

## Win a Thai holiday

THIS month *Travel Daily* has partnered with Centara Hotels to offer readers the opportunity to win a seven-night stay for two at Thailand's Centara Grand Beach Resort & Villas Hua Hin.

More details on [page seven](#).

## ATAC to Brisbane

THE Australian Travel Agents Cooperative (ATAC) has opened registrations for its upcoming "Future Focus" conference taking place at the new W Brisbane from 17-20 Oct.

GM Michelle Emerton said attendees would "walk away from the conference with a winning formula to tackle the future...with skills that they can implement straight away".

See [travelagentsco-op.com.au](http://travelagentsco-op.com.au).

## TTC portal optimised

THE Travel Corporation (TTC) has released an optimised version of its My Travel Portal (MTP) platform, which launched one year ago (*TD* 12 Feb 2018).

The refreshed MTP 2.0 was designed to enhance service and customer engagement and was updated following an extensive, 3,000-plus user travel advisor research initiative and in-depth consumer study on utilisation and feedback and now offers "even greater functionality and ease of usability".

"We are proud to announce our latest innovative initiative, the evolution of My Travel Portal 2.0, which has been carefully optimised in line with our advisor partners' input," said Brett Tollman, Chief Executive of TTC.

"At TTC, we take immense pride in the trust and valuable relationships we have built across the industry, globally, and we continually strive to equip advisors with the best tools for success," he added.

The updated version aims to streamline the booking process, including having travellers' emergency contact details readily

available and the option to obtain clients' personal preferences to ensure their trip is tailored to their specific tastes.

MTP 2.0 also ties in with TTC's Making Travel Matter pledge by including the option to view itineraries and documents on their mobile device rather than in paper format.

Trafalgar advisors can access the portal from today, with additional brands in the TTC group able to register in coming months.

For more information on the new portal, visit [ttc.com.au](http://ttc.com.au).

## Viking Day bonus

VIKING Cruises is celebrating International Viking Day tomorrow by offering a bonus 100 points to all active Viking Rewards registered agents.

Users have until midnight AEST on 08 May to activate a Rewards account to qualify for the offer.

For more info [CLICK HERE](#).

## See Tauck's Africa

TAUCK is today promoting its guided tours of Africa, showcasing a range of options designed for families, first-timers, or adventure seekers.

The company's up-front tour costs include experiences such as on-tour flights, hot air balloon rides, and helicopter flights.

For more information, head to [page nine](#).

## HK agent incentive

TRAVEL agents are being offered the opportunity to win one of two spots on the upcoming Hong Kong 2019 Global Famil incentive, with the trip taking place 15-19 Oct.

To be in with a chance, travel trade professionals must register and complete the three "Hong Kong Specialist Club" educational modules by 16 Aug.

Lisa Lee, Hong Kong Tourism Board Manager Trade Marketing and Business Tourism for Australia, NZ, and South Pacific, said the initiative was a "great way to encourage and motivate Aussie agents to learn more about Hong Kong and become more proactive in selling the destination".

Details at [specialisthk.com/au](http://specialisthk.com/au).

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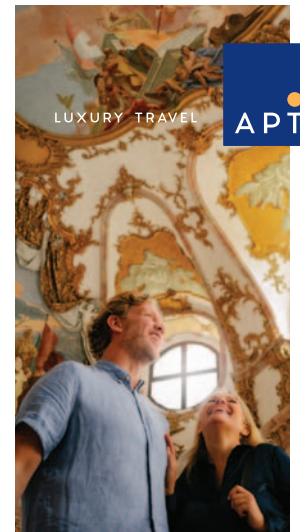
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## Fiji A350 operation

FIJI Airways has opened reservations for its planned Airbus A350-900XWB, which will begin operation on 01 Jan 2020.

The aircraft will fly from Nadi to Los Angeles six times per week, with the Nadi to Sydney route operating daily.

## Silversea hit by \$3.5m fraud

**DETAILS** have emerged of a “deliberate and calculated fraud” against Silversea Cruises in Australia, allegedly perpetrated by a former employee over a four year period from 2014.

A criminal case against Mary Ann Abellanoza has seen her charged with almost 100 fraud offences, including “deliberately obtaining a financial advantage by deception” and “dealing with the proceeds of crime”.

There’s also a separate civil case brought by the cruise company which is seeking to recover money taken under the scam.

Silversea says Abellanoza dishonestly misappropriated a total of \$3,565,862 to bank accounts of which she and/or her husband were beneficiaries.

Evidence presented in the NSW Supreme Court by Silversea VP Corporate Accounting and Tax, Jose Santos, noted that after Abellanoza resigned in Apr 2018

forensic experts were appointed to examine the company’s books.

Large quantities of documents that Abellanoza had placed in the shredding bin of Silversea’s Sydney office were found to contain numerous copies of unopened supplier invoices and statements, and documents indicating that she had used a separate accounting package to allegedly create fake invoices.

Payments to a purported “ATO Direct Credit Account” were also actually directed to her own NAB bank account, testimony detailed.

Silversea is also seeking recovery of some of the money from her husband, but a ruling currently subject to appeal by the cruise line accepted his explanation that he believed his wife when she claimed the windfalls were due to gambling.

The criminal case against Mary Ann Abellanoza returns to the Downing Centre court on 23 May.

## Sukhoi no grounding

**RUSSIA’S** transport ministry said it sees no reason to ground the Sukhoi Superjet 100, despite one of the planes bursting into flames on Sun (**TD 06 May**).

An investigation is looking into potential technical failure, human error & bad weather conditions.

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## IASC Qantas Korea

**QANTAS** has lodged an application with the International Air Services Commission seeking an allocation of unrestricted capacity on its proposed Gold Coast-Seoul route.

The airline has requested the allocation for a period of 99 years from the date of the determination, with capacity to be fully utilised by 31 Mar 2020.

In its submission, Qantas said it intends to launch the new route from 08 Dec 2019, which will be operated by its wholly owned subsidiary, Jetstar (**TD 03 May**).

Qantas is also planning to codeshare on these services with Jeju Air.

The IASC has called for other applications for capacity on the route to be submitted by 20 May to [iasc@infrastructure.gov.au](mailto:iasc@infrastructure.gov.au).

## Dreamliner on SFO-SYD

**QANTAS** has flagged the Sydney to San Francisco route as the next to be serviced by its Boeing 787-9 *Dreamliner*, replacing the existing 747 aircraft from 04 Dec (**TD** breaking news).

The Sydney-San Francisco service will operate daily and will aim to complement Qantas' existing *Dreamliner* service between Melbourne and San Francisco, which already operates four times per week.

The move coincides with the phased delivery of the airline's six additional *Dreamliners* as the carrier moves to replace the Boeing 747 aircraft on all of its international routes by the end of 2020.

Qantas International Acting CEO Naren Kumar said the ongoing

rollout of the *Dreamliner* would continue to push the boundaries of passenger comfort.

"Our *Dreamliner* is the most comfortable aircraft we have ever flown...customer feedback on the cabin environment, from the seats to the anti-jetlag measures, continues to exceed our expectations," Kumar said.

Qantas currently has eight 787-9s in its fleet, with a further six arriving from Oct this year, bringing its total fleet of *Dreamliners* to 14 by the second half of 2020.

Qantas' *Dreamliner* boasts a 236 passenger capacity across three cabins and features the latest version of the airline's Business Suite, nicknamed "mini First class" by Qantas frequent flyers.



## Window Seat

**CONCERNS** have been raised that Airbnb is "out of control" (**TD 02 May**), but one host is looking to keep guests in line with a few simple house rules.

It seems fair that if you're staying in someone's home you should respect their wishes, but one Taupo Airbnb host has either had some pretty bad experiences, or has low expectations of guests.

A guest shared the detailed house rules, which were left as part of a welcome pack noting "there aren't many!"

"No parties, no strippers or prostitutes, no extra guests unless they are approved at the time of booking", the note read, as seemingly the neighbours are killjoys, and call the hosts.

Then the rules take a slightly unusual turn: "We have a methamphetamine detector installed, which will contact a control centre immediately if meth or the ingredients used to make meth are detected."

And for those who doubt the "MethFinder", here's a pic!



## Costsaver growth

**THE** Travel Corporation's budget tour brand, Costsaver, has recorded double digit sales growth for Q1 2019.

Costsaver CEO Gavin Tollman said the guided adventure tour company's "essentials by us, tailored by you" approach had resonated with agents.

"It is no secret that 2019 has shown a softening consumer confidence globally with Australia no exception," he said.

"Costsaver is bucking this trend with a record-breaking year on the horizon as we close out Q1 with significant growth."

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### SQ, Maldives deal

**SINGAPORE** Airlines has signed a new Memorandum of Understanding with the Maldives Marketing and Public Relations Corporation, with the aim of jointly promoting tourism and visitor numbers to the Maldives.

The one-year pact took effect on Sun, with each organisation to invest US\$180,000 in cash and US\$40,000 in "kind" to fund activities such as roadshows, joint marketing campaigns and familiarisation trips for media and travel agents.

The initiative targets visitors from Australia, China, Japan, Singapore, South Korea and the United States, which together comprise over 30% of Maldives annual tourist arrivals.

Last year visitation to the Maldives grew 6.8% to 1.48 million visitors.

Currently SIA and offshoot SilkAir operate a combined 16 weekly services to Male.

### Sabre India role

**SABRE** Corporation has announced the appointment of Jaya Kumar K as its new Vice President and MD for the Sabre Global Development Center in Bangalore, India.

He joins Sabre from US retailer Walmart where he was MD and Vice President of Global Technology Services.

### HAL ships prang

**TWO** Holland America Line cruise ships have been damaged after colliding during docking procedures in Vancouver.

The *Nieuw Amsterdam* was reportedly hit by the *MS Ousterdam*, with no injuries reported but both ships requiring repair work after the incident.

Passengers booked in damaged staterooms would be accommodated in alternative cabins, HAL said, with no changes to schedules or itineraries.



**CRYSTAL** Cruises yesterday hosted a money-can't-buy experience at one of the exclusive villas in Melbourne's Crown Towers, with a personal appearance by globally famous celebrity chef Nobu Matsuhisa.

Crystal has had a 16-year association with Nobu, with his only sea-going restaurants debuting aboard *Crystal Serenity* in 2003, and added to *Crystal Symphony* in 2008.

Branded as Umi Uma (Japanese for "Seahorse" in keeping with the Crystal logo) and Sushi Bar by Nobu, the eateries feature his classically-styled Japanese cuisine infused with Peruvian influences.

The partnership continues,

with Nobu to also feature aboard Crystal's new purpose-built polar-class ship *Crystal Endeavour* when she sets sail next year.

Nobu, who has about 50 restaurants across the globe, prepared a delectable seven-course degustation for Crystal's lucky guests yesterday, who were hosted by Senior Vice President Marketing & Sales, Carmen Roig.

Chef Nobu said the debut of Umi Uma on *Crystal Endeavour* meant that "even in Antarctica guests will be able to enjoy my signature dishes".

He's **pictured** with Karen Christensen, Crystal MD Australia/NZ; Carmen Roig; and Cathy Tees, Crystal VP Sales Australia/NZ.

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# Travel Daily

Tuesday 7th May 2019

## AKL GM Marketing

**JONATHAN** Good has joined Auckland Airport as the new General Manager Technology & Marketing at Auckland Airport.

Good will be responsible for the planning and execution of programs that aim to “improve customer experience and operational excellence”.

## Rottnest ext stay

**WA TOURIST** spot, Rottnest Island, is offering visitors the chance to stay on the island for up to 15 weeks as part of a new extended stay season.

Guests can choose from a range of accommodation options, with prices starting from \$530 per week for a four-bedroom unit.

“Rottnest broke records over the 2018-19 summer with a 4% increase in visitors, and we want to continue the growing visitation trend into winter,” said West Australian Tourism Minister Paul Papalia.

For more information, see the website [www.rottnestisland.com](http://www.rottnestisland.com).

## Park & Chesapeake

**PARK** Hotels & Resorts has entered into a definitive merger agreement with Chesapeake Lodging Trust in a cash and stock transaction valued at close to US\$2.7 billion.

“Chesapeake’s high-quality portfolio of hotels will accelerate our strategic goals of upgrading the quality of our portfolio and achieving brand, operator and geographic diversity,” said Thomas Baltimore Jr, CEO of Park Hotels & Resorts.

## Vanuatu volcano

**THE** Department of Foreign Affairs and Trade is asking visitors to Vanuatu’s Ambae Island to reconsider their need to travel to the region after volcanic activity on the island caused the evacuation of its residents.

Services to the Island are limited, with “ongoing risks from seismic activity” causing issues.

For updates, **CLICK HERE**.

## AFTA UPDATE

from Jayson Westbury



**I HAD** the great pleasure of attending the Helloworld Travel conference over the weekend in Ho Chi Minh

City, Vietnam.

As a conference destination, Ho Chi Minh has definitely come of age, with the venue at the Gem Centre being perfect for a conference of such a size.

A very big congratulations to all involved for a well-executed large scale event. It was also wonderful to catch up with so many AFTA members who took part, and I was really pleased to be able to participate in so many of the sessions.

The one thing that I was asked to talk about was what might be the biggest impacts on corporate travel over the next 18 months. While I can’t provide the full details of that presentation in this short *Travel Daily* column, I can outline the key themes.

First, the **Federal Election** - the point being that whichever side is handed the keys to the Lodge, I hope that they don’t have to provide a spare key to a couple of cross bench members - meaning, that I hope very much that a majority government is elected. The experience of having a non-people’s elected Prime Minister or one that has had to do a deal with a few random people from the side leads to an unstable and ineffective government. Let us all hope we see one or the other side win.

The next topic was **Climate Change and Sustainability**. For corporate travel these two factors go hand in glove. The point being that more and more of corporate Australia will be tuning into climate change policy, it will be on the winning government’s agenda in one way or another and it is important for TMCs to have mind for climate change and sustainability as they go forward when seeking new business.

Then the issue of **technology**,

**the internet & NDC**. All three are in fact separate subjects, but from the same family. For corporate travel there is a shifting landscape of bookings in the hands of the traveller but via the TMC with the need for the right tech in place, and a mind to understand more now of what NDC can offer.

I have been criticised for not talking enough about NDC in the past. As I outlined in my presentation, NDC was first mooted in 2011, it had an IATA resolution passed in 2012, which gave it the oxygen to become something. And now seven years later, Qantas has been the first airline in our region to really launch something meaningful. Any wonder why I have not been wasting everybody’s bandwidth on NDC! But as we go forward the opportunities that may flow for an increase in revenue opportunities, more access to a transparent fare families and potentially the end of ADMs does become something that we should be talking about more.

To finish off, I added a spray on **diversity**. It has become an overly used word to catch all the areas of a business that may be hard or difficult to talk about in some settings, but it is an area of corporate policy that needs people’s attention more and more and it is not just an issue of gender balance and pay equality. Diversity in the corporate setting covers a much broader range of topics; sure, gender balance is one of them, but so is the willingness to have a more family friendly working environment, an open mind to how both men and women should interact with each other in teams and more broadly in the business, the prospect of a more open employment policy of inclusion to all, and the list goes on.

So, as you can see there are always new and interesting things to talk about and of course, I have only just scratched the surface today. Great to see so many friends in Vietnam.

## SUPER RUGBY SUPER RUGBY R12 WINNER

Congratulations

**KIM  
TOMLINSON**

from *Travellers Choice*

Kim is the top point scorer for Round 12 of *Travel Daily’s* Super Rugby footy tipping competition.

They’ve won \$100 travel credit courtesy of Expedia.



*Travel Daily* Super Rugby tipping competition is sponsored by Emirates, with the top tipper for the season winning flights from Sydney to Christchurch.



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# Terre Blanche tees off with Atout France

THE Terre Blanche Hotel Spa Golf Resort in Provence visited Sydney recently for an exclusive Garden Party with a degustation of Pastis and French petits fours, while playing pétanque, mini golf and croquet.

The five-star Terre Blanche Hotel Spa Golf resort on the French Riviera boasts a 300 acre setting of Provençal gardens, spa treatments and two 18-hole golf courses.

The property's five-star concierge attention to detail matches the gourmet menu of Michelin-starred restaurant, La Faventia.



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**RACHEL** David  
of Terre Blanche,  
Patrick Benhamou  
and Mia Salaverri,  
Paspaley Pearls.



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Sampson, GM  
Dior and Loic  
Rethore, GM  
Nespresso  
ponder their  
pétanque  
strategy.



**MICK**  
Bracher and  
Christian  
Blondeau  
of France at  
Leisure.



**MICHEL** Henri Carriol and Karen Pizem.



**WOLFIE**  
Pizem gets a  
golf lesson from  
Maxime.



**PARTICIPANTS** play pétanque.

## Robertson Kauri

**ROBERTSON** Lodges has flagged the opening of The Residences at Kauri Cliffs in New Zealand, offering three private residences for large groups.

The property is set to open in Nov and will offer guests farm-to-table cuisine and local beverages, spacious living and dining areas, a butler's pantry, and a saltwater swimming pool and deck.

Prices start from NZ\$16,900 per residence per night for up to eight guests.

## MONEY

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

**AU\$1 = US0.698**

**HOLIDAYMAKERS** to the United States may find it a little tougher to find value on purchases with the Aussie tumbling against the greenback over the last week.

The AUD will now get you less than 70 US cents, a trend economists are attributing to the latest Twitter outburst from Donald Trump which has dramatically escalated trade tensions with China.

*Wholesale rates this morning.*

US	\$0.698
UK	£0.533
NZ	\$1.057
Euro	€0.624
Japan	¥77.36
Thailand	฿22.32
China	¥4.72
South Africa	10.124
Canada	\$0.940
Crude oil	US\$70.85

## Sell Your Way USA

**AGENTS** have six weeks left to win a spot on one of five USA famil experiences, thanks to American Airlines and its incentive partners Travel Oregon, Utah Office of Tourism, Travel Nevada, Discover New England, Visit Anchorage & Destination DC.

The Sell Your Way to the USA program ends on 14 Jun - email [lara@canuckiwi.com](mailto:lara@canuckiwi.com) for info.

## Frasers Hamburg

**FRASERS** Hospitality has unveiled a new property in Hamburg preserved in the historical German landmark building Oberfinanzdirektion.

The opening marks the serviced residence operator's third property in Germany, with the latest property featuring 154 rooms, a fitness suite, 24/7 concierge services, as well as events facilities.

The hotel has been designed to ensure key aspects of its history are preserved, such as the building's chandeliers and marble columns.

## Emirates: It's a date

**EMIRATES** is expecting to serve over one million dates to its passengers during the Ramadan religious period which runs from 05 May to 04 Jun.

First and Business class guests travelling with Emirates during Eid al-Fitr (04-06 Jun) will be also served a selection of special sweet treats such as dates and cinnamon flavoured ice cream and baklava.



This month Centara and *Travel Daily* are teaming up to offer readers the chance to win a seven-night stay for two in a Deluxe Room at Thailand's Centara Grand Beach Resort & Villas Hua Hin with daily breakfast.

Centara Grand Beach Resort & Villas Hua Hin is one of Thailand's most famous hotels – originally built as the King's guesthouse in the 1920s it has been lovingly restored and extended over the years to a luxurious five-star resort. It is a short walk to the famous markets of Hua Hin with fabulous seafood, shopping and entertainment.

To be in the running, correctly answer each of the weekly questions across the month and have the most creative answer to the final question. Send your responses to [centara@traveldaily.com.au](mailto:centara@traveldaily.com.au)

Q1. Which sport does Hua Hin and Centara host the annual championship of, which is considered the biggest in Asia with hundreds of players from all over the world attending?

**CENTARA GRAND**  
BEACH RESORT & VILLAS  
HUA HIN

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## Aussie flight fright

**NEW** data has revealed that young Australians fear flying more than older Aussies.

A report compiled by travel insurance company InsureandGo found that 59% of Aussies under the age of 30 were afraid of flying, with that rate increasing over the last five years.

Overall, 37% of Aussies admitted they were afraid to fly, with an increased coverage of air accidents in the media contributing to the increase.

Over the last five years, 56% of Aussies said their level of fear had increased.

The rise in anxiety however is at odds with safety data which shows the industry has become safer over the last five years.

## Cologne food guide

**THE** Cologne Tourist Board has released a new English-language food guide for visitors that can be picked up at the Service Centre of the Cologne Tourist Board free of charge, or online **HERE**.

## EW Opera cruise

**EUROPEAN** Waterways has announced the return of its Opera cruise as part of the company's itinerary for the *La Bella Vita* hotel barge in Italy.

The sailing commences 10 Aug in Venice and will see passengers transported to the Arena Museo Opera in Verona, before later being driven to the Roman amphitheatre of Arena di Verona, to enjoy Puccini's opera *Tosca*.

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### **Groups Consultant - Melbourne \$65K + super**

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### **Sales Manager - Groups - Sydney \$60K to \$70K + super**

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### **Digital Sales & Customer Service - Melbourne from \$50K + super**

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