

## Luxperience chief

LYNN Ormiston has been promoted to be Event Manager for the Luxperience trade show, replacing the outgoing Michelle Papas (**TD** 28 Oct).

More appointments on **page five** of today's **Travel Daily**.

## AF/KL plot BKK codeshare

**QANTAS** is set to boost its codeshare co-operation with Air France and KLM Royal Dutch Airlines, lodging an application for a revised capacity allocation on the Thailand route.

According to a submission to the International Air Services Commission (IASC), it is proposed that Air France and KLM will place their codes on QF operated flights between Sydney and Bangkok.

Qantas has requested a determination in time for the expanded arrangements to be put into place effective 01 Dec, on a free sale codeshare basis.

There is already an existing agreement between Qantas

and Air France/KLM, covering Qantas flights from Australia to Hong Kong and Singapore with onward connections to Paris and Amsterdam.

Qantas and KLM have been cooperating on flights from Sydney, Perth, Melbourne and Brisbane for exactly 12 months, while the QF/AF agreement was implemented in Jul 2018.

The IASC is inviting submissions about the review of the existing Qantas determination on the Thailand route, with a deadline of 13 Nov 2019.

## Bedbank report

**HOTELBEDS** has released a new in-depth report into the accommodation sector, showcasing the "real value of the bedbank distribution model".

Key advantages include the ability of bedbanks to provide easy access to channels such as retail agents, tour operators, airlines and loyalty schemes while maintaining rate integrity.

Download at [phocuswire.com](http://phocuswire.com).

## Today's issue of TD

**Travel Daily** today has six pages of news and photos, plus full pages from:

- Windstar
- AA Appointments jobs

## Windstar packages

**WINDSTAR** is today promoting fly-cruise deals to Spain, Rome and Iceland - see **page seven**.

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## QF 737 crack-up

**QANTAS** is urgently inspecting 33 of its Boeing 737 aircraft, after structural "pickle fork" cracks were found in one plane during routine maintenance.

QF said the checks were being done out of an "abundance of caution" following a directive earlier this year from the US Federal Aviation Administration which mandated checks on 737s that had completed 30,000 flights or more (**TD** 01 Oct).

None of Qantas' 737s have flown that many cycles, but the cracks were found in an aircraft with just under 27,000.

The pickle fork is a part of the connection between the aircraft wing and its fuselage.

**VIKING**

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Do wholesalers have a future?  
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issue of *travelBulletin*.

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## MH, SQ agreement

**SINGAPORE** Airlines and Malaysia Airlines are taking their relationship to the next level, signing a groundbreaking new commercial agreement which includes revenue sharing on flights between Singapore and Malaysia.

The new joint business, which is still subject to regulatory approval, also proposes the alignment of corporate programs, the development of joint fare products and airpasses, as well as tie-ups between loyalty programs.

Codeshare destinations will also expand, with the deal including SIA subsidiaries SilkAir and Scoot as well as Malaysia Airlines' sister carrier Firefly.

Malaysia Airlines will progressively codeshare on flights between Singapore and Malaysia, Europe, South Africa and other destinations, while Singapore Airlines will place its code to 16 destinations in Malaysia.

## Cox and Kings receivers

**THE** global business of Cox & Kings continues to crumble, with receivers formally appointed to Prometheon Enterprise Limited, the UK parent company of C&K.

India's Yes Bank, which is owed hundreds of millions of dollars, has appointed Damian Webb of accounting firm RSM in London as receiver of Prometheon, citing a charge over another company, called Prometheon Holdings (UK).

Prometheon Enterprise was also the ultimate holding company of Tempo Holidays Pty Limited, which collapsed last month (**TD** 20 Sep) putting almost 100 staff in Australia and NZ out of work.

Prometheon's most recent accounts, for the year to 31 Mar 2018, indicated group turnover of £454.2 million (A\$850m) and a profit of £66.3 million.

Yes Bank is also a major creditor of Tempo Holidays, because Cox & Kings India has defaulted on a loan which has in turn triggered a

call by the bank on the assets of all group companies.

During this week's Second Creditors Meeting for Tempo (**TD** 29 Oct), administrator Laurence Fitzgerald also referred to action by India's National Company Law Tribunal against Cox & Kings, admitting an "insolvency plea" brought by Rattan India Finance.

That's just one of 10 cases brought by creditors in India, with Cox & Kings thus far not responding to a week-old request from the Bombay Stock Exchange for clarification of the situation.

## Scotland goes Wild

**VISITSCOTLAND** has appointed Anne Wild & Associates to undertake the promotion of the Year of Scotland in Australia 2020.

AWA also recently added The Lux Collective, The Myconian Collection and Maldives Tourism to its client list.

# Travel Daily

on location on

## Norwegian Encore

Today's issue of *TD* is coming to you courtesy of Norwegian Cruise Line, which is this week hosting its inaugural *Norwegian Encore* sailing.

**YESTERDAY** a select group of media and trade joined Norwegian Cruise Line executives and staff on board *Norwegian Encore* ahead of her inaugural sailing tonight.

Today VIP guests will be joined on board by passengers, with official proceedings to kick off with a plaque exchange ceremony on the bridge before the ship will be sent off in style with a sail away party on the pool deck.

Over the weekend passengers will have the chance to be the first to sample *Encore's* dining, entertainment and activities.



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Travel Daily



## Backpacker tax overturned

**THE** Federal Govt's controversial "backpacker tax" has been successfully challenged in the Federal Court, with a ruling potentially seeing hundreds of millions of dollars returned to working holidaymakers.

The tax, first introduced four years ago (**TD** 10 Mar 2016) meant that backpackers were not eligible for the tax-free threshold on their earnings while in Australia, with foreigners on 417 or 462 visas paying 15% tax on incomes less than \$18,200.

Prior to then backpackers were able to earn up to that amount tax-free, with the impost said to significantly impact the availability of seasonal workers and hit visitor numbers.

A test case was brought by Briton Catherine Addy (**TD** 05 Dec 2017), who came to Australia on a working holiday visa in 2015 and undertook a range of

hospitality roles.

She received a tax bill from the Australian Taxation Office upon her return to the UK, with the ATO ruling that she was considered a "resident" for tax purposes during her stay because she had lived mainly in a share house in Sydney.

Yesterday's decision found that the backpacker tax violated a number of international tax treaties signed by Australia with countries including the UK, USA, Germany, Chile, Finland, Japan, Norway and Turkey.

"This is a disguised form of discrimination based on nationality," according to Justice Logan in Brisbane's Federal Court.

The government's 2016 budget had forecast the backpacker tax would raise \$540 million over a four year period.

The ATO said it was considering if it would appeal the decision.

## Airport evolution

**AIRPORTS** and airport retailers worldwide must forge "innovative business partnership and develop new revenue streams," according to a presentation at a conference in Doha, Qatar yesterday.

Airports Council International Director General Angela Gittens said digitalisation of airports was a key focus, as customers find new ways of interacting directly with businesses.

"On average, aeronautical revenues do not fully cover capital and operating costs," she claimed, with airports relying on other revenues for viability.

"Worldwide, retail concessions remain the leading source of non-aeronautical revenue for airports, representing over 30% of the total, growing by 10.1% in 2017."

The Trinity Forum conference brings together airports, brands and concessionaires to help improve cooperation in confronting industry challenges.



## Window Seat

**HALLOWEEN** should be about scary outfits and consuming way too much sugar, right?

Well there is one tourist attraction in Queensland with a slightly cuter interpretation.



Australia Zoo has decked out its animal habitats with a collection of carved pumpkins that its furry residents can play around with, eh, not so scary.



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## Qantas gives boost to WA

**QANTAS** and the West Australian Government have partnered to promote the state as one of Australia's premier tourist destinations through a new three-year agreement.

The \$5 million deal will target travellers from across the country and overseas to boost visitor numbers and tourism spending in Western Australia.

"Regional WA is home to some of the most breathtaking landscapes in Australia and we're pleased to be working with Tourism Western Australia to show them off to more people from around the world," said Qantas Group Chief Customer Officer Steph Tully.

"Nearly three quarters of international passengers on our London-Perth flights are opting to stop over in WA spending around \$93m in the state," she added.

## Delta LaGuardia

**DELTA** Air Lines' first new concourse at its under-construction terminal at LaGuardia was unveiled yesterday amid an US\$8 billion (A\$12 billion) rebuild of the major aviation hub (**TD** 14 Aug 2017).

The 9,700m<sup>2</sup> concourse, which includes seven gates, will welcome its first passengers on Tue next week.

When completed, Terminal C will feature 37 gates across four concourses.

Western Australia Minister for Tourism Paul Papalia said the new agreement would help lift the profile of the state.

"The State Government, through Tourism WA, can continue to work with Qantas on future initiatives that help to bring more people to WA, to explore our modern vibrant city and unique regional areas."

The Qantas Group operates 23 domestic and three international routes in Western Australia.

## AC profit hit by Max

**AIR** Canada is one of a number of airlines hit by the Boeing 737 MAX absence, with the carrier seeing a 9.4% year-on-year drop in its third quarter net profit.

The Canadian flag-carrier posted third quarter net income of C\$636 million (A\$700 million), compared to a restated C\$702 million (A\$774 million) for the same period last year, with AC originally planning to have 36 MAX 8s in operation this year.

Operating revenue was up 3% to C\$5.6 billion (A\$8.2 billion), a third-quarter record, while expenses increased 2% to C\$4.6 billion (A\$6.7 billion).

Earlier this month the carrier said it would pull the MAX from its flying schedule through to 14 Feb, and has now also announced a third quarter reduction in capacity for the first time in 10 years, down 2.1%.

## Ensemble Int'l Conference



**UNDER** the theme "Travel with a Purpose", the Ensemble International Conference took place this week in Seattle with CEO David Harris highlighting Ensemble's recent success in an opening speech, revealing that 2018 was the company's best year in its 50-year history.

Harris went on to say that preferred supplier sales from Ensemble's 850 members are set to exceed \$1.4 billion this year, representing an 8% year-over-year growth.

"New data and analytics show that the true number of our members is currently 719 in North America and a further 44 in Australia and New Zealand, for a grand total of 763 member locations worldwide," said Harris.

He also emphasised Ensemble's industry footprint of "at least \$4 billion of business" all up, including airline web and online sales, GDS sales in Canada, all unmanaged air sales, and non-preferred supplier sales from members.

The discussion soon turned to

sustainability, with Harris stating that people are travelling with a purpose and increasingly opting to do business with agencies that factor environmental and social sustainability into their travel planning equation.

In light of this, Harris announced that Ensemble would "continue to research ways for our members to be a part of the solution, not the problem", along with establishing new partnerships "that will help members like you to educate and help your clients travel consciously".

**Pictured:** Ensemble Travel Group CEO David Harris entering the conference.

## Last day to win!

**IT IS** the last day to win a Croatia cruise from Sun Island Tours as part of **Travel Daily's** monthly competition.

The seven-night Deluxe Superior Croatian Cruise is for two people, and is valued at up to \$6,713.

To learn more about how to win, head to **page six**.

## MARKETING COORDINATOR

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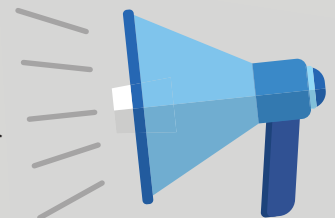
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## A ton of celebrations



**AS PART** of its centenary celebrations, British Airways teamed up with luxury hotel band Dorchester Collection to hold an invite-only educational event.

The brands flew attendees Club World Business Class to Paris, where they stayed at Le Meurice, enjoying a Retro Tour Paris transfer to Hotel Plaza Athenee.

The group then flew to London where they stayed at the Collection's namesake hotel, The Dorchester; before embarking on a Small Car Big City Tour, as

well as a visit to the Grounds at Coworth Park in Ascot.

**Pictured** at the terrace of the Belle Etoile Penthouse Suite at Le Meurice are Irina Epikhina, Hotel Plaza Athenee & Le Meurice; Ally Kilpin, MTA; Nicola Thomas, Solve Travel Management; Louis Dimitropoulos, The Travel Authority; Parris Fotias, Dorchester Collection; Spencer Bladon, British Airways; Kathryn Read, Jigsaw Travel; Kate McLean, Mary Rossi Travel and Maggie Poynter, Spencer Travel.

## 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.

**Tony Kearn** has joined **Louis T Collection** as General Manager of the company's first Australian hotel, Quay Perth, where he will be tasked with developing the brand's profile. Kearn has more than 10 years' experience in hotel management, with his most recent role being hotel manager at Rendezvous Hotel Central Perth.

Hotel booking platform **Room-Res.com** has announced the appointment of **Sharyn Van der Veeken**, who will be taking up the position of Business Development Manager for Victoria, South Australia and Tasmania. Van der Veeken started last week and will be based out of Room-Res' Melbourne office.

**Christopher Ely** has assumed the role of Vice President of Business Development and Asset Management at **Story Group**, where he will join the Asia Pacific leadership team to roll out the company's strategy for sustainable growth, and develop and execute regional development plans in line with its 2025 goals.

**Outrigger Hotels and Resorts** has welcomed new Executive Chef **Hicham Mneimneh** at its private island four-star resort Castaway Island, Fiji. Chef Hicham has worked with the cuisines of 23 nations, has been involved in the opening of eight hotels and five fine-dining restaurants, and has served presidents and Arab royalty.

**Need ideas for your clients' next London hotel stay?**

*Watch our preview of Mercer St Hotel*



## Club Med Borneo

**CLUB** Med has announced plans to open its first resort near Kota Kinabalu, the capital of Malaysia's Sabah state, in the northern part of Borneo in late 2022.

The large-scale sustainably-built BREEAM-certified beach resort will offer guests "an idyllic paradise surrounded by lush jungles & pristine beaches".

It will feature 400 rooms, an all-day buffet restaurant, bar & entertainment space, children's club, and a huge range of land and water activities, including white-water river rafting.

## Greg is now open

**AURORA** Expeditions has opened pre-registration for its 2021/2022 Antarctic and 2022 Northbound voyages aboard the *Greg Mortimer* and her yet-to-be-named sister ship.

Pre-registered clients will be notified with an early booking offer, voyage details including full itineraries, and pricing when the program is released to the public in early Jan.

Aurora will also release its 2021 global voyages in Jan.

Pre-registration closes 31 Dec 2020 - **CLICK HERE** for more info.

## Murray Princess brox

**CAPTAIN** Cook Cruises has gone to print with its 2020-2021 Mighty Murray cruise brochure, featuring the new Early Booking Saver fare offering up to 20% discount for bookings made 90 days or more in advance.

The 32-page brochure, almost twice the size of its predecessor, details the *Murray Princess'* weekly, three-, four- and seven-night popular cruise itineraries, along with new nine- and 12-day packages combining the *Murray Princess* cruise with an Adelaide and Hahndorf tour, a two-day Best of Kangaroo Island tour and Adelaide and Kangaroo Island accommodation.

For more information on the new brochure, **CLICK HERE**.



## SUSTAINABILITY MATTERS

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**Monique Ponfoort,**  
Vice President – Asia Pacific



### Perth venue opens

**HYDE** Perth Kitchen + Cocktails has opened with a promise to offer "Perth's hottest poolside party", with "LA vibes".

Residing in the newly opened Adnate hotel in downtown Perth (TD 01 Oct), the space will feature a restaurant and bar, an outdoor pool, sun lounges and DJ decks.

The venue will be operated by sbe Entertainment Group, who were part-acquired by Accor last year (TD 10 Oct 2018).

### NZ conf impact

**THE** positive impacts for New Zealand via conferences will be measured through a new project conducted by Tourism New Zealand.

INTECOL International Wetlands Conference 2020, World Leisure Congress 2022 and International Working Group on Women and Sport 2022 will all be studied as part of the Enrich New Zealand - Conference Impact project, measuring communal effect.



**TRAVELMANAGERS'** Kristie Peters was one of five lucky Australian travel advisors to visit the region that's considered the birthplace of rock 'n' roll on a recent Air New Zealand fam to Memphis.

Joining the Australians on the 10-day fam were five New Zealand-based advisors, along with Air New Zealand's West Australian Business Development Manager, Janelle Philpott, and Chris Ingram, Memphis Tourism

rep for Australia & New Zealand.

The advisors were able to see the sights of Elvis Presley's hometown Tupelo, were given a tour of Graceland, and also visited the Memphis Rock'n'Soul Museum and Sun Studio.

"I would never have offered Memphis as a stopover before, but now I would say it's a must-see," said Peters.

"I've come home with a list of recommendations for my clients - restaurants, nightlife and sights to see," she continued.

**Pictured:** PTM Kristie Peters found homages to Elvis around every corner.

## WIN A croatian cruise

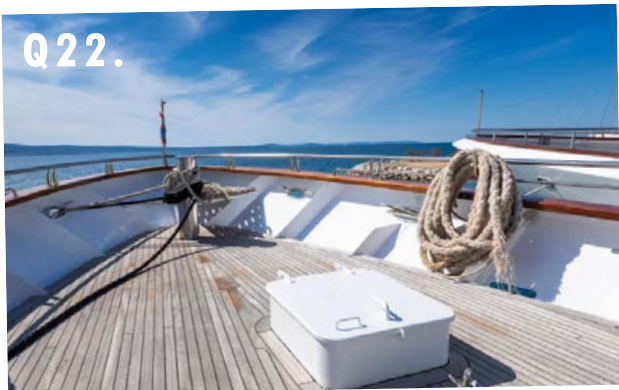
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Q22.

Q22. Tell us in 25 words or less which is your favourite Sun island Tours destination and why.

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### Icelandair Max down

**ICELANDAIR** has narrowed its forecasted loss for the fourth quarter from \$70-90m to \$35-55m, after delaying the return of its Boeing MAX aircraft until Feb, putting off associated implementation costs until 2020.

Optimisation of the carrier's route network, improved revenue management, and actions taken to mitigate the impact of the MAX suspension have also played a factor in the improved outlook.

### Qatar Greek deal

**QATAR** Airways has signed an interline agreement with Greek airline Sky Express.

The deal provides Qatar Airways' passengers with a connection to 24 of Sky Express' 32 destinations in Greece, via Athens, where the airline has been flying since 2005.

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