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[Find out more](#)



australia

HLO warns of virus hit

HELLOWORLD Travel says it is expecting a “negative impact” on cruise sales and inbound bookings as a result of the COVID-19/coronavirus crisis.

The company, which this morning unveiled a strong first half result (**TD** breaking news), is also expecting the virus to hit air ticket sales “to and via Asia”, particularly China, Hong Kong and, to a lesser extent, Singapore.

“We anticipate the net outcome to the business will be minimal TTV growth on a like-for-like basis for the remainder of FY20,” an ASX update noted, with more information to be detailed in Apr.

However on the basis of cost reduction strategies already being implemented, the business expects to deliver underlying earnings at the bottom end of the \$86 million to \$90 million guidance previously provided.

The company reported record TTV for the six months to 31 Dec,

with overall sales up 12.9% to \$3.56 billion for the period.

Revenue jumped 9.8% to \$200 million, while net profit after tax of \$22.7 million was up 4.1%.

Helloworld noted it had 2,496 member outlets as of 31 Dec, across its six networks, an increase of 49 since 30 Jun 2019.

Recent developments in the company’s wholesale division included the consolidation of brands under Viva Holidays, the addition of new Scandinavia and Greece product offerings, and the agreement to purchase the Excite Holidays software platform.

On the corporate side, operations expanded with the acquisition of TravelEdge, with the overall division on track to achieve trans-Tasman TTV of \$1.6 billion for FY20.

Helloworld also confirmed the appointment of QBT as the travel provider for News Corporation, and the ongoing rollout of its new ResWorld platform, which is anticipated to be deployed to over 100 outlets by Jun this year.

The company declared a 9c per share interim dividend.

Virgin Tokyo-bound

VIRGIN Australia will be flying daily between Brisbane and Tokyo starting 29 Mar.

The flights will land in the city’s major airport of Haneda - with Virgin spruiking guests will be able to “smell the ramen from the runway” - see **cover page**.

Travel Daily on location Perth - Kalgoorlie

Today’s issue of **TD** is coming to you courtesy of Journey Beyond Rail Expeditions, celebrating the Indian Pacific’s 50th anniversary journey.

WHAT a surprising and spectacular day one of our celebratory transcontinental journey.

Today we travelled on the mighty Indian Pacific through quaint country towns and the golden wheat fields of Western Australia’s Avon Valley, arriving in the evening at the legendary goldrush mecca of Kalgoorlie, WA’s largest provincial town.

As a special one-off, we are to be treated to an Indian Pacific 50th anniversary concert.

Follow us this week in **TD** as we traverse coast to coast.



Book and deposit your clients any Rocky Mountaineer package before 13 March and be rewarded with \$100 TRIP dollar\$*

VIVA HOLIDAYS

ROCKY MOUNTAINEER



*For full terms and conditions please visit agents.vivaholidays.com.au

Today’s issue of TD

Travel Daily today has six pages of news and photos, a front cover wrap for **Virgin Australia**, plus full pages from:

- Hurtigruten
- Travel Trade Recruitment
- Viva Holidays
- **TD** Sustainability Summit

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COVID-19 warnings

SMARTRAVELLER is now urging travellers to exercise a high degree of caution in South Korea and Japan due to the heightened risk of infection of COVID-19.

The change in advice is based on guidance from Australia's Chief Medical Officer, with travellers urged to reconsider their need to visit Cheongdo and Daegu in South Korea, due to significant outbreaks in those cities.

A range of new entry restrictions are also in place in Israel and the Palestinian territories, for non-Israeli citizens.

Viva la savings!

VIVA Holidays is showcasing a range of discounts available on select escorted group tours departing in 2020 & 2021.

Destinations include Iceland, Norway and Russia.

For further details on the promotions, see **page nine**.

Fly365.com goes under

THE shock collapse of online travel agency Fly365.com (**TD** breaking news Fri) looks to have left many consumers in the lurch, with scores of customers complaining that their bookings appear not to have been ticketed.

Fly365 Pty Limited (ABN 226 066 015 21) appointed Nicarsen Natkunarajah from Sydney-based Roger & Carson Pty Limited as liquidator last Fri, at which time the company's website was still accepting bookings and Fly365.com was part of the AFTA Travel Accreditation Scheme.

The website is now offline, while AFTA has terminated the company's ATAS participation.

It's understood that Fly365.com used several local consolidators, with details of their exposure to the collapse unclear at this stage.

The company's directors, Qld-based Scott Mayne and Mustafa Filizkok who lives in Dubai, are

not contactable and their social media accounts are now closed.

Fly365.com marketed its flights through Skyscanner, which has also now removed any reference to the OTA from its site.

AFTA says it was not given any advance warning that the firm was entering voluntary liquidation, and says prior to its collapse Fly365 had provided it with "all of the relevant information and undertakings to be compliant with the ATAS scheme".

CEO Jayson Westbury said while the liquidation process will need to run its course, a much deeper review is being undertaken - including a look at the ATAS scheme and how it applies to online travel agents in Australia.

AFTA understands that for the majority of consumers impacted, tickets will be honoured, or clients can obtain refunds via a credit card chargeback.

\$1m event funding

THE NSW Government's tourism and major events agency, Destination NSW, has launched the Regional Event Fund as part of the state's \$10 million Tourism Recovery package.

The fund promises to deliver \$1 million worth of grants to regional communities, to "give organisers a chance to put forward sporting, arts, cultural and lifestyle events that bring an economic and social boost to their town," said Minister for Jobs, Investment, Tourism and Western Sydney Stuart Ayres.

Communities can apply for a \$20,000 grant through the Flagship Event Fund to support event marketing activities; or a one-off grant of \$10,000 for events with operating budgets of \$75,000 or less, through the Micro Event Fund.

To meet eligibility criteria, events must be held between 01 May and 31 Dec - applications are open **HERE** until 25 Mar.



2021 Polar Luxury Expeditions out now!

DISCOVER ►

Travel Daily
SIGN UP FOR NRL FOOTY TIPPING

Prizes include flights to Europe with Emirates and weekly travel vouchers from Expedia.

Brisbane date lands

THE launch date for Brisbane Airport's anticipated runway has been revealed as 12 Jul.

Around eight years in the making (**TD** 03 Aug 2012), the first flights will take off from the new tarmac in just under five months' time, with exact timings of the first arrival and departure flights still to be confirmed.

"The new runway is so much more than asphalt; it is an enabler for growth across all facets, with an estimated 7,800 new jobs created by 2035 and an additional five billion in annual economic benefit," said Brisbane Airport Corporation CEO Gert-Jan de Graaff.

The community will be given an opportunity to participate in two special events when the runway is operational, including a fun run and Community Open Day.

The project will be completed under budget, at a cost of \$1.1 billion, a saving of \$200 million.

Air NZ braces for impact

CORONAVIRUS is expected to cost Kiwi carrier Air New Zealand up to NZ\$75 million in lost earnings in the current financial year, the airline has conceded.

In an update released this morning, the carrier predicted its revenue outlook would be adversely impacted by the softer demand for travel to and from Asian destinations as a result of the health crisis, which has also impacted Tasman and domestic routes.

Air New Zealand Chief Executive Greg Foran said the carrier had taken immediate steps to mitigate the impact brought on by the reduced demand, cutting capacity on Asian routes by 17% for the months of Feb through Jun, and reducing capacity on its trans-Tasman services by 3% between Mar and May.

The airline also announced it will suspend services to Seoul from 07

Mar to the end of Jun.

"Air New Zealand is a resilient business and we have demonstrated the ability time and again to respond quickly to changing market conditions," Foran said.

"We have a highly capable and experienced senior leadership team who have dealt with challenges such as this before and I am confident that we will effectively navigate our way through this," he added.

While the airline has warned the coronavirus will hit its revenue, the update noted that the capacity reductions, combined with lower aviation fuel prices, will partially offset against the full impact of the outbreak.

The airline also noted it was targeting earnings before other significant items to be in the range of NZ\$300 - \$350 million, when its H1 results are released on Thu.



Window Seat

TAKING a vacation is not difficult these days - especially with the #HolidayHereThisYear campaign, however, if you're on the fringes of society - say, a nudist - it may be a little bit more difficult to enjoy your holiday.

Fortunately, Globehunters has crunched the numbers, and has named Cadiz, in Andalusian Spain, as the most "nude-friendly" global destination.

Rounding out the top-five best places for nudists were Monsena in Croatia, Ilha Barretta in Portugal, Tkon in Croatia, and Sant Jordi de ses Salines in Spain.

Further accolades went to Agesta Beach in Sweden, which was named the best destination for gay travellers.



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Insight deposits free

INSIGHT Vacations has announced that departures for select 2020 trips can now be deposited for free.

The deal applies to 2020 adventures of seven days or longer, and must be booked and paid for by 27 Feb.

Wendy's India deals

WENDY Wu Tours is currently offering up to \$600pp in savings on its itineraries to India, including its popular 17-day Delhi to Mumbai adventure.

The tour includes visits to the Pink City of Jaipur and a stop at a craft centre to learn about block printing and carpet weaving.

Prices lead in from \$4,980ppts and include Economy airfares, accommodation and transport.

Grand US promo

NORTH American tour operator Grand American Adventures is offering 25% off trips departing between now and 30 Sep.

All tour groups are limited to 13 people or less, and explore natural wonders in the regions such as the Rocky Mountains of Canada and the national parks of the United States' western states.

The deal is valid until 03 Mar and for further information, call the local office on 1300 030 714.

Cooking up savings

AIR New Zealand is offering discounted Economy flights from Sydney to the Cook Islands, with prices starting from \$495pp.

This limited time deal is valid for travel between 28 Aug and 30 Oct, and from 28 Feb to 27 Mar.

Air New Zealand's services to the Cook Islands depart Sydney weekly on Fri evenings and return on a Fri evening, allowing for a six-night trip to the Pacific Island destination.



Source: Gympie Music Muster Facebook page.

THE Queensland Government has revealed details of a major marketing push in Nashville aimed at luring more American tourists to the state.

Qld's Premier Annastacia Palaszczuk said the state was well positioned to attract American music-lovers because it had so many popular music events running throughout the year.

"We have a world class line up of country music artists in 2020, this is such a great targeted initiative to attract thousands more American tourists to Queensland," she said.



"Major events like CMC Rocks at Ipswich and the Gympie Music Muster (pictured) support a lot

of local businesses and jobs - this will help to boost overall visitor numbers," Palaszczuk added.

The marketing push is designed to help boost the state's tourism sector following floods, bushfires and the spectre of the coronavirus deterring visitors.

MEANWHILE, the Queensland Government has stated that its election commitment to create new tourist attractions will deliver an estimated \$235.6 million in construction work and create more than 1,200 jobs.


Projects include the Scenic Rim six-day walk, Julia Creek - Artesian Baths, and an upgraded passage peak viewing platform and walking trails on Hamilton Is.

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Travel Industry Hub opens



THE Travel Industry Hub (TTIH) officially opened its doors last week in Sydney, bringing the first travel industry-specific co-working space to Australia.

The space, tailored for the travel and tourism industry, offers desks and meeting rooms, including a 45m² conference and boardroom, as well as private and virtual offices, and event spaces for hire.

Rates start from \$600 for three-hours usage of the space, which includes full access to the AV system, including the TV, a lectern and a sound system, plus access to the adjacent kitchen.

Pictured: Peter Smith, Vox Group; Richard Taylor and Luke Crawford, TTIH; and Dallas Newton, Vox Group, at the two-day strategy meeting.

BROCHURES

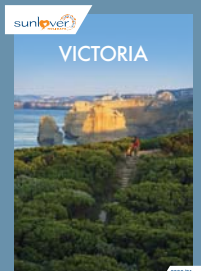
WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Viva Holidays - Scandinavia 2020

Viva Holidays has launched its new Scandinavia brochure for 2020, detailing a number of new itineraries in its 115 pages. Included is the 14-day Chasing the Lights escorted small group tour from Helsinki to Bergen, which features a five-night Hurtigruten cruise along the Norwegian Coast. Also highlighted in the brochure is a 21-day Moscow to Berlin escorted small group tour from Moscow to Berlin, including city tours of St Petersburg, Tallin, Riga, Vilnius, Warsaw, Krakow and Poznan. Guests

will experience a range of unique accommodation, including Retreat Hotel in Iceland, the iconic Kakslauttanen Arctic Resort and the Arctic TreeHouse in Finland.



Sunlover - Victoria 2020/21

Holiday-makers looking to head to Victoria can take advantage of Sunlover's new collection of tours, as featured in the travel company's latest brochure. There are a number of new itineraries to select from, including Melbourne Foodie Culture, Bellarine Peninsula Food & Wine Tour, and Yarra Valley Gourmet Tour in Melbourne; All Day Dining Express in Levantine Hill; and Wilsons Promontory Cruise in Gippsland.



What impact will the tragic bushfires in Australia have on tourism? Find out in the February issue of *travelBulletin*.

CLICK to read

travelBulletin

CMV swells Europe

CRUISE & Maritime Voyages (CMV) has launched its biggest European summer program ever, offering a sizable 166 cruises during the period in 2021.

The latest program also breaks new ground for solo travellers, with more than 15% of CMV's fleet capacity dedicated to solo travellers, helped along by the arrival of *Amy Johnson*, which adds 146 solo cabins alone.

Highlights include the entire CMV fleet being present in Rotterdam in the Netherlands on 28 Aug, celebrating the CMV Special Fleet Parade and the Rotterdam Regatta.

Utracks halves it

UTRACKS is offering 50% discounts on select eight-day departures on its Lyon and Provence Bike and Boat journeys.

The promotion applies to a number of departures during Mar and Apr, and features bike rides along the Rhone River.

The cycling tours are guided and prices start from \$3,390 per person, twin share.

For more details on the trips available, **CLICK HERE**.

Give me some Jip

HOTEL management group StayWell has announced the appointment of Jip Van Driest as its new Director of Development Asia-Pacific.

She arrives in the role boasting more than 10 years of experience in the hotel industry, including stints at Taj Resort and Palaces & InterContinental Hotel Group.

Bye bye Kitty Land

HELLO Kitty Land Tokyo has closed its doors until 12 Mar as a precautionary measure against the spread of COVID-19.

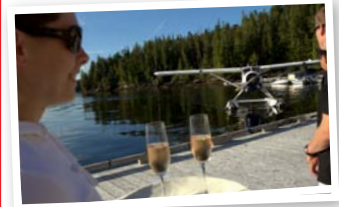
The theme park is advising any guests who have purchased a ticket for the period of the three-week closure should contact their travel agent directly for refunds.

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When it comes to luxury properties, Canada wrote the rule book, with each one as memorable as the dramatic landscapes that frame them.



World-renowned **Fogo Island Inn** stands on crooked pilots on the rocky north-east coast of Newfoundland and Labrador, providing panoramic views, surrounded by whales, seabirds and icebergs.

A rustic cedar log lodge deep in Quebec's countryside, the **Fairmont Le Château Montebello** is an elegant home-away-from home for all seasons. Kayak the shimmering lake, meet the village artisans, and enjoy the warm hospitality and world-class cuisine that Fairmont Hotels are famous for.

Fly-in lodges, such as **Nimmo Bay Resort**, **Sonora Resort** and **Clayoquot Wilderness Resort** offer exclusive wildlife-viewing experiences deep within ancient wilderness, while spectacular **Moraine Lake Lodge** embraces the raw beauty of Banff National Park in Alberta, home to iconic Lake Louise.

Discover more of Canada's luxury properties **HERE**.



Japan rail journey

JAPAN Holidays is running its Great Train Journey of Japan itinerary following a successful launch last year (**TD** 04 Jul 2019).

Travelling from 03 to 19 Nov, the journey showcases the country over 17 days, and is priced from \$7,880 per person, twin share.

For more details, **CLICK HERE**.

Guten tag tourism

GERMANY has revealed that 2019 was the 10th record year in a row for overnight stays from int'l tourists in the country.

The nation's Federal Statistical Office documented 88.9 million international overnight stays in accommodation with at least 10 beds, representing an additional 2.2 million stays in comparison to the previous year.

"Despite the difficult conditions with weaker economic growth in the Euro zone, uncertainty about Brexit, trade conflicts and the discussion on climate change, the success story of German incoming tourism continues," lauded Chief Executive Officer Petra Hedorfer.

Silversea's fast lane

SILVERSEA is offering guests a new exclusive experience at the Monaco Grand Prix in 2020.

Following on from the success of last year's shore excursion (**TD** 18 Apr), the cruise line will now offer the opportunity to take in the race from the Monaco Dance Academy, as well as a special Q&A session with former Formula One racing driver Allan McNish.

WA paddles ahead

PERTH has secured three top-level national rowing events, which are expected to generate a combined \$12 million for the Western Australian economy over the next five years.

The events include the Australian Masters Rowing Championships in May 2022 and 2026, and the Australian Rowing Championships in Mar 2023, with all three to be held at the Champion Lakes Regatta Centre.

Six Senses opens The Hilltop



SIX Senses Yao Noi in Thailand has revealed its new venue The Hilltop (**pictured**), along with six experiences crafted especially for the brand-new signature space.

Situated at the highest point in the resort and overlooking the limestone karsts of Phang Nga Bay, guests can sip cocktails at the new venue, which is now open after undergoing a four-month renovation period.

The expanded facilities include a dining area, a lounge, daybeds,



trampoline nets, a swinging bridge, an infinity pool, and a bar.

The space is inspired by the nest of the Oriental pied hornbill, which makes its home in the region, with wood and woven bamboo elements, egg-shaped cushions and lamps and eggshell-textured finishing on the bar.

Inset is the Alchemy Bar.

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from *italktravel* Hornsby

Robert is the top tipper for R20 of *Travel Daily's* A-League footy tipping competition.

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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WIN A TRIP TO GREECE

This month The Luxury Greece Collection, a division of Greece & Mediterranean Travel Centre is joining *Travel Daily* to give agents the chance to win a luxurious Greek trip! The 8-night escape explores the must see destinations of Greece. Start in the ancient city of Athens and then relax and unwind on the scenic Greek Islands of Mykonos and Santorini in 5-star accommodation.

To win all you'll need to do is correctly submit BOTH an image and a short description (100 word max limit) to each of the 4 questions asked weekly over February.

Send your answers to grecemed@traveldaily.com.au



Q4 - Luxury isn't just all about fancy hotels and resorts! Send us your (or your clients) favourite experience.



Full prize details here



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

Travel Recruitment Consultant

Sydney, Uncapped \$\$, Ref: 5432S9

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.

Corporate Travel Consultant

SE MEL, Attractive Salary Pkg, Ref: 4384AO1

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

Luxury Travel Agent

SYD, Competative + Commission, Ref: 1001RL2

Looking for Luxury Travel Consultants to join a well known travel company. Competative Salary plus uncapped commission is on offer for the right candidates. Must have a love and passion for luxury travel. Successful candidates will be individuals who are self motivated, determined in strive for excellence and targets driven. A great opportunity to make this role your own and run your own desk all whilst being part of an already successful team.

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

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Sydney, \$80k + Commission, Ref: 7891AJ3

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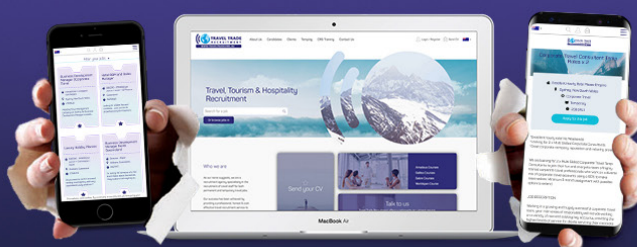
For more information please call Amanda on (07) 3123 6107 or click **APPLY** now.

Boutique Travel Team Leader

North ADL, Lucrative Package, Ref: 4401AB1

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



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