

MSC shorex comm

MSC Cruises is today highlighting its 5% commission payment on all prepaid packages booked by travel agents.

Clients who prebook also save up to 20% on a range of items such as shore excursions, internet, drinks packages, spa appointments, specialty restaurants and laundry.

The offer is valid for all MSC cruises departing from 01 Apr 2020 - see the **last page**.

HLO UK partnership

HELLOWORLD Travel today announced a new three-year partnership with VisitBritain.

The pact will focus on national tactical marketing campaigns featuring destinations across the UK, with the aim of driving traffic into Helloworld stores.

"The UK is a key destination for our agents and their clients, and so we are thrilled to be partnering with VisitBritain to facilitate this exciting opportunity for our network," said Helloworld Travel Head of Retail Marketing Dominique Dalton.

Tempo collapse laid bare

EXCLUSIVE

CREDITORS of the collapsed Tempo Holidays Pty Limited (**TD** 20 Sep) appear unlikely to recover any of their funds, with the company's administrator yesterday highlighting that its main asset is about \$36 million in loans to its ultimate parent firm, India-based Cox & Kings (C&K).

The company's balance sheet indicates liabilities of about \$45 million, but there is also a claim against C&K by Indian financier Yes Bank, worth about \$275 million, in which Tempo is apparently entangled.

Laurence Fitzgerald from accounting firm William Buck convened the first meeting of creditors, with more than 100 people packing the room in Bourke Street, Melbourne.

Attendees included almost 50 former Tempo/Bentours staff, representatives of around 30 other creditors both from Australia and across the globe, as well as a number of observers and interested parties.

Helloworld CEO Andrew Burnes

was joined by other senior industry executives in the room, including Express Travel Group Executive GM, Ari Magoutis, Bunnik Tours CEO and CATO Chairman, Dennis Bunnik and representatives from Flight Centre Travel Group, Hurtigruten Cruises, 50 Degrees North & more.

Fitzgerald fielded a range of questions, confirming that employees have not been paid their entitlements which are currently estimated at being worth about \$1.2 million, while superannuation was up to date.

He noted the apparent health of the business at its most recent balance date of 31 Mar, indicating the company had made a pre-tax profit of more than \$4 million in 2018/19 on TTV of around \$75 million (**TD** 25 Sep).

Those results also indicated a \$31 million loan to "related parties," a figure which had blown out by an additional estimated \$5.8 million in the intervening six months, Fitzgerald said.

A number of explosive revelations during the meeting included the claimed resignation of its Australian Director about a month before the collapse, suggestions that the purported "trust account" set up under pressure from AFTA was actually a sham, and that the company's Directors blame the withdrawal of ATAS accreditation for Tempo's collapse - more on **p2** and **p4**.

Brand USA winner

BRAND USA and Hawaiian Airlines have announced the winner of the "Big Badge Bonanza Incentive" as Shelley Bourke from Flight Centre Byron Bay.

Bourke has won a trip for two to any of nine US mainland cities flying with Hawaiian Airlines - more details on **page 10**.

JQ to operate to Margaret River?

JETSTAR looks set to debut a new non-stop route between Melbourne and Busselton in WA's Margaret River region, according to several reports from Perth in recent days.

An agreement between the carrier and the City of Busselton has apparently not been formalised at this stage, but discussions are ongoing, with speculation that the service would launch in Apr 2020.

Attracting direct flights from the east coast has been a key initiative driving the expansion of Busselton Airport, as part of a \$70 million project under way for some time (**TD** 01 Feb 2017).

Today's issue of TD

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

- United Airlines
- Travel Trade Recruitment
- Brand USA
- MSC Cruises

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Tempo director mystery resignation

THERE were audible gasps of disbelief during yesterday's Tempo Holidays Pty Limited creditors' meeting (see **page one**) when the administrator, Laurence Fitzgerald, was asked about the status of the company's sole Australian director, Patrick Tully. He told attendees that during his investigations he had been shown an undated resignation letter which indicated Tully had stepped down about a month before the collapse.

Creditors present noted that Tully is actually the brother-in-law of Peter Kerkar, the London-based CEO of Cox & Kings India, who is the other director of Tempo - and also of Tempo New Zealand (**TD** yesterday).

Fitzgerald noted that Tully's resignation had never been registered with ASIC, and would not have been valid in any case as Australian companies require at least one Australian director.

VA boosts reward costs

VIRGIN Australia is increasing the "carrier charge" additional payments for reward seat bookings, under an adjustment to its Velocity rewards scheme unveiled overnight.

Effective for bookings made on or after 08 Jan 2020, the current \$3.50 fee for redemptions on domestic and trans-Tasman Economy class sectors will increase to \$10.

For international short haul flights the Economy class carrier charge increases from \$25 to \$35, while on Hong Kong services from Sydney and Melbourne the Economy class redemptions will increase from \$35 to \$45.

There is no change to the \$60 carrier charge currently levied on redemptions of Velocity points for flights between Australia and Los Angeles, where VA operates alongside Delta Air Lines.

Business class redemption carrier charges increase from

\$5.50 to \$10 for domestic and trans-Tasman flights; from \$50 to now \$70 on international short-haul services; and from \$50 to \$98 on Hong Kong flights.

Again, Los Angeles is unaffected by the changes for Premium Economy and Business class, where the carrier charges remain at \$145 and \$230 respectively.

The airline said the higher fees would help "cover increased operating costs," with the carrier charges able to be paid with Velocity Points or a combination of points and cash.

"We are committed to continually providing a competitive and compelling offering for our members," Virgin Australia said.

NCL chief resigns

ANDY Stuart, President and CEO of Norwegian Cruise Line, has announced his resignation after 31 years at the company.

Stuart will step down on 31 Dec, and be replaced by Harry Sommer, Norwegian Cruise Line Holdings current President of International (**TD** 12 Dec 2018).

"Andy has accomplished everything possible in the cruise industry, including leading its most storied and innovative brand," said NCLH President and CEO, Frank Del Rio.

"He will leave on a high note after delivering the brand's latest ship, *Norwegian Encore*," he said.

More details in today's **Cruise Weekly** - subscribe free at cruiseweekly.com.au.



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A passion for, or experience with, sporting groups will be highly regarded. For more information [click here](#).

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MH, BA launch codeshare

ONEWORLD partners Malaysia Airlines and British Airways are deepening their cooperation, this morning announcing a codeshare deal which includes Malaysia Airlines flights from Australia and New Zealand.

Under the pact, customers will be able to book on the BA code to fly with Malaysia Airlines from Australia via Kuala Lumpur to London Heathrow and a range of onward destinations in the UK and Europe.

British Airways passengers will also be able to book MH flights to 14 destinations the airline serves in Malaysia, as well as Cambodia, Indonesia and Vietnam.

Reciprocally, the Malaysia Airlines code will be placed on British Airways services onward from London to Aberdeen, Belfast, Edinburgh, Glasgow, Manchester and Newcastle, for travel from 09 Oct.

Subject to regulatory approval, Malaysia Airlines will also codeshare with BA on a range of European points including Barcelona, Berlin, Copenhagen, Vienna, Brussels, Geneva, Zurich,

Hamburg, Lyon, Toulouse & Paris.

“Other connections on the British Airways and Malaysia Airlines networks will be enabled progressively in 2019/2020,” the carriers said.


BA Head of Sales for Asia Pacific and Middle East, Moran Birger, said “we are delighted to strengthen our business relationship with Malaysia Airlines with an agreement that will provide seamless travel benefits and enhanced connectivity to our customers”.

New Hayman GM

INTERCONTINENTAL Hotels Group today announced the appointment of Arpad Romandy as General Manager of the recently unveiled Hayman Island by InterContinental (**TD** 19 Aug).

Romandy joins IHG from his most recent role as GM of the Amora Hotel Jamison Sydney, prior to which he was with Shangri-La Sydney.

He replaces Mark Eletr, who was appointed to the role just over 12 months ago (**TD** 18 Sep 2018).



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Creditor committee

NINE representatives of creditors owed money by Tempo Holidays were yesterday chosen to be part of a Committee of Inspection as part of the administration of the collapsed wholesaler.

Participants include senior staff from Helloworld, Flight Centre, Hurtigruten and Phil Hoffmann Travel as well as delegates from a number of key local and international suppliers.

Tempo Directors blame AFTA

THE Directors of the collapsed Tempo Holidays Pty Limited have laid the blame for the company's demise squarely on the "governing bodies in Australia" including IATA, AFTA and ATAS.

During yesterday's creditors' meeting in Melbourne (see **p1**), administrator Laurence Fitzgerald read a statement from the Tempo Board of Directors - purportedly including Cox & Kings CEO Peter

Kerkar and his brother-in-law Patrick Tully (see **p2**) - giving their explanation for Tempo's collapse.

Fitzgerald laid out the timeline, including the 26 Jun default by Cox & Kings India on about \$31 million of debt payments, plus more defaults on 15 Jul.

On 03 Jul AFTA issued a "show cause" notice to the company and quietly suspended its ATAS participation while Tempo responded to requests for further information on the implications of the Indian debt issues.

On 20 Aug Tempo Holidays filed with AFTA a request for the suspension to be lifted, but two days later AFTA formally terminated the company's ATAS accreditation (**TD 22 Aug**), on the basis of Tempo not being able to satisfy the requirements to prove that it was trading solvently.

According to the statement read by Fitzgerald, the Directors put Tempo into administration "based on the fact that the governing bodies in Australia - IATA, ATAS and AFTA - had withdrawn the company's licence and accreditation and rejected the appeal for extension.

"While merchant bankers have been employed to sell the company in its entirety, including the Australian entities, these discussions were continuing at a pace taking too long to guarantee that any sales proceeds would actually arrive in time to enable the company to continue to trade," they claimed.

Tempo sale unlikely

THE administrator of Tempo Holidays yesterday downplayed any possibility that the business could be sold as a going concern.

Laurence Fitzgerald said because Tempo and Bentours had already ceased trading when he was appointed on 20 Sep, existing commercial agreements had been breached and it was unlikely a buyer could be found for the company in its current state.



Window Seat

VIRGIN Australia looks to have received further support for its bid to operate flights from Brisbane to Tokyo Haneda Airport (**TD yesterday**) from a somewhat surprising quarter.

Alongside submissions to the International Air Services Commission from Tourism Australia, Brisbane Airport and the ACCC was a copy of an email from a supportive fan.

"Hello. My name is Toru Adachi (Mr.) from Tokyo, Japan.

"I've heard that Virgin Australia has applied for a new slot of Haneda/Tokyo...I am writing to ask you to give the approval to Virgin Australia."

The erstwhile Mr Adachi added that "VA can create a new competitive force between Australia and Japan," and concluded with the upbeat note that "the Japanese loves (sic) Virgin brands".

No trust at Tempo

CLAIMS by the management of the failed Tempo Holidays that a trust account had been established to protect client funds (**TD 23 Aug**) were yesterday debunked by the company's administrator, Laurence Fitzgerald of William Buck.

Speaking at the Tempo/Bentours creditors' meeting, Fitzgerald said the bank account which had purportedly been established at AFTA's behest was in fact just an existing commercial account already in place.

"It's my understanding that as part of the AFTA process Tempo was asked to set up a trust account, so they instructed the bank to just add the word 'trust' to the account name," he told the shocked creditors' meeting.

The account had about \$1.4 million in it when the company was placed into administration.

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This position is ideal for a forward thinking Marketing & Product Manager that understands the strength of a multi-brand strategy. Ideally you are dynamic by nature, passionate and results driven with a demonstrated track record of success and delivery in a marketing capacity. As Marketing & Product Manager, you will partner with various stakeholders including the local community to plan, implement and deliver marketing campaigns that drive traffic and sales through our retail centres.

Your ability to innovate, collaborate and deliver maximum return on investment will be key to your success!

If this sounds like the role you would be perfect for, we would love to hear from you! For more details see www.htg.com.au/careers. Please send your resume with a covering letter by **COB Friday 18th October 2019** to marketing@htg.com.au For confidential enquiries please contact **Justine Koutsoukos** on **(02) 4940 2288**.



Our Family Of Brands



Play & win a trip

AGENTS are being given the chance to win one of six spots on a South African famil with South African Tourism, South African Airways and MW Tours, by playing South African Tourism's new gaming app.

The app is designed to expand an agents' knowledge of the destination.

For a chance to win, download the "So you think you know South Africa... think again" app from the App Store or Google Play.

Chimu roadshow

LATIN America and Polar travel specialist Chimu Adventures will be showcasing its small ship cruises at events across the country this month.

Chimu is taking its Small Ship Roadshow to Adelaide (15 Oct), Melbourne (16 Oct), Sydney (17 Oct), Brisbane (22 Oct) and Perth (23 Oct).

CLICK HERE to register.

Airbnb animal exp

AIRBNB has launched Animal Experiences, which will see over 1,000 options available, including a puppy pub crawl in Melbourne and beekeeping for beginners in the Hunter Valley.

To celebrate, Airbnb is offering eight people the chance to experience a KISS performance at sea for Great White Sharks.

The giant fish are known to be attracted to rock music when played in the water, with the concert to see guests descend into an aqua sub viewing hull near Port Lincoln, SA.

The Social Impact Experience will see 100% of proceeds go to Marine Conservation Australia.

Other Animal Experiences launched include a Manly Eco Snorkel in Sydney, a Wildlife Safari in Byron Bay and a learn to grow organic veggies and milk a cow option in Melbourne.

For more on the animal experiences, **CLICK HERE**.

50 Deg North's Finland famil



50 DEGREES North, in collaboration with Finnair and Consolidated Travel, recently sent a select group of Australian travel agents to Finland for an educational tour.

The agents enjoyed an architecture and design tour in Helsinki, learnt about the indigenous Sami culture in Lapland, explored the Finnish countryside, and visited a number of iconic attractions across Finland, including the Fiskars Artisan Village, Mustio Manor, Savoy Restaurant, and a cultural night in Lapland with music performances.

Pictured are: Derek Lee,

Airfare Geeks; Elaine Gualtieri, Noosa Travel; Simon Flower, Flower Travel; Sarah Marinatos, TripADeal; Jos Bauk, Peregrine Travel; Leila Myllymaki-Hay, 50 Degrees North; Kate Tzikas, Finnair; and Jess Minton, Spencer Travel Southside.

New Tibet flight

AUSTRALIAN travellers are set for a new one-stop option to fly to Tibet, with the planned launch of direct services from Hong Kong to Lhasa by Tibet Airlines.

GDS screens indicate thrice weekly A319 flights on the route effective from 01 Nov.

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Radisson Coll NZ

RADISSON Hotel Group will introduce its Radisson Collection hotel to Queenstown in the first quarter of 2022.

The boutique hotel will be located in the centre of the city and feature 61 rooms including studios, suites, corner suites & a penthouse, along with an onsite restaurant and a day spa.

We look forward to introducing this new concept to NZ, as part of our multi-brand expansion in this captivating country," said Radisson Hotel Group President Asia Pacific Katerina Giannouka.

The move follows last month's announcement that Radisson Hotel Group would introduce its Radisson Blu, Radisson RED and Park Inn by Radisson brands to New Zealand (**TD** 30 Sep).

Changi Jewel tour

CHANGI Airport Group, in partnership with Singapore Tourism Board and Singapore Airlines, will offer tours of the airport's Jewel complex as part of the Free Singapore Tour (FST) offerings.

The free tour, run twice daily, will showcase Jewel's Forest Valley and Rain Vortex, entertainment, dining and retail highlights, plus free entry to Canopy Park.

Aircalin spring sale

AIRCALIN has kicked off its New Caledonia Spring Sale for Oct, offering return flights to Noumea direct from Sydney, Brisbane and Melbourne, from \$499 inc taxes.

The sale started today and will run until 25 Oct.

Oceania earlybirds

OCEANIA Cruises has released an 2020 earlybird offer allowing guests to save up to 30% on bookings for 19 Europe itineraries between Jun and Aug.

The offer includes a "generous amenities package" with free internet and pre-paid gratuities, up to eight free shore excursions and up to US\$800 free shipboard credit per stateroom, & a house beverage package per person.

Bali Hotels refutes

BALI Hotels Association (BHA) has denied claims in the Aus media that people are cancelling their Bali trips due to the draft "bonking bill" (**TD** 20 Sep), and insisted it's "business as usual".

BHA reported 6% cancellations but attributed this to "over-sensationalised media reports", and bookings being cancelled after Thomas Cook went out of business (**TD** 23 Sep).

Luxury Esc's Indo success



LUXURY Escapes is celebrating a year of success in Indonesia, with 70,000 of its members travelling to the country on a luxury escape last year.

The company's 2018 numbers represented 6% of total Australian travel to the island country, with almost 200,000 room nights generated and an average stay of seven nights in length.

To celebrate its success, the company last month invited 70 key hotel partners to dinner in Seminyak and Nusa Dua.

Luxury Escapes also treated members in Bali to a surprise cocktail soiree.

"Following the success of this event, we'll be looking at other ways we can create incredible in-destination experiences that connect us to our customers and create a thriving C2C travel community," said Luxury Escapes

Save w/ Rail Europe

RAIL Europe is advertising a German Rail Pass autumn special, offering up to 10% off three- and four-day Flexi and Consecutive passes.

Offer expires 13 Dec and is valid for travel until 31 Jan.

Head of Brand and Community Chelsea Healey.

Pictured are Jason Fong, Luxury Escapes; Justin Moon, Ayana Resort; Andy Dirgantara, Mulia Resort; Lami Tjandi, Anantara Uluwatu; Kadek Budiasa The Apurva Kempinski Bali; Imade Wijana, The Apurva Kempinski Bali; Ludri Ratnawati, Nusa Dua Beach Hotel; Aaron Corbett, Luxury Escapes.

STR sold for \$667m

HOTEL occupancy data provider STR has been purchased by real estate analytics group CoStar, which is paying US\$450 million (AU\$667 million) for the business.

STR aggregates data from about 65,000 hotels in 180 countries, producing regular reports on occupancy, average room rates and revenue per available room.

The information is a key source of market intelligence for hoteliers, with CoStar saying combining STR's data with its own products "will allow us to create valuable new and improved tools for investors, lenders and service providers for use in developing, financing, valuing and selling hotel properties".

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If you have a proven product background in the cruise industry, preferably with over 5 years' experience, we would love to hear from you!

Applications close Wednesday, 09 October.
For more information click here.

Adv Canada to Eur

ADVENTURE Canada will offer five expedition voyages in northern Europe in 2021, including the addition of a new Basque Country cruise.

The tour agency is offering savings of 15% on its new Basque Country cruise to Spain and France, as well as a no solo supplement deal for single travellers.

A one-night pre-cruise stay is also available under the sale.

Korean celebrates

KOREAN Air yesterday celebrated 50 years since its first international flight.

To mark the occasion, the airline operated a special flight, KE683, from Incheon to Ho Chi Minh City.

Korean Air was founded in Mar 1969, and operated its first international flight in the same year, on 02 Oct, from Seoul to Ho Chi Minh City - the first international route flown by a Korean carrier.



BYRON Horne from Bicton Travel has been named the winner of a seven-night coastal cruise to Queensland in a balcony stateroom on board *Explorer Dream*, after taking out a competition run by *Travel Daily* and Dream Cruises.

Agents were asked to describe their ideal Dream cruise, and with the calibre of entries so high, Dream also decided to reward Rose Febo from TravelManagers

with a swag bag for her entry. **Pictured** is Dream Cruises Sales Manager WA/SA Katrina Katich presenting Horne with his coveted prize.

Follow Riviera FB

RIVIERA Travel River Cruises is giving Australian agents the chance to win a \$100 Visa gift card by following its agent Facebook page - **CLICK HERE**.

WIN A croatian cruise

This month Sun Island Tours and *Travel Daily* are giving agents the chance to win a seven-night Deluxe Superior Croatian Cruise for two people, valued at up to \$6,713.

To win, simply tell us which fabulous Sun Island Tours destination is shown in each of our holiday snaps every day during October and have the most creative answer to the final question.

Send your answers to sunislandtours@traveldaily.com.au



Q4.

Hint: Hot air ballooning is but one of the amazing experiences in this region characterized by fairy chimneys and a unique historical and cultural heritage.

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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

Savings of up to 20% are available on each suite booked at Sicily's **Therasia Resort & Spa** between now and 19 Oct. The promo rate includes daily buffet breakfast, free spa access, wi-fi, and more - **CLICK HERE**.

Sydney's **Metro Apartments Darling Harbour** is offering an Explore Sydney Package, valid for the duration of summer and priced from \$224 per night. The deal includes a standard loft-style apartment, free wi-fi, early check in, and two adult Opal travel cards - phone 1800 114 321.

Carnival Cruise Line has launched its Choose Fun sale, offering free cabin upgrades on a range of its sailings to the South Pacific, New Zealand, Great Barrier Reef, and weekend sampler cruises. The deal is available to book until 01 Nov, for travel between 14 Oct and 30 Dec - more **HERE**.

Travellers looking to book a Spain, Portugal, and Morocco adventure can save up to 15% off their trip when booking with **G Adventures** before 31 Oct. The offer is valid on Jan and Feb departures, **CLICK HERE** for info.

Silversea Cruises has launched its Silver Select group offer on bookings made before 31 Oct. Guests can choose to enjoy AU\$500 off their fare, US\$500 onboard spa credit, or US\$500 excursion credit - more **HERE**.

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

Business Development Manager BNE, Salary + Bonuses, Ref: 4244MT1

I'm looking for someone who has that sales factor about themselves. They're able to build strong lasting relationships with everyone they come across. There is no challenge you can't face and overcome. You have the confidence to back yourself and get the results that are needed. You will grow business and brand awareness by building strong client relationship and travelling state wide to build the brand in new locations. You will have a passion for travel and preferably worked in wholesale.

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

Business Travel Consultants SYD, Up to \$65k + Super, Ref: 1020RL2

An exciting opportunity presents itself to join a Global leader in Corporate Travel. This is your chance to take your career to greater heights and kick start yourself into a long and successful career within a company who prides themselves in personal development. With a great reputation of its amazing company culture and they are a pioneer with their employee recognition programs. We are looking for experienced multi skilled Corporate Consultants to take advantage of this opportunity.

For more information please call Ronny on (02) 9119 8744 or click **APPLY** now.

Travel Recruitment Consultant Sydney, Uncapped \$\$, Ref: 5432SJ9

Join one of Australia's leading travel recruitment companies & by utilising your strong travel industry experience & superb sales skills enjoy earning a fantastic salary package with a realistic OTE of \$82k but many earning over \$100k. No two days are the same in this diverse role. You will need to be a people person, confident communicator & self-motivated. CBD offices with Mon-Fri working hours & a fantastic team environment with the autonomy to run your own desk with great rewards.

For more information please call Sarah on (02) 9119 8744 or click **APPLY** now.

Online Travel | Wholesale Cruise BNE, Salary + Uncapped Coms + Cruise Famils, Ref: 3978AW4

Deliver B2B sales and service and join the Online Travel Trend! Sell Australia's number 1 holiday - CRUISE! The ideal candidate will be ready to step away from face to face consulting and happy to work within a supportive and driven team! Utilise your cruise and travel knowledge and earn UNCAPPED commission! Ready to work behind the scenes? Ready for a new challenge? Only want to work one weekend a month and look forward to ship inspections and FAMILS?! APPLY NOW!!

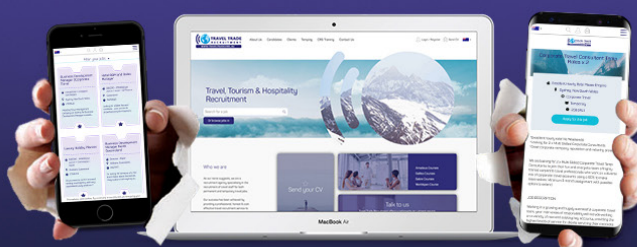
For more information please call Amanda on (07) 3123 6107 or click **APPLY** now.

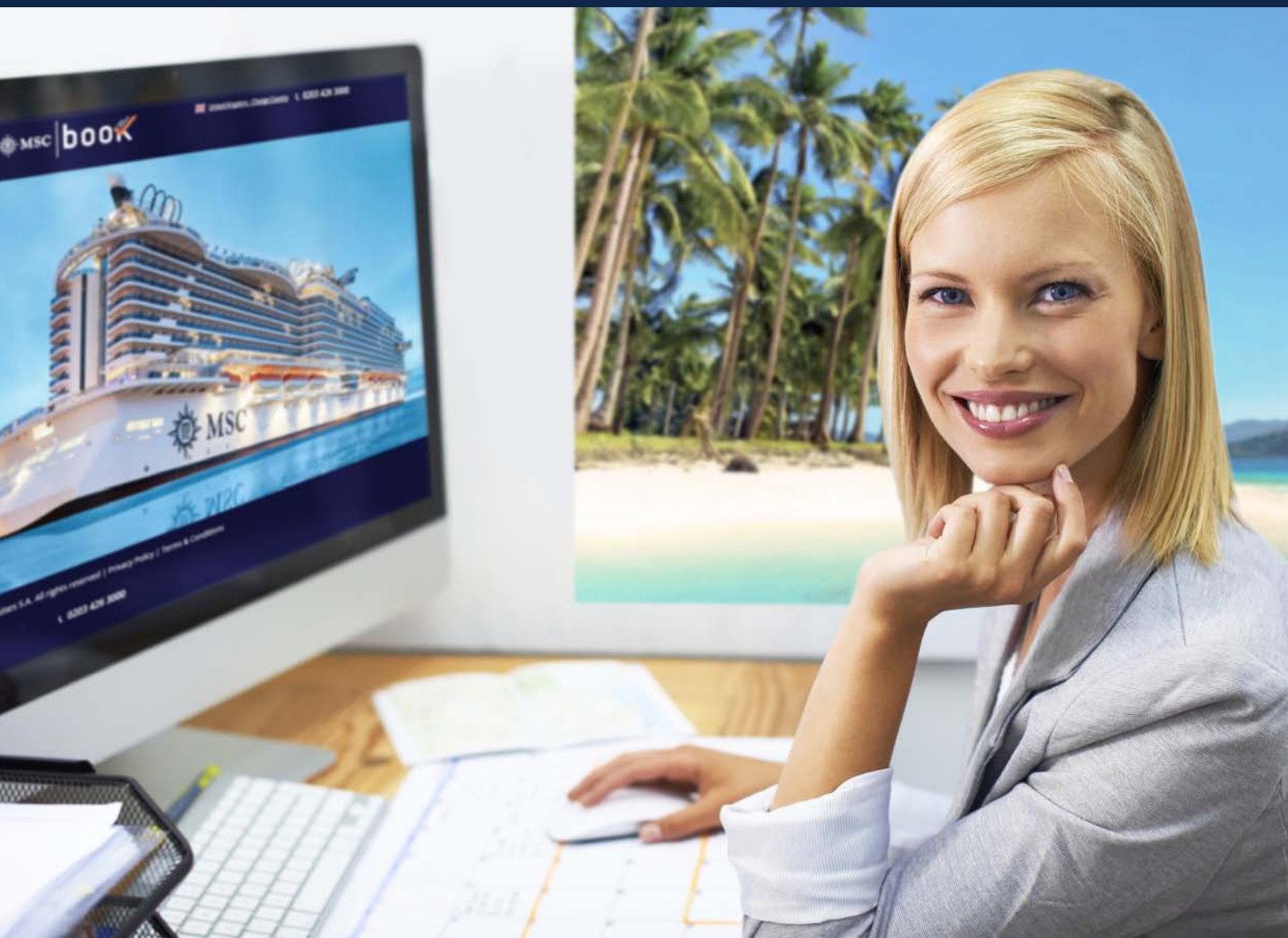
Boutique Travel Consultant Rockhampton, Lucrative Salary, Ref: 1784AW7

Want to provide outstanding customer service to valued customers? Want to sell HIGH END/LUXURY product & destinations? Want to earn BIG \$\$\$! Then this is the role for you! With the ability to create customised travel itineraries including flights, accommodation, transfers and stopovers; you will excel at delivering exceptional customer service! Work autonomously within a supportive team environment and relocate for your new challenge in the travel sector! APPLY NOW!

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

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