

# Travel Daily

First with the news

Friday 22nd February 2019



## Burnes versus Carstensen

**THE** Helloworld political scandal reached new highs yesterday, when testimony presented before a Senate committee quoted former QBT chief Russell Carstensen providing details of a meeting with Australian Ambassador to the USA, Joe Hockey, which had allegedly been organised by Helloworld Travel Chief Executive Officer Andrew Burnes (**TD** breaking news).

Carstensen, who abruptly resigned from Helloworld Travel last year (**TD** 23 May 2018), had been head of the Air Tickets business and was also instrumental in QBT's win of the Whole of Australian Government TMC contract (**TD** 12 Dec 2014).

He was Helloworld's highest paid employee in 2014/15 but had his salary considerably reduced the following year after a "recalibration" of executive remuneration initiated by Burnes.

Late yesterday the company issued a formal statement from Burnes, emphatically denying the statements aired in Senate Estimates, saying "I did not organise any meetings between Russell Carstensen and Joe

Hockey...Mr Carstensen's own email of 24 Apr, 2017, shows that he organised the meeting with Mr Hockey and I was simply CCed on the email".

Burnes denied ever having told Carstensen that Hockey "owes me" or any words to that effect, and pointed out he had never received special treatment from any Liberal Government.

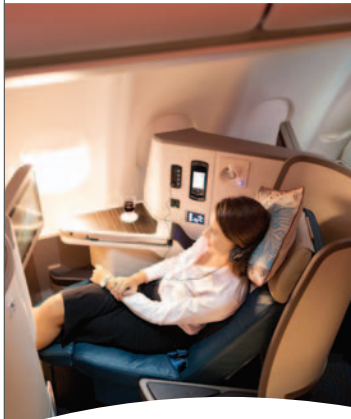
He noted that the Whole of Australian Government Accommodation Management contract awarded to AOT was won under the Federal Labor Government in 2012, and that AOT was a competitor of HLO in 2015 when Helloworld won the Government TMC contract.

In Parliament yesterday Labor leader Bill Shorten announced that if elected later this year, "Helloworld will be the first item" for a newly established National Integrity Commission.

### Today's issue of **TD**

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

- Travel Trade Recruitment



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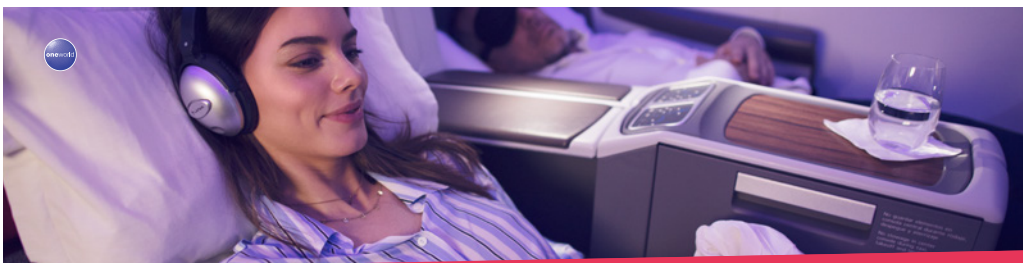
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## Air Vanuatu BNE

AIR Vanuatu has revealed plans to introduce a non-stop service between Brisbane and Espiritu Santo, Vanuatu, replacing the existing triangular service between Brisbane, Espiritu Santo and Port Vila.

From 18 Jun, the new service will operate every Tue and bring the total number of Air Vanuatu flights departing Brisbane to Vanuatu each week to five.

The flight will depart Brisbane at 11.01am and the return will leave Espiritu Santo at 4.10pm.

Air Vanuatu also offers seven non-stop flights per week from Sydney to Port Vila, Vanuatu and last month announced a non-stop service between Melbourne and Port Vila, Vanuatu, to commence on 18 Jun (**TD** 30 Jan).

Last year Air Vanuatu introduced a new thrice-weekly service between Brisbane and Espiritu Santo to operate during peak seasons on Wed, Fri and Sun (**TD** 25 Jun).

## QT to debut in Adelaide

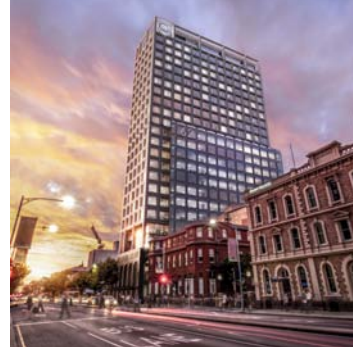
THE QT brand is set to enter South Australia with Event Hospitality & Entertainment Limited (EVENT) inking a management agreement for a QT hotel in Adelaide.

Located at 62 Currie St in the city's CBD, the \$180m development will incorporate 200 guest rooms, food and bar offerings and extensive conference and events facilities, promised to be "unlike anything seen before in Adelaide".

The project follows a joint venture between property development and investment group Axiom Properties Limited with the site's owner Auspac Networks Pty Ltd in Jun 2017.

EVENT CEO Jane Hastings said South Australia was "a key Australian market that has been a missing piece of our portfolio".

"Our new partnership with Auspac Networks Pty Ltd and Axiom Properties Limited will



ensure a QT experience that will be a transformative project for the city of Adelaide," she said.

QT's SA foray will be Adelaide's first lifestyle hotel, and the 11th QT hotel in the group.

The property (render **above**) will also have 10 levels of office space designed for "a new generation of employers and employees".

Construction is likely to commence by the end of 2019 following securing of sufficient pre-commitments for the office component and funding.

## VRL CEO to retire


VILLAGE Roadshow Themeparks CEO Clark Kirby is in the running to become CEO of Village Roadshow Limited, following today's announcement that current CEO Graham Burke will retire at the end of 2019.

Burke has led the company since 1988, when he became Village Roadshow's first CEO and will remain on the VRL Board as a Non-Executive Director once a new CEO has been appointed.

"A wide-ranging, global and domestic executive search" will be conducted to find his replacement, but Kirby will be an internal candidate for the role.

The news comes as Village Roadshow released its half-year results for 2019, which saw Net Profit After Tax (NPAT) reach 12.8 million for the period, up from nil in H1 2018.


The theme parks division brought in \$6.2m in NPAT in H1 2019, an increase from the \$600,000 loss in H1 2018.




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## Virgin PNG renewal

**THE** Int'l Air Services Commission has received an application from Virgin Australia seeking to renew its agreement which allocates 172 seats per week of pax capacity on the Papua New Guinea route.

## Accor rewinds rebrand

**ACCORHOTELS** has decided to return to "Accor" branding, and replace Le Club AccorHotels with a new lifestyle loyalty program.

The news comes more than three years after a rebrand from Accor to AccorHotels, which the company said at the time aimed to increase "clout and visibility" and to connect better to digital platforms (*TD* 04 Jun 2015).

Accor CEO Sebastien Bazin said the latest rebrand was because "we've been doing so much more than hotels".

"Of course hotels are still going to be the core activity of Accor for the next 50 years, but we've added so much [to the] ecosystem, so we are getting slowly but deeply into augmented hospitality," he said.

In early 2020, the company will also swap out its Le Club AccorHotels program for a new lifestyle loyalty program called

"ALL of Accor".

The new global platform will integrate rewards, services, and experiences and provide access to over 30 hotel brands as well as bars, restaurants, nightclubs and experiences.

This new lifestyle loyalty program will be delivered through a new app and website.

Additionally, Accor has secured three new partnerships with sports and live entertainment company, AEG; specialist sports, events, media, fashion, and culinary immersive food experience, IMG and Paris Saint-Germain Football Club.

The partnerships are set to add value for loyalty members across entertainment, dining and culinary and sports - more **HERE**.

## Tourism Aus conf

**TOURISM** Australia has a limited number of seats left for its annual Destination Australia Conference, which will be held in Brisbane on 14 Mar.

The event will see Australian tourism professionals gather to hear from a range of tourism, marketing and business experts at Howard Smith Wharves.

Tickets are \$450 including GST and registration is available via [www.tourism.australia.com/DestAus19](http://www.tourism.australia.com/DestAus19).

## Klook AU debut

**TRAVEL** activities and services booking platform Klook has launched in Australia.

The tours and activity platform can be used to book travel experiences, attractions, tours & connectivity (sim cards, wi-fi).

Klook supports over 40 currencies and eight different languages and offers instant booking confirmations, queue jumping, and redeemable services by using QR code e-vouchers via the Klook app.

The company launched in Australia in response to a shift it said it saw in purchasing habits "towards experiences".

## Window Seat

**INDIA'S** first locally-built high-speed train has gotten off to a slow start after it broke down just a day after it was inaugurated.

According to *ABC News*, the Vande Bharat Express broke down about 200 kilometres from New Delhi.

It resumed its journey after two hours before coming to a halt again.

Indian media said a spokesperson suggested it may have struck cattle, but there was no signs of damage on the front of the train.

## Vail confirms Falls Creek, Mt Hotham

**VAIL** Resorts today confirmed the expansion of its Australian ski resort portfolio, with the \$174 million acquisition of Falls Creek and Mt Hotham in Vic from Merlin Entertainments.

The deal was foreshadowed late last year (*TD* 21 Dec 2018) and is expected to be settled before the start of the 2019 ski season.

Vail said it planned to retain the "vast majority" of staff, and that the 2019 Epic Australia Pass and 2018-19 Epic Pass were expected to provide unlimited, unrestricted access to Falls Creek and Hotham alongside NSW's Perisher Ski Resort and Vail resorts in the US, Canada and more.



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## BCD & Travelport

**TRAVEL** commerce platform Travelport has renewed its partnership with BCD Travel.

The agreement will see Travelport Digital continue to collaborate on BCD Travel's digital traveller engagement solution, TripSource, which allows travellers to shop and book air, hotel and car services.

"We're delighted to continue our relationship with Travelport, who share our mission to deliver a simple, digital, adaptive and global experience for travellers," BCD Travel Vice President Product Strategy Will Pinnell said.

"Our longstanding alliance offers us immense value as we strive to lead the corporate travel industry in innovation that translates into tangible value for businesses and a superior experience for their travellers."

For more information on TripSource and to download the app, [CLICK HERE](#).

## Influencers in doubt

**QUESTIONS** were raised on the efficacy of travel influencers on consumer purchasing behaviour at a Visit USA trade breakfast which took place in Sydney this morning.

Representatives from several travel brands who sat on a panel discussion cast doubt over the authenticity and relevance of some travel influencers, despite having large followings on social media.

Hawaiian Airlines Senior Vice President of Marketing Avi Mannis said "I have been relatively sceptical, it's very clear that audience does not equal influence and this needs to be approached with caution".

Brand USA Chief Strategy Officer Anne Madison added that travellers were more believable & authentic than influencers.

"The people that travellers believe are the ones we didn't hire," she said.

## CATO's crisis conference



**REPRESENTATIVES** from across the travel industry converged in Sydney yesterday to attend the 2019 Council of Australian Tour Operators (CATO) crisis management conference.

Around 90 attendees heard from a range of experts across keynote presentations and panel sessions.

Topics included government relations with the Department of Foreign Affairs and Trade, communications planning, risk mitigation, insurance, and the legal aspects of crisis

management.

The day featured a special address from Major Garth Callender, a veteran of wars in Iraq and Afghanistan who recounted the importance of leadership, succession planning and the courage required to make decisions in moments of crisis.

Master of ceremonies for the day was television news broadcaster and journalist Chris Urquhart who is **pictured** third from right on stage together with CATO members and a number of speakers and sponsors.

## Air accidents up

**THE** commercial airline industry showed continued safety improvements over the long term in 2018, but an increase in accidents compared to 2017, according to International Air Transport Association (IATA) data.

The accident rate (measured in accidents per 1m flights) was 1.35, which was equivalent of one accident for every 740,000 flights.

This was an improvement over the all accident rate of 1.79 for the previous five-year period from 2013-2017.

"Based on the data, on average, a passenger could take a flight every day for 241 years before experiencing an accident with one fatality on board," IATA Director General and CEO Alexandre de Juniac said.

## TTW appointment

**TRAVEL** the World (TTW) has expanded its sales team with the appointment of Kelly Smith.

Smith is charged with developing business within TTW's products including Tauck, Windstar Cruises, Chiva-Som, Ponant and Silversea.

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## Tramada and AirHelp team-up



**TRAVEL** technology company Tramada Systems has partnered with flight compensation company AirHelp to offer

tramada-enabled travel agencies a new “value-add flight compensation service”.

The new offering is designed to streamline the process for claiming compensation for flight delays and cancellations for travel within or departing European Union (EU) countries on any carrier or arriving in the EU with a EU-based carrier.

Under the AirHelp-Tramada integration, an email is sent to an agents’ client advising them that compensation may be due and they then have the option to accept that AirHelp will chase it on their behalf.

If the traveller’s claim is successfully processed, the agent receives a percentage of the service fee AirHelp charges.

Travellers can be compensated up to 600 Euros (AU\$960) for inconvenience that airlines could have prevented.

Claims can be made for disruptions that have occurred up to three years ago.

**Pictured** celebrating the new tie-up are: Anu Devagiri, Sales and Account Manager Tramada; Susan Enners, Country Manager Tramada; Chris Powell, Senior Sales and Account Manager Tramada; Satu Raunola-Spencer, Director of Business Development Australia AirHelp and Minna Monaghan, Director of Business Development Australia AirHelp.

## Win with Celestyal Cruises



This week Celestyal Cruises and Travel Daily are offering readers the chance to win a \$50 Visa gift card everyday!

For 2019-20, Celestyal Cruises are reintroducing mystical Istanbul, calling at Canakkale for the first time, the nearest town to the site of ancient Troy. Through Celestyal’s brand new 7 Night 3 Continents itinerary, you can cruise to the Greek islands, Cyprus, Turkey, Egypt and Israel. Their cruise season will now start mid-March and go through to the end of December, and for the first time they are introducing celebratory Christmas and New Year cruises. Visit [Discover Travel Shop](#) to book today!

To win, be the first agent to send the correct answer to the question to [celestyal@traveldaily.com.au](mailto:celestyal@traveldaily.com.au).

5. On which deck will you find Celestyal Olympia’s two pools?

HINT: The answer can be found in the Celestyal Cruises 2019-20 Brochure [HERE](#)



## Innovative list 2019

**FAST** Company has published its list of 50 Most Innovative Companies for 2019 by sector, with businesses such as Sonder, Delta Air Lines, TripActions, Milk Stork and Hyp3r making the top 10 travel list.

Additionally, Intrepid Group was awarded the number four spot for their “purpose beyond profit” by fighting over-tourism in popular destinations and curbing the environmental footprint of its tours.

To see the full list, [CLICK HERE](#).

## Qatar Lon update

**QATAR** Airways has moved forward its second daily Airbus A350-1000XWB service on the Doha - London Heathrow route.

Previously scheduled to commence on 31 Mar, the second daily A350-1000XWB service is now scheduled from 01 Mar.

## Wu Eclipse tours

**WENDY** Wu Tours has released three new specially curated Chile Eclipse tours for 2019 spanning from seven to 18 days in length and departing late Jun.

The tours include an eclipse viewing experience where guests are transported via private charter plane into La Serena in the Elqui Valley, a reserved viewing area for star-gazing.

The tours are part of Wendy Wu Tours’ new 2019 South America product offering and are priced from \$6,980ppts, including int’l and charter flights, accommodation and sightseeing.

[CLICK HERE](#) for more.

## SYD shows growth

**SYDNEY** Airport has reported an Earnings Before Interest Tax Depreciation and Amortisation (EBITDA) of \$1.28b, up 7.2% with pax growth of 2.5% on the Prior Corresponding Period (PCP).

In its first half 2019 results released yesterday morning, SYD CEO Geoff Cubert attributed the growth to “int’l pax growth of 4.7%, a strong contribution from Retail & Property reflecting new leasing deals, strong duty free and speciality store performance, and a full trading year from Mantra and Ibis Budget hotels”.

Growth across all core sectors resulted in a total revenue increase of 6.8%.

## TECHNOLOGY UPDATE

Today’s Technology Update is brought to you by Tramada Systems Pty. Ltd

**Agent or Advisor? Time and insights make the difference**



Today’s world of travel booking can be a confusing place where disruption, commoditisation, and corporate

failures are becoming common features.

In this setting, travel industry professionals are finding their roles morphing from travel agent to that of a trusted travel advisor. Evidence of this shift is a recent open letter from the American Society of Travel Advisors (ASTA) to its members encouraging them to rebrand themselves as “travel advisors”.

Moving from the transactional role of agent to a trusted advisor introduces many elements of change, and while customer experience remains as critical as ever, the enabler to improving your customer service levels is the time and ability to access and interpret useful information.

At Tramada, a core part of our value proposition is providing industry professionals with the streamlined workflows and valuable data needed to transition from agent to advisor. Rich customer profiles empower our users with client preferences, trends, travel history, insights and more to ensure their customers enjoy a safe, memorable travel experience and true value for money.

Plus, the many automation features of *tramada*® such as OBT integration and offline automation reduce the manual effort required of advisors, freeing them to focus on delivering the high-quality advisory services their customers seek - and, increasingly, demand.

*Christian Stevens, Chief Financial Officer, Tramada – your travel technology partner*



**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

**Adventure Resorts & Cruises** and **Cruise Traveller** are offering guests savings of 25% on select Indian river cruise departures. Travellers can save up to \$2,800 per couple on five seven-night itineraries between Guwahati and Neamati Ghat. The deal is available until sold out - call 1800 507 777.

Travellers can venture to Africa for up to 15% less with **Adventure World Travel**. Savings of up to 15% are available on tailor-made journeys such as the 14-day South Africa Panorama itinerary. Book before 15 Mar by calling 1300 363 055 or visit [www.adventureworld.com](http://www.adventureworld.com).

Book a cruise in 2019 with **Cruise Croatia** and receive no single supplement. The deal is valid for limited departures in Apr, Sep and Oct from Zadar, Split and Dubrovnik. For more information visit [www.cruise-croatia.com.au](http://www.cruise-croatia.com.au) or phone 1300 664 790.

Adventure specialist **G Adventures** is providing discounts of \$520 on a Tanzania Camping Safari and \$910 off a Tibet Adventure. The savings are available for the 10 May departure of the African trip and 21 Apr departure for the Tibet itinerary. Call 1300 180 969 or **CLICK HERE** to book.

## New Moab accom

A **NEW** timeshare resort in Moab, Utah has been proposed by Wyndham Destinations.

The accommodation will be developed with Gardiner Properties and is expected to be completed in late 2020.

Under the WorldMark by Wyndham portfolio, the new property will feature 150 condo-style one-, two- and three-bedroom units as well as WorldMark Presidential Suites.

## Success for Accor

**ACCOR** has announced robust results for the 2018 full year, finishing with a growth of 43,905 rooms across 300 hotels, giving the group a total portfolio of 4,780 properties.

Revenue for 2018 reached €6.61m (AU\$10.6m), up 16.9% compared to 2017.

In total, the Group Revenue per available room was up 5.6% in 2018, with strong growth in Europe and Asia-Pacific.

The decline in currencies against the euro was offset by the acquisitions of Mantra, Movenpick, Atton, Gekko, ResDiary and Adoria.

Accor now has 1,118 hotels in the pipeline, 49% located in the Asia-Pacific region.

## HK-Beijing increase

**HONG** Kong Airlines has announced plans to expand its Hong Kong-Beijing service, upping the route to four flights daily from 15 Apr for the summer season.

## Rex flood relief

**IN RESPONSE** to the extensive flooding in North Queensland, Regional Express (Rex) has pledged \$500,000 to help communities with recovery.

The donation will be added to the \$1m already set aside for drought relief, with the fund to be named Rex Relief Fund and made available for natural disaster relief efforts.

## Canada tourism up

**CANADA** has broken its arrivals record, with Destination Canada reporting that in 2018, 21.1m travellers visited the North American nation, a rise of 1% from 2017.

This marks the first time ever that Canada has surpassed 21 million arrivals.

Visitors from countries other than the US made up 32% of arrivals, with the China, France, Mexico and India markets all marking record years.

Australian visitor numbers hit 349,000, marking a 3% drop from 2017 numbers.

Australia is the seventh largest source market for Canada.

## WIN A CRUISE

### AND EXPERIENCE THE VIKING DIFFERENCE

This month Viking Cruises is giving *Travel Daily* readers the chance to win a deluxe veranda stateroom on New York, Bermuda & the West Indies departing on 10 October 2019 on *Viking Sun*.

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The most creative entry will win! Send your entries to [viking@traveldaily.com.au](mailto:viking@traveldaily.com.au)





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### Cruise Product Executive

Sydney, \$55-60k + Super, Ref: 3912SJ1

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For more information please call Sarah on (02) 9119 8744 or click [APPLY](#) now.

### Cruise Specialist

Sydney, Competitive Salary, Ref: 5988AJ3

Due to expansion, an exciting opportunity is now available to join one of the largest private cruise companies. They are looking for an experienced Cruise Consultant who has either has experience working with groups or would be interested in transitioning into a Group based position. Utilise your high attention to detail and superior organisational skills in order to take the next step in your career in Travel. Work in a central CBD location (conveniently close to public transport).

For more information please call Antony on (02) 9119 8744 or click [APPLY](#) now.

### International Product Manager

Gold Coast, \$65k-\$80k + super, Ref: 3577SZ3

Want to work close to home in a flexible, autonomous environment with other like-minded people? We are looking for someone with contracting experience in a product capacity & negotiation skills. Reporting directly to the Product Director, you will be the Product Manager in charge of your own niche whether that might be Cruise, Asia, The Americas - to name a few. Great central location close to public transport with onsite parking. working Mon-Fri with flexible start & finish times.

For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

### Customer Support Consultant |Admin

Brisbane, Competitive Salary, Ref: 1370CGA1

If you're an experienced Travel Consultant who loves what they do yet wants to move away from a frontline sales role this is the perfect role for you. You will be providing support to sales specialists on a daily basis and be required to step in when they are away. You will need to have a clear eye for detail and a passion for the travel industry. You will be rewarded for your efforts with a great salary as well as great travel industry benefits whilst working in a great supportive environment.

For more information please call Courtney on (07) 3123 6107 or click [APPLY](#) now.

### Airline Reservations & Ticketing Agent

Sydney, Up to \$47k + super, Ref: 3922PE1

This fantastic airline are currently looking for a talented reservations and ticketing specialist to join their team in this full time Monday to Friday position. They have an enviable reputation for exceptional service to their customers. This role has excellent scope and ability to make it your own, you would be paid a great base with super & let's not forget some amazing famils & travel industry benefits! Previous ticketing experience using a major GDS and knowledge of fares is essential.

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

### Corporate Travel Consultant

Perth, Up to \$75k + Super, Ref: 4493JB1

Our client is seeking an experienced Corporate Travel Consultant for their office near Perth CBD! You will have the ability to organise and book business travel arrangements whilst delivering an unparalleled level of client care. You will ideally possess a background in corporate travel, have strong experience using Amadeus and be able to work autonomously. Experience using Tramada is also desirable. The role is Monday to Friday and the successful candidate will enjoy a competitive salary.

For more information please call Jacqueline on (02) 9119 8744 or click [APPLY](#) now.

### Assistant Travel Manager | Sunshine Coast

Sunshine Coast, \$55-65k, above avg coms, Ref: 6337AW1

This NEW boutique travel agency, is looking for an Assistant Travel Manager to join, lead, mentor, manage, develop and consult alongside the reservations team. Specialising in worldwide travel destinations, the ideal candidate will be ready to step up to the next stage of their career! Ensure the provision of excellence in customer service! Earn BIG \$\$\$! Lead & develop travel professionals! Get your Work Life Balance back \_ enjoy selling travel again and love life in the Sunshine Coast!

For more information please call Amanda on (07) 3123 6107 or click [APPLY](#) now.

### Luxury Travel Consultant - Part-Time

Bayside (VIC), \$65k + Bonus, Ref: 3914HC1

If you want to work part-time hours, be a part of a Travel & Cruise Agency and earn an excellent salary - APPLY NOW! This is a fantastic opportunity for an experienced tailor made travel consultant to join the expanding team in this leading, luxury clientele based agency. You will be creating bespoke holidays and booking luxury travel packages. The ultimate purpose of this role is to create and convert the sale of high quality tailor-made itineraries to exceed clients expectations.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.



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