

# Travel Daily

First with the news

Wednesday 4th September 2019

MTA MOBILE TRAVEL AGENTS

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MTA Advisor Liza Parker

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## Haddad to Tertiary

**FORMER** long-time CBT Holidays National Sales Manager, Mark Haddad (**TD** 26 Jun) has taken a new role as Product & Sales Manager for Helloworld associate member Tertiary Travel, operated by the Teachers Mutual bank in NSW.

italktravel & cruise at home

Support of a National Franchise Flexibility of working from home.

## NCLH fly/cruise focus

**NORWEGIAN** Cruise Line Holdings says a heavy emphasis on the fly/cruise market out of Australia is a key part of its road map for the future.

The company, which will shortly celebrate four years since establishing its own local office for Norwegian, Oceania and Regent Seven Seas Cruises, has already grown its Australian business significantly, "and that's just the start," according to Steve Odell, Senior Vice President and Managing Director Asia Pacific.

Odell told **TD** the team had grown from just six people in Sydney in Oct 2015 to now comprise over 150 people in seven offices across the region.

"With Asia-Pacific delivering some of the fastest growth in the world, the initiatives we activate now will help set the foundations for our continued success into the future, making us very excited about the next phase in our

journey," he said.

Odell noted Australia was now the second biggest global market for the Oceania brand, while New Zealand was in fourth spot, resonating strongly with local pax.

A massive tri-brand fleet expansion over the coming years means there will be major opportunities for the travel industry to capitalise on further growth in the sector, he said.

Although NCLH does operate several local deployments, the vast majority of the company's cruises are overseas, giving it the opportunity to diversify its efforts and grow emerging destinations such as the Baltics, the Caribbean and Asia - with resulting higher returns for travel agents.

Norwegian's Hawaii cruises are the company's biggest seller in Australia, while the launch in early 2020 of *Seven Seas Splendor* will also help activate the premium market, Odell concluded.

## Today's issue of TD

*Travel Daily* today is another bumper issue, featuring eight pages of news, a photo page for **Addicted to Maldives**, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

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## IR "Daytrip" boost

**INTERNATIONAL** Rail has expanded its International Transfer brand, with the addition of "Daytrip" which offers private transfers between cities and towns, with optional sightseeing along the way - more details at [agent.internationalrail.com.au](http://agent.internationalrail.com.au).



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## Flight Centre adds B2B

**FLIGHT** Centre Travel Group's (FCTG) new "The Travel Junction" business-to-business offering (**TD** breaking news) will provide a new option for independent travel agents to source product.

Established in Jul this year and formally unveiled yesterday, The Travel Junction is led by James Whiting, who has been with FCTG for about seven years, most recently as Head of Revenue Management for the company's global product network.

"The Travel Junction offers a single distribution point with superior customer-focused service to guide our partners through the entire product journey," he said.

"This brand will be the face of FCTG's strategic move into the world of product accessibility for businesses outside the group... the key focus is on minimising the current disadvantages seen within the market today,"

Whiting continued.

Whiting said The Travel Junction had been created specifically to act as an intermediary linking travel sellers outside the traditional Flight Centre retail brands to "the product powerhouse of the global procurement business with direct contracts in hotels, tours, experiences and cruise".

A website showcasing the new brand is now live at [thetraveljunction.com.au](http://thetraveljunction.com.au).

## GA A330neo LHR

**GARUDA** Indonesia will deploy a new Airbus A330-900neo between Bali & London Heathrow from the start of the northern winter scheduling season on 29 Oct.

GDS screens indicate 24 Business class and 277 Economy seats on the aircraft and a 1-2-1 layout in Business class, with the route operating via Medan.



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## Inspiring Vac CEO

**INSPIRING** Vacations Chief Executive Officer Paul Ryan has been named a 2019 Champion of Flexible Work.

Announced last week as part of Flexible Working Day, the awards celebrate innovative, diverse and productive work teams.



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## BP swaps Virgin for Qantas

A **PARTNERSHIP** with Qantas will form the “cornerstone” of a new customer loyalty program launched today by fuel retailer BP Australia.

The new BP Rewards program, which debuts in early 2020, will allow customers to earn Qantas points on fuel and eligible in-store purchases across all participating BP retail sites.

In addition, the BP Plus fuel card will become the exclusive fuel partner of the SME-focused Qantas Business Rewards scheme.

The move sees BP switch from its former close relationship with Virgin Australia, where it has been a key partner in the VA Velocity loyalty program.

BP has for some time been attempting to wind back its partnership with Virgin, initially trying to terminate the pact two years ago (**TD** 29 Aug 2017) when it tried to purchase the

Woolworths fuel network, which had a tie-up with Qantas.

The Australian Competition and Consumer Commission (ACCC) eventually blocked that deal, but BP still has more than 1,400 sites across Australia.

BP Australia’s VP of Sales & Marketing, Brooke Miller, said “highly-valued personalised loyalty offers are a key pillar in our retail strategy.

“Our research shows a significant portion of customers choose a service station based on rewards alone, and we look forward to giving customers even more reasons to pull into a BP site to refuel and refresh.”

Qantas & BP have not revealed details of points earning rates at this stage, with the partnership arrangements also subject to approval from the ACCC.

The QF Frequent Flyer program now has almost 13m members.

## C&K hotel sale?

**INVESTMENT** bank Lazard Asset Management is understood to have been appointed by Cox & Kings India to investigate the possible sale of Meininger, the beleaguered company’s European hotel chain.

C&K is currently undergoing a financial crisis after missing several key debt repayment deadlines, which has seen IATA suspend its ability to transact through BSP in India.

In Australia and NZ, C&K trades under the Tempo and Bentours brands, with the leaders of the local operation repeatedly reassuring the industry that it is “business as usual”.

However, AFTA recently decided to terminate the company’s ATAS accreditation due to the issues in its Indian parent (**TD** 22 Aug).

Meininger operates 28 budget hotels across Germany and other parts of Europe, with revenue of about €111 million last year.



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## Window Seat

**TRAVELLING** with another person can be an eye-opener, with even the closest friends not necessarily having the same travel preferences.

For those hoping to strike the perfect balance between themselves and their opposite-spectrum companion, Hotels.com has unveiled the world’s only “half-minimalist, half-maximalist” hotel room.

The unique accommodation can be found at the Curtain in London, but expect to pay a premium for the experience - the room is available until 29 Oct for \$455 per night.




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## Travel Daily on location in Geelong, Vic

Today's issue of TD is coming to you courtesy of the Australian Cruise Association, which is hosting its 23rd annual conference in Geelong.

**DELEGATES** are gathering in Geelong today, with networking tours and an "Introduction to Cruise" workshop taking place in the lead up to tonight's welcome function.

Geelong and the Bellarine region are pulling out all the stops to welcome the Australian Cruise Association conference, which gathers ports, destinations, operators and cruise lines with the aim of encouraging the ongoing development of the cruise sector in Australia.

## Jetstar Points Planes

**JETSTAR** has joined the Qantas "Points Plane" initiative, with the carrier promoting flights to Japan as well as across the Jetstar Japan network.

Every available seat on Jetstar flights - one way or return - from Cairns or the Gold Coast to Japan, can be booked as a Classic Flight Reward using Qantas Points, for services travelling between 12 Nov and 12 Dec 2019.

Seats between Australia and Japan start at 21,500 points plus \$131.10 in taxes, fees and carrier charges, while seats on the Jetstar Japan domestic network start at 6,400 points plus ¥1,372.

Classic Flight Reward seats are also available on connecting flights from Sydney, Adelaide and Melbourne via Cairns and the Gold Coast to Japan.

QF also still has limited Economy seats available on its inaugural Points Plane, flying Melbourne to Tokyo on 21 Oct (**TD** 13 May).

## Southern China showcased



**MW TOURS** recently hosted a fam in conjunction with Consolidated Travel, China Southern Airlines and Jiangsu Tourism to the Jiangsu Province in China.

The group travelled through Guangzhou, Shanghai, Tongli Watertown, Suzhou, Nanjing, Yangzhou and Liyang during their trip, with highlights including The Tongli Water Village, promoted as "the Venice of the East".

They also spotted a relic of Buddha's skull at the astonishing Grand Bao Temple and visited the Tianmu Lake Bamboo Sea, Panda's and Hot Springs.

**Pictured** are: Robyn Thomas, Global Jetsetting Travel; Heidi

Gardner, The Village Travel; Simon Langbein, MW Tours Australia; Jasmine Robinson, Student Horizons Travel; Kiki Yang, China Southern Airlines Brisbane; David Streek, Consolidated Travel Brisbane; Rachael Muir, The Travel Agent at Caloundra; Ian Judd, Your Travel Club Pty Ltd and Jay Tran, Worldwide Tours & Travel.

## Rail Eur incentive

**RAIL** Europe has teamed up with Eurostar to give away a trip to Europe for three agents, where they will document the destinations and the differences between taking the train and flying - more **HERE**.



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## Ignite relief success

**MORE** than \$7 million has been raised by Ignite Travel Group (ITG) and Tourism Events Queensland (TEQ) via a collaborative campaign to support weather-affected communities in North Queensland.

The campaign, designed to encourage travellers to visit North Queensland, spruiked the messaging "there's never been a better time" to visit.

Ignite Chief Executive Ryan Thomas said the company was thrilled with the result of directly boosting the local tourism industry and providing relief to many residents who continue to face challenging conditions.

Additionally, ITG raised over \$20,000 for the St Vincent de Paul Society North Queensland Flood Appeal through contributions from each holiday package sold during the Relief campaign and through fundraising events run by staff.

## Seattle inaugural

**SINGAPORE** Airlines' new non-stop flight from Singapore to Seattle touched down overnight.

The Seattle flights will initially be operated three times weekly before increasing to four times weekly in Oct.

## ATEC calls for study

**THE** Australian Tourism Export Council (ATEC) is calling for an urgent visa benchmarking study to identify flawed procedures that negatively impact Australia's desirability as a destination.

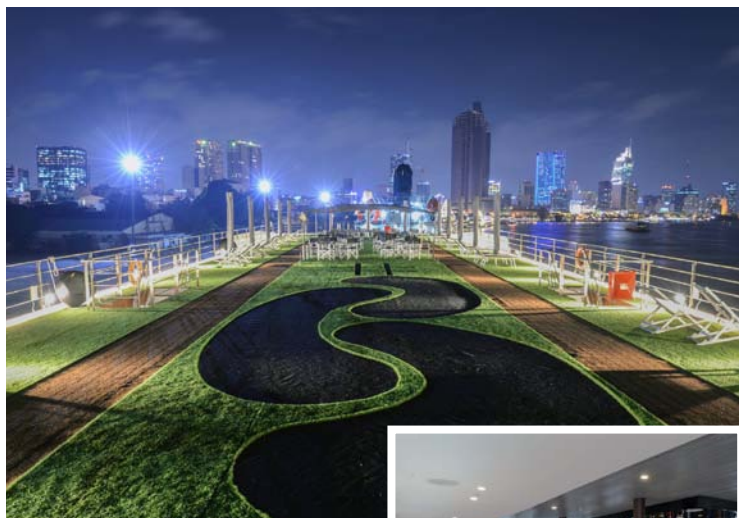
"The visa benchmarking survey, a Coalition election promise, is a vital piece of analysis which will help build strategies that can address our global competitiveness and sandbag the industry against future downturns," said ATEC Managing Director Peter Shelley.

"The clock is ticking and our competitors are gaining greater market share while we sit on our hands hoping the current system delivers," he added.

ATEC said the study must look at areas such as the content length of application forms; language specific applications; fees and costs; options for small groups and family visas; competitiveness of multiple entry visas; processing efficiency and approval timelines.

Shelley continued: "We have a visitor visa system which falls well behind best practice and we are constantly being outdone by countries like New Zealand and Canada who are much more nimble in moving to address systemic issues".

## Emerald Harmony first-look



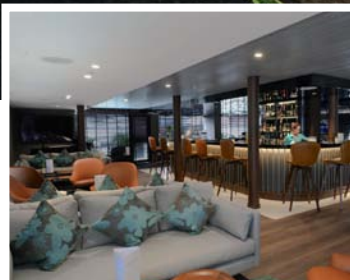
**EVERGREEN** Cruises & Tours has released images (**above**) of its first Star-Ship on the Mekong River, *Emerald Harmony*, which welcomed her first guests on board on 31 Aug.

The luxury ship - the line's first custom-built vessel outside of Europe - was specially designed to cruise the Mekong River.

Some of the itineraries *Harmony* will operate include the eight-day Majestic Mekong tour, the 13-day Mekong Discoverer program, the 17-day Treasures and Temples of Vietnam and Cambodia and the 21-day Grand Tour of Vietnam and Cambodia.

In a bid to reduce waste and promote sustainable cruising, *Harmony* is the first Star-Ship of its fleet to eliminate single-use plastics on board.

Initiatives include providing all guests with a complimentary metal water bottle to refill from water stations on the Star-Ship, provision of glass water bottles



in the cabins, using bamboo and paper straws in the Reflections Restaurant & Horizon Bar, and the miniature bathroom amenities bottles will be replaced with refillable dispensers.

For more photos of *Emerald Harmony*, **CLICK HERE**.



## Cooney retires

**AFTER** more than three decades at the helm of Helloworld Mt Pleasant and Mackay, John Cooney will retire.

Although he is leaving the business, Cooney will continue to host a selection of the travel agency's group tours Hosted Journeys.

Cooney will hand the reins over to the current General Manager, Annabel Dolphin.

"I feel very confident for the continued success of Helloworld Travel Mackay and Mt Pleasant," Cooney said.

Helloworld Travel Limited is a 20% shareholder in the business (**TD** 11 Aug 2017).

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## Charming Turkey Small Group

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## MH Enrich Gold

**MALAYSIA** Airlines is offering pax who book a return flight before 16 Sep from Australia to Heathrow in Business suite or Business class the chance to earn 12-month Enrich Gold status.

Members who are already Enrich Gold or Platinum members will receive 50,000 bonus Elite Miles as part of the offer.

The offer applies to travel before 30 Jul, with fares starting at \$5,274 and are ex SYD, MEL, ADL, BNE and PER.

## Gate 1 turns five

**GATE 1** Travel's Australian office turned five yesterday.

Gate 1 Travel Australia GM Kim Erskine said the team had plenty of achievements to celebrate.

"It has been a huge success & we're really grateful to all of our customers & our wonderful team."

## Pr Harry initiative

**PRINCE** Harry, Duke of Sussex, has launched a new global initiative in collaboration with Booking.com, Ctrip, Skyscanner, TripAdvisor and Visa.

Called Travalyst, the initiative is aimed at improving conservation, environmental protection and expanding local community economic development by encouraging sustainable tourism practices across the travel industry.

Those involved in Travalyst will use their position to educate, raise awareness and promote positive change.

"As tourism inevitably grows, it is critically important to accelerate the adoption of sustainable practices worldwide; and to balance this growth with the needs of the environment and the local population," Prince Harry said - **CLICK HERE** for more.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Set in the private and remote Malilangwe Wildlife Reserve in southeast Zimbabwe, the **Singita Malilangwe House** has unveiled a redesign. Making optimum use of its location perched on a rocky outcrop, the accommodation offers dam views below, and has taken its design and architectural cues from nature, as well as local Shangaan culture.



A US\$1.5 million renovation has just been completed at the **Residence Inn by Marriott Chattanooga**, located near Hamilton Place, Tennessee. Works have updated all guestroom furniture, artwork, window treatments, carpeting and wall furnishings, as well as the lobby and corridors. The hotel's five meeting rooms have also received new carpet, wall finishings, drapery and lighting, and the fitness centre has been expanded and modernised with new exercise equipment.



Kitchen on Kent's new restaurant at **The Langham, Sydney**, is now open. Pegging itself as the first ever "fine dining meets luxury buffet" restaurant, the experience aims to combine "the highest quality ingredients, precision and the detail of fine dining with the excitement and variety of a live-cooking, luxury buffet".

## Orbit's 25th round



**THE** Orbit World Travel team celebrated 25 years of operation on the weekend.

The team came from around Australia to converge on The Westin Brisbane to celebrate alongside key suppliers, with the festivities culminating in a Back to the 90s-themed party on Sat night.

"It has been an amazing experience to see the business grow from such modest beginnings," said Founding Director Lisa Story.

"We want to take this opportunity to thank our dedicated and passionate team, as well as our supplier partners, who are instrumental to the success of Orbit World Travel."

The occasion also marked the departure of Director, Strategic

Partnerships, Wayne Swaisland.

"Words cannot express the gratitude that we have for Wayne's continued support and commitment to Lisa, myself, the business and the Orbit World Travel family," said Orbit World Travel Chief Executive Officer Michael Chase-Smith.

**Pictured** celebrating a quarter-century of success are special guest and leadership coach Rob Redenbach, Lisa Story and Michael Chase-Smith.

## NCL Europe comp

**NORWEGIAN** Cruise Line (NCL) has launched a four-week competition for Australian agents with a total prize pool value of over \$4,000.

There will be one major and five runner up prizes to win each week, with the major prize a \$300 Visa gift card and European hamper, which includes stroopwaffles, Lindt chocolate, French wine and more.

The runner up prize winners will each receive a \$100 Prezzy gift card, which can be redeemed for over 80 e-gift cards online.

To go in the draw, agents need to answer two questions at [nclpromo.com.au](http://nclpromo.com.au).

The answers can be found in the latest fleet brochure and on NCL's website.

The promo will run until 23 Sep and winners drawn on Sun.

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## Gili's magic returns to the Maldives

**LAST** Friday, the Addicted to Maldives team celebrated the return of the magic of Gili Lankanfushi Maldives. Gili Lankanfushi General Manager David Stepetic touched down in Sydney to partner with the Addicted to Maldives team and host a beautiful lunch event at Regatta Rose Bay.

Virtuoso advisors from the Maldives Elite network were invited to celebrate the re-opening of Gili's island doors on 01 Dec.

Guests were treated to "a touch of Gili magic" and were welcomed with Gili's signature apple & lemongrass mojitos on arrival at the waterfront setting.

Stepetic shared exclusive updates on the resort, including news of the creation of several new villa categories as well as the addition of private pools to some villas.

One element that Stepetic said remained untouched was "the soul of the island, created by the incredible team of staff who work tirelessly to create a magical experience for each and every one of their guests".

The Addicted to Maldives team are looking forward to writing their next "Gili Story" when they return to this island beauty in Dec.

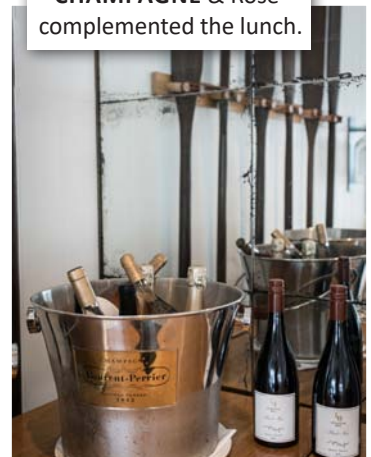


**FRESH** coconuts, florals and coral were used to create an island vibe.



**ADDICTED** to Maldives co-founders Paul and Di Lechner and Gili Lankanfushi GM David Stepetic.

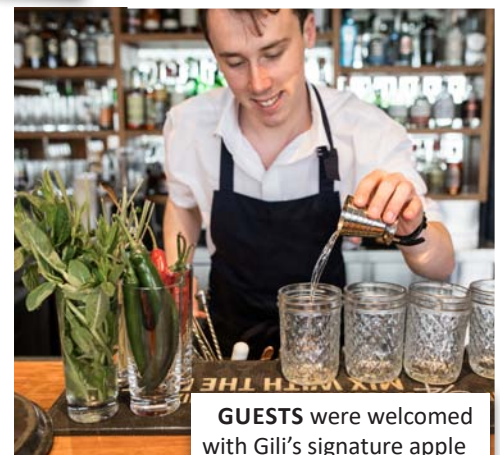
**CHAMPAGNE** & Rose complemented the lunch.



**DI LECHNER**, co-founder of Addicted to Maldives, shares her own Gili story.



**DI LECHNER** discusses her experiences with advisors.



**GUESTS** were welcomed with Gili's signature apple & lemongrass mojito.



**DEBBIE** Collins of Spencer Travel.



**IN KEEPING** with Gili's sustainable focus, menus were printed on seed paper.



**STUART** Reay and Marienne Guberina of Smartflyer talking all things Gili with David.



**FRESH** seafood was the theme of the menu.



**STUART** Reay of Smartflyer and Sofia Coplin of Anywhere Travel.



## Visions of Vienna



**INDUSTRY** travel partners and media were recently invited by the Austrian National Tourist Office and Emirates to the Sydney Opera House to experience the Visions of Vienna concert, conducted by Simone Young.

**Pictured** at the concert are: Emma Dunch, Chief Executive Officer Sydney Symphony Orchestra; Simone Young,

Conductor; Astrid Mulholland-Licht, Director Austrian National Tourist Office & Adam D'Ambrosio, Regional Sales Manager NSW/ACT/QLD/NT Emirates.

## Facilimate Mackay

**FACILIMATE** Hotels has added Coral Cay Resort in Mackay, Queensland, to its stable of properties, taking its total up to six in Australia.

The 82-key property is the first regional hotel that Facilimate has acquired, with Managing Director Stephen Lauder commenting that the group's investment strategy was driven by "the desire to purchase attractively priced hotels with vacant possession in key cities and regional markets".

"Then with a refurbishment, new sales and marketing approach and centralising support services we are able to reposition the hotel," he said.

Coral Cay Resort is seven mins away from Mackay airport.

## Virgin HK waiver

**VIRGIN** Australia has issued a new waiver to support travellers affected by the protests at Hong Kong airport.

The code is valid for guests holding a VA ticket issued on or before 01 Sep with departures from/to Hong Kong through to 06 Sep.

Agents can rebook guests using the code to the same destination/same cabin for travel no later than 14 days from the original travel date - more info **HERE**.

## Win a trip to Turkey

This month Tempo Holidays has teamed up with *Travel Daily* to give away a five-night trip for two to Turkey, including airport transfers, daily breakfast, sightseeing with an English-speaking guide and more.



Tempo Holidays has recently released its 2020/21 range of brochures. Make sure you take a look as they will help you find the answers to the weekly questions. The agent that answers the most correctly and has the most creative response to the final question will win. Send your entries to [tempo@traveldaily.com.au](mailto:tempo@traveldaily.com.au)



Q1. Tempo Holidays have an array of independent, small group tours and coach tours available in the new UK, Ireland and Eastern Europe Brochure. How many best-selling tours do they have in the UK brochure?

## Ardent denies sale

**ARDENT** Leisure has responded to media reports alleging it is looking to sell its United States-based Main Event Entertainment to US private equity firms, saying it is "not currently" in discussions to sell the business.

The company sold off its Bowling & Entertainment division in 2017 (**TD** 20 Dec 2017) and recently reported a \$61 million loss for FY19 (**TD** 23 Aug).

The Main Event Entertainment division is Ardent Leisure's only business in the US and has 42 centres in 17 states featuring billiards, bowling, arcade games, laser tag, rock climbing, mini golf and karaoke.

Ardent operates Australian theme parks, Dreamworld and WhiteWater World.

## Shangri-la initiatives

**SHANGRI-LA** Hotel, Sydney, has released a range of new environmental initiatives.

The hotel has replaced its plastic key cards with wooden ones sourced from sustainable hardwood forests.

It has also swapped its plastic bottles with Just Water cartons, which are 100% recyclable.

## Hainan ends MEL

**HAINAN** Airlines will not continue with its Xi'An to Melbourne route, with listings for travel on/after 27 Oct 2019 removed from its schedule, GDS displays show.

The services are operated twice weekly on board an Airbus A330-300 aircraft.

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**Sunny Coast, Competitive \$\$, Ref: 3794MT1**

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

### Wholesale Team Leader

**Sydney, \$60-70k + Super + Bonus, Ref: 4213SJ1**

Seeking a hands on travel industry professional with Team Leader experience. Manage a team of 7 reservation consultants in this boutique wholesale environment & have a hands on approach to your role. Great benefits and supportive management with a passionate travel team to work with. Ideally looking for someone with proven management experience who enjoys motivating others toward success. This role is sure to go quickly, so apply today. A fantastic salary package with great benefits on offer.

For more information please call Serena on  
(02) 9988 0616 or click **APPLY** now.

### Travel Specialist Japan

**BNE, Salary + Progression, Ref: 6043AW1**

This is a specialist sales position, where you will be responsible for designing and selling Japan holiday packages. Promoting our products and services, both to direct customers and travel agents, you will also participate in general office and administration duties. If you have the passion for all things Japanese, then this is the role for you! Have you lived, worked or frequently visited Japan? Do you have a passion for Japan and the desire to help others discover a new culture? APPLY NOW

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

### Product Team Leader

**BNE, \$60-70k + Super, Ref: 504121AW1**

My client is looking for a current Team Leader who can maintain strong relationships with their supplier partners, while leading, inspiring and developing team members within the Product Load team! Join this international brand and manage workflow of incoming contracts, specials and updates! Do you have 3 to 5 years' wholesale/travel experience in a leadership role? Calypso back office system experience? Calypso product load experience? Sound like you? Ready for a new challenge? APPLY NOW!

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



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