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Hurry, this feel good price is for a limited time only. Take off from Brisbane to Haneda, Tokyo's closest airport.



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*Fares on sale from 12.01am AEST 28 January 2020 until 11.59pm AEST 07 February 2020 unless sold out prior. Departing from Brisbane to Tokyo (Haneda), return Economy Light fare, for travel from 4 April 2020 until 30 June 2020. Terms and conditions apply.



Travel Daily First with the news

Wednesday 29th January 2020

Mahoney NSW role

STEPHEN Mahoney is currently acting Chief Executive Officer of Destination NSW, following the departure of Sandra Chipchase last month (*TD* 15 Oct 2019).

Mahoney has been with the organisation for almost three years, most recently as General Manager Regional NSW, prior to which he was Etihad Airways Head of Corporate Communications for Australia and Asia.

Recruitment for a permanent Destination NSW Chief Executive Officer is under way.

Tokyo from \$689

VIRGIN Australia is offering return Economy Light fares from Brisbane to Tokyo Haneda from \$689, on sale until 11.59 AEST on 07 Feb, unless sold out prior.

The offer applies to travel from 04 Apr until 30 Jun 2020.

For more information, head to the **cover page**.

Veitch to leave travel

THE Travel Corporation's (TTC) Australian Chief Executive Officer John Veitch has resigned after 4.5 years in the role to take up a position outside the travel industry.

TTC said Veitch would stay on for "a period of time to ensure a smooth transition".

Global Chief Executive Brett Tollman thanked Veitch for his leadership and positive impact in leading TTC Australia.

"We will miss him and wish him the very best in his new career, as he embarks on a leadership role outside the travel industry

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover page for **Virgin Australia**, plus full pages from: • Albatross Tours

- Travel Trade Recruitment
- Bench product profile page

for new opportunities and challenges."

Tollman said the company was currently reviewing the needs and structure of the business in Australia and was considering its options and various candidates. "We will make another

announcement soon," he said.

Veitch thanked Brett Tollman and the Tollman family for giving him "the opportunity to work alongside the best people and brands in the industry.

"It certainly wasn't an easy decision to leave TTC and all that it stands for, with its passion and drive for the best, most innovative customer experiences and to be the best trade partner in Australia, and the amazing work done by their internally funded non-profit, The TreadRight Foundation," Veitch said.

Before he joined TTC, Veitch was Executive GM Corporate Australia at Flight Centre Travel Group.

Flybe dropped from ACS protection

SYDNEY ~ TOKYO DOUBLE DAILY FLIGHTS Day and night from Sydney to Haneda

> **BRITISH** regional airline Flybe Limited has been formally excluded from coverage by the AFTA Chargeback Scheme (ACS).

The change in status, which is the result of a formal board decision, became effective at 4pm yesterday, 28 Jan, meaning that no claims for protection will be authorised in relation to travel arrangements with Flybe booked after that time.

Flybe, which has a fleet of almost 70 turboprop aircraft operating domestic and European routes, is currently undergoing a restructure which includes a potential £100 million loan from the UK government, as well as a delayed Air Passenger Duty payment (**TD** 15 Jan).

The airline was taken over last year by a consortium led by Richard Branson's Virgin Atlantic, Delta Airlines and venture capital fund Cyrus Capital.

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Albatross gift card

ALBATROSS Tours is offering a \$100 gift card per person per tour when booked on any available 2020 Albatross European Summer Tour before 28 Feb.

The company's 2020 Italy tours are also 100% guaranteed to depart - see **page eight** for more.



Tempo Director demands

EXCLUSIVE

THE liquidator of the collapsed Tempo Holidays anticipates issuing a demand against the company's Directors within two months, based on a determination that Tempo and Bentours were likely trading insolvent since as early as 26 Jun 2019 (TD 23 Oct 2019). Laurence Fitzgerald from accounting firm William Buck yesterday released his formal "Statutory Report by Liquidators" which confirms that "at the current time we have insufficient funds to declare a dividend to any class of creditors".

The report also confirms investigations into voidable transactions, having identified three creditors which may have received \$171,000 in preferential payments in Tempo's final days.

A tangled web of "sundry debtors" to related parties overseas includes \$4.9 million owed by Cox & Kings India Ltd, which had an Interim Resolution Professional (IRP) (similar to an Administrator) appointed in Oct.

Despite multiple approaches, the IRP, Alok Kumar Agarwal, has not satisfactorily responded to requests for information, but a formal claim has been lodged by Fitzgerald for the amount owed.

UK-based Prometheon Enterprises Limited, also under administration, owes Tempo about \$5 million, but the Administrators have advised "a Travel Daily SIGN UP FOR SUPER RUGBY TIPPING

dividend to unsecured creditors

of Prometheon was unlikely".

the largest of all related party

debtors, and owes an estimated

"We have issued two demands

"We understand C&K Singapore

Cox & Kings Singapore is

to C&K Singapore, however

are yet to receive a response,"

is currently trading and we are

investigating potential legal

avenues to pursue this claim

The report notes \$832,000

owed by Cox & Kings Japan which

is being disputed by the company,

as well as about \$1 million owed

"We have sought comment on

from the Company's Director but

the status of the above debtors

have yet to receive a response,"

He said there was significant

doubt as to the timing and

amount of potential recovery

from the related party loans.

Two parties had expressed

proceed after conducting due

to undertake the process.

amount to a whopping \$343

interest in purchasing the assets

of the company, but declined to

diligence; one of these had made

a \$10,000 non-refundable deposit

Total claims in the liquidation

million, with the largest creditor

multiple firms in the C&K Group.

being India's Yes Bank which is

owed \$284 million in a claim

cross-collateralised against

\$25.1 million to Tempo.

Fitzgerald said.

further," he added.

by Dubai-based Avila.

Fitzgerald noted.

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

Tailormade Africa

BENCH Africa is today highlighting the benefits of tailormade travel, which provides the benefits of a tour, without the downsides like a lack of flexible itinerary and a fixed star rating for accommodation.

More details on page 10.







Collette snares Ackerman

EXCLUSIVE

GUIDED tour operator Collette has bolstered its executive ranks by appointing former Wendy Wu Tours (WWT) Australia General Manager Troy Ackerman to the role of Director of Strategic Partnerships (*TD* breaking news).

Ackerman officially commences in the position on Mon in the Sydney office and has been recruited on an 18-month contract to cover Amanda McCann, who is currently on maternity leave.

He will be charged with "driving the business forward" and examining new markets for growth such as New Zealand.

Reflecting on his new position, Ackerman told **Travel Daily** he was looking forward to working with the brand because of the recent success it had achieved in the local market.

"Collette is performing

particularly well, they have only been in the Australian market for five years and what they have managed to achieve in that time has been quite remarkable," Ackerman said.

"The guided holiday market is a big one in Australia and Collette is very steadily taking more and more market share in that space which is great, and this is only going to continue over the next 24-48 months," he added.

Ackerman will report to Senior VP Global Business Christian Leibl-Cote, who was glowing in his appraisal of the new recruit.

"Troy brings this considerable expertise to build on the excellent industry partnerships we have formed and nurtured in the past five years," he said.

The news follows Ackerman's sudden departure from WWT last week after less than four months in the position (*TD* 24 Jan).



Walshe Dubai Expo

THE Walshe Group has been appointed to look after trade representation in the Australian market for Dubai Expo 2020.

Expo 2020 will run from 20 Oct 2020 to 10 Apr 2021, with the theme "Connecting Minds, Creating the Future" and is expected to attract 25 million visits to Dubai.

It will have over 60 live events each day, 192 country pavilions and more than 200 restaurants from around the world.

There will be one-day, threeday, monthly and seasonal tickets available on sale to the general public in Apr, with single-day and three-day tickets to be offered to international travellers in bundled packages to be sold by authorised ticket resellers.

For Dubai Expo 2020 enquiries, contact Antonio Khattar at The Walshe Group on 02 9286 8971 or via email at antonio.khattar@ walshegroup.com.



WHAT happens in Vegas, stays in Vegas, right?

Not any more, according to the city itself.

The Las Vegas Convention and Visitors Authority has evolved its famous slogan to "What happens here, only happens here".

In an effort to consolidate the city's status as supposedly the "paramount purveyor of adult freedom", the campaign launched during Mon's Grammy Awards, and features artists such as Aerosmith, Christina Aguilera and Shania Twain.

The new campaign comes with a hashtag encouraging visitors to experience what #OnlyVegasCanOffer - our advice is to be ever so slightly careful with that one.



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Coronavirus impact grows

SMARTRAVELLER has upgraded its level of advice for China to "reconsider your need to travel", due to the outbreak of the novel coronavirus.

The updated warning also carries with it a "do not travel" alert for the Hubei province, which is where the outbreak originated, with no planes or trains going to or from the capital Wuhan (**TD** Thu).

The Department of Health is including additional questions on the "traveller with illness" checklist for biosecurity officers to administer to arriving pax.

Hong Kong's government has also worked to limit travel to and from mainland China, including reducing flights, and halting or reducing trains, buses and ferries.

A Smartraveller update noted that arriving passengers may undergo temperature screenings and residents and travellers from Hubei would not be permitted to enter Hong Kong until further notice.

The United Kingdom's Foreign and Commonwealth Office has also warned against "all but essential" travel to China, with Virgin Atlantic advising that passengers wishing to cancel or rebook can access a refund, despite flights to Shanghai continuing.

A number of All Nippon Airways pax are also eligible for a refund -**CLICK HERE** for full details.

Globus told **TD** it would allow any guests travelling with its family of brands until 31 Mar to rebook to an alternate date in 2020 or 2021, with the value of the original land portion to be applied to the new booking.

Collette said it would not operate tours to China through to 31 Mar while Wendy Wu Tours said it was making contact with agents and their customers travelling in Feb.

Emirates serves up agents



EMIRATES Airlines on Sat hosted Consolidated Travel Group and Express Travel Group's topselling EK agents and incentive winners at its pole marquee at the Australian Open in Melbourne.

The group took in both the day and night sessions, with the day session hosted by Emirates Australia Manager -Special Markets Lincoln Bache and Sales Executive - Special Markets Krishnan Nair, along with Express Travel Group's Marketing Manager Nicole Henry and BDM Janeene Lewis.

Consolidated Travel Group Customer Relationship Manager Steve Alysandratos, and Commercial Manager Theo Savvoulidis were also on hand, joining the Emirates team for the night session.

The group is **pictured** serving up some fun at the tennis at Melbourne Park.

HLO comms head

HELLOWORLD Travel Limited has appointed Kirsty Johansen as its new Director of Communications.

Johansen, who has had an extensive media career including roles at BBC World News, Al Jazeera, SBS, News Corp and Channel 9, takes the role formerly held by Trudi Sheppard, who is now Senior Communications Manager at APT (**TD** 07 Jan).





Event Here in Oz

LOCAL businesses and organisations are being encouraged to host their upcoming events and conferences in Australia under a new push by the Government to support the local tourism industry.

The Event Here This Year campaign aims to deliver "huge economic benefits" to communities around Australia after the impact of the recent bushfire crisis.

"The fact is, any fire-affected regions still have the facilities to host both small and largescale events, and this campaign encourages organisations to do their research and look at what options might be available for their event right here in Australia," said Federal Tourism Minister Simon Birmingham. For more info, **CLICK HERE**. CMV joins CLIA

CRUISE and Maritime Voyages (CMV) has joined the Cruise Lines International Association (CLIA) as Regional Cruise Line, Australasia.

The partnership brings CMV into CLIA Australasia's wider cruise community, highlighting the "growing importance" of cruising in the tourism industry.

"Cruise & Maritime Voyages has put particular focus on developing new destinations and regional itineraries," said CLIA Australasia MD Joel Katz.

"It's a great example of the expansion of cruise tourism into regional locations around Australasia and we're delighted CMV has shown such a commitment to our part of the world."

CMV operates six mid-sized ships, including the Australian-homeported *Vasco da Gama*.

Fares & Tariffs Controller Australia THAI AIRWAYS INTERNATIONAL

THAI has a full-time permanent position available for a Fares & Tariffs Controller, Australia, based in our Sydney office. Ideally candidates would have worked in this capacity with an international airline.

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- Providing analysis of competitor pricing strategies and negotiation support from a pricing perspective
- Developing effective relationships and influence cross-functional teams
- · Handling fares & tariffs
- Monitoring & analysing overall pricing data
- · Managing yield growth for passenger sales in Australia
- Analysing interline Special Prorate Agreements
- Controlling TG's fare distribution system
- Co-ordinating fares for Australia and liaising with Head Office in Thailand

Candidates must have the following attributes:

- · Detailed knowledge of fares & ticketing, pricing & tariffs
- · Understanding of yield management
- Analytical thought processes to develop and successfully implement profitable yield/revenue solutions
- Excellent communication & people management skills
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- Computer literacy skills, particularly Excel and Word
 Artitude for problem applying and decision realision
- Aptitude for problem solving and decision making

Please submit applications to hr@thaiairways.com.au by 31.1.20



AAT Kings' inaugural Bushfire Recovery Giveback trip took place on Fri, with a range of distinguished industry guests joining to support rural tourism economies (*TD* 22 Jan).

In collaboration with the #EmptyEsky movement, the new not-for-profit product is designed to help communities impacted by this season's fires, with the first trip travelling from Sydney to Shoalhaven.

Guests first stopped at Kangaroo Valley, where they perused the township's stores, before heading to Nowra Farmers Market, where they collectively spent over \$1,000.

The final stop of the day was Bangalay Luxury Villas, where the group was treated to lunch at Bangalay Dining, as were local firefighters from Shoalhaven Heads Rural Fire Brigade.

"It's incredible to have companies like AAT Kings stepping up and delivering visitors when we need them the most," said Bangalay Luxury Villas General Manager and owner Michelle Bishop.

"Most businesses are expecting at least 50% down turn in their

Webjet clarifies

WEBJET has clarified a multitude of inaccuracies in a Morgan Stanley analyst report, which sparked a 14% fall in its share price yesterday.

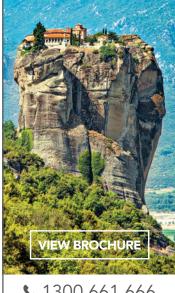
The report, for which Webjet was not consulted, claimed 65% of its OTA traffic comes from search engines at a low cost, with Webjet instead asserting 33% of OTA bookings are derived from "direct channels", with 27% derived through "Paid Brand". annual revenue, so these trips are lifting all our spirits – not just the businesses but the entire community.

"We feel like people are listening and actually responding."

Pictured, the group, including AAT Kings Managing Director Matt Cameron-Smith and Australian Federation of Travel Agents Chief Executive Officer Jayson Westbury, proudly return to Sydney with full Eskies.



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Mayfair acquires

MAYFAIR 101, the new owner of Dunk Island (*TD* 18 Nov 2019), has completed settlements on 100 properties in and around Mission Beach, with a combined value to date in excess of \$70 million.

The group's portfolio, which is comprised of over 250 properties in the region, features a mix of vacant and rural land alongside commercial premises and residential properties, with the latter set to be transformed into holiday accommodation.

Mayfair 101 said the remaining 150 properties are due to settle over the next 18 months.

SeaDream S Florida

SEADREAM Yacht Club has revealed *SeaDream II* will sail to Palm Beach for two seven-day voyages in Jan 2022, marking the cruise line's return to South Florida for the first time in a decade.

The announcement comes as SeaDream opens reservations for 33 new 2022 West Indies cruises, including to Turks and Caicos.

Murujuga listing

THE Australian Government has formally transmitted a Tentative List Submission for the Murujuga Cultural Landscape to the UNESCO World Heritage Centre.

Upon acceptance, the area will be added to Australia's World Heritage Tentative List later this year, which will be a step towards helping ensure its unique cultural rock art is protected.

Inca Trail closing

THE Inca Trail to Machu Picchu in Peru has temporarily closed in order for maintenance to be carried out in some segments of the trail, due to heavy rains and mudslides.

The trail will reopen on 01 Mar, and in the meantime, the Illaqta or Inca city of Machu Picchu will remain open to visitors.

Swiss-Bel rejigs SWISS-BELHOTEL

International's expansion throughout Australia, New Zealand and Asia is continuing, with a corporate restructure seeing the promotion of several executives.

Oliver Faull has been named Senior Vice President Australia and New Zealand, Grant Gaskin is Vice President Operations and Development Australia and New Zealand, and Matthias Schulz is Regional Director Sales Australia and New Zealand, among other moves around Asia-Pacific.

WA ecotourism

PALM Pool in Millstream Chichester National Park is set to feature new ecotourism accommodation, including 25 glamping-style tents, caravan and camping sites, and a restaurant.

This comes after lease approval was given to the Yindjibarndi Aboriginal Corporation for the project, and is part of the State Government's Two-Year Action Plan for Nature-Based Tourism in Western Australia.

Cradle Mt upgrade underway

TASMANIA'S Cradle Mountain Lodge has released images of its redevelopment, which is valued at more than \$10 million.

The property has unveiled renovated King Billy Suites under stage one of its works, with the new offering featuring refreshed central fireplaces, outdoor spa baths, and an elevated mini bar featuring a selection of local Tasmanian products.

The lodge's restaurants have also been upgraded and will maintain their casual food offering, with work on Highland completed in Nov and The Tavern Bar & Bistro set to re-open at the end of Mar.

New sustainable practices have

also been established, starting with the introduction of beehives to produce honey for guests and to increase the number of bees in the area.

"Cradle Mountain is a special location that connects guests with both the adventure and tranquility of nature," Elanor Investments CEO and Head of Hotels, Tourism and Leisure, Marianne Ossovani said.

Pictured above and **inset** is a King Billy Suite.

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Uber & UberEats

UBER and UberEats have launched a new loyalty program called Uber Rewards, allowing users to receive "exclusive offers" and earn points, with eligible dollars spent on rides and orders.

The program, which is free to join, features four membership levels depending on the amount of points accrued - Blue, Gold, Platinum and Diamond.

Members need to have accrued at least 750 redeemable points to exchange for a reward.

Lindblad fly free

LINDBLAD has expanded its fly free offer (TD 21 Jan) to include free return Economy airfares from Sydney or Melbourne when travellers book select Galapagos Islands itineraries aboard National Geographic Endeavour II and National Geographic Islander. The offer is valid on select

departure dates between 28 Aug 2020 and 12 Mar 2021, for bookings made by 30 Jun. **CLICK HERE** for more information on the deal.

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.



Queensland's InterContinental Sanctuary Cove Resort has revealed the results of its \$6 million refurbishment, which saw its 251 rooms, suites and breakfast destination, Cove Cafe, receive new furnishings and a design refresh. The resort's garden and conference facilities are also being rejuvenated, while throughout the

year, rooms and suites will be fitted with in-room iPad compendiums, which will allow quests to request room services.



An all-new cocktail lounge, an updated lobby and refreshed guestrooms and meeting spaces are some of the changes guests will notice at The Ritz-Carlton, South Beach, which has re-opened its doors after a \$90 million, multi-year renovation.

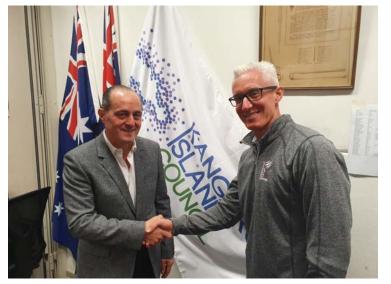
Guestrooms now have improved soundproofing and a new look inspired by Miami's culture, while the new Lapidus Bar is a classic cocktail lounge where guests can enjoy live music and vintage cocktails.



Guests visiting **Rydges Sydney Airport** will be able to enjoy the hotel's new signature restaurant The Ascot, and Smithy's Bar, as well as its new lobby and public spaces. The lobby features sustainably sourced Tasmanian oak timber, earth-toned

rendered walls and Australian sourced marble, in addition to floor-toceiling windows. The Ascot has lounge and bar seating as well as share tables, while Smithy's Bar now features an extensive wine and beer list.

Grand Circle donates to KI



GRAND Circle Corporation, a US-based global travel group, has made a donation of US\$20,000 to the bushfire-affected community of Kangaroo Island, to go towards the region's recovery efforts.

The donation was handed over by the company's Sydneybased regional General Manager David Thomas during his visit to Kangaroo Island last week.

During his time with the bushfire-devastated community. Thomas offered his assistance to tourism businesses with their new and/or revised alternate itineraries, and spent three days finding and feeding surviving wildlife (TD 21 Jan).

The donation was accepted by Kangaroo Island Council Chief Executive Officer Greg Georgopoulos (pictured).

Geraldton Intellibus

THE RAC Intellibus will head to the Geraldton foreshore in the Mid West of WA in Apr, after transporting more than 16,100 passengers since launching in South Perth in 2016.

"This will be fantastic for tourism and marketing of the Mid West...I can already envisage the Intellibus will be utilised significantly - especially during peak times such as cruise ship visits," said City of Greater Geraldton Mayor Shane Van Styn.

Marriott St Regis

MARRIOTT International is taking its St. Regis brand to the New Administrative Capital of Egypt, just outside of Cairo.

The St. Regis Almasa will house the country's "largest stateof-the-art convention centre", making it ideal to host large events, conferences and summits.

In the second quarter of this year, the company will also rebrand an existing luxury hotel, the 434-room Almasa Royal Palace, positioning the St. Regis as "the luxury hospitality hub in the New Administrative Capital".

The hotel consists of 270 rooms, 90 suites, 60 apartments and 14 villas, and also features outdoor and indoor swimming pools, a gym, spa, club house and 20 food and beverage outlets.

Emirates Penang

EMIRATES has revealed plans to launch a new daily service from Dubai (DXB) to Penang International Airport (PEN), via Singapore (SIN), from 09 Apr.

The flight, which will be operated by an Emirates Boeing 777-300ER aircraft, will allow travellers from the northern cities of Malaysia to easily fly from Dubai to destinations in Europe, North America and the Middle East.

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

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Perth, Competitive Package, Ref: 6498AW1

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

Travel Consultants

SYD, Up to \$55k + Super, Ref: 1234RL1

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

Online Travel Consultant

Perth, \$53k + Uncapped Commission, Ref: 27059SJ1

I'm looking for an experienced travel industry professional who wants to step away from face to face sales & work for a leading online travel provider. You will be booking packages & tailor making international holidays and using your excellent sales skills to convert enquiries into bookings. A fun & vibrant team in luxurious CBD offices & a real chance for career progression. A great base salary is on offer with lucrative uncapped commissions & the chance to work for an industry leader.

For more information please call Sarah on (08) 6365 4313 or click APPLY now.

Experienced Travel Consultant

Sunny Coast, Competitive Salary, Ref: 54445MT1

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

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PRODUCT PROFILE LAND







Experience tailormade Africa

One of the biggest challenges agents face is finding the right tour for their clients.

BALANCING up prices, departure dates and connections to other tours is a delicate and difficult act. So, what if we were to tell you that one of the best ways to travel Africa is not on a tour at all?

It's important to understand the distinction between independent travel and tailormade travel. Independent is as it sounds: the traveller on their own, making their own way from place to place and touring themselves through sites. It can work in Europe but you ultimately miss out on some things in Africa, particularly on safari. That's why we recommend tailormade travel, otherwise known as tailormade touring. It's all the benefits of a tour (guides, transfers and transport, socialising at various areas) but without the downsides (lack of flexible itinerary, fixed star rating, annoying tour guests). You can work with us to choose the itinerary that most suits your clients in style, length, budget and level. They are met and transferred every step of the way and can have as much (or as

little) free exploration as they wish. Even the budget is flexible, allowing you to save your pennies on 3-star hotels and then splurge on a luxurious 5-star lodge. Most importantly, we can cater the feel of the trip to the interests of the client in terms of accommodation style (tented or otherwise) and areas of interest.

NEED HELP?

Speak to the experts at Bench Africa for tailormade options for your clients.



Phone: 1300 AFRICA or 02 9290 2877 Website: www.benchafrica.com Trade website: www.benchhelp.com