



# NTIA 2019

THANK YOU TO ALL NTIA SPONSORS

CONGRATULATIONS TO THE 2019 WINNERS  
VIEW HERE

MAJOR SPONSOR



GOLD SPONSORS

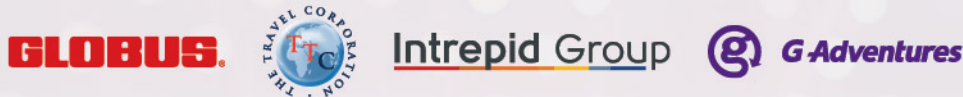


SILVER SPONSORS



THE AGE The Sydney Morning Herald TRAVELLER

THE CATO AWARDS SPONSORS



MEDIA SPONSORS



MEDIA SUPPORTERS



FOR MORE INFORMATION  
W WWW.AFTA.COM.AU E NTIA@AFTA.COM.AU T 02 9287 9900





## Karbo leaves Wendy Wu Tours

**WENDY** Wu Tours (WWT) this morning confirmed the surprise departure of its global CEO, Joe Karbo (**TD** breaking news).

Karbo left the company last Fri, 19 Jul, with founder Wendy Wu saying that structural changes to the global organisation meant the CEO role had been disbanded.

Karbo joined WWT in 2016 and has led the global growth of the company, including its digital transformation and the joint venture development of the new *Victoria Mekong* river ship which enters service later this year.

More recently he has been managing the Australian office of WWT following the departure of Steve Richards (**TD** 05 Jul 2018).

Wu hailed Karbo's dedication and commitment to the company over the last three years, adding that WWT was currently recruiting for a Managing Director for its Australia division.

## NTIA 2019 - what a night!

**THE** Australian travel sector pulled out all stops last Sat night, with the 2019 National Travel Industry Awards seeing more than 1,300 guests kick up their heels to collectively celebrate excellence at Sydney's International Convention Centre.

Key achievements of agents and suppliers were highlighted (**TD** breaking news), with the new judging system introduced for the 2019 NTIAs ushering in even higher levels of credibility and transparency for the awards.

Virgin Australia celebrated a big win as Best Domestic Airline, while Air New Zealand took out the Best International Airline - Online category.

Perennial bridesmaid Lufthansa German Airlines finally cracked the big one this year, winning the Best International Airline - Offline award, while Princess Cruises, Royal Caribbean and APT all took out the coveted cruise categories

in the awards - full details in today's issue of **Cruise Weekly**.

Adventure World won the Best Wholesaler - International Product award, and first-time winner Bunnik Tours was thrilled to take out the Best Tour Operator - International category.

On the travel agent side, Travellers Choice was named Best Agency Group (50 stores or more) while Magellan Travel collected the Best Non Branded Travel Agency Group award.

Helloworld Travel Mackay & Mt Pleasant was named the Best Travel Agency Leisure Multi Location, and Qld's Main Beach Travel was a popular winner of the Leisure Single Location category.

More from the NTIAs in **Travel Daily** throughout this week, including contenders for our Best Dressed awards on **page 10**, today and also look out for our special **travelBulletin** NTIA feature.

## Vale Jenny Doherty

**THE** industry is today mourning the death of former Korean National Tourist Office PR and Marketing Manager, Jennifer Doherty, who retired just over 12 months ago and recently fell ill after returning from a Nepal trek.

## Take a Tempo trip

**TEMPO** Holidays is giving 10 lucky travel consultants the opportunity to experience Sri Lanka on an exclusive week-long famil - see the **last page** for info.

## What a whopper!

**TODAY'S** bumper edition of **Travel Daily** has 11 pages of news and photos, a front cover page highlighting the sponsors of Sat night's **National Travel Industry Awards** along with full pages from:

- One&Only Wolgan Valley
- Travel Trade Recruitment
- Tempo Holidays

**SILVERSEA®**

**DISCOVER AUTHENTIC BEAUTY CLOSE TO HOME**

**BUSINESS CLASS AIR INCLUDED**

### A CAREFREE CLOSE TO HOME ITINERARY

For a limited time business class flights are included on these Asia and Australia voyages. Step on board to enjoy the Silversea all-inclusive lifestyle – where caviar, Champagnes, beer, wines and spirits are complimentary, and WiFi and gratuities are always included.



#### BUSINESS CLASS AIR

& TRANSFERS. BOOK BY 31 JULY, 2019



#### SAVE 10%

AVAILABLE ON SELECT VOYAGES. BOOK & PAY IN FULL BY 31 AUGUST, 2019

#### CLICK HERE TO VIEW VOYAGES

FOR MORE INFORMATION CONTACT YOUR BDM OR SILVERSEA RESERVATIONS ON +61 2 9255 0600

All offers, programmes and itineraries are subject to change without notice. Additional restrictions may apply. Silversea reserves the right to correct any errors or omissions. Visit [silversea.com](http://silversea.com) for full offer details and complete Terms and Conditions.





## Europe

By Rail 2020



'a bold, new  
and affordable way  
to travel...'

from the APT Travel Group

Visit [TravelGlo.com.au](http://TravelGlo.com.au)



## Green light for Qantas, AA

**AMERICAN** Airlines and Qantas are set to finally implement their long-awaited trans-Pacific joint business agreement, more than four years since the expanded cooperation deal was first proposed (**TD** 12 Jun 2015).

The airlines have worked closely together for almost a decade, under a pact approved prior to AA's launch of its own trans-Pacific services (**TD** 12 May 2011).

However, this deal was required to be "restated" once AA's direct Sydney flights debuted, because initially it did not envisage that the carriers would be competing head-to-head on the route.

The updated joint business deal was approved by the Australian Competition and Consumer Commission, but knocked back by the US Department of Transportation (**TD** 29 Nov 2016), on the basis that it would decrease choice and competition.

However last year (**TD** 27 Feb 2018) the carriers re-applied for antitrust immunity for a proposed joint business deal, warning that QF A380 flights between Sydney and Dallas/Fort Worth could be in jeopardy if the pact was denied a

second time.

After about 18 months of further consideration, US officials have at last given the deal the tick (**TD** breaking news Sat), with Qantas confirming it would now launch non-stop services from Brisbane to Chicago and San Francisco next Apr as a result.

"Final approval means Qantas and American Airlines can now coordinate as part of a joint business to deliver new routes, more destinations, reduced travel time, lower fares and additional benefits for frequent flyers," according to a QF statement.

The carriers also confirmed they would add codeshare services to more of each other's existing international flights between Australia and the USA, with customers able to purchase tickets in the coming days.

The new QF Brisbane flights will add more than 170,000 seats across the Pacific each year, with the 787-9 Chicago services becoming the city's first ever non-stop link to Australia.

QF plans to operate BNE-ORD four times a week, along with three weekly BNE-SFO services.

## Railbookers to add South Africa

**RAILBOOKERS** this morning confirmed the addition of train journeys in South Africa to its global portfolio.

Launch packages feature The Blue Train, with a range of itineraries taking in the Garden Route, Sabi Sands Game Reserve, Johannesburg, Cape Town and more, with prices starting at \$2,549ppts for a 10-day trip.

More info at [railbookers.com.au](http://railbookers.com.au) or call 1300 650 257.

## Cairo suspensions

**BRITISH** Airways has cancelled its services to Cairo for a week to allow for "further assessment" of elevated security concerns.

Lufthansa also cancelled its flights to the Egyptian capital last Sat, citing an "unclear security situation," but later confirmed it planned to resume operations.

BA is rebooking passengers who still wish to travel to Cairo on alternate airlines, while the UK Foreign Office has updated its travel advisory for Egypt adding "there is a heightened risk of terrorism against aviation".



Champagne on  
Champagne Beach, anyone?

Fly Brisbane to Espiritu Santo  
direct in 2.5hrs

*Air Vanuatu*

[airvanuatu.com/agents](http://airvanuatu.com/agents)

**VIVA  
HOLIDAYS**

**QANTAS  
HOLIDAYS**

WINNER BEST WHOLESALER  
AUSTRALIAN PRODUCT

**THANK YOU!**

*We couldn't do it  
without your support*



**ATHENS**  
HOTELS

from **67** AUD

**BOOK NOW** on [www.Innstant.Travel](http://www.Innstant.Travel)

**AMAZING  
SALE**

**Instant**  
TRAVEL

**NO FX SURCHARGE**  
what you book is what you pay  
**24/7 SUPPORT**  
including Live Chat



Get in touch with your spiritual side 10 different ways in the July issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## Travel top for e-commerce

**MORE** than 20% of Australian online payment transactions relate to the purchase of travel, according to a new report released by Amadeus today.

The 2019 Travel Payments Guide analyses the evolving industry payments landscape, with Amadeus saying there are now more than 300 different ways to pay for travel across the globe.

A major trend is the rise of “e-Wallets” on platforms such as Alipay, particularly in China where they are now twice as popular as credit cards, accounting for a hefty 49% of the country’s US\$155 billion annual digital travel spend.

Amadeus is also predicting that e-Wallets might replace cards as the most popular way to pay in the USA by 2025, having gained an additional 4% market share over the last 12 months.

In Australia cards still hold

the lion’s share of the local US\$26.5 billion in estimated B2C e-commerce volume, comprising 52% of transactions by value.

Just 6% of Australian e-commerce payments are settled with cash, while a further 15% are transacted using bank transfers and 22% utilise an e-Wallet.

The report found that the average e-commerce spend on travel per person in Australia was US\$1,738, slightly lower than the US\$1,854 figure for NZ where cards were used for 55% of transactions.

Amadeus partnered with cross border payment specialist PPRO to produce the report, with the integration of PPRO into the Amadeus Payment Platform meaning travel firms can accept a wide range of alternative, local payment methods such as real-time bank transfers, e-Wallets and direct debits.

## New Griffith route

**REGIONAL** carrier Sharp Airlines last week commenced operations on a new direct service between Melbourne Essendon and Griffith in the NSW Riverina region.

The carrier has scheduled 12 weekly flights on the route, using 19 seat Fairchild Metroliner 23 turboprop aircraft.

Griffith City Council Mayor, John Dal Broi, welcomed the new route, saying “the longevity of this service is dependent on patronage, and I encourage businesses and the community to support it,” while Sharp Airlines MD, Malcolm Sharp confirmed there was potential to boost frequencies if sufficient demand for additional flights emerged.

Other destinations serviced by Sharp Airlines include King Island and Flinders Island, with the carrier also operating bases in Adelaide, Sydney (Bankstown), Hobart and Launceston.



## Window Seat

**TRAVEL** insurers take note - you might have to modify your Product Disclosure Statements if this trend takes off.

A company in Florida is offering alien abduction insurance, just in case clients get taken by little green men while they’re away on holidays.

Both comprehensive and limited policies are available, featuring US\$10 million worth of coverage for items such as psychiatric care and “dual identity” disorders.

Claiming is a little tricky - it requires verification from an “authorised, on-board alien”, and payouts are also somewhat problematic, with the PDS fine print saying they will be released at a rate of \$1 per year for 10 million years.

# GOOD MORNING WORLD

MEET OUR LOCAL GUIDES ON  
THE 100% PURE NEW ZEALAND  
SPECIALIST FAMIL

**REGISTER NOW**



**Napier Māori Tours**  
Napier, Hawke’s Bay  
Hinewai

**AIR NEW ZEALAND**

**100% PURE NEW ZEALAND**  
traveltrade.newzealand.com



## Air NZ boosts Bali

AIR New Zealand is giving its Bali seasonal service a boost in 2020, increasing capacity on the route by 80%, or 30,000 additional seats.

Next year, the airline will operate its seasonal services between Auckland and Denpasar from 11 Apr through to 24 Oct with up to six services per week.

The airline currently operates three services per week from late Jun to mid-Oct using Boeing 787-9 *Dreamliners*, increasing up to four services per week during peak periods such as the school holidays.

Air NZ Chief Revenue Officer Cam Wallace says Bali has continued to be a popular holiday spot for Kiwis, saying, "by extending our flying season by more than two months, ultimately putting on close to 50 extra return flights, it's going to be easier than ever for Kiwis to experience Bali".

## UO acq complete

CATHAY Pacific has completed the acquisition of Hong Kong Express Airways (TD 28 Mar).

Hong Kong Express is now a wholly owned subsidiary of Cathay Pacific, with no changes to branding and HK Express to remain a stand-alone low-cost carrier to serve a "niche value market segment".

Cathay Pacific CEO Rupert Hogg said "we strongly believe that the acquisition is good for the travelling public, good for HK Express, good for the Cathay Pacific Group, and good for the development of Hong Kong as a global aviation hub.

"HK Express will continue to operate as a stand-alone airline using the low-cost carrier business model...there is no change to the airline's operating model and business will continue as usual...we look forward to working with HK Express teams," Hogg added.

## Lights, camera, Bentours



BENTOURS is the Gold sponsor of the 2019 Scandinavian Film Festival, with the team celebrating the Opening VIP premiere and after-party recently which was followed by some uniquely Scandinavian celebrations.

The company is also running a competition for attendees for a chance to win a trip on the best-selling Iceland Complete tour.

The festival started on 07 Jul and runs nationally until 07 Aug.

**Pictured** on the red carpet are Brad Crawford, Bentours & Tempo Holidays BDM, and Toni Kosmarikas, Finnair BDM, with some of their favourite agents from across Victoria.

## G Adv challenge

G ADVENTURES' Change Makers Challenge is returning for 2020, following the inaugural global agent incentive in Peru this May which was hailed a huge success.

The Change Makers Challenge incentivises agents to focus on "changing people's lives through travel", and invites them to rediscover why they love their profession.

The 2020 Change Makers Challenge is now live and runs until 31 Jan 2020, culminating in the Change Makers Summit which will be hosted next Apr in an as-yet undisclosed location.

### GET INTO THE *Christmas Spirit* WITH CRUISECO!

## PONANT TREATS CRUISECO AGENTS!

PONANT are giving YOU the chance to WIN a luxury weekend away this Christmas in July! PLUS PONANT will reward every holiday booked and deposited with a bottle of champagne – ooh la la!

### PRIZE DETAILS

Relax and treat yourself to a luxury weekend away with someone you love, courtesy of PONANT: **LUXURY WEEKEND HOLIDAY** VALUED AT AUD\$2,000

Find out how to enter on **CruiseCO's CruiseHUB**

Secure a holiday to remember for your client, allowing them to experience the finest in expedition cruising aboard one of our many PONANT cruise holidays for your chance to win.

See CruiseHUB for full terms and conditions.

## Contiki Cares comp

**CONTIKI** is giving agents who are passionate about sustainable travel the chance to win one of four Contiki Cares trips to experience how responsible travel can help communities.

The four winners will be named the inaugural Contiki Cares Ambassadors.

To be in the running, agents can submit a 90-second video by 09 Aug explaining what sustainability means to them **HERE**.

Winners will be announced at the annual Contiki Legends party.

## Carnival on sale

**CARNIVAL** Cruise Line has launched a "Treat Yourself Sale" on select sailings aboard *Carnival Spirit* and *Carnival Splendor* departing between 02 Aug 2019 & 30 Dec 2020, and booked before 22 Aug.

Guests will be able to secure up to \$500 per cabin of on board spending as part of the offer.

## Boeing Q2 loss

**AIRCRAFT** manufacturer Boeing will record a US\$5.6 billion reduction of revenue and pre-tax earnings in its second quarter financial results due to the 737 MAX grounding.

The Chicago-based aviation giant has indicated it will include a US\$4.9b post-tax charge linked to expenses associated with grounding and associated delivery delays of its 737 MAX aircraft to airlines, in the wake of the Lion Air and Ethiopian Airlines crashes in Nov and Mar.

The US\$4.9b charge includes the company's US\$100m compensation fund to support the families of the 346 pax & crew who died in the two accidents.

However, Boeing did not factor in the costs of development and implement upgrades to the MAX or judgements associated with lawsuits that have been taken against it, into the charge.

Boeing will release its Q2 earnings on 24 Jul.

## Agents' luxury famil in Japan



**JAPAN** National Tourism Organization recently hosted seven agents to a luxury famil escorted by Stephanie Sng from JNTO Sydney Office.

Agents were taken on the Royal Express, a luxury cruise train from Yokohama to Shimoda and Shimoda to Izu Kogen, where they were treated to French cuisine, an on-board violinist and pianist and sushi.

The group experienced a Hydrangea festival at Shimoda Park, visited the Bamboo Forest of Shuzenji Onsen and stayed at Arcana Izu, an Auberge-style resort located in a sacred green

forest by the Kano River with each suite having a private onsen facing the river and forest.

They also saw two UNESCO listed world heritage sites: the Nirayama Reverberatory Furnaces & Mt Fuji.

The tour ended with a full day of business sessions at the Japan Luxury Showcase held at the Conrad Tokyo, attended by 53 overseas buyers and domestic sellers from 62 companies.

**Pictured** with the crew from the Royal Express are: Peita Davis, Adam Burke, D'Arne Haines, Wendy James, Kerrie Kaesler, Fanny Gilbert, Dorothy Chambers, Stephanie Sng.

# LEARN & WIN WITH NCL

**DAY 1**  
**APPLE AIRPODS**  
WITH CHARGING CASE  
(RRP \$249)

Runner up prize  
Taylors Wine Pack

**OVER \$2,000 IN PRIZES TO GIVE AWAY**

**ENTER NOW**



**DAY 1 - CLOSING MIDNIGHT**



NORWEGIAN ENCORE



### Bob Wood appoints

**THE** Bob Wood Group has made two senior appointments, naming Lidia Hume Business Development Manager – Sales and Vikkie Rabe Operations Development Manager, both based on the Gold Coast.

With extensive experience in the travel trade at both a domestic and international level, Hume will be responsible for building on the company's growth, while Rabe's experience as a tourism and travel industry professional will drive business and digital projects to solidify business operations.

Hume was previously part of the sales opening team of The Ruby Collection on the Gold Coast, while Rabe comes across from Cruise Traveller, also on the Gold Coast, where she was Operations Manager.

The two new appointments are part of the The Bob Wood Group's efforts to build on its recent extensive growth.

### Ponant events

**PONANT** will hold information events to provide details on its products to the trade and consumers in Melbourne, Sydney and Brisbane on 06, 08 and 27 Aug respectively.

Expedition team members will be in attendance, with Mick Fogg scheduled to be at the Sydney and Melbourne events and Sandrine Erwin-Rose at the Brisbane date.

Exclusive deals will be available, with a 2pm and 6pm session on each date.

Travel agents are encouraged to bring potential clients with them. **CLICK HERE** to RSVP.

### A&K India addition

**ABERCROMBIE & Kent** has introduced a new private journey called Essential India.

The seven-day itinerary is a streamlined private experience of India's Golden Triangle and is priced from \$2,220ppts.



**TOURISM** New Zealand was on the road last week hosting 100% Pure New Zealand Specialists at training events on its new resources and campaign, Good Morning World (**TD** 16 Jul).

The events took place in Sydney, Brisbane and Melbourne and saw agents explore the themes of the South Island with Regional Tourism Organisations and Air New Zealand, and given the chance to win a trip to NZ.

To find out more about Tourism New Zealand's new resources and campaign, **CLICK HERE**.

The Sydney winner, Marzie Senzio from Goway Inbound Travel, is **pictured** second from left with the Air NZ & TNZ team.

### Rottnest record

**ROTTNEST** Island has set another record for visitation, with the West Australian island's annual visitor numbers hitting a record high of 785,002, 6.9% greater than 2017/18.

Figures have grown 21% in just two years, with the island's Instagram account followers growing 49.2% in 2018/19 due to the "quokka selfie" phenomenon.

The number of visitors to Western Australia overall and their total spend also hit an all-time high in 2018/19.

Rottnest Island's bicycle hire operation, Pedal & Flipper, also recorded its best season.

**QANTAS**  
Spirit of Australia

**Around the World in 8 Days Sale**  
New fares daily. Sale ends 29 July.

[Find out more](#)

Australia



## PR SYD upgauge

**PHILIPPINE** Airlines has this month boosted capacity on the Sydney-Manila route, resuming the deployment of wide-bodied Airbus A330-300 aircraft on its six weekly services.

Previously PR was using single aisle A321neos on the flights.

*Want to move up but need a helping hand?*

## Win a TIME scholarship

from *Travel Daily*

*Travel Daily* is offering readers the chance to receive a scholarship to the Travel Industry Mentor Experience, valued at over \$2,000.

[Click here to find out how to apply](#)

## NCL cruising guide

**NORWEGIAN** Cruise Line is celebrating the launch of its Worldwide Cruising Guide 2019-2022, with a daily quiz this week for Australian and New Zealand travel agents.

The cruise line is offering prizes worth \$2,000, including a Bose Solo 5 TV Sound System, Apple Air Pods, an Amazon Echo Plus, a \$300 Visa gift card and an Apple Watch Series 3, with a Taylors Wine Pack offered as the daily runner's up prize, to agents who demonstrate their knowledge of the new guide at [NCL's Learn & Win microsite](#) until 26 Jul.

The guide provides insights into the breadth of NCL's onboard experience and popular destinations.

[CLICK HERE](#) for the brochure.

## Mortimer sea trials

**AURORA** Expeditions' new expedition ship, the *Greg Mortimer* has completed sea trials ahead of its inaugural voyage to Antarctica on 31 Oct.

The cruise line's Managing Director Robert Halfpenny said the X-Bow vessel surpassed speed, vibration and noise estimations during the five-day test voyage.

The ship has been named after Aurora Expeditions' co-founder, Greg Mortimer, and is the first passenger vessel to feature the Ulstein X-Bow, which allows for gentler sea passages and reduced emissions.

## NTIA Star Alliance winners



**THE** Star Alliance had a huge night on Sat at the National Travel Industry Awards (NTIA), with members taking out both of the Top International Airline categories - Air NZ for the online carrier, and Lufthansa in the off-line carrier category.

But they weren't the only big winners on the night, with the Alliance partnering with members of the Council of Australian Tour Operators (CATO) to offer a stellar array of prizes in one of the NTIA's biggest ever giveaways.

There were eight amazing trips on offer, selected through a lucky

draw of the NTIA napkin rings, with winners heading off courtesy of Air Canada & Collette (New York), EVA Air and Club Med (Japan), Thai Airways & Peregrine Adventures (Phuket), Air NZ and Chimu Adventures (Argentina), South African Airways & The Africa Safari Co (South Africa), Singapore Airlines plus Lufthansa, Expedia and Switzerland Tourism (Europe), United Airlines and Sno'n'Ski (Aspen, Colorado) and Air China with World Expeditions (Kathmandu).

Star Alliance airline staffers are **pictured** celebrating the NTIAs.

**BEYOND TRAVEL**  
*discover unique destinations...*

### Product Executive

This position would suit a self-motivated, enthusiastic and highly organised individual with a strong passion for detail and computer skills. It encompasses the loading, maintenance and accuracy of product information and pricing in our internal reservations system and the generation of reports and competitive analysis.

Monitor and analyse product profitability and growth through close communication and liaison with other departments and staff to build an effective link between reservation teams and the sales and marketing department.

Manage supplier relations to ensure profitability and suitable products are developed and maintained in the region.

Please send your cover letter and resume to:  
[jobs@beyondtravel.com.au](mailto:jobs@beyondtravel.com.au)

## Win your way to our Hong Kong Mega Famil

Plus win a share of 1 million Velocity Points\*

[Tell me more](#)

\*Terms and conditions apply.

EST 1865 | LONDON  
**THE LANGHAM**  
HOTELS & RESORTS

  
HONG KONG  
TOURISM BOARD

  
australia



THIS week's Brochures of the Week is brought to you by Travel Directors. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Marriott lawsuit

**THE** District of Columbia in the United States launched legal proceedings against Marriott Int'l last week, claiming mandatory resort fees at its hotels are illegal & deceptive, *Reuters* is reporting.

The lawsuit alleges that 189 Marriott properties worldwide impose fees ranging from USD\$9 to \$95 a day, which are displayed separately from hotel room prices and often listed alongside taxes, which the District of Columbia said gave the impression they were government imposed.

"Marriott reaped hundreds of millions of dollars in profit by deceiving consumers about the true price of its hotel rooms," DC Attorney General Karl Racine said. "Bait-and-switch advertising and deceptive pricing practices are illegal," Racine said.

Marriott declined to comment, but if the lawsuit is successful, could face millions in restitution.

### Unite strikes LHR

**UNITE**, Great Britain's largest union representing airport workers, is set to oversee strike action taken by over 4,000 workers at Heathrow Airport over pay disputes.

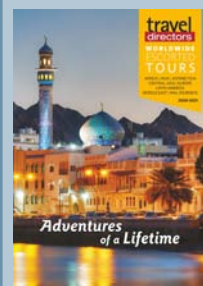
Strikes are scheduled to take place on 26 and 27 Jul and 05, 06, 23 and 24 Aug.

Security guards, engineers, passenger service operatives and passenger service drivers are some of the groups reported to be involved.

### BA reconfigures

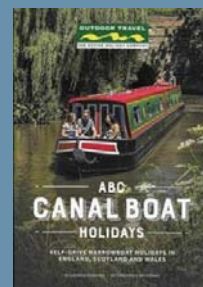
**BRITISH** Airways has outlined the planned services for its reconfigured Boeing 777-200ER from Heathrow, which features the new Club Suites for Business class & 3-4-3 layout in Economy.

The new four-class 777-200ER will be deployed to Dubai, as well as ORD, EWR and JFK, among other destinations.



### Travel Directors - 2020/21

Travel Directors has launched its new 2020/21 tour brochure, which includes a diverse mix of new and unique itineraries and destinations such as North East China and North Korea, Wales and the Scottish Isles, as well as signature tours, such as The Five Stans. The brochure contains details of the company's fully-inclusive policy, immersive experiences, and trademark surprises which underpin its commitment to providing consummate travel experiences.



### Outdoor Travel - ABC Canal Boat Holidays

Available for the first time in Australia is Outdoor Travel's ABC Canal Boat Holidays brochure. The new self-drive canal boat holiday program includes popular British cruises, including trips to Shakespeare's Stratford-upon-Avon to watch a play or Worcester to see its magnificent cathedral; explore the Midlands, Black Country and the industrial history of Birmingham, Coventry and the North. Commission for travel agents on all cruises is 10%.

### Backyard Singapore

**BACKYARD** Travel last week added to the company's list of destinations in Asia with the launch of private tours in Singapore.

From two-day weekend trips to longer itineraries, each tour can be tailored to suit the individual.

Backyard Travel General Manager Trystan Trestchenkoff said "as demand for this destination grows, we hope to continue expanding our tour offerings."

The new additions include the three-day Best of Singapore, which is priced from \$1,233pp, with highlights including a visit to the Supertrees and soaking up the views from Sands Sky Park.

### Scoot T1 in Changi

**SCOOT** will operate from Terminal 1 at Singapore Changi Airport from 22 Oct.

Set to facilitate the airline's growth in the next few years, the move from Terminal 2 comes in advance of nine new planned routes being launched by the end of 2020.

Eight new destinations in China, India, Laos and Malaysia have also been debuted since Apr of this year.

### Great Train addition

**GREAT** Train Journeys has released two new Canadian packages and a third Al Andalus itinerary in Spain to cater to the increase in demands for mid-length tours.

The seven-day Vancouver, Whistler and Victoria itinerary starts from \$2,294ppts, the 11-day Peaks & Grapes from \$3,668ppts and the nine-day Heart of Spain journey leads in at \$5,180ppts.

### Munro mentoring

**MENTORING** assistance will be available for tourism operators to help them develop product for the "Bruce Munro: Tropical Light" exhibition, which will run from 01 Nov until 30 Apr (*TD* 19 Feb).

Tourism NT is looking for dedicated tours and products to support the exhibition such as connecting an existing tour product to the art trail, packaging accom with Tropical Light themed menu items and partnering with a restaurant or venue.

The exhibition is designed to attract visitors to Darwin and locals to the downtown are during the traditional off-peak tourist season.

To express interest in the mentoring, call 08 8999 6321.



The Singapore Tourism Board (STB) is a National Tourism Organisation and the lead agency for tourism, one of Singapore's key economic sectors. We bring the Passion Made Possible brand to life by differentiating Singapore as a vibrant destination that inspires people to share and deepen their passions. We are seeking dynamic individuals with passion for the tourism sector to be part of our team.

#### Assistant Manager Oceania, Singapore Tourism Board

Reporting to the Area Director, you will be responsible for campaigns and marketing activities that raise awareness of Singapore as leisure destination and to drive visitor arrivals. Your primary responsibility will be to engage the leisure travel trade in Australia and New Zealand through activities, educational and product update sessions. Another key role you will be required to play is to identify and build relationships with strategic partners – airlines, wholesale, retail or others. You must be results-oriented, meticulous and able to work independently in a fast paced environment. Knowledge of digital/social marketing and general knowledge of Singapore will be an asset.

Candidates should have a degree from a recognised university, with at least 3 years of relevant experience, strong communication and negotiation skills, and must be a resident of Australia. A good network of industry contacts is essential. This is a position commencing from October 2019 and involves some domestic/international duty travel.

**Applications with detailed resume and expected salary should be sent by 2 August 2019 to [STB\\_Infosingapore@stb.gov.sg](mailto:STB_Infosingapore@stb.gov.sg)**





## Airline yields up

**GLOBAL** passenger yields rose in Apr for the first time in four months, according to the latest quarterly update from the International Air Transport Association (IATA).

The report said airline share prices also rebounded strongly in Jun, driven by expectations of “robust passenger demand and higher profit,” particularly among North American carriers.

The report tracks the volatile oil price, noting that although fuel costs fluctuate with supply risks, “lower global economic growth is expected to put downward pressure on oil demand”.

During the quarter airlines were able to reflect some cost increases into Economy fares on the back of relatively stable demand, but premium cabin yields declined by 1.7%, and global average passenger yields are 4.3% lower year-on-year.

## Cross adds Phuket

**FLIGHT** Centre’s Cross Hotels & Resorts has announced its third management agreement in Phuket, with the property to be named X2 Vibe Phuket Patong Center once it opens in mid-2021.

The hotel will feature 323 rooms, all-day dining eateries, a meeting room, fitness facilities, kids’ club and a large adult pool.

## Perth attractions

**SHORTLISTED** applicants for new tourism initiatives in Perth are being asked to submit detailed proposals for activities anticipated to kick off in 2020.

The adventure offerings include the Matagarup Bridge climb and zip-line as well as a new rooftop climb at Optus Stadium, with proponents given until Sep 2019 to lodge their plans with contracts anticipated to be awarded by the end of the year.

## DELTA TAKES BCD AGENTS TO ATLANTA



**SEVEN** of BCD Travel Australia’s top performers were recently treated by Delta Air Lines and Hyatt Hotels with a trip to Delta’s Global HQ in Atlanta, Georgia.

The group travelled in style on Delta’s new Premium Economy cabin ‘Premium Select’ from Sydney to Los Angeles and on to Atlanta, checking into the Hyatt Place Airport North.

The trip was filled famous Southern delights like fried chicken and waffles at the famous Mary Mac’s tea room along with a day at Six Flags, providing guests the thrill of a lifetime!

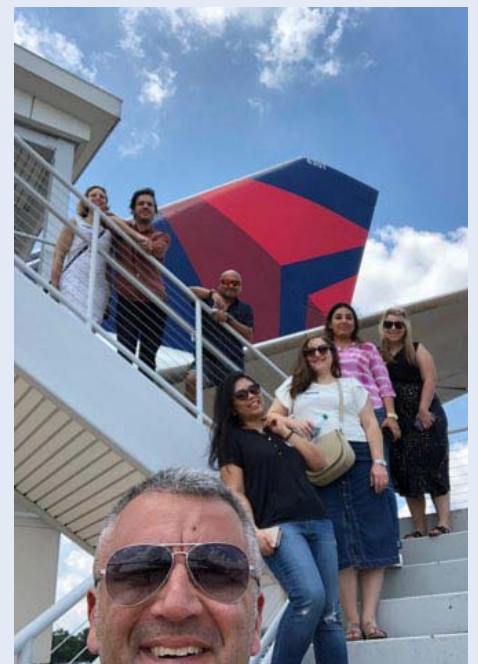
After checking in to the Hyatt Centric Midtown, the guests were treated to a World of Coca-Cola private tour, with tastings of global flavours and a peek at the vault where the Coca-Cola original recipe is kept.

Other highlights included a visit to the Grand Hyatt Atlanta, a BCD Corporate Head Office tour, and the Delta Flight Museum at Delta HQ, where the group put their pilot hats on for the flight simulator and discovered more about Delta’s rich heritage and future focused innovations.

To top it off, the group received the Delta ‘VIP Select’ experience with an airport security escort to the departure gate.

The group is **pictured** above: Johanna Liberiou (Hyatt Hotels), Sandra Arciniegas (BCD Travel USA), Thomas Rhodes (BCD Travel), Geeta Karla (BCD Travel), Conrad Gabriel (BCD Travel), Samara Chebaro (BCD Travel), Kristen Axougas (Delta Air Lines), Anne Perez (BCD Travel), Judy (BCD Travel USA) and Jason Galea (BCD Travel).

**RIGHT:** Johanna Liberiou (Hyatt Hotels), Thomas Rhodes (BCD Travel), Conrad Gabriel (BCD Travel), Geeta Karla (BCD Travel), Kristen Axougas (Delta Air Lines), Samara Chebaro (BCD Travel), Anne Perez (BCD Travel) and Jason Galea (BCD Travel).



**FAMIL IN FOCUS** is our feature showcasing some of the photos from recent industry famils. If you want your famil to be featured, email [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au).

## Our family is growing

come and join us



### GLOBUS FAMILY OF BRANDS

#### BUSINESS DEVELOPMENT MANAGER - NSW WEST

##### PRIMARY JOB DUTIES

- Achieve sales targets
- Work towards a strategic plan
- Build and maintain rapport with travel agencies and consultants
- Conduct regular seminars, film nights and consumer promotions

##### WHO ARE WE LOOKING FOR?

- Minimum two year’s experience in sales
- Comprehensive knowledge using a CRM System
- Excellent verbal, written communication and presentation skills
- Self-motivated and achievement orientated

##### WHY US?

Collaborative National Sales team to support you, fully serviced company car & home office set up and fun annual overseas Sales Conference!

For all applications please visit our Careers page via <https://www.globus.com.au/why-globus/careers>



## Meet the travel industry's Best Dressed!

THERE was a huge response to *Travel Daily's* impromptu National Travel Industry Awards Best Dressed competition, with hundreds of attendees at Sat's NTIA Gala Dinner showcasing their outfits on Instagram. The **TD** fashion squad has spent the weekend poring over the plethora of posts, and have named the lucky winners of prizes courtesy of InterContinental Hotels Group's funky voco brand.

The Best Dressed Female winner was Bianca Caldana from Gow-Gates Insurance Brokers (left), who definitely said "yes to the dress" and has won a night at voco Kirkton Park Hunter Valley including breakfast and a picnic hamper to enjoy on the grounds.

And Tim Pierce from Silversea Cruises (right) has been named Best Dressed Male on the night, with the judges particularly highlighting the anticipation he built in a series of posts trying to decide which shoes to wear. Pierce has won a night in a Deluxe King Ocean View room at voco Gold Coast, including breakfast.

The decisions were extremely difficult given the huge efforts everyone went to, so we've showcased some of the other top entries here.



**TRUDI** Sheppard from Helloworld Travel rocking "retro realness".



**A DASHING** and dapper David Bayliss from Insight Vacations.



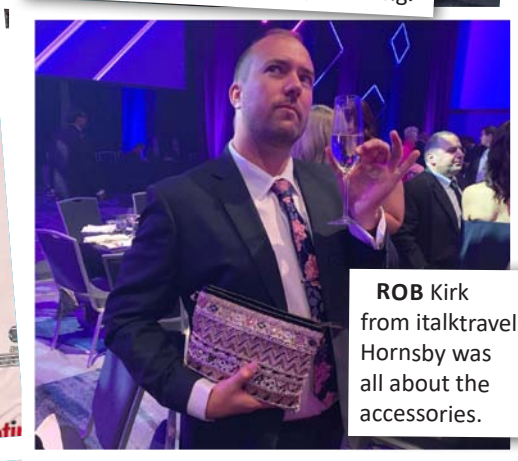
**ELENA** Prenner and Erin Kramer from Viking Cruises looking stunning.



**GRAHAM** Ware from SAA loving the leopard print.



**THE** delightful Dayana Brooke from The Sustainable Traveller.



**ROB** Kirk from italktravel Hornsby was all about the accessories.



**A CLASSIC** look from APT's Karen Newbury.



**ANDY** Kirkman from Adventure World.



**HELEN** Courias and Rachaelle Tyrrell from Princess Cruises.



## AAT Kings Air Deals

AAT Kings has extended its fly free deal until the end of Aug. Guests can fly free on selected First Choice Holiday itineraries, and receive up to \$1,000 air credit on select Best Buys Guided Holidays - [CLICK HERE](#) for more.

## China pax rising

**THE** Civil Aviation Administration of China's (CAAC) latest statistics show passenger numbers are set to top 680 million in 2019, an 11% increase on 2018.

In the first half of 2019, the CAAC reported there were 3,722 civil aircraft in the country at the end of Jun, with 236 civil airports.

Chinese airports reported the flight on-time performance improved to 80.35%, despite increased traffic.

## United results, plan

**UNITED** Airlines is set to buy 19 Boeing 737-700 aircraft to fill the void created by the grounding of the global 737 MAX fleet.

The airline announced its plans to purchase the second-hand planes, as it reported strong profit growth in Q2 2019, of US\$1.05 billion, up from US\$683 million in the previous corresponding period.

United has 14 MAX aircraft and had 16 scheduled to join its fleet this year, and 28 more in 2020.

## Aer Lingus bird

**AN AER** Lingus flight bound for Philadelphia was forced to return to Dublin after a bird strike caused a flame-out in its engine shortly after take off on Sat.

Aer Lingus subsequently cancelled the flight (EI115) and the return EI114 flight from Philadelphia.

The 176 passengers on the flight were offered accommodation and rerouted on the airline's other transatlantic services.

## WIN A TRIP TO morocco

This month Gate 1 Travel is joining Travel Daily to give agents the chance to win a trip to Morocco for two. The 11-night Kaleidoscope of Morocco trip takes in ancient wonders such as the UNESCO-listed Roman ruins of Volubilis, the ancient desert city of Ait Benhaddou, the imperial city of Fez and the bustling medina of Marrakesh. [Click here](#) for more trip details.

To win you need to correctly answer one question each week in July, and at the end of the month tell us in 25 words or less why you should be the person to win this prize. Send your answers to [gate1@traveldaily.com.au](mailto:gate1@traveldaily.com.au).

Q4 - What is a kasbah?

More of the World for Less  
**GATE 1**  
TRAVEL™



**NRL**  
**R18 WINNER**

Congratulations

**BRUNO**  
**ALIMONTI**

from Qantas

Bruno is the top point scorer for Round 18 of *Travel Daily's* NRL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



Travel Daily NRL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

## US RevPAR down

**US HOTELS** saw revenue per available room (RevPAR) fall in Jun, compared to the prior corresponding period, the latest STR data reveals.

RevPAR fell 0.4% to US\$98.85, marking the second monthly decrease in the last 12 months.

Occupancy rates fell by 1.3% compared to Jun 2018 to 73.5%.

## Hyatt Silicon Valley

**HYATT** Hotels Corporation has opened its 167-room Hyatt Centric Mountain View in Silicon Valley, California.

The new hotel is located close to the area's top tech giants and features a 24/7 business centre, a fitness centre equipped with hi-tech LifeFitness machines, and in- and out-door events facilities.

## Malolo special

**MALOLO** Island Resort is offering guests free nights as part of its Fiji Stay Deal.

Guests can stay five, six or seven nights for the price of three, four or five, respectively.

Prices start from F\$2,280 (AU\$2,280) in an Island Bure for five nights, with wifi, unlimited use of equipment and other inclusions free.

## Korean in the cloud

**KOREAN** Air has opened its Cloud Command Center to support the migration of the airline's entire IT system to the Amazon Web Service cloud.

Staff at the Cloud Command Center will observe the migration process and respond to any errors that may occur.

LOOKING FOR A SPECIFIC INDUSTRY SUPPLIER?

[CLICK HERE FOR THE 2019 AFTA TRAVEL PAGES SUPPLIER DIRECTORY](#)

Travel Daily

[www.traveldaily.com.au](http://www.traveldaily.com.au)

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

### EDITORIAL

**Editor in Chief and Publisher** – Bruce Piper

**Editor** – Jasmine O'Donoghue

**Contributors** – Adam Bishop, Sarah Fairburn, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

### ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and Lisa Martin  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

### BUSINESS MANAGER

Jenny Piper  
[accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Suite 1, Level 2, 64 Talavera Rd  
Macquarie Park NSW 2113 Australia  
PO Box 1010 Epping NSW 1710 Australia  
Tel: 1300 799 220 (+61 2 8007 6760)

Travel Daily operates by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).

CRUISE  
WEEKLY

travelBulletin

business events news

Pharmacy  
Daily

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.



Soak up the beauty of all you can see.  
Uncover the secrets of winter.

*Only* here



Discover a winter wonderland where an exclusive stay in a blissful villa awaits from \$1,045 nightly per person twin-share.\* With daily dining, regional wines, nature activities, winter experiences and so much more, this is the perfect time to experience Australia at its finest.

Terms and conditions apply.

Emirates  
*One&Only*

WOLGAN VALLEY  
*Australia*

*oneandonlywolganvalley.com*  
+61 2 9199 1811



*Working in partnership with the Australian Travel Industry*

### Group Travel Events Manager

NorthWest Sydney, \$70k + Super, Ref: 4147PE1

Our client is looking for a travel professional with Groups & Corporate travel experience to join a fantastic boutique Events Company. The successful candidate will ideally have a good telephone manner with excellent customer service skills. You will be experienced in the travel industry & have experience with group air & corporate travel bookings. You will also receive on the job training in Events & be offered the possibility of flexible full time hours & some days working from home.

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

### Corporate Leisure Travel Consultant

Perth, \$60-70k + Super, Ref: 4138SJ1

To tie in with ongoing success across the Perth corporate travel industry we are on the lookout for a Corporate & Leisure Travel Consultant to join a boutique travel management company in their luxurious offices in Perth. Dealing with SME accounts as well as high end leisure bookings, using your travel industry experience and excellent customer service skills, this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & reap the rewards!

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

### Travel Consultant | Part Time

MEL, high salary + super + bonus, Ref: 4104AB2

Do you want to have work life balance back into your life? Do you thrive on high customer service and have strong airfare/product knowledge? Join one of Australia's most successful Retail Travel Agencies! Enjoy an industry high salary and a flexible part time working week where you have the option to work from home with your own client base. Don't miss this opportunity to work for a company who pride themselves on high customer service and are a fun team. Interested? Of course you are!

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

### Accounting Assistant x2

Brisbane, \$51k + super, Ref: 0082MT2

Accounts team member is responsible for vendor reconciliation and resolution of variances. This involves but is not limited to, account reconciliation; identifying invoicing discrepancies and raising and responding to queries with vendors and sales consultants. You must have excellent communication skills, be a team player, have strong business acumen and be financially fluent. Accounting experience both receivable and payable is desired with a relevant degree, . Interested please APPLY NOW!

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

### PR, Communication & Promotions Executive

Sydney CBD, Competitive Salary, Ref: 7777AJ4

Utilise your creative background and successful experience within PR and Communications in order to drive visitor numbers to a well-known and widely visited International Tourism Destination. You will be in charge of developing and implementing a comprehensive publicity, communications and promotions programme in order to build brand awareness and contribute to visitor growth. You will have plenty of support at hand while also having the flexibility to make the role your own.

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

### Pricing Analyst

Sydney CBD, Competitive Salary, Ref: 4132SJ2

Pricing Analyst position available within this world-leading Cruise Operator as they expand their operations within the Australian market. This is a varied role encompassing a range of duties and interactions between various departments with the view to improve the performance of their overall operations and ensure accurate pricing strategies are being implemented. You will be responsible for developing pricing architecture proposals as well as assisting product with coordinating promotions.

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

### Travel Role | Relocation Package

QLD, Salary + Relocation Bonus, Ref: 1966AW5

The role will be heavily customer service focused offering your expertise on worldwide destinations. Consulting across all platforms, including face to face, online and over the phone, this boutique travel agency is looking for a Travel Consultant to RELOCATE and join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service and Earn BIG \$\$\$, while having LOW living costs! Explore Tropical North QLD, start the new FIN year with a new challenge and APPLY NOW!

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

### Regional Product Manager

BNE, \$100k + Travel Perks, Ref: 503776AW1

As Product Manager you will be responsible for delivering product strategies that will see the evolution of strong, long-term, regional relationships. Set and execute annual contracting and product delivery plans suited to all global partners to ensure sales, override and profit targets are achieved. Do you have: Prior wholesale procurement experience within the travel/tourism industry? The ability to speak fluent Japanese? Proven experience in travel product management? APPLY NOW!

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



Find your ideal travel job at [www.TravelTradeJobs.com.au](http://www.TravelTradeJobs.com.au)  
**online... on mobile... in branch**





**TEMPO  
HOLIDAYS**

*Tailor-made  
Specialists*

Enter  
before  
**26 JULY**  
to win!

# Sri Lanka Famil

*Win a 7-night trip to Sri Lanka with  
Tempo Holidays and SriLankan Airlines!*

Tempo Holidays are giving 10 lucky agents a chance to go on a 7-night famil trip to Sri Lanka.

**To qualify for the famil, simply gain the most entries to win:**

Any Tempo Holidays Sri Lanka land product worth \$1K or over

**= 1 ENTRY**

Book any Tempo Holidays land product + international flights on SriLankan Airlines with Tempo Holidays

**= 3 ENTRIES**



Contact us on **1300 362 844** or [res@tempoholidays.com](mailto:res@tempoholidays.com) | [tempoholidays.com](http://tempoholidays.com)

\*Conditions Apply. Promotion is open to Australian residents only who are employed as travel consultants by an IATA-approved travel agent that sells Tempo Holidays products. Competition is valid from 1 June – 26 July 2019. Reservations can be changed – restrictions apply. The beneficiary will receive an air and land package from Melbourne. Domestic flights from other gateways are not included and are at winners expense. A famil participation fee applies and is required to be paid to Tempo Holidays prior to departure. The famil is non-refundable, non-transferable and cannot be redeemed for cash. The exchange goods or services can be modified or removed at any time without prior notice to the customer. Any bookings of Tempo Holidays Sri Lanka products over \$1000 will go into the draw. Winner's will be announced 03 August 2019. Fringe Benefit Tax is the responsibility of the prize winner. Travel is 6-14 September 2019, and is subject to change. Promotion ends 26 July 2019 at 23:59 (AEST). Tempo Holidays standard Booking Terms and Conditions apply, see tempoholidays.com for details. Other conditions may apply - ask for details. Tempo Holidays Pty Ltd ABN 51007331213 Address: 72 Market Street, South Melbourne, VIC, 3205 Phone: 1300 362 844 Email: res@tempoholidays.com Web: tempoholidays.com

