



See Deals



Hawaiian ups Bris

HAWAIIAN Airlines is increasing its flights each week between Brisbane and Honolulu from three to four from 16 Sep-13 Oct.

The move is in response to increased demand for Hawaii travel during the upcoming spring school holidays period.

Michael James testifies

“**CAN** you recall your own name?”

That was one of the pithy questions posed to Michael James, husband of Bestjet Travel founder Rachel James, during a Federal Court public examination in Brisbane yesterday.

Michael James was answering questions about a separate company called Bestjet Singapore, of which he was CEO but apparently was unable to recall the names of anyone else who worked within the business.

Michael James was also grilled about a range of emails that he had personally sent under the “electronic signature” of wife Rachel, who in earlier testimony admitted to coming into the collapsed company’s head office “maybe once a month”.

He also sent personal emails from a range of addresses including legal@bestjet.com and finance@bestjet.com,

despite previously claiming on multiple occasions that he was not involved in day-to-day management of the business.

Rachel James’ earlier evidence included admissions that her husband operated the company’s bank accounts and negotiated business contracts.

She also detailed arrangements under which her sister, Claire Smith, agreed to provide her name and signature for use on documents.

Claire Smith was also unknowingly a director of Wynyard Travel, also part of the collapsed Bestjet group of businesses, saying she had signed documents at the request of her sister without reading the details.

Bestjet Travel Pty Limited collapsed just before Christmas, with liquidators estimating total losses of around \$26 million, thousands of disrupted clients and losses to scores of airlines.

Today's issue of TD

Travel Daily's cracker edition today has eight pages of the latest news and photos, including a photo page for **Hotel Connection**, along with a full page from:

- TMS Talent

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Vale Ian Dodds

EX-HARVEY World Travel Kenmore's Ian Dodds passed away last week following a battle with cancer.

His funeral will be held this Fri 09 Aug at 2pm, Lake View Chapel, 400 Albany Creek Road, Bridgeman Downs, Queensland.



Journey Beyond expands

FAST growing experiential tourism group Journey Beyond has announced the acquisition of Horizontal Falls Seaplane Adventures.

The Kimberley-based operation will complement Journey Beyond's other businesses which include iconic train journeys The Ghan and the Indian Pacific along with Cruise Whitsundays, Rottneest Express, Sal Salis Ningaloo Reef, Darwin Harbour Cruises and more.

Horizontal Falls Seaplane Adventures owner Troy Thomas will continue to provide oversight of the business, and no changes have been made to bookings or day-to-day operations.

The business offers seaplanes, high-speed power boats, 4WD touring vehicles and three connected houseboats which accommodate up to 50 guests.

It operates a range of experiences around Broome and Cape Leveque, including tours to its namesake Horizontal Falls.

The acquisition is effective immediately.

UA cutting MEL

UNITED Airlines will reduce frequencies on the Melbourne-Los Angeles route from the current daily operation during several periods of the upcoming northern winter 2019/20 season.

GDS screens indicate flights dropping to five weekly 26 Oct-01 Nov and four weekly from 02 Nov-06 Dec and 01 Feb-27 Mar.

VA adds Snooze

VIRGIN Australia's Velocity loyalty program has added bedding specialist Snooze as a new partner, with a launch offer earning three points per \$1 spent on mattresses, bedroom furniture and more until 18 Aug.

QR delays service

QATAR Airways has pushed back the launch date of its Airbus A350-1000XWB aircraft on the Doha-Sydney-Canberra route from 27 Oct to 16 Nov, according to GDS dispays.

The A350 will replace the 777-300ER aircraft on the route.



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Find out more



Catch up on all of the glitz and glamour of the NTIAs in the August issue of *travelBulletin*.

CLICK to read
travelBulletin

Over 40,000 hit by UK collapse

THE failure of British travel group Malvern Group (**TD 02 Aug**) has impacted about 42,000 customers holding forward bookings through the company's brands which include LateRooms.com and Super Break.

British travel agency association ABTA has defended itself after criticism by agents who in some cases believed Malvern Group bookings were protected.

Despite the ABTA logo being prominently displayed in Super Break brochures, only flight-inclusive package bookings were protected by the company's arrangements with ABTA.

Accommodation-only bookings are not covered, with consultants criticising the confusing consumer protection landscape which has left many agencies out of pocket.

Malvern Group failed after its major backer, India-based Cox & Kings, withdrew financial support due to its own widely reported

struggles (**TD 17 Jul**).

Administrators KPMG have been appointed to the Malvern Group, saying the companies had "recently come under significant cash flow pressure following news that one of the Group's principal shareholders had defaulted on its debt repayments and would not be able to support the business in the short term".

KPMG is inviting offers for the businesses, which employed about 250 staff prior to the cessation of operations.

Customers who paid by credit card are being told to contact their financial institution.

Super Break is a tour operator specialising in short-haul holidays, while LateRooms.com is an online accommodation booking site.

Cox & Kings Australia, parent company of Tempo Holidays and Bentours, has insisted it is not affected by the travails of its Indian owner.

Cruiseco interim

CRUISECO has named Nic Cola as interim CEO following the resignation of Amanda McClelland (**TD 31 Jul**).

Cola brings over 22 years of General Management and CEO experience to the role and was a founding exec of Fairfax Digital.

He is Director of consultancy and advisory firm Satinay Partners and was previously Managing Director of Open Colleges.

"Nic brings deep experience in building growth within complex organisations and delivering operations," said Cruiseco Chairman Kevin Dale.

"In an ever-changing travel landscape, strategic thinking and the ability to service the customer is paramount to success," he added.

Cola said the adoption and development of CruisePRO remains a priority as it enables the business to capitalise on opportunities.



Window Seat

IT'S time to replenish the potpourri.

It's time to scrub beneath the rim.

It's time to sniff out the USA's most sensational, inspirational, celebrational dunnies, as part of Cintas Corporation's America's Best Restroom contest.

The public are being urged to get involved by using their democratic right to cast their vote in the annual poop poll.

Cintas has listed the USA's top 10 toilets with the 2019 contestants filled with Instagramable features, including accent walls and gold faucets - do you remember the time when it was frowned on to use a phone in the lavatory?

CLICK HERE to cast your vote, because this really matters.

aurora expeditions

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Southwest Biz GDS

SOUTHWEST Airlines has expanded its partnerships with Travelport, Amadeus and Airlines Reporting Corporation to deliver new capabilities for business travel managers.

The carrier's new agreements are set to provide business travel agents with increased functionality within the Travelport and Amadeus Global Distribution Systems (GDS).

Southwest Airlines President Tom Nealon said the renewed partnerships would allow the carrier to continue to deliver high frequency services at low fares to business travellers "by offering travel managers and business travellers new capabilities when booking Southwest travel in the channel of their choice".

"We're also making it easy and smooth for travel management companies to do business with Southwest Business through expanded partnerships," he said.

Great Train rewards

GREAT Train Journeys is rewarding agents and their clients by giving away \$500 in prizes.

The two Australian agents who book the highest-value Rocky Mountaineer package by 30 Sep will win a set of \$100 dinner voucher and a \$150 spa voucher for themselves, and a set for their client they booked.

Winners will be announced by 15 Oct - [CLICK HERE](#) for details.

TOSP roadshow

AGENTS in Queensland will be able to learn more about what Australia's closest neighbours can offer, with the return of the Treasures of the South Pacific training events this month.

Fiji Airways and Pacific Trade Invest, Australia, are bringing the events to the Gold Coast on 20 Aug and Brisbane on 21 Aug, to highlight the hidden treasures of the South Pacific.

[CLICK HERE](#) for more info.

Viva hang loose in Hawaii



A DOZEN Viva Holidays agents experienced some of what's on offer in Hawaii last week as part of a six-day incentive famil hosted by Hawai'i Tourism Oceania and Hawaiian Airlines.

The agents from Australia and New Zealand had the opportunity to explore the island of Hawaii, zipline through the treetops, trek through Hawaii Volcanoes National Park on a volcano tour, go snorkelling and learn how to roast coffee.

Viva Holidays Reservations Sales Manager Joey Dadd said the trip provided the agents with added expertise about the island of Hawaii.

"This was a fantastic opportunity for some of our Hawaii selling agents to get valuable firsthand experience on the island of Hawaii," he said.

"There were numerous activities throughout the trip which meant we immersed ourselves in the Hawaiian culture, hospitality and spirit, gaining knowledge to better sell the destination," Dadd added.

The travelling party also had the chance to experience Hawaiian Airlines' Extra Comfort seating on their flights to and from Hawaii, with many taking advantage of the 2x32kg baggage allowance.

Pictured the Viva Holidays team.



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- Invitations to Tourism Tasmania trade events
- Marketing tools and resources

START TODAY

Quark keel-laying

QUARK Expeditions held a keel-laying ceremony for its new 199-passenger ship *Ultramarine* on Fri.

Taking place at Brodosplit, the largest shipyard in Croatia, the event included a local folk music performance, and the centuries-old tradition of a coin ceremony, in which a coin is welded into the ship's hull to ensure good fortune over its lifetime.

Ultramarine will join Quark's fleet in late 2020 for the Antarctic 2020-21 season, with the ship featuring restaurants, a panorama lounge, lecture theatre and a polar boutique (**TD** 12 Jul).

SQ, Vistara c'share

SINGAPORE Airlines and Vistara will expand their codeshare deal to international flights.

Singapore will add its code to Vistara's first international flights, to Delhi, and both SQ and its subsidiary SilkAir will add nine new codeshares within India on Vistara-operated flights.

The Indian carrier will also add its code to SQ and SilkAir-operated flights between SIN and eight destinations within India.

Commencing today, the agreement is an extension of the original pact (**TD** 21 Mar 2017), which saw SQ and MI codesharing on select Vistara domestic flights.

Hurtigruten Inspiring pact



HURTIGRUTEN Cruises and Inspiring Vacations today expanded their working relationship into a formal strategic partnership.

The pact was sealed in the Eastern Iceland township of Stykkisholmur, during a port visit by the new *MS Roald Amundsen*.

Hurtigruten Asia Pacific Vice President, Damian Perry and Inspiring Vacations CEO Paul Ryan told **Travel Daily** they would work together to jointly develop specific, fully-inclusive end-to-end product solutions that are easy to sell and customer-focused.

"This strategic partnership will give Inspiring Vacations access to the full range of Hurtigruten product solutions from Norway to the Arctic and Antarctic, amongst other destinations such as Canada and Alaska," Perry said.

"Inspiring Vacations brings a clearly defined and well-executed strategy to the market and I support their plan of penetrating a new market and audience that is either ignored or untapped at this stage," he added.

Ryan, who has experienced the Hurtigruten product for himself this week on a voyage to the Arctic, said he believed the partnership with Inspiring Vacations would deliver on

Hurtigruten's mission to deliver authentic experiences at a premium level.

"Inspiring Vacations' ability to further enhance the product with an end-to-end package solution, dedicated staff championing the partnership and staff that have travelled to multiple destinations with Hurtigruten on a range of ships will deliver the highest level of customer service and professionalism," Ryan said.

Perry said the path forward in Australia and New Zealand for Hurtigruten was through similar dedicated and focused strategic partnerships, offering the ultimate solutions, service and security for the travelling public.

"Our partnerships may vary based on distribution, product or expertise...with Inspiring Vacations we have an example of a partnership tapping into a new market in a creative and professional way delivering the best customer solution," he said.

The rollout of enhanced packages will begin early next month with the opening of Hurtigruten's new Melbourne office, with the Inspiring offering also available for trade sales.

Damian Perry, Hurtigruten APAC CEO is **pictured** centre with Brendon Cooper and Paul Ryan from Inspiring Vacations.

B2C MANAGER – EOL/OTA & SKYWARDS (Sydney)

As one of the world's largest global airline brands, we are in search of the best talent. This is a great opportunity to be part of our Commercial team based in Sydney.

You will manage the commercial elements of the e-commerce function (emirates.com and OTA) for the designated primary and secondary markets, including all online channels and mobile platforms, ensuring assigned sales and revenue targets are achieved. You will also support the Skywards strategy by taking a lead role in ensuring that all activities relating to Skywards are coordinated and Skywards members' loyalty and commitment to Emirates is retained.

Proven experience and knowledge of the internet, e-commerce, direct sales and marketing at a leadership level is essential. Commercially astute, you must also possess excellent negotiation and presentation skills.

Applications close on Sunday 18 August, 2019. For more information and online application please visit emiratesgroupcareers.com using job reference 190000XN.

Hakuna Matata around Aus



LUXURY Africa safari company, Wildlife Safari recently partnered with South African Tourism to give select agents a chance to

see the new *The Lion King* movie at a series of exclusive cinema screenings around the country.

Consultants from Perth, Sydney, Melbourne and Adelaide each enjoyed pre-theatre canapes and beverages before relaxing in comfortable Gold class seats for the screening of the remake of the classic film.

Of course the movie experience wouldn't be complete without the essential snacks of popcorn and ice cream.

Pictured at the screening in Sydney are Anthea Hunter from Wildlife Safari and Melyne Hovasapian from South African Tourism.

50 Deg roadshow

IN RESPONSE to the high demand for 50 Degrees North's National Arctic, Antarctica and Nordic Cruising roadshow with Hurtigruten, the company has released additional tickets for sessions in Sydney, Brisbane, Melbourne, Perth and Adelaide.

The roadshow is free and open to agents and consumers but bookings are essential.

Email 50 Degrees North at info@fiftydegreesnorth.com or call 1300 822 421 to reserve your seat.

AFTA UPDATE

from Jayson Westbury



IT IS very clear that the AFTA Chargeback Scheme (ACS) is being more and more embraced by travel agents across the industry with a continual steady flow of agency owners signing up to the scheme and recalibrating how they accept credit cards from customers with confidence.

It remains one of the big challenges of the global travel industry as when a customer pays the travel agent with a credit card, the agent passes on the money to the supplier, the supplier ceases to trade and the customer seeks a chargeback from the bank, the agent is then left holding the debt and out of pocket.

It's not just an Australian problem and continues to be a regular topic of discussion in many markets across the globe.

To solve this problem, AFTA has developed the only scheme of its kind and funded it via a legal collection at the point of sale built into the credit card surcharge.

With the latest news of company failures coming out of the UK, where it seems travel companies come and go like the common cold, we are very fortunate that the Australian industry is more

robust and prepared for these types of problems.

It is a very negative topic but unfortunately it is a topic that continues to impact upon both travel agents and travellers in Australia and all over the world.

I wish we had the silver bullet to make it stop, but that is not something we have been able to come up with at this point in time.

The ACS scheme is by far the best, fairest and simplest way for travel agents to have the right protection in place to ensure that they can accept credit cards with confidence.

As more companies hand out credit credits and more consumers than ever before want to use them to pay for their travel and holidays, it is only reasonable that travel agents are able to protect their business against this challenge.

So if you are an agency owner and have not yet considered taking up the ACS scheme, I strongly recommend you take another look at how to get yourself in the best position to be prepared for what we know, unfortunately will happen again with a supplier failure either here in Australia or overseas.

To get the latest information and FAQ's on ACS **CLICK HERE**.

MONEY

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

AU\$1 = US\$0.673

IN AN historic day for financial markets, the Chinese Yuan fell to below ¥7.00 against the US Dollar for the first time.

The move also hit key markets and affected the Australian dollar which fell to a new 10-year low against the Euro, down 1.4%.

The US's Dow Jones also had its worst daily performance for the year overnight, driving the Australian Dollar against the US Dollar to a new 10-year low.

Wholesale rates this morning.

US	\$0.673
UK	£0.544
NZ	\$1.029
Euro	€0.600
Japan	¥71.24
Thailand	฿20.66
China	¥4.738
South Africa	10.022
Canada	\$0.886
Crude oil	US\$60.03

Tax break holidays

THE NSW Government is urging Australians to use the extra windfall they may receive from their tax return to take a short holiday in the state.

With the Federal Government's tax cut, some income earners may get more back from their tax return, and NSW Minister for Tourism Stuart Ayres said Aussies should use the money to treat themselves to a break in NSW.

Victory discount

TRAVELLERS can save up to US\$1,600 per couple when booking a cruise with Victory Cruise Line before 30 Sep.

The line offers a range of itineraries exploring the US Great Lakes and all trips include onboard meals, drinks, shore excursions, shipboard wi-fi, onboard gratuities and port taxes.

Contact Cruise Traveller on 1800 507 777 to book.

Kruger Blue Train

ICONG rail experience the Blue Train will operate a new two-night itinerary for its Kruger National Park journey in 2020.

The return trip from Pretoria to Kruger will depart on 18 Jun and 30 Jul next year and includes a sunrise and sunset game drive in the national park, dinner at Nkambeni Safari Camp and meals and accommodation on the train.

CINZ rego open

DELEGATES can now register to attend Conventions and Incentives New Zealand (CINZ) annual conference and AGM.

To be held in Queenstown from 29-31 Oct this year, the conference will focus on the theme of "Inspiring New Thinking".

The full program for the conference is available **HERE** and registrations can be made by **CLICKING HERE**.

Unforgettable Croatia with The Hotel Connection

A GATHERING of top agents from Australia enjoyed a luxurious seven-night cruise aboard *The Black Swan* in Croatia recently, sailing with Unforgettable Croatia, specialists in bespoke cruise ships with 18 cabins.

Stopping in beautiful inlets that only a small signature ship could, the group experienced the pristine Dalmatian coastline, the stunning towns of Hvar, Korcula and Vis along with the historic towns of Split and Dubrovnik.

With Unforgettable Croatia all excursions are included, and the agents were treated to oyster and wine tasting, visited the unique Blue Caves and the lush Mjet National Park and enjoyed a Games of Thrones private tour in Dubrovnik.

For more information on Unforgettable Croatia's offering, please send an email Sarah@thehotelconnection.com.au.



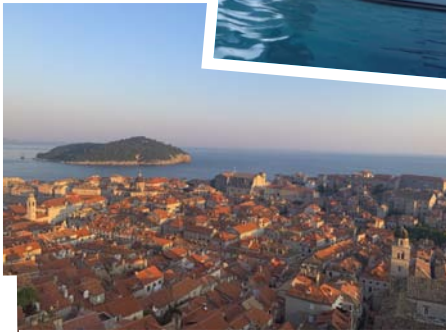
ROB Mackie from Trans World Travel, Pat Craig from Helloworld, Judy Gillard from Bayview Travel and Ian Murton from Garuda soak up the atmosphere in Korcula.



CATH Thorburn enjoying the view from the gorgeous signature ship, *The Black Swan*.



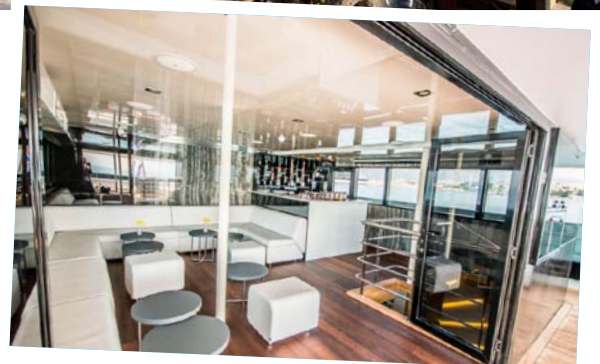
CHRIS McGetrick from Bayview Travel and Sarah Whitty from The Hotel Connection sample Croatian wine tasting.



THE group enjoying a traditional Croatian meal in Hvar.



CATH Thorburn from Allure Travel and Ian Murton from Garuda enjoy oyster and wine tasting.



Come From Away to B'way



NYC & Company and Broadway Inbound hosted Melbourne agents on Wed for an update on New York City and Broadway, and a viewing of the musical *Come From Away*.

The hit show has just arrived at the Melbourne Comedy Theatre from the Big Apple's vaunted Theatre District in Midtown Manhattan.

In attendance on the night was Rodney Rigby, founder of Newtheatricals and Producer of *Come From Away*, who

provided an overview of the musical's humble beginnings, and described how "the greatest shows on earth are always playing on Broadway".

Pictured are: Kristin Hellmrich, NYC & Company; Rodney Rigby, Newtheatricals; Lucy Fenwick, EDU School Groups; Jo Polesel, Viva Holidays; David Jackson, Travel Counsellors and Rebecca George, Broadway Inbound.

Dream Hotels Mem

DREAM Hotels Group is bringing its brand to Memphis, partnering with 18Main to open a downtown location in 2022.

Dream Memphis will feature 178 guestrooms and four dining and nightlife venues, including a signature restaurant, lobby lounge, coffee shop and bar.

The hotel will mark Dream's second location in Tennessee, following the opening of Dream Nashville earlier this year.

Intrepid cycling

INTREPID Travel has released its new cycling trips for families for 2020.

Departing from Mar, new itineraries include a 10-day Morocco excursion starting from \$1,695ppts for adults, a 10-day Thailand trip from \$1,995ppts and a 10-day Vietnam voyage from \$1,650ppts.



DREAM BIG AND WIN!

Terms & conditions

The countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 October.

To celebrate the Australian deployment for the newest member of its fleet, Dream Cruises has partnered with **Travel Daily** this month to give one lucky reader the chance to win a 7-night Queensland coastal cruise in a balcony stateroom on board *Explorer Dream*.

To enter, all you need to do is share with us what dream feature you would include if you were involved in the design of a Dream cruise ship.

Perhaps liquid chocolate on tap in your cabin, or someone to hold your shade umbrella as you lie by the pool?

We're after creative entries in the form of a poem, photo, jingle, video or something else. Use your imagination!

Explorer Dream... Discover a New Dream!

Send your answers to dreamcruises@traveldaily.com.au



DREAM CRUISES

Arafura Games

THE Northern Territory's 2019 Arafura Games has been hailed a success, with a new report showing it generated over \$7m into the economy & an additional flow-on contribution of \$6.5m.

Analysis undertaken by IER found over 90% of people surveyed agreed the Territory's Government should continue to invest in events such as the Games, which was in its first year back after a hiatus (*TD* 16 Jul 18).

DL closes NRT-SIN

DELTA Air Lines last week closed reservations for its Tokyo Narita to Singapore service for flights departing after 22 Sep, according to GDS displays.

The route is currently being served by Boeing 767-300ER aircraft.

INNSiDE Saigon

MELIA Hotels International has launched a new location in Vietnam with the opening of INNSiDE Saigon Central.

Located within the heart of Ho Chi Minh City, in one of the city's oldest markets, the hotel is walking distance to attractions such as the Opera House and Notre Dame Cathedral.

Hotelbeds appoints

LEON Herce has joined Hotelbeds as Global Sales Director.

The recently created role combines all sales functions, including wholesale, retail travel agents and B2B2C business lines.

Herce joins from Amadeus, where he held the position of Global Executive VP Retail and EMEA MD across all segments.

LOOKING FOR A SPECIFIC INDUSTRY SUPPLIER?

CLICK HERE FOR THE 2019 AFTA TRAVEL PAGES SUPPLIER DIRECTORY



SEARCH JOBS

Country Manager - Sydney \$150K to \$200K + super

Launch a world-renowned leisure travel brand in Australia! As their first employee in Australia you will analyse the current market, establish national partnerships, drive sales and build a team. Senior Executive leisure travel experience required. [VIEW JOB](#)

Senior Account Manager - Sydney \$80K + super

This market leader in corporate travel is looking for an experienced Account Manager to handle one of their most valued clients. With a focus on high level service and relationship management, you will deliver reports on spend & efficiency. [VIEW JOB](#)

Virtuoso Travel Consultant - Melbourne \$65K + super + incentives

Located in one of Melbourne's most affluent areas, this respected brand specialises in luxury travel to unforgettable destinations worldwide. With great incentives & no weekends, this is a great role for a Galileo experienced Leisure Consultant. [VIEW JOB](#)

Tour Manager Operations - Sydney \$70K + super + bonus

A fantastic opportunity for an experienced manager who has a strong understanding of the Australian domestic market including cruise. Plan itineraries for domestic land & cruise product, handle pre & post tours and manage a team. [VIEW JOB](#)

Wholesale Sales Consultant - Melbourne \$42K to \$45K + super

From luxury to adventure travel, this role will see you working with direct clients and travel agents arranging high-quality group tours and tailor-made holidays to some of the world's most amazing destinations. Excellent career progression within. [VIEW JOB](#)

Product Coordinator - Sydney \$50K to \$55K + super

Support the Product Mgr in this growing, reputable travel wholesaler specialising in Europe, the Indian subcontinent, cruising & more. A varied role assisting with product loading, brochure development, database management & more. [VIEW JOB](#)