







Travel Daily First with the news

www.traveldaily.com.au Thursday 27th February 2020

Travel Daily on location Broken Hill to Sydney

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

COMING in to Sydney's Central Station, our transcontinental journey concludes in spectacular fashion with a stop in the picturesque Blue Mountains.

The Journey Beyond Rail Expeditions team has filled the brief visit to this rugged mountain lookout with dramatic immersive off-train excursion options included in the price of the passenger ticket.

The 50th anniversary coast to coast journey surprised and excited at every level.

FCTG's COVID-19 response

FLIGHT Centre will work with suppliers to "aggressively promote travel to destinations that are not significantly affected," as part of its strategy to mitigate the impacts of the COVID-19 outbreak.

MD Graham Turner outlined a range of initiatives to tackle a drop in demand as a result of coronavirus, saying the company was "already starting to see extremely attractive offers" such as return flights from Australia to the US for less than \$700.

The update came alongside Flight Centre's profit results for the six months to 31 Dec (TD breaking news), which at \$38.8 million was impacted by a range of previously revealed one-off adjustments, including a \$46.1 million write-down in the value of the company's Topdeck and Back-Roads Touring business.

Turner highlighted an 11.2% growth in TTV to a record \$12.4 billion for the first half, saying "in a reasonably challenging trading climate globally, we were able to deliver record sales at accelerated growth rates".

However, leisure growth had been largely driven by businesses which had "not yet achieved the scale required to materially impact group earnings".

The FCTG co-founder said the company was fast-tracking its e-commerce, home-based and ready-made-package brands, and also aiming to improve the performance of the established Flight Centre network.

In Australia, leisure TTV increased 8.4% despite a "marked slowdown in outbound travel" to the slowest growth rate since the 2008 Global Financial Crisis.

Turner said based on the experience of the SARS crisis, a significant rebound in the travel sector should be expected once COVID-19's impact declines.

Today's issue of TD

Travel Daily today has seven pages of news, including a front cover page from Virgin Australia plus full pages from:

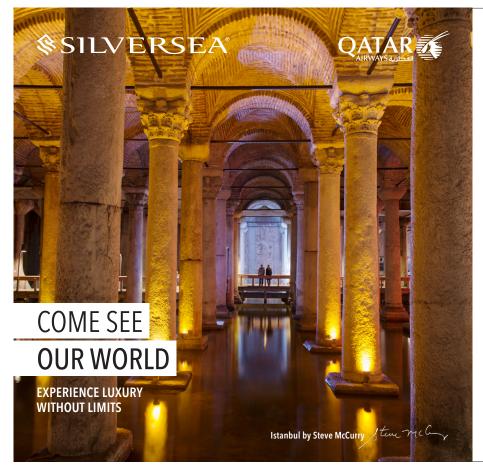
- AA Appointments jobs

Viking expansion

VIKING Cruises has quietly launched a new Galapagos expedition cruise product, and also looks set to announce its long-anticipated debut on America's Mississippi River.

The new South American offering involves an exclusive charter of long-time Galapagos vessel Santa Cruz 2, which will be fully refurbished later this year before the new programs debut in late Dec 2020.

On the Mississippi, trade partners in the US have been invited to a special New Orleans launch announcement by CEO Torstein Hagen - more in todav's Cruise Weekly.



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Virgin to take off

VIRGIN Australia is set to begin its daily Brisbane to Tokyo service from 29 Mar.

Travellers will fly straight to Haneda Airport, which is as close as you can land to Tokyo city.

For more details on the new route, head to the cover page.

Win your place on a **Las Vegas** famil

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Air NZ earnings down

AIR New 7ealand has announced its earnings before other significant items and taxation is NZ\$198 million for the six-month period to 31 Dec 2019, down from NZ\$217 million reported in the previous corresponding period.

Operating revenue growth of 3% to NZ\$3 billion was driven by solid demand across the airline's domestic and Pacific Islands networks, as well as recently launched services into Asia and North America, however operating costs also increased by 3.5% in the same period, impacted by significant price increases in domestic air navigation and landing charges, and a weaker New Zealand dollar.

Meanwhile, Chief Executive Officer Greg Foran said the recent challenges presented by the COVID-19 outbreak showed the resiliency of the airline and its ability to respond quickly to

changing market conditions.

"Air New Zealanders from across the business have been working around the clock to manage the impact of the COVID-19 outbreak on our operations," he said.

"Our business is resilient, and we have demonstrated the ability time and again to respond quickly to changing market conditions.

"We have a highly capable and experienced senior leadership team who have dealt with challenges such as this before," Foran added.

Air NZ currently expects a net negative impact to earnings in the range of \$35 million to \$75 million as a result of COVID-19.

New Pavitt QR role

PAMELA Pavitt has returned to Qatar Airways in the role of Head of Agency Sales.

More info in today's industry appointments on page six.



Tauck-ing of value

TAUCK is highlighting the included value of three of its itineraries, including the 10-day Norway Arctic Adventure, the 12day St Petersburg and Baltic Sea tour, and a 12-day Panama Canal and Costa Rica journey.

For more info, see page eight.









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Rocky incentives

ROCKY Mountaineer is offering travels agents in Australia and New Zealand the chance to win a trip for two in GoldLeaf service on the First Passage to the West rail route

To enter, agents must complete TRACKS online agent training and secure a 2020 season booking before 27 Mar - CLICK HERE.

Loyalty scheme tick

THE Australian Competition & Consumer Commission (ACCC) has approved the proposed alliance between Qantas and BP (TD 16 Sep 2019), despite concerns over consumer data sharing (TD 22 Nov 2019).

The deal will allow Qantas, BP Australia and independent BP petrol stations to collectively participate in the BP Rewards, Qantas Frequent Flyer and Qantas Business Rewards programs for five years.

Local MD returns to Wendy

ANDREW Mulholland has returned to Wendy Wu Tours (WWT) to be its Managing Director Australia, a position he departed just over two years ago (TD breaking news).

He will formally commence in the role next month, and follows the sudden departure of former WWT Australian General Manager Troy Ackerman in Jan (TD 24 Jan).

The operator's founder Wendy Wu said Mulholland represents a welcome return to the business, bringing with him important experience to keep its operation growing through challenging market conditions.

"Andrew brings a wealth of experience within product development, operations and change management areas; this is an area he executed extremely successfully during his time as MD in 2016/2017," Wu said.

"Andrew brings a track record of delivering sustainable and profitable growth.

"We are very much looking forward to having Andrew back at the helm, and together with our excellent senior leadership team, driving the Australian business forward," she added.

Reflecting on his own appointment, Mulholland said he was looking forward to returning to the fold with WWT, praising the quality of its product range.

"We delight in servicing the needs of our new and existing customers, our product range and destination focus continues to grow to match this demand for good quality," he said.

"A focus will be working closely with our Head of Sales Tamba Lebbie, and the trade, to position us and our retail partners to bounce back from today's challenges," Mulholland added.



Window Seat

WHILE it may be late notice to organise a holiday for Sat, if you are indeed in the market, Hotel Ranga in Iceland is offering a free stay - with a catch.

The accommodation, located an hour from the capital Reykjavik, is offering a free stay to ladies planning to propose on Leap Day - a day popular with women to pop the question to their male partners.

The hotel's wedding coordinator will even help you organise the big day, with a paid-for helicopter ride or even a trip to a crystallised waterfall.

If all of that great free gear is still not enough to stoke the flames of long-term marriage and make you feel like taking that bold step, then maybe he's just not "the one", ladies.





Rosewood splits

ROSEWOOD Hotels & Resorts has ended its partnership with Hotel Representation Australia (HRA), who has confirmed it no longer represents the luxury hospitality company.

In its quarterly newsletter, HRA revealed Rosewood "wanted to go from a General Sales Agent to a General Sales Office", and said the company's enquiries are now being handled from Singapore.

Centara expansion

CENTARA Hotels & Resorts has announced plans to open eight new properties, adding four new countries to its world map and almost 2,000 new rooms.

The first resort of its new luxury brand, Centara Grand Beach Resort Samui, will open at the end of the year in Thailand.

Centara will showcase its pipeline of properties at ITB Berlin taking place in Mar.

Accor new Mel hotel

ACCOR is set to introduce a new luxury hotel to its Australian portfolio, revealing SO/ Melbourne will open in 2023.

The property will be the first SO/ branded hotel to open in Australia, and will comprise 288 guestrooms and suites, some with outdoor terraces, and 20,000m2 of office and coworking space.

Qld follows trail

CONSTRUCTION has begun on the Cooloola Great Walk, which will be the first eco-tourism trail ever to be delivered by the Queensland Government, and was developed in collaboration with the traditional owners.

The nature-based experience, slated to be ready late this year, will feature sustainable cabins along the trail, and is expected to attract more eco-tourists to the region from multiple markets.



Cabin refurb flagged

THE recent appointment of **Executive General Manager** David Donald to the Journey Beyond management group will precipitate a "considerable refurbishment" of cabins on board the Indian Pacific and The Ghan rail services.

Cabin changes are being trialled with hotel architects and designers Woods Bagot, with fine tuning and a rollout to follow, however the time line for the launch is yet to be confirmed.

Arriving with a strong background in hotel management with a range of domestic and many international companies, Donald said he aims to bring a highly guest-centred and staffcentred approach to Journey Bevond.

"It always comes back to the people," Donald told TD.

"It's important to recruit the right people, with the right

attitude and follow up with the right training, through to understanding the guest experience.

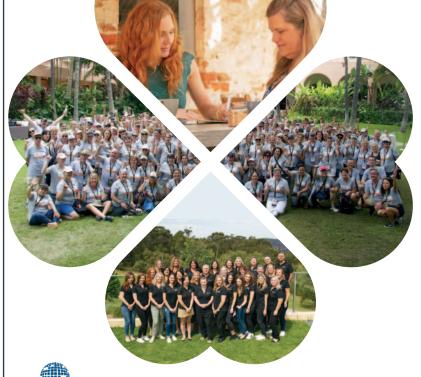
As part of the latter, Donald and other senior executives eschewed Platinum Class cabins to travel in entry-level accommodation on the 50th anniversary Indian Pacific celebratory journey.

trave|Bulletin

QR and AA link up

QATAR Airways has signed a codeshare agreement with American Airlines, which the carriers say will "increase commercial cooperation, bolster connectivity and create hundreds of new travel options for millions of customers".

The move comes two years after the airlines' previous partnership was suspended, with QR Group CEO Akbar Al Baker saying, "we have moved on from past issues".



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ADL opens 1st stage

THE first stage of the expanded Adelaide Airport terminal (TD 01 Oct 2019) has opened to customers today, after a complete refurbishment of the retail and dining precinct across domestic and international areas.

The overall size of the precinct has increased by 80%, and has six new retail offerings, including Penfolds Wine Bar and Kitchen, Boost Juice, Lego Kaboom, Airport Pharmacy, Soul Origin, and Precinct Adelaide Kitchen.

Qantas exhibition

QANTAS' "fully immersive" touring exhibition, Qantas Centenary – 100 Years of the Spirit of Australia, will open on 27 Jun at Brisbane's Queensland Museum, until 16 Nov.

The artistic celebration will then move to Sydney from Dec - Apr 2021, Melbourne from Jun - Aug 2021, and Perth from Dec 2021 to Feb 2022.

Inquisitive in Quebec



TRAVELLERS Choice agents were recently swept away to Quebec, Canada on an exclusive seven-day educational road trip with Adventure World Travel.

Flown via Air Canada to Montreal, the agents experienced the Laurentian Mountains; the forests and lakes of the Maurice region; and the enclave of Wendake - an urban reserve of the Huron-Wendat Nation.

Pictured: Emma Sullivan, Weston Cruise & Travel; Bridget Shepstone, Balnarring Travel & Cruise; Trinity Hastwell, Hastwell Travel & Cruise; Andy Kirkman, Adventure World Travel; Elise Fuller, Moss Vale Cruise & Travel; Bianca Aarts, Ballina Cruise & Travel; Allira Middlebrook, Weston Cruise & Travel; Geoffrey Pfitzner, Travel Design; and Danni Bonke, Minna Travel & Cruise.

29% off 29 tours

CONTIKI is celebrating the leap year by offering 29% off 29 tours in Europe, Asia, New Zealand, United States, Canada and Latin America, available for one day only on 29 Feb.

Itineraries include a tour of a conservation project during the 19-day Big Tiki adventure in New Zealand.

The trip is priced from \$2,255, offering savings of \$920pp.

To see the full list of tours on sale, CLICK HERE.

Talking about Tassie

TOURISM Tasmania is inviting tourism operators across the state to attend TasTalk 2020, which will take place in Launceston on 23-24 Jul.

The two-day event will allow the Tasmanian tourism industry to promote their products and experiences to the travel trade.

For further information on the event, CLICK HERE.



Travel Daily

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Marriott expansion

MARRIOTT International has announced it capped off 2019 with record growth in the Caribbean and Latin American markets, with 146 hotels and resorts in the pipeline.

The year saw the company sign a record 10,000 rooms across 15 brands and 17 countries in the region, which included 600 rooms attributed to the acquisition of Elegant Hotels Group (TD 21 Oct).

It is the company's fourth consecutive year of growth in Latin America, one that Chief Development Officer Laurent de Kousemaeker attributes to the demand for Marriott's "leading business support and loyalty program", as a primary driver.

HK revises protocol

SMARTRAVELLER is advising that Hong Kong has introduced additional measures to prevent the spread of COVID-19.

Non-residents who have been to South Korea in the past 14 days will be denied entry into the region until further notice, bringing it in line with the 14-day mandatory quarantine procedure in place for travellers arriving from mainland China.

SAA b'day promo

birthday sale is on now.

Special fares are currently on offer from Africa to Adelaide. Brisbane, Melbourne and Perth. through to 07 Mar.

The promotional fares are available for travel from now until 20 Nov, with a number of

Economy fares from Australia start from \$1,093, inclusive of taxes and government charges.

Vasco da agents!

VASCO da Gama recently departed Australia after her inaugural season in the region, which saw Cruise & Maritime Voyages host over 250 travel agents and trade representatives aboard her and Columbus.

"Our first two agent famils of the season gave our valued partners an important first-hand experience of Vasco da Gama, and we were thrilled to be able to include a themed voyage so our agent partners could get an understanding of what this would look like for their clients," said National Sales Manager Australia & New Zealand Darren Chigwidden.

SOUTH African Airways' 86th

blackouts applying.

its 600th Personal Travel Manager (PTM), with Emma Lucas recently ioining the network. The business milestone follows

MOBILE travel agent business,

TravelManagers, has clocked up

a record trading year for the group in 2019, which also saw a number of PTMs recognised for their achievements at the Cruise Line Industry Association awards, National Travel Industry Awards, as well as the Avis Travel Agent Scholarship program.

TravelManagers' Chief Operating Officer Grant Campbell said

WA wants feedback

TOURISM Council WA continues to be interested in hearing which businesses are being affected by the fires and COVID-19.

The body recently surveyed members on the impacts of both disasters, with the results of the bushfire survey available HERE, and the COVID-19 survey HERE.

The Council also announced that it is beginning to spend the \$5 million allocated by the state to address the impacts of the crises.

the company is excited to have reached the milestone, noting that it has taken just over 12 months to grow from the previous landmark of 550 PTMs.

TravelManagers surpasses 600

"Not only that, but around half of our PTMs have been with us for five years or longer," he said.

"We think that's a pretty strong testimony to the TravelManagers business model and the support provided to PTMs, from accounts and product training to technology and business mentoring."

A mother of two young children, Lucas said she was attracted to the TravelManagers business model as she believes it will help deliver the work-life balance she is looking for.

Pictured: TravelManagers' Induction Class of Feb that were drawn from all over Australia. back row are Emma Lucas Victoria, Ashley Jade Cox Western Australia, Michael Hayter Western Australia, Julie Green SA; in the front row are: Tanya Woo New South Wales, Melinda Lenton Queensland and Paton Diwa Western Australia.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily*'s Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Manager of Four Seasons Prague. Dell was most recently Resort

Scoot has appointed Kirsty Lucas as its new Country Manager Australia Sales & Partnerships. She joins the airline following the departure of General Manager Australia Jared Simcox.

Pamela Pavitt was recently appointed as Head of Agency Sales at Qatar Airways. Pavitt returns to the airline after working for Crew Quarters since 2017. Prior, she was with Qatar as Sales Manager from

Pacific Resort Hotel Group has announced the return of Shelley White as General Manager of Pacific Resort Aitutaki, having originally managed the resort from 2014 to 2016. Replacing her at Te Manava Luxury Villas & Spa is management couple Jon Reynolds and Amy Sherlock.



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Hertz lifts revenue

HERTZ Global Holdings has recorded a total revenue of US\$9.8 billion for the full-year 2019, up 3% when compared to 2018, while adjusted corporate EBITDA for 2019 was \$649m, up on the \$433m posted last year.

Despite the gain, the rental car business made a net loss of \$58 million for the year, compared to \$225 million in 2018.

For the fourth quarter 2019, Hertz's total revenues were \$2.3 billion, a 1% uptick on the same period last year.

Africa virus defence

THE African Tourism Board Executive Committee has issued a recommendation to its members. suggesting they "evaluate the need to attend" trade shows and festivals during the current coronavirus threat.

Only one case has been confirmed in the continent, and the patient recovering, with the Board saying "it's important we keep it like this".

"Take no risk, and keep Africa safe and beautiful," said Committee Chair Cuthbert Ncube.

Coopers' view from the hill



THE owners of City Cruise & Travel in Queanbeyan ACT, Jenny and Jim Cooper (pictured), took a decidedly laid-back approach to their Broken Hill visit during an Indian Pacific off-train experience this week.

They found themselves enjoying the iconic rail line's 50th anniversary cross-country journey, along with 250 other guests traversing Australia from Perth to Sydney.

The romance of classic train

travel was overtaken with momentary weariness for the comical couple.

The Coopers have been running an enormously successful multiaward-winning travel business in Queanbeyan for 31 years, with Jenny an avid writer chronicling her life experiences.

Jim attributes their success to Jenny's passion for the business, their 24/7 availability to their customers and willingness to adapt and change to each new challenge.

Jenny has previously written an article describing the emotional drain associated with the travel industry based on her personal experiences - publishing a very open and honest mental health self-counselling piece in the Apr 2019 edition of our sister publication, travelBulletin.

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





ibis doubles Vietnam

ACCOR has announced the opening of ibis Styles Vung Tau, which will be the brand's second hotel in Vietnam.

The property overlooks Back Beach and is a two-hour drive from Ho Chi Minh City.





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Interviews to commence this week.

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