

Discover your worth

AGENTS in NSW and Victoria can learn how their salaries stack up compared to their peers, with the TMS Talent Travel Salary Guide NSW and Vic 2019.

TMS also provides commentary on the latest hiring trends in the industry - see **page seven**.

Burnett to join Intrepid

EXCLUSIVE

INTREPID Group looks to be positioning itself for a listing on the Australian Securities Exchange, this morning confirming Michael Burnett will become the company's first Chief Financial Officer since it returned to private ownership in 2015.

Burnett, whose resignation as Helloworld Travel CFO was confirmed yesterday (**TD 28 Oct**), will join Intrepid in Jan, and has extensive experience in public companies including at CSL.

He's just one of several senior appointments the company announced today.

Natalie Kidd will expand her role from MD of PEAK DMC to become Intrepid's new Chief Operating Officer, while Leigh Barnes, currently Chief Purpose Officer, will take on a newly created role of Chief Customer Officer, with responsibility for customer

experience, digital, brand and advocacy on key issues.

Recruitment for a new Chief People Officer will also commence by the end of 2019.

Earlier this month Brett Mitchell was promoted from MD APAC to Chief Commercial Officer, with CEO James Thornton saying the leadership changes were part of the company's 2025 strategy, recognising the "considerable opportunities that Intrepid has to grow its vertically integrated business globally."

"I'm thrilled to have assembled such an experienced and dedicated senior team to lead our business into the future," he said.

Today's issue of TD

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

- TMS Talent
- CVFR Consolidation



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Free to SIN!

BRITISH Airways and CVFR Consolidated Services will reward the top-selling agent between 17 Oct and 30 Nov with a pair of return Economy class tickets from Sydney to Singapore.

For more information, see **page eight**.



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VA half price kids

VIRGIN Australia is offering half price fares for every child from 2-11 years travelling within Australia and NZ in all classes.

The deal is on sale until tomorrow, with VA saying it's ideal for 2020 planning.

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KEYNOTE SPEAKER

Dr. Bruce McCabe

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Tempo confirm liquidation

TEMPO Holidays was yesterday formally placed into liquidation, with the company's creditors voting in favour of a wind-up during a meeting at the InterContinental Melbourne.

Administrators Laurence Fitzgerald and Michael Humphris will continue as Joint and Several Liquidators of the collapsed business (**TD** 20 Sep), with the move allowing staff to access unpaid wages and annual leave payments through the government's Fair Entitlements Guarantee (FEG) scheme.

Fitzgerald addressed the meeting, urging employees to register claims as soon as possible.

Although the scheme did not become available until yesterday's vote to liquidate, the Administrators have already been working to compile and verify amounts owing so the process can be accelerated.

Fitzgerald said despite Tempo having about \$1.7 million in a National Australia Bank account, the Administrators had been unable to access any funds because the bank was waiting to assess the amount of chargebacks it was receiving as a result of Tempo's failure last month.

So far \$349,000 in chargebacks had been received, he noted.

During the meeting he displayed a timeline of events leading up to the collapse of Tempo, alongside the plummeting Cox & Kings India share price, which has dropped

from A\$2.90 on 31 Mar to now be worth just 4c per share.

As well as the closure of Tempo, the company's demise has seen the cessation of its operations in the USA (**TD** 16 Oct) and the resignation of its auditors and CFO in India in what Fitzgerald described as a "cascade of panic".

He noted efforts to sell assets of the company in the UK were continuing, while locally negotiations continue with two interested parties regarding the purchase of Tempo assets including intellectual property, with expectations these deals will be finalised within two weeks.

The meeting also resolved to retain the Committee of Inspection comprising a range of parties including Tempo staff, Helloworld, Flight Centre, Express Travel Group and key suppliers.

Smartraveller creative account

THE Department of Foreign Affairs and Trade has named advertising agency Clemenger BBDO as the successful bidder for the Smartraveller creative account.

The agency will be responsible for making Smartraveller the "go-to destination" for Australians travelling abroad, under a three-year contract expiring in Sep 2022.

Clemenger BBDO also holds a key Austrade contract to develop Australia's so-called 'nation brand'.

The Smartraveller platform is undergoing significant changes (**TD** 26 Sep), with a planned revamp seeing DFAT no longer encouraging Australian travellers to register when going abroad.

A new look website to roll out next month will offer the option of SMS "critical alerts" in a crisis.

RIVERNotes
OCTOBER 2019

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Travel Daily on location in Hamburg, Germany

Today's issue of TD is coming to you courtesy of Norwegian Cruise Line, which is this week hosting its inaugural *Norwegian Encore* sailing.

THE first people set to experience *Norwegian Encore* have touched down in Germany for one night pre-cruise accommodation in the port city of Hamburg.

The harbour city is a major tourist destination, drawing visitors to attractions such as the new concert venue, Elbphilharmonie, the Old Elbe Tunnel and St Michael's Church.

Tomorrow the group of VIPs will meet *Encore* in Bremerhaven, to board the vessel for one night before she sets sail on her inaugural cruise.

Uni of SA tourism paper

GROWING animosity towards tourism in many parts of the world is an indication that we should be "actively changing the way we travel," according to a new study published in the *Journal of Sustainable Tourism*.

Dr Freya Higgins-Desbiolles from the University of South Australia has been studying the phenomenon of over-tourism for more than a decade, with her paper urging a redefinition of tourism "in order to place the rights of local communities above the rights of tourists for holidays, and the rights of tourism corporates to make profits".

She suggested the tourism industry needs to break its addiction to endless growth, and learn to recognise and work within the planet's finite limits.

"We're not suggesting everything has to grind to a halt... but just as other areas of industry have had to recognise the

importance of sustainability, both socially and environmentally, tourism must stop sacrificing a long-term future for short-term gains," she claimed.

The academic said in some sectors tourism was arguably an unnecessary activity, "and despite claims to the contrary can be quite damaging to our ecology with its current rapacious practices fostered by a neoliberal growth paradigm.

"In a resource-constrained and stressed world, tourism will have to justify its existence by offering more benefits and value than it currently does," she wrote.

"Tourism should be reclaimed from an industry that has defined it as a business sector for their profit accumulation, to a human endeavour based on the rights and interests of local communities in welcoming tourists."

Read the paper [HERE](#).



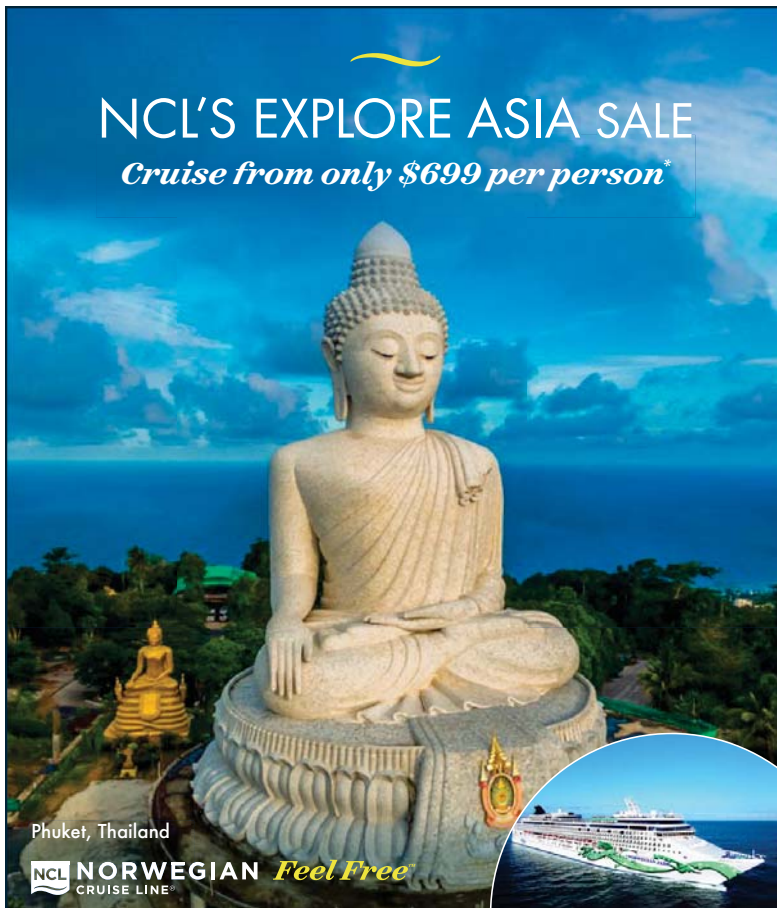
Window Seat

PROJECT Sunrise is set to bring Australians closer to the United Kingdom than they ever have been, but Qantas' thunder may soon be stolen.

UK-based Reaction Engines has developed technology theoretically powerful enough to fly between Sydney and London in just four hours, but until recently, they had no way to cool down the engine and stop it from melting at such fantastic speeds.

However, professor braniac and his team of rocket scientists at the aircraft manufacturer have done it, developing cooling technology allowing the engines to survive mach 5 speeds (6,400 kms/ph).

We won't be on the first test flight, however.



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*Price and itinerary is correct as at 17 October 2019. Sallaway Inside Stateroom (IX) price reduction ends 15 December 2019. For full terms and conditions click here.

AA adds new AKL, CHC routes

THE new American Airlines non-stop flights from Auckland to Dallas-Fort Worth and Christchurch to Los Angeles (**TD** breaking news) are a “direct result of the recently approved joint business with Qantas,” according to a QF/AA statement issued this morning.

The move will see AA become the first US carrier to operate flights to the NZ South Island, with thrice weekly seasonal 787-8 services to debut in Oct 2020.

The airline will also operate three times a week on the new AKL-DFW route, using a larger 787-9 aircraft, with both seasonal flights to run from Oct 2020 through until Mar 2021.

Qantas has also confirmed the

addition of a seventh weekly flight between Sydney and Dallas-Fort Worth “by mid-2020”.

The carriers cited other benefits of the joint business, including the recent rollout of improved frequent flyer benefits (**TD** 10 Oct) and the new Qantas services from Brisbane to San Francisco and Chicago which will commence next year.

Qantas will place its code on AA’s new NZ services, with tickets on the AKL-DFW and CHC-LAX services to become available for purchase from 30 Nov.

Tourism New Zealand CEO Stephen England-Hall welcomed the expansion, saying the South Island was a “must-see for any international visitor to NZ”.

Account Manager Full Time Victoria or Queensland



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www.thlonline.com

Jayride starts ignition



AIRPORT shuttle and private transfer booking and comparison site Jayride has achieved impressive growth in its first 12 months after expanding its presence from five to 81 countries and building a database of 3,300 transport companies in more than 1,500 airports across six continents.

“The response we had from transport companies in every part of the world was beyond anything we could have anticipated,” said Global Head of Transport Marius Danielsen.

“It was clear from the start of

our recruitment process that Jayride’s marketing and booking platform fulfilled a need no other company or platform had met.”

Transport companies quickly jumped on-board with Jayride to take advantage of “global exposure and increased sales at no cost”, said Danielsen.

Jayride’s next goal is to share its millions of quote requests from travellers wanting to get from A to B with its transport partners to help them get more bookings.

Pictured: The transport team heading Jayride’s global expansion.

KE stubs out vaping

KOREAN Air is cracking down on all types of smoking, including e-cigarettes, announcing that any passenger caught smoking on a plane, whether on the ground or in the air, will be handed over to local police immediately upon landing, and will face fines of up to 10m won (approx. A\$12,500).

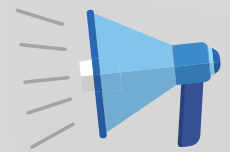
The crackdown comes after an increase of e-cigarette smoking incidents on Korean Air planes this year, despite a ban on the practice since 2008.

Scoot promo

SCOOT is offering reduced fares to its 64 destinations, including \$135 flights to Singapore from Perth, \$159 from Gold Coast and \$179 from Sydney or Melbourne.

Including taxes and excluding food and baggage, use the promo code “ESCAPE15” when prompted to get an extra \$15 off.

The sale begins on 05 Nov and ends 09 Nov, with the travel period from 06 Nov to 27 Mar, with some blackout periods applying - **CLICK HERE.**



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Agents Connect in Sydney



EXPRESS Travel Group held its annual Connect Consultant Conference in Sydney on the weekend, inviting Independent Travel Group, italktravel & Cruise and Select Travel Group consultants to network and learn about trends in the travel sector.

The theme of the gathering was sustainability, with agents joining in a beach clean-up activity in Mosman led by the Surfrider Foundation.

Express Travel Group Executive

General Manager Ari Magoutis also provided the conference with an update on key travel trends, such as the increase in travellers seeking less crowded places, and the rise of the “slowmo traveller”, vacationers who want to spend more time immersed in one destination.

Pictured: The Creative Cruising team enjoying the conference.

Qld 2020 events

THE Queensland Government has launched its 2020 events calendar, worth an estimated \$880m to the state’s economy.

Premier Annastacia Palaszczuk said the events space had been a significant driver of the tourism industry in the state.

“We invest in major events because they grow our tourism industry and create jobs here in Queensland,” she said.

“My government has more than doubled the value of Qld’s events calendar since 2015 - that’s an extra half-a-billion-dollars generated...over five years,” Palaszczuk added.

The “It’s Live! In Queensland” calendar includes the Cairns Indigenous Art Fair, the Birdsville Big Red Bash and the WATPAC Townsville 400.

EK/CZ codeshare

CHINA Southern Airlines and Emirates have expanded their codeshare agreement beyond Dubai and Guangzhou to include routes such as Cairo, Kuwait City, Chengdu and Qingdao.

United on a mission

UNITED Airlines has announced the launch of Miles on a Mission, a new crowdsourcing platform providing its customers with a way to donate miles to non-profit organisations and charities.

The airline has selected 12 launch partner charities including the Transplant Life Foundation, OperationUSA and Waves for Water, with each organisation having 28 days to crowdsource miles from MileagePlus members to reach the goal of at least 250,000 miles.

Saving with SYD

SYDNEY Airport is currently offering up to three hours of parking for a discounted \$19.90, a saving of \$17 on the standard drive-up price.

The promotion is valid at P7 International from 15 Nov to 15 Dec, is only available online, and is limited to 200 car spots per calendar day.

The offer excludes guaranteed space and valet products.

To take advantage of the discounted parking at Sydney Airport online, [CLICK HERE](#).

AFTA UPDATE

from Jayson Westbury



FOR those travel agencies in Australia who continue to hold IATA accreditation and if the numbers speak to this, they continue to decline, last week IATA held its annual Passenger Agency Conference (referred to as PACConf) in Geneva.

A small group of agency reps attended the event which is for those who are in the program an important event as it is the annual decision making conference when a collection of airlines who chose to turn up make important decisions about a range of subjects and rules that impact upon the way the IATA travel agency program works and how the agreement between travel agents and the airlines via IATA are administered.

As with each year the event carried a number of curious and perhaps important outcomes. Let me highlight a few key topics. First, resolution 830d was a subject of considerable debate. This IATA resolution relates to the requirement for travel agents to provide contact details (email and mobile numbers) of consenting customers but for the specific purpose of the airlines use for operational disruption.

I am sure it comes as no surprise to anyone reading this, but the global agency community provided IATA with a large range of examples of where this resolution has been breached by airlines and by way of the airline using the contact details for marketing and sales purposes. A clear breach of the resolution. As a result, and thank goodness for clear thinking a working

group has been formed including agents, airlines and IATA to amend the resolution to enshrine better and clearer language as to the allowable usage.

I think it is generally agreed that travellers want to be contacted when there is operational disruption – but it’s a hot topic and I expect we will have a reformed resolution by next year.

Secondly, a hot topic related to the introduction of new forms of payment under the IATA Transparency in Payments program known as TIP (I think it is only the Australians that get the funny side of that name). To that end both MasterCard and Diners card have announced new and innovative payment methods that comply with the IATA rules.

I expect that there will be some very new and exciting announcements coming soon as to how these new products will be introduced into Australia. Let’s just hope that in the spirit of modernisation, airlines see a way to accept these new concepts and payment types.

On a final note, the PACConf Chairman Chris Gilbey who has served as the PACConf Chairman for the past 18 years hung up his boots and stepped down with retirement in mind.

For those that have been around IATA matters you would know just how much value Gilbey has brought to the IATA passenger program over all these years and the WTAAA ensured that we acknowledged his service during the PACConf agenda. So all in all a busy PACConf, with several other impactful decisions taken that continue to we hope, improve the processes and program that serves both agency and airlines.

MONEY

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

AU\$1 = US0.683

AN UPBEAT mood in global markets has the Aussie dollar rallying this week, however as is often the case in recent times, analysts are warning of a potential slide if the China/US trade war flares up.

Travellers to the United Kingdom may feel the pinch, as the British Pound rose on the back of the EU granting a third delay to the United Kingdom’s departure.

Wholesale rates this morning.

US	\$0.683
UK	£0.531
NZ	\$1.076
Euro	€0.616
Japan	¥74.51
Thailand	฿20.67
China	¥4.832
South Africa	9.956
Canada	\$0.892
Crude oil	US\$62.02

A&K to Europe

ABERCROMBIE & Kent (A&K) has released its new 2020-21 Europe brochure, featuring “the dazzling cities of the Grand Tour to more emerging destinations and hidden gems.”

The publication takes in over 30 countries, and 20 ready-to-book individual private journeys and luxury rail and river options.

New journeys are also available in Armenia, Azerbaijan and more. Click **HERE** to view the brochure.

New Vienna plan

AUSTRIA'S capital Vienna has launched its refreshed tourism strategy, titled “Shaping Vienna – a new approach from Tourism to Visitor Economy”.

With 2025 as the target, the key points include the introduction of ecological and sociologic KPIs, as well as a number of figure-driven KPIs which focus on revenue as opposed to visitor numbers, seeing the city’s tourism revenue rise from €4 billion to €6 billion.

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.

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Q20.

Hint: Known by some as ‘Mars on Earth’ these space ship-like tents with glass walls that provide visitors with panoramic views of the desert and surrounding mountains.

[Terms and conditions](#)

Save me San Francisco!



SAN Francisco Travel, San Francisco International Airport and Brand USA have celebrated United’s new MEL-SFO flight (**TD** 13 Dec) with a San Francisco-inspired event at Melbourne speakeasy Beneath Driver Lane.

Held on Tue, the event was supported by Sonoma County Tourism, South Lake Tahoe, United Airlines, Visit California and Visit Napa Valley.

Attendees got a slice of SF’s famous clam chowder served in bread bowls, available at Pier 39, and watched a musical performance purveyed by three drag queens.

The first flight from Melbourne departs on 31 Oct and will operate thrice weekly on Mon, Thu and Sat.

Pictured are United’s Belinda Condon and Tommy Lindblad and Gate 7’s Allie Sparr with drag queens Jemima Handful, Jessica James and Amanda Monroe.

Indians to WA

WESTERN Australia’s Premier Mark McGowan and cricket legend Adam Gilchrist will be in India next week promoting WA as a holiday destination.

Overall, the State Government plans to spend \$1 million promoting tourism to Western Australia in India.



A-LEAGUE

A-LEAGUE WINNER R3

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A-League tipping competition is sponsored by Etihad Airways and ReadyRooms, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



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CRUISE WEEKLY

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TRAVEL SALARY GUIDE

NSW & VIC 2019

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