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Starting in Canada, followed by France and finishing in Asia
Travel Dates between 01 – 27 August 2020

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INFORMATION

Travel Daily

First with the news

Tuesday 10th September 2019



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SCENIC is giving one lucky agent and their companion the "ultimate Scenic experience" - a trip taking in Canada, France and Vietnam & Cambodia highlighting key elements of the company's global product range.

See the **cover page** for details.



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Airport regulation urged

A **COALITION** of Australian aviation stakeholders has today reiterated calls for greater scrutiny of "monopoly airports", which have the potential for "impacting the government's productivity agenda".

Lobby group Airlines for Australia and New Zealand (A4ANZ) has joined with IATA, retailers, rental car operators and ride-share drivers, reacting to a draft Productivity Commission report which recommends "retaining the status quo".

The draft report was released earlier this year, with the final version handed to government in

June and likely to be tabled during the current parliamentary session.

A4ANZ Chairman Graeme Samuel claimed Australia's airports were now the country's only privatised infrastructure assets "not appropriately regulated for the protection of consumers".

He said the current situation resulted in inefficient, protracted negotiations and court disputes, costing millions of dollars and creating investment uncertainty.

The call was also backed by the Australian Retailers Association and the Australian Finance Industry Association, representing car rental operators.

Board of Airline Representatives of Australia Executive Director Barry Abrams said international airlines believed there was "plenty of room for improvement in airport services," with an estimated \$270 million in operating efficiencies achievable over the next five years.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover page for **Scenic**, plus full pages from:

- TMS Talent
- Tempo Holidays
- MW Tours product page



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TEMPO Holidays is taking six top selling travel consultants on a family-themed educational trip to Abu Dhabi.

Participants will be the agents who sell the most room nights between now and 22 Nov - for more information, see **page nine**.



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CANADA & ALASKA 2020

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BA "almost 100%" grounded

INDUSTRIAL action by British Airways pilots overnight saw "almost 100%" of the carrier's flights grounded, with London Heathrow Terminal 5 described by travellers as a "ghost town".

The strike, which was flagged last month (**TD** 26 Aug) follows rejection by BALPA, the pilots' union, of an 11.5% pay rise.

"Unfortunately with no detail from BALPA on which pilots

would strike, we had no way of predicting how many would come to work on which aircraft they are qualified to fly, so we had no option but to cancel nearly 100% of our flights," the carrier told passengers.

Travellers on 09 and 10 Sep have been told not to go to the airport if their flight is cancelled, while those with flights booked on or around a second wave of action, planned for 27 Sep, will be advised in the next few weeks if their travel is impacted.

The union is estimating the strikes are costing BA £40 million per day, while Qantas has issued a waiver for fee-free rebookings to alternate airlines (**TD** 02 Sep).

Nervous Flyers live

VIRGIN Australia's new Nervous Flyers program (**TD** 15 Aug) is now live, with all indirect bookings supported by the Travel Agency Main Agreement effective from yesterday, 09 Sep 2019.

Agents can now have the Nervous Flyers SSR code "LOVE" added to bookings by contacting the VA Industry Support team.

Consultants must obtain the passenger's consent for their personal information to be disclosed to Virgin Australia, which will contact them via email and SMS messages containing promotional material and useful resources.

MW Tours profile

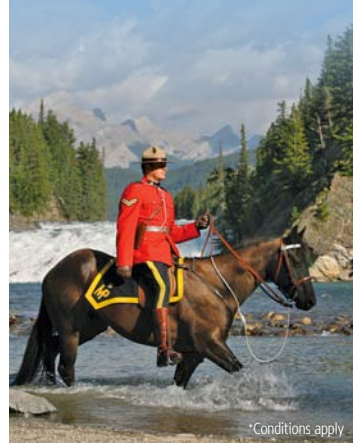
MW TOURS is the latest operator to be showcased in a **Travel Daily** Product Profile, with the **last page** of today's issue highlighting the company's range in Japan, South Korea and Taiwan.

A full 2020 brochure series is now available along with an agent incentive of a \$100 gift card for every \$10,000 worth of bookings.

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Adv W into Scandinavia

EXCLUSIVE

ADVENTURE World (AW) is gearing up to launch product in Scandinavia in the next six months, MD Neil Rodgers revealed to **TD** over the weekend at the Travel Associates 2019 Showcase.

"Every year we send out surveys to agents on where they would like us to go and that has come up overwhelmingly as our number one," he said.

Rodgers said AW would provide its "in-depth" style of travel to Scandinavia, and the program would be "very much focussed on wildlife and wilderness and authentic adventures".

Norway will be key to the launch, as well as Greenland and Iceland programs from Lindblad Expeditions.

AW is the Australian General Sales Agent for Lindblad Expeditions (**TD** 22 Jul 2016).

The company is also working on new product in the 'Stans,

Georgia, Armenia and into Russia, which Rodgers noted was also requested by travel agents.

AW is also seeing an increase in forward bookings, Rodgers said, as destinations extend their rates up to 24 months ahead of travel.

"We're now booking 2021 for FIT," he explained, adding "never before have we had to buy so far in advance".

Rodgers told **TD** two distinct booking patterns have emerged within the economy-conscious traveller & the high-end traveller.

He said before the election, many travellers put off their plans, but after the result "the bookings just flowed in".

"I think people are conscious of the economy and talks of a recession," he added.

Meanwhile, the top end of town hasn't been impacted.

"They just kept booking through, and if anything, they were spending more."



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Jayride milestone

ONLINE transfer marketplace Jayride today announced that earnings by its transport company partners had now exceeded \$20 million.

"Transport companies that list their services on Jayride earn revenue each time a traveller books and travels with their company," said Chief Executive Officer Rod Bishop.

Any provider can list their services, with Jayride remitting payment for every booking after travel has been completed.

Bishop said transport company earnings was a key internal metric for Jayride, because the more providers earned, "the more they engage and contribute to the Jayride ecosystem".

He said the surge was due to Jayride's ongoing global rollout, with the company seeing ongoing demand for its network, which now encompasses more than 1,500 airports in 81 countries across all major aviation markets.



Window Seat

TOYMAKER Mattel has launched every aviation nut's dream - Barbie dolls dressed in Virgin Atlantic pilot, engineer and cabin crew uniforms.

The carrier said it had partnered with the iconic doll to encourage young girls to study science, maths and engineering, with a view to considering a career in the air.

The initiative is part of Barbie's "Dream Gap Project" which aims to highlight to young girls that they can do anything they set their minds to.

Let's hope it's a bit more sophisticated than the last time Virgin Atlantic partnered with a toymaker, with a 2003 "Sindy" doll dressed in a VS uniform proudly boasting that the pack also included "a cool bikini".

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TA's high retention rate

TRAVEL Associates (TA) prides itself on employee engagement, with the network's GM of Product & Marketing Anna Burgdorf telling *Travel Daily* the group had a high staff retention rate.

"It differs state by state and obviously there was a little bit of disruption as we rebranded our stores but it's around 85%," Burgdorf said at the Travel Associates 2019 Conference at the Gold Coast over the weekend.

"We don't tend to lose advisors because they're unhappy, but it might just be that they're in a different stage of their life."

Burgdorf said TA introduced a new wage model several months ago, "just to make sure that our people were really well remunerated, but also having the best access to growing their own portfolios, and that might be just the ability to work more flexibly, it might be the ability to be a village leader or to buy into

a franchise store if that's their dream," she said.

"It was a pretty smooth process because we entered into it purely from the perspective that we want to retain our amazing people and so we wanted to make sure that they have financial security, that they're really well looked after and that they feel appreciated and valued for the work that they do."

Bid to Antarctica

CHIMU Adventures is giving Aussie agents the chance to bid their way to Antarctica on board the *MV Hondius*.

The package for two, worth over \$29,000, departs Syd 19 Sep 2019, and runs for 15 days.

Pax will fly to Buenos Aires, go on a half day tour before heading off to Ushuaia to board the ship.

For more information or to place a bid, [CLICK HERE](#).

Trafalgar team get hands dirty



THE team at Trafalgar recently volunteered at Walkabout Wildlife Park in Calga on the NSW central coast as part of its ongoing sustainability commitments.

The initiative formed part of the tour operator's annual domestic team conference in Terrigal and saw the team take part in a range of activities, from feeding the animals, cleaning equipment and the grounds with the rangers, watering plants, raking leaves and, perhaps showing the most amount of dedication, clearing up animal poop.

CEO Gavin Tollman said that the importance of the activities were two-fold; to honour the conservation work that the Walkabout Wildlife Park



engages in, as well as continue to demonstrate a sustainable ethos throughout the company.

"There was nothing more rewarding than to see our team engage with the animals and help the rangers caretake the facilities and clean the park to ensure that we're making our travels matter and leaving the places and communities we visit in better shape than when we had arrived," Tollman said.

Pictured: The group shovel through their work, **inset** some tasty animal food is prepared.



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Contiki gen shift

CONTIKI'S revamped Europe 2020 experiences which were unveiled last week (**TD** 06 Sep), are the result of its travellers shifting from Generation Y to Generation Z, Managing Director Katrina Barry told **Travel Daily**.

Barry noted that by next year, 40% of Contiki's customer base would be Gen Z, and explained it had made changes to its model to reflect that.

"The context is Gen Z is not just digitally-savvy, they're digitally native, as opposed to Gen Y," Barry said.

"This is the biggest shift we have delivered in years, as we start to transition from a Gen Y company to a Gen Z company, with Gen Z predominantly our European customers, 22-23-year-olds," she continued.

"We've done a lot of research over the past year and it's been a big shift for us in revamping our trips and itineraries and adding lots of new experiences.

Faxai strands pax

OVER 5,000 passengers are stranded at Narita International Airport after Typhoon Faxai made landfall in Japan.

ANA Holdings halted 55 domestic flights, while Japan Airlines has suspended 41 flights.

Returning to DC

DESTINATION DC President & Chief Executive Officer Elliott Ferguson told **TD** the board is committed to targeting return visitors for the destination.

"Once a visitor has come, if they are sold that DC should be part of a day trip itinerary, they want to look at what we have to offer as a destination, come back again and stay longer or start their trip in DC next time," Ferguson said.

He highlighted that the destination has the second-largest number of theatre seats outside New York, along with its sporting events and nightlife.

"When you're looking for bang for your buck and you look at all the free activities we have during the daytime, it offers you more money to do things at night or eat at nicer restaurants," Ferguson added.

FJ leases 737-800

FIJI Airways has temporarily leased a Malindo Airlines Boeing 737-800 as FJ continues to mitigate the impact of the global grounding of the 737-MAX fleet.

Malindo will operate flights on behalf of Fiji Airways between Nadi and Sydney, Brisbane, Auckland and Christchurch, with the aircraft featuring 12 Business and 150 Economy class seats.

HRS farewells Mackenzie



THE Lido Group marked a major milestone on Fri evening, with the team farewelling CEO Steve Mackenzie who is stepping down following the company's merger with HRS (**TD** yesterday).

The 60-plus staff are relocating to new Sydney CBD offices and the combined company will operate under the HRS name with the leadership of Ana Pedersen.

Mackenzie told **TD** he was looking forward to "catching up on a lot of sleep" after years of hard work at the Lido helm.

He said he was thrilled to see the development of the business over that time, and was looking forward to the next stage of evolution under HRS.

"I've done everything I can, and I can't wait to see where HRS takes the company," he said.

The deal follows an initial 25% stake taken by HRS in Lido two years ago (**TD** 25 May 2016), with HRS exercising an option to take full control of the Aussie firm after seeing a strong cultural fit and extensive synergies.

Pedersen said HRS and Lido had a shared commitment to leveraging seamless payment to boost hotel program performance, with the merger set to drive "enhanced results for Lido and HRS clients" at a time when lodging costs in Australia are projected to increase.

Insight UK/Europe

INSIGHT Vacations yesterday launched its new 2020 Europe and Britain collection, featuring more than 100 itineraries, including five new trips.

The additions include the 11-day "Country Roads of Wales, Devon & Cornwall" with a two night stay at Bovey Castle and an Insight Experience at Sandhouse, a stately home in Dorchester, complete with Devonshire tea with the Lady of the Manor, Caroline Huyshe.

A 10% early payment discount is on offer for clients who book and pay in full by 18 Dec, or alternatively there's a \$799 return air offer which can be combined with a 5% saving for past guests.

CZ MEL A380 plan

CHINA Southern has scheduled an Airbus A380 superjumbo on one of its three daily Melbourne-Guangzhou flights over the upcoming summer peak period.

The A380 will operate CZ321/322 from 10 Jan-13 Feb 2020.

Win with Lonely Planet

This week *Travel Daily* is teaming up with Lonely Planet to give away five copies of its new book, *Travel Goals*.



Travel Goals is a modern bucket-list for responsible, healthy, feel-good travel. From sleeping under the stars and witnessing natural phenomena to helping communities and safe-guarding the environment, *Travel Goals* is the essential guide to a life that is well-travelled, and well-lived.

All you need to do is tell us in 25 words or less what is your own personal travel goal. Send your answers to lonelyplanet@traveldaily.com.au. The five most creative responses will win!



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Highlights of India Small Group

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Renaissance 2020

RENAISSANCE Tours has launched a 12-day Birth of Civilisation sailing in the Near East and an eight-day 250th Anniversary of Beethoven, Rhine Art and Music Cruise.

The Birth of Civilisation trip will take a maximum of 50 guests aboard *Crystal Esprit*, departing 10 Nov, visiting Cyprus, Israel, Egypt and Jordan, and is priced from \$28,500pp, while the 250th Anniversary of Beethoven, Rhine Art and Music Cruise includes the Netherlands and Germany, sailing May from \$10,500pp aboard *Amadeus Silver III*.

Tourism Noosa CEO

MELANIE Anderson has been named the new Chief Executive Officer of Tourism Noosa.

Anderson has held a number of senior executive roles and most recently led the Queensland Government's strategy to grow the tourism industry and create jobs by delivering Outback Tourism Infrastructure programs, including promoting the Year of Outback Tourism for 2019.

She replaces outgoing interim CEO Steve McPharlin, who has completed his 12 month contract.

Anderson will commence her new role from Nov.

Greg Mortimer arrives



AURORA Expeditions took delivery of the *Greg Mortimer* (pictured above) yesterday.

Named after the tour agency's founder, *Greg Mortimer* will travel to Ushuaia in Argentina for its christening and inaugural voyage, a 12-day trip to Antarctica departing on 31 Oct.

Aurora has also released the first images of the ship's interior, designed by Tomas Tillberg Design & Associates (TTDA).



"Working with Aurora Expeditions, we wanted to ensure we allowed nature to take centre stage on the *Greg Mortimer* and bring the outdoors into every aspect of the expedition," said Tomas Tillberg, TTDA Managing Partner.

A photo of the ship's Mawson Bar is inset.

AFTA UPDATE

from Jayson Westbury



I AM out of country this week talking with a range of industry players on a number of issues, which will

culminate in a meeting in Madrid with International Air Transport Association as a delegate of the World Travel Agents Associations Alliance to the Passenger Agency Programme Global Joint Council.

Before I get to Madrid, I have come via London for other meetings and have experienced the drama of a pilot strike first hand.

Arriving into Terminal 3 yesterday morning, the line for passport control was like a mob leaving a Rugby World Cup game lost by England.

After a lovely two hours I made it to immigration. Of course you don't get stamped anymore, you just get a swipe and welcome, and to be honest, after nearly three hours for the privilege, it wasn't great.

Many from the Australian travel industry can recall the drama of a pilot strike, and for our friends at BA, we can only hope the matter will pass and normality will return.

From the conversations going on within the corridors

and terminals leading into the passport hall, people were not impressed, and as so often happens when a strike is called to make a point, it can backfire.

Time will tell what the outcome of this will be.

Meanwhile, the UK Prime Minister is meeting with the Prime Minister of Ireland to work to find a solution on Brexit.

It is a bit of a mess when you delve into what is happening with Brexit, as the political system appears to be doing all it can to not get a result, and even with the Prime Minister calling for a snap election, he got outvoted by the very Parliament which is not supporting the Brexit agreement.

If you feel confused, most people do; it is complex, and such an important time in UK history.

Being on the ground in London makes this all so much more real, particularly given today is the last sitting day of their parliament until late Oct, so it seems impossible Brexit is going to get resolved any time soon with a deal for the country and the EU, but it must, as the deadline is a hard deadline of 11pm GMT 31 Oct.

The next six weeks are going to be very interesting for both the UK and the EU.

Sri Lanka comm

THE Beyond Travel Group (BTG) has sweetened the deal for its Support Sri Lanka initiative (**TD** 03 Sep) by now offering agents 15% commission on tours to the country.

The commission is triggered through all services featured on Beyond Travel's dedicated Sri Lanka website (**CLICK HERE**), and its recently released 2020/21 brochure.

BTG launched the scheme to encourage the travel trade to help those affected by the country's tourism downturn.

The incentive will run through until 29 Nov.

BridgeClimb \$98

BRIDGECLIMB is turning 21 on 01 Oct, and is celebrating by selling its tickets for the date at 1998 prices of \$98.

All Oct climbs will feature 1998 tunes, including OutKast and Jay Z, and free chocolate from Darrell Lea.

Additionally, there will be the chance to meet some of Australia's master climbers, including the first to reach the Bridge's summit.

Tickets for 01 Oct will go on sale 12 Sep.

MONEY

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

AU\$1 = US0.686

THE Australian dollar has seen its fifth consecutive day of gains, with rate cut hopes spreading and global equity markets inching higher.

The rally is the currency's best since Jul, with global optimism further boosted ahead of key meetings from the European Central Bank this week and the Federal Reserve next week, with both expected to loosen their monetary policies.

Wholesale rates this morning.

US	\$0.686
UK	£0.556
NZ	\$1.068
Euro	€0.621
Japan	¥73.60
Thailand	฿21.04
China	¥4.887
South Africa	10.14
Canada	\$0.904
Crude oil	US\$61.54

Tuesday 10th September 2019

Quest notches 10,000 rooms



QUEST Apartment Hotels has this week opened Quest North Sydney, marking 10,000 rooms in the Australian market.

The latest property is located on Miller Street in North Sydney, four kilometres from the city's CBD, and features a combination of studio and one-bedroom apartments boasting amenities such as high-speed wi-fi, smart televisions, and spacious bathrooms.

Quest Apartment Hotels General Manager - Growth, James Shields, said that Quest was particularly proud of the new North Sydney location given the scarcity of development windows available in Sydney.

"Sydney is a top destination for business travellers in the Asia-Pacific, but the small amount of available real estate makes greenfield properties like Quest North Sydney a rare opportunity," he said.

"This site is a great platform



to launch our new standard of apartment hotels in inner Sydney and we're thrilled to see two experienced professionals take on this franchising opportunity."

Quest North Sydney has been franchised by both Josh Harkness and Brent Howard (**top**), one of several joint franchising models to be commissioned by Quest Apartments this year (**TD** 24 Jul).

"Josh and I are pleased to open 100 premium serviced apartments and welcome business travellers to the North Sydney precinct," Howard said.

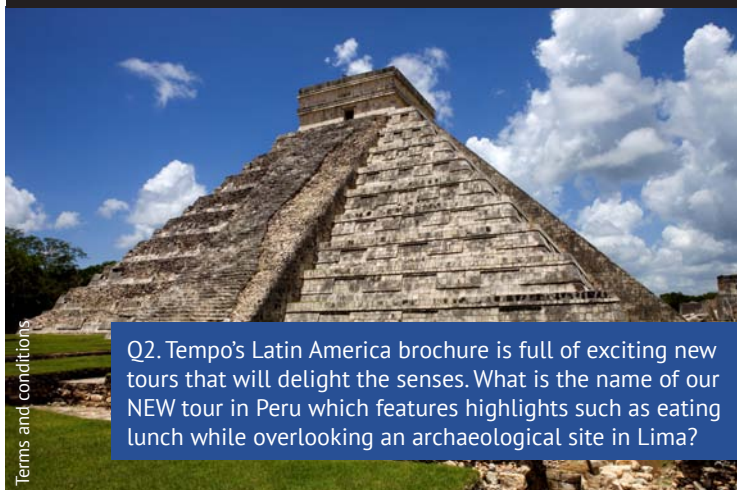
Inset is one of the rooms at Quest North Sydney.

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



Q2. Tempo's Latin America brochure is full of exciting new tours that will delight the senses. What is the name of our NEW tour in Peru which features highlights such as eating lunch while overlooking an archaeological site in Lima?

TIME ADL and MEL

THE Travel Industry Mentor Experience will host information evenings in Melbourne and Adelaide later this month.

Scheduled for 6pm on 18 Sep in both cities, the sessions will feature drinks, nibbles, guest presenters and "next level networking" - more info at travelindustrymentor.com.au.

Windstar excursions

WINDSTAR Cruises has expanded its Beyond Ordinary Tours shore excursion program, a collection of in-depth experiences offered in select int'l ports.

The seven new options include explorations of Tikal National Park in Guatemala, and a helicopter and horse carriage trip in Norway.

HTA education

THE Hawaii Tourism Authority (HTA) has rolled out a new campaign which aims to inform visitors about local etiquette.

The Kuleana Campaign consists of a series of short videos hosted by local Hawaiian residents speaking about issues like the environment, culture, renting, and land and ocean safety.

The marketing push was created for Oahu, Maui County, Kauai, and Hawaii (The Big Island).

Cunard tips Top Hat

CUNARD has announced the musical *Top Hat* will exclusively launch on its *Queen Victoria* and *Queen Elizabeth* ships this month, with the performances being the first time it has been seen at sea.

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SEARCH JOBS

Director of Sales - Melbourne \$100K to \$130K + super

This Melbourne-based Director of Sales role is responsible for the strategic management and output of the national corporate sales department for two renowned hotel brands. Utilise your strategic business mindset & strong networks to help grow and drive business forward.

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Business Development Manager - Perth \$100K to \$110K + super

Are you a HOT salesperson who loves to sell, bring in sales, maintain and build relationships and call on industry contacts as a BDM in Perth? This is autonomous on-road role is with one of the most recognised brands within the industry & has some of the best staff perks in Australia.

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Front Office Manager - Sydney \$75K + super

Work in a 4.5 star boutique hotel which has a global presence. We are seeking an experienced hotel professional, either in Front Office Management or Revenue Management with a strong focus on providing exceptional customer service. Competitive salary and a supportive team.

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Customer Service (Cantonese/Mandarin Speaker) - Sydney \$45K + super

An exciting opportunity has arisen to work for our client based in Darling Harbour – talking to Cantonese & Mandarin speaking customers about high end sound equipment and assisting with their enquiries. You must have unrestricted Australian working rights and be a native speaker.

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Product Executives - Melbourne \$50K to \$55K + super

We are looking for Product Executives to join this fantastic travel wholesaler. Be responsible for taking this fun and exciting product out to market. Design itineraries offering group tours, private journeys and tailor-made packages to many of the world's most fascinating destinations. Great career progression & excellent working hours - no weekends!

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Travel Consultant TEMP - North West Sydney

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