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Air NZ Bris takeoff

AIR New Zealand today introduces its newest Brisbane services, with direct trans-Tasman flights now available to Wellington and Queenstown.

The carrier will operate its A320 aircraft up to four times a week between Brisbane and Queenstown, and up to five times a week between Brisbane and Wellington, increasing its overall annual capacity from the Queensland capital by about 40%.

Air NZ will also increase capacity from the Gold Coast by 60% starting in Feb.

Royal rewards agts

ROYAL Caribbean Cruises is running a "Summer of Consultant Rewards" incentive.

The incentive is offering agents the chance to earn points for every booking, redeem rewards and go in the running to win one of three cruise prizes.

For more, see the cover page.

Cruiseco launches CruisePRO

CRUISECO has combined a number of platforms into a new agent portal called CruisePRO.

The new platform features a booking system, member white site solutions, an online payment gateway and member portal.

The company said CruisePRO allowed its members to make online bookings in real time from a selection of over 300 packages across 21 cruise brands, while a consumer-facing version of the platform would allow members to "service their clients' travel needs 24 hours a day".

Custom integration of numerous APIs in the portal will also enable Cruiseco members to design and book their own air/cruise/land packages.

CruisePRO's online payment function, powered by Fat Zebra, will also provide full online eCommerce capabilities, with a B2B2C Fat Zebra integration to be rolled out across member sites to

facilitate online transactions.

"It is important to integrate our business support platforms to enable quick and easy business operations for members, which in turn allows members to deliver best-in-class service in market." said Cruiseco Chief Executive Officer Amanda McClelland.

"The new CruisePRO platform drives speed to market, enabling members to take advantage of as well as market cruise line offers more seamlessly to their clients."

Cruiseco is offering a number of incentives to agents who use the platform before 31 Jan, including a cabin on the sold-out Rock the Boat 2019 cruise and a bottle of Penfolds wine each day, courtesy of Dream Cruises.

Today's issue of TD

Travel Daily today has six pages of news, including a front cover wrap for RCCL.

Travel Daily on location on board Norwegian Jewel

Today's issue of TD is coming to you courtesy of **Norwegian Cruise Lines**

TRAVEL Daily sees the fully refitted Norwegian Jewel make fun of the wild winds and waves of the notorious Bass Strait.

One second time cruiser, who had vowed to never step on another cruise ship, now has her heart set on more big ship cruising after this display of stability on the high seas.

Hobart showcased its famous Salamanca Markets even in the wintery weather - warm coffee & scone stops were a favourite while back on board, the digital scavenger hunt, minigolf, art exhibition, food & drink options and more, fulfilled guests' individual preferences.







Hainan MEL flights

MELBOURNE yesterday welcomed its first Hainan Airlines non-stop service from the Chinese city of Haikou.

Flights will now operate twice weekly on A330-300 aircraft, offering 22 Business class seats and 272 Economy seats.



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Indonesia, Japan surge

THE number of Australians travelling to Japan and Indonesia has risen more than 12% over the last 12 months, with Indonesia coming in as the most popular overseas travel destination for Aussies in Oct 2018.

The monthly figures from the Australian Bureau of Statistics also show double-digit annual growth for travel to Italy, which was up 10.7% year-on-year.

After Indonesia, which recorded 132,100 short-term resident returns, the second most popular destination for the month was the USA with 126,600, while New Zealand was in third position with 119,300 Aussie travellers.

The rest of the top 10 was rounded out by the UK (80,400), China (67,100), Thailand (55,800), Japan (47,800), Italy (44,100), Singapore (39,000) & Fiji (35,700).

Outbound travel to China rose 8.9%, while Singapore was up 7.1% with all other destinations

showing lacklustre rises of 1.9% (USA), 0.9% (NZ) & 1.2% (Fiji), while Thailand decreased -2.6%.

In terms of inbound travel, the fastest growing source markets were India, up 13.1%, and Japan which increased 11.6%.

New Zealand was Australia's largest tourism market for the month, with 137,100 arrivals, followed by China with 101,300.

The USA was in third spot with 61,700 visitors, just ahead of the UK at 60,800.

The biggest percentage decrease was South Korea, which was down 13.6% year-on-year, while declines were also recorded for the UK (-0.5%) * USA (-1.9%).

The trend estimate for overall arrivals was up 4.1% compared to Oct 2017 with a total of 782,600 movements, while short-term resident returns were 5.6% higher than the previous corresponding period, with 933,600 movements during the month.

World Sq revamp

ACCORHOTELS has unveiled its new-look ibis Sydney World Square after a \$4 million revamp.

The hotel has upgraded all 166 guest rooms with new decor and modern bathrooms, as well as all public areas including the lobby and restaurant.





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Tourism Fiji push

TOURISM Fiji is set to activate a new marketing campaign in 2019 that aims to highlight the country's "bula spirit" by placing more emphasis on the range of unique experiences offered across its 333 islands.

The new suite of assets include imagery designed to "evoke an emotive response and create real interest" in the destination, with the campaign spanning commercial TV, digital/online, cinema, and social media.

The brand will also launch a new website in the new year, offering visitors a series of blogs and videos showcasing the diversity of experiences available throughout the country.

To view a sneak peek of the new videos, CLICK HERE.



QF disputes PER charges

PERTH Airport has commenced legal action against Qantas, claiming the carrier owes more than \$11m in unpaid runway fees.

The development comes following ongoing negotiations regarding the fees the airport charges for access to its runways and other airport infrastructure, with the previous fee schedule expiring on 30 Jun.

Qantas Domestic CEO Andrew David said in a statement that Perth Airport was "one of the most expensive domestic airports we fly to in Australia".

"Without agreement or reasonable justification, Perth Airport has been sending us invoices for higher fees and charges, when these were already too high to begin with," he said.

"While negotiations have been taking place, we have continued to pay Perth Airport, just not at the unjustified rates they have proposed."

The airport claims it has been offering a new Aeronautical Services Agreement to Qantas for 18 months which "would have delivered the airline a significant price reduction compared to changes paid by Qantas pursuant to the previous agreement".

It said it had reached agreements with all other airlines which use the facility, and "as an act of good faith" began invoicing Qantas at the proposed rate.

NZ Invercargill flight

AIR New Zealand has announced it will trial a new direct service between Invercargill and Auckland using its Airbus A320 from Q3 2019.

The test service will operate five days a week, with tickets to go on sale in Jan.

"The challenge will be for the community to support the trial of a direct service to ensure it's sustainable," said Air New Zealand Head of Regional Affairs Reuben Levermore.

PER said it billed Qantas \$27.8m, but the airline only paid \$16.5m, with the total amount owed totalling approx \$11.3m.

"This amount constitutes a material amount of revenue and is not sustainable," the airport said in a statement.

The carrier's operations at the airport will remain unaffected while proceedings take place, but PER warned failure to resolve the payment "could have potential implications" on its ability to "provide services & build additional capacity in the future".

UK Brexit fears rise

THE UK has been forced to confront fears of a travel shutdown when the country exits the European Union after weekend media reports that the government was preparing to issue warnings against travel.

The Sunday Times this week carried the headline "Don't go on holiday after Mar 29", claiming government contingencies for a no-deal Brexit included warning against European travel and bailing out failed travel firms.

The Association of British Travel Agents said the reports were "categorically untrue" and that the UK Govt had assured flights would continue and visas would not be required after Brexit.



Window Seat

ONE of the worst feelings for any air traveller is the realisation that you've left something behind on the plane.

So spare some heartfelt compassion for the person waiting on a human heart that was left behind by accident on a Southwest Airlines flight.

Once the discovery was made, the aircraft made a mid-air u-turn so that the organ's valves and tissues could be used in future surgeries.

The heart was eventually delivered safe and sound.



Insight Croatia famil

INSIGHT Vacations has revealed details of a new eight-day famil to Croatia, with eight Australian spots available.

To be in the running, agents must sell any Insight Vacations or Luxury Gold 2019 trip that visits Croatia by 15 Feb 2019.

One booking equals one entry into the draw - more info HERE.

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Travel Daily CRUISE travelBulletin

Travel Daily

Tuesday 18th December 2018

Bench, ETG tie-up

EXPRESS Travel Group (ETG) has announced a new preferred partnership agreement with wholesaler Bench Africa.

Effective from 01 Jan, the joint venture will see Bench Africa packages distributed through ETG's agency member networks Independent Travel Group, Select Travel Group and italktravel.

"Our team of consultants...are passionate about this beautiful continent and what it offers, and we can't wait to share this passion," said MD for Bench Africa, Martin Edwards.

Tigerair turnaround

A TIGERAIR flight from Sydney to Melbourne was forced to turn back halfway into its journey last night after a "written threat" was found on board, according to news.com.au.

The flight touched down safely and was met by Australian Federal Police officers.

Air NZ pax increase

AIR New Zealand has released its figures for the month of Nov, revealing the total number of passengers carried by the airline rose by 4.2% for the month, when compared with the same period in 2017.

Total domestic passengers carried reached 921,000, marking a rise of 3.3% for the month compared with the same time last year, while Tasman/Pacific passengers increased by 8.9% to reach 304,000.

Hobart knock back

HOBART City Council has rejected an application made by Singapore-based Fragrance Group to build 12- and 13-storey twin towers for a hotel & apartments.

According to Councillor Bill Harvey, the "controversial" proposal "dramatically fails the expectations of the community" due to its 45m CBD height limit.

Desert days in Doha



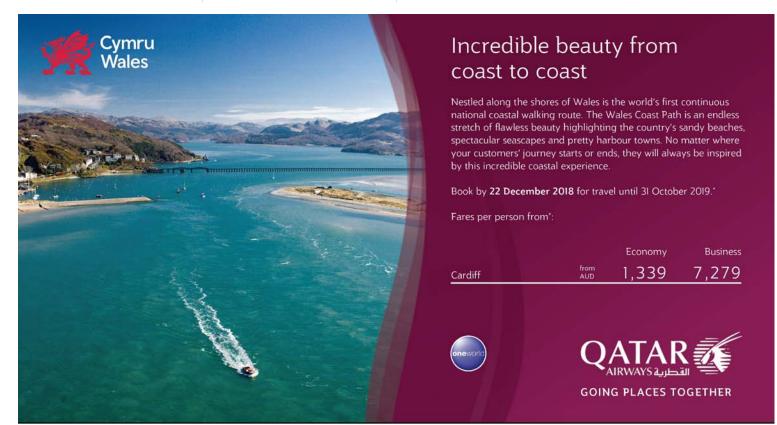
AN EXCITED group of Qatar Airways' top selling agents was recently treated to a trade famil to Doha, where they had the opportunity to experience the city's colour and culture for the first time.

After receiving the Business class treatment on board Qatar Airways, the group checked in to the Souk Waqif Boutique Hotel, followed by another overnight experience at the famous Mondrian hotel.

Highlights included a visit to the Museum of Islamic Art, sightseeing at the Katara Cultural Village, dining at the Souk Waqif Al Terrace Restaurant plus a desert safari in Seline.

Lucky trade who were treated to the famil included Natalie Watts, Connelly and Turner; Konstandinos Kavalakis, Grecian Tours; Kurt Sari, Verve Travel; Fiona Stephens, Benalla Travel; Dael Cook, Platinum Travel; William Chetcuti, Flight Centre Watergardens; Nicholas Teichmann, Flight Centre Albert Park; Lisa Giuffre, Toorak Travel; Kym Nulty, Flight Centre Epping; Allen Suss, Travel Managers; Brendon Mahony, Travel Managers and Alexandra Pisker, Qatar Airways.

Pictured: The group embarking on a desert safari in Qatar.



* Offer valid until 22 December 2018, unless sold out prior. Fares quoted above are for departures from Sydney and are the lowest adult return prices per person including taxes, fees, and airport charges. Economy Class fares are valid for departures between 15 January – 8 April 2019, 23 April – 6 June 2019, and 1 September – 31 October 2019. Business Class fares are valid for departures between 15 January – 31 October 2019. Other sale dates may be available. Other sale dates may be available. Other sale fares are available from Melbourne, Perth, Canberra, and Adelaide. Fares may vary due to currency or tax fluctuations. Seasonal and weekend surcharges may apply. For all other terms and conditions please review at time of booking.



TM wins Santa's weight in fizz



SANTA paid a visit last week to Beverly Burt from TravelManagers, the winner of McLachlan European Holidays' "Win Santa's Weight in Champagne" incentive.

"[Santa's] delivery of 24 bottles of fine French Champagne couldn't come at a better time than 10 days before Christmas," said Burt.

McLachlan European Holidays' GM Matt Masson said "We've had such a great response from our travel agent partners since we launched McLachlan European Holidays just a few months ago (TD 02 Oct).

"We've brought them product they've never seen before like our unique Silver Service and Luxuria

coach touring and they've really taken to it." he said.

Burt added, "Luxuria's unique 2-1 seat configuration will be really popular with single travellers."

The Luxuria product offers a coach touring service with an onboard servery and touch-screen entertainment systems in every seat, along with just three seats across the width of the coach.

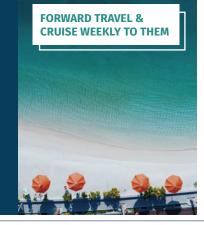
The jolly red man is pictured delivering the goods to Beverly Burt, TravelManagers, the winner of McLachlan European Holidays' Win Santa's Weight in Champagne incentive.

CLICK HERE to learn more about Luxuria and HERE for Silver Service information.

Want to stir your clients' desire to book a holiday?

Look out for our inspiring Summer Magazine next week.

Travel & Cruise Weekly



AFTA UPDATE

from Jayson Westbury



THE year has come to a fast paced close and this will be my last *Travel* **Daily** column

for 2018. In fact, next Tue is Christmas Day and it all seems to have come so quickly.

I, like many in the travel industry will be taking some down time over the Christmas break and will be looking forward to returning mid-Jan.

To all the AFTA members, wonderful supportive suppliers, broader travel industry stakeholders and industry friends, I hope that your Christmas is a joyous one and that 2019 becomes your best year

The Australian outbound travel industry continues to punch well above its weight with more and more Aussies choosing to take a holiday overseas.

We are in fact the eighth largest by number of passenger movements outbound travel industry in the world and the Australian IATA BSP is now the fifth largest BSP on the planet.

It is truly incredible that the Australian travel industry continues to do so well on most of the key global travel industry metrics and it is a credit to each and every person who plays a role in making dreams come true for Australians taking a business or leisure trip each year.

You should all take a bow for what has been a terrific year for the Australian travel industry.

From a forecasting point of view and while the federal election will be held next year, there appears to be all the signs that 2019 could out do what has been a great year for travel.

Let's all hope that will be the case. I wanted to finish this year with an enormous shout out to Mike Thompson who stepped down this month as the Chairman of AFTA after more than 10 years.

Mike has actually been a Director on the AFTA Board for 12 years.

AFTA and its members have been the beneficiary of his leadership, good humour, broad knowledge, incredible intelligence and tenacity over all these years and if there is one thing that we will miss the most, it's his ability to spell.

He liked to correct poor spelling and as I am sure is the case with all of us, there is no room in this world for bad spellers.

So a big thank you to Mike for his time with AFTA, his friendship which I am sure will go on with so many in the travel industry.

Mike will be remaining as an industry representative on the AFTA Chargeback Scheme Board so he has not really left us and this is his way of continuing to contribute to the industry and provide his support as we endeavour to build a better travel industry in Australia for all stakeholders.

Merry Christmas, Happy Holidays and a very safe and enjoyable New Year's Eve to all.

Today in Canada

THE Today Show weather is this week being hosted in British Columbia, Canada, under a tie-up with Sno N Ski and Flight Centre, with FC offering special deals.

Amadeus points

AMADEUS and Points International have entered a strategic partnership that will enable airlines to integrate Points' solutions within existing **Amadeus Loyalty Management** and Awards solutions.

Through the partnership, Amadeus and Points will introduce an integrated portfolio of services to their loyalty program members.

Torrens rev course

TORRENS University Australia and the Australian Revenue Management Association have developed a formal online qualification in revenue management pitched at the accommodation industry.

Student intakes for the Grad Certificate will begin in Feb 2019.

Tauck Douro dep

TAUCK Australia has three fresh cruises commencing in Apr 2020 aboard Tauck's new 80m purpose-built Douro riverboat.

Highlights include the 12-day Exploring the Douro, Plus Lisbon and Madrid voyage.

CLICK HERE for reservation info.



Kiwis see benefits

AROUND 95% of New Zealanders agree international tourism is good for New Zealand, up three points compared to 2017 results, according to recent research undertaken by Mood of the Nation

The survey also shows public concerns about the number of visitors have stabilised, with 21% of respondents feeling there are too many int'l visitors, the lowest rate since Nov 2016.

CLICK HERE to see the report.

MONEY

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

AU\$1 = US0.717

TRAVELLERS to the United States will continue to find it challenging to stretch their holiday funds with the Aussie dollar continuing to dive against the greenback.

The AUD/USD now sits at its lowest level since early Nov, having shed 3% since 04 Dec.

With Brexit looming in the UK, Aussies travelling to Britain might be able to stretch their cash a little further soon.

Wholesale rates this morning.

US	\$0.717
UK	£0.569
NZ	\$1.054
Euro	€0.633
Japan	¥80.98
Thailand	ß23.53
China	¥4.950
South Africa	10.33
Canada	\$0.962
Crude oil	US\$51.20

SIA 2018 results

SIA Group Airlines' passenger load factor (PLF) improved 1.1 percentage points to 81.8% for Nov 2018, according to the latest statistics released today.

Pax carriage increased 9.7% compared to last year, outpacing capacity growth of 8.2%.

Singapore Airlines' PLF rose 1.9 percentage points to 81.9%, and passenger carriage increased 9.2% compared to 2017, against a 6.6% rise in capacity.

SilkAir also recorded passenger carriage growth of 3.8%, along with Scoot which rose by 13.6%, despite a 3.1 percentage points decline in PLF to 83.2%.

Club Med pre-rego

CLUB Med has revealed that travel agents can now pre-register their clients' holiday requests for travel between 01 Nov 2019 and 31 Apr 2020.

The offer means agents can beat the queue when sales open on 30 Jan 2019, and secure Club Med spots at earlybird discounted prices of up to 30%.

Agents can pre-register HERE.

EK A380 Glasgow

EMIRATES has announced it will introduce a temporary daily A380 service between Glasgow and Dubai from 16 Apr.

The larger capacity A380 aircraft will replace the airline's current twice daily Boeing 777 service between Glasgow and Dubai until 31 May, during which time Dubai International's (DXB) southern runway will close for upgrades.



Club Med loves Christmas whether it's in the sun or in the snow! So to celebrate the festive season, they're giving agents the chance to win a stay at the Club Med resort of your choice in Asia or the Indian Ocean.

The all-inclusive prize includes:

- Five nights for two people in a superior room at the Club Med resort of your choice in Asia or the Indian Ocean
- Gourmet meals and all day snacking
- Premium open bar including beer, wine and cocktails
- A wide range of included sports & activities
- Nightly entertainment

To win, tell us in 25 words or less which Club Med resort you'd love to go to for Christmas and why. Send your entry to clubmed@traveldaily.com.au

HA Honolulu boost

HAWAIIAN Airlines has announced it will expand its check-in operations at Honolulu's Daniel K. Inouve International Airport by assigning dedicated lobbies for select flights.

To make way for the change, Hawaiian's international check-in operations will move from Lobby 3 in Terminal 1 to the nearby Lobby 4 in Terminal 2.

From 09 Jan, all guests flying to any of Hawaiian's international destinations, including Australia, will check-in at Lobby 4.

dineL.A. returns

LOS Angeles is gearing up to host the 15-day dineL.A. culinary event taking place between 11 Jan and 25 Jan 2019.

The dining festival will feature more than 400 of the city's restaurants, and will this year be sponsored by American Airlines.

AA new services

AMERICAN Airlines has announced it will expand its services from Sonoma County Airport (STS) to Dallas Fort Worth International Airport in Jun 2019.

The carrier will also move to daily seasonal flights from STS to Los Angeles (LAX) from May 2019.

Tix are on sale from this week.

Solomons winners

TOURISM Solomons has announced the winners of its Australian and New Zealand Solomons Is. Hapi Isles comp.

Taking out the top prize was Linda Gardiner from Helloworld Lithgow in NSW who scored a \$100 prepaid Visa card.

The winners of the two \$50 pre-paid Visa cards were Ashley Copping from The World @ Braeside Travel and Cassie Prescott from House of Travel, Upper Riccarton, Christchurch.

2018 AFTA TRAVEL PAGES, NOW WITH A COMPREHENSIVE SUPPLIER DIRECTORY.

VIEW HERE



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