creation will always be core to the value proposition of a successful travel business.

One technology in particular - automation - gives agents substantially more time to devote to serving customers.

That's because many booking processes involve manual steps that are often repetitive, low-value actions which are prone to error but are necessary evils required to get the job done. By reviewing the booking process from start to finish, it's easy to identify steps like these that can be automated.

Tramada designed its **Offline Automation** module with this in mind. It simply takes repetitive tasks found in manual travel bookings and automates them, resulting in improved speed, accuracy, consistency and convenience that benefit both agent and traveller. The booking is still bespoke, a creation of a trusted advisor, but many manual steps are eliminated.

The manual processes often automated by Tramada agents range from adding costings to PNRs, hotel/car chargebacks and PAX references to service fees, invoicing, receipting and more.

Speak to Tramada today about how Offline Automation could benefit advisors in your business.

*Christian Stevens, CFO, Tramada – Your travel technology partner*



## ANA's Tokyo sale

ANA has today launched a five-day Flash Sale on flights to Japan from Sydney and Perth.

Economy class return flights from Sydney lead in at \$785, while Perth services start at \$670.

The fares are valid for travel from 01 Sep 2019-29 Feb 2020 and the sale ends 02 Jul.

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

## Solomons success

**TOURISM** Solomons has confirmed international buyer attendance at its "Me Save Solo" tourism exchange has gone well beyond expectations.

Set to kick off next week, the event will welcome close to 40 international buyers, who will meet with over 30 sellers.

The overseas contingent includes reps from Australia, Denmark, Fiji, Japan, Kiribati, Nauru, NZ, the US and more.

## SNOW CONDITIONS

**WELCOME** to *TD's* snow conditions update, providing information on the latest snow falls, depths and lifts in operation across key Australia and New Zealand's most popular ski-fields.

Here's the latest snow reports:

- Falls Creek - 18cm / 5 lifts
- Perisher - 39cm / 18 lifts
- Thredbo - 39cm / 9 lifts
- Charlotte Pass - 39cm / 2 lifts
- Mt Hotham - 16cm / 5 lift
- Mt Buller - 46 cm / 1 lift
- Coronet Peak - 65cm / 6 lifts
- The Remarkables - 78cm / 6 lifts
- Mt Hutt - 66cm / 5 lifts

## CWT biz preference

**AUSTRALIAN** business travellers listed affordability as their most desired attribute in a hotel, but 25% will opt for a luxury property, according to research commissioned by RoomIt by CWT.

The survey compiled responses from 660 business travellers from nine countries to identify what influences them to choose a particular hotel during the booking process, with photos coming out on top for Australia.

Globally the top attributes for a hotel were quality (44%), trustworthiness (38%), convenience (40%), quietness (30%) and affordability (28%).

## Seabourn entertains

**SEABOURN** has unveiled the entertainment line-up for *Seabourn Sojourn*, with the vessel to debut new musical and theatrical performances from the end of Jul.

Additions include Live & Wired, a live concert of iconic pop songs, Stage and Screen, which will feature popular musical theatre numbers such as Stevie Wonder tribute *World of Wonder*.

Also new is Rock Tonight, which will see the Grand Salon transform into The Vault Night Club for rock performances and a fresh take on the *An Evening with Sir Tim Rice* production.

## More Galapagos

**TEMPO** Holidays has welcomed the news from UNESCO that the Galapagos biosphere reserve is being expanded from 772,000 hectares to 14.6 million hectares.

The move will make it the largest marine area in the world.



## 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)

4. Tell us in 25 words or less 5 things that you would put in your Singapore stopover itinerary from the Singapore Stopover Holiday Plus package or the Singapore Explorer Pass Plus package and why.

*Please click here for more information.*



## Queenstown sust

**DESTINATION** Queenstown has committed to addressing its own environmental impact by implementing an internal policy and handbook.

Sustainability practices have been applied to the operation of the DQ office, and the organisation said it would review all of its operations and activity over time.

## QF SYD AKL up

**QANTAS** plans to introduce a Boeing 787-9 Dreamliner on its Sydney to Auckland route for the northern winter, flying as QF141/144.

The 787-9 will operate from 01 Dec to 28 Mar, subject to approval from the Australian Government.

## IHG plots growth

**INTERCONTINENTAL** Hotels Group has confirmed it has nearly 50 projects for its avid hotels brand which are approved for planning or under construction.

This week the second and third avid hotels properties officially opened, the avid hotel Oklahoma City Airport and the avid hotel Tulsa South - Medical District.

The company has an ambitious growth strategy to open more than 180 properties under the brand in the coming years.

## RCI invests US\$97m

**ROYAL** Caribbean International is investing US\$97 million (AU\$139m) in its revitalisation of *Voyager of the Seas*, not \$13.9m as originally reported in yesterday's *Travel Daily*.

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- ▶ Enhance career opportunities and scope
- ▶ Learn about the stakeholders and influencers that have changed the face of aviation worldwide
- ▶ Appreciate the strategic issues faced by major airlines as the growth of alliances, codesharing and low cost carriers dominate plans for growth
- ▶ Gain an understanding of the importance of areas such as loyalty programs, engineering, fleet and network planning

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

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### Wholesale Travel | European Specialist

**Melbourne, \$40-50k + Super + Bonuses, Ref: 1511CGA**

If you're an experienced Travel Consultant looking for your next step away from face to face selling and you have an undying love for Europe this is the perfect role for you. In this role you will be assisting Travel Agents with booking amazing unique itineraries for their clients. In return for your efforts you will be rewarded with a good base salary plus bonuses and commissions. You'll also enjoy working for a company and in a team that will support your career growth. APPLY NOW!

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

### Corporate Travel - Flexi Work

**Melbourne, \$70k Base + Super, Ref: 4127S21**

Have the flexibility of working 1 day in the office (to attend any meetings) and the rest from home or if you prefer, a client's office! A full time position with a part time feel where you are given the flexibility & support to manage your own accounts whilst earning a great base salary to meet your living costs. You'll be a multi skilled corporate consultant with Tramada experience and has been in the industry for a MIN of 3.5 years, ideally more. Submit your expression of interest today.

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



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