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Monday 19th January 2015

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## Another two Scenic ships

AUSTRALIAN owned & operated travel company Scenic Tours Group is expanding its cruise ship fleet to 20 and bringing a new class of luxury to Myanmar.

Scenic Tours general manager of sales & marketing Michelle Black revealed the move during the firm's travel agent recognition awards night in Sydney on Sat.

Black said *Scenic Aura* will be Scenic Tours first foray into ship-building in Burma, with the vessel debuting on the Irrawaddy from late next year.

Speaking exclusively with **TD** yesterday, Moroney said *Scenic Aura* would feature 22 cabins and be "very similar" in design to the 34-suite *Scenic Spirit* that will launch on the Mekong next Jan.

The all-balcony *Scenic Aura* will offer similarly sized suites and configuration to *Spirit* (**TD** 03 Dec)

with the same amenities & public spaces, but on a smaller scale.

Scenic inked the deal for *Aura* with Myanmar's Upland Shipyard, Rangoon six months ago and will invest approximately \$7.5 million into the project.

*Scenic Aura* will be the 15th ship to join the Scenic brand & fleet.

Moroney also confirmed Scenic has finalised a deal for yet another 'Space Ship' in Europe - its 16th vessel for the five-star brand and 20th for the group (including four Evergreen Tours marketed ships).

*Scenic Amber* will be a carbon-copy of *Scenic Opal* and *Scenic Jasper* which are earmarked to enter service in Apr this year.

The new 85-cabin river cruiser will launch in Mar 2016 and sail on the Rhine, Main and Danube, primarily between Amsterdam and Budapest, propping up Scenic Tours' fleet in Europe to 13, as well as *Scenic Tsar* in Russia.

Black further flagged to agents a number of other "very big projects" were being undertaken, with further details to be unveiled later in the year.

More from Scenic on **pg 3** and **4**.

**Today's issue of TD**

*Travel Daily* today has six pages of news & photos, plus full pages from: (**click**):

- AA Appointments jobs
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### New AA appts site

TRAVEL recruitment specialist AA Appointments has launched a new website, showcasing its operations in Sydney, Melbourne and Brisbane as well as dedicated Executive, Permanent and Temporary departments - see [www.aaappointments.com.au](http://www.aaappointments.com.au).

## Collette lands in Australia

**US ESCORTED** touring company Collette has established an office in Australia, eager to tap into the nation's outbound travel market.

Assigned to spearhead the 96yo firm's Sydney-based operation is former Intrepid Australia sales manager Alison Mead.

Previously known as Collette Vacations until 12 months ago, Collette's product includes coach touring, river & ocean cruising, gardening itineraries, small group touring and 'spotlight' city stays.

Speaking exclusively to *Travel Daily* on Fri, Mead said building agent confidence in Collette's product would be a "challenge".

The outbound market is already crowded with tour operators and Collette's 4-star positioning will see it go head-to-head with Trafalgar, APT, Scenic Tours and its closest competitor, Insight Vacations, Mead commented.

She said the new entrant delivers more inclusions at a lower price point than its rival.

"We have the product, the standards and an extensive product range," she commented.

Destinations include Europe & the UK, South & East Africa, India, Egypt, China, Japan, Australia, Fiji, New Zealand, Vietnam, Cambodia, South America & Central America and Antarctica.

Mead said until recently, the over-50s specialist's Australian bookings were coming direct.

Collette has an ambitious target to triple its number of Australian travellers over the next year, with

Mead acknowledging the only way to gain a foothold in this market is through agent support.

"Coming into a market like Australia which is dominated by bricks-&-mortar travel agents, you won't get anywhere if you don't support the industry."

She told *TD* Collette already has a handful of preferred agreements in place with ad-hoc independent agents and was on the verge of signing deals with some of the larger national agency groups.

Direct callers to Collette's new Australian call-centre will be asked if they have a travel agent or would like a recommendation for a preferred partner, she said.

All printed collateral and calls to action for the tour operator will be to 'contact a travel agent', or call Collette directly.

Famils are planned for existing sellers while a sales incentive will be rolled out later this year.

"We believe we won't get the growth or hit the targets set internally without the trade's support," she emphasised.

The firm's first brochure priced in Australian dollars hits agency shelves this week, featuring over 90 of Collette's 160+ journeys, for departures sold from 01 May.

A local version of its website (at [www.gocollette.com](http://www.gocollette.com)) has also been rolled out this month.

A mainstream campaign blitz across print and digital platforms will be launched by Feb to further elevate awareness of the brand with consumers.

### Anzac availability

ON The Go Tours has released its final remaining places for travel to Turkey for the 2015 ANZAC centenary, for clients lucky enough to have been successful in the ballot redraws.

Some trips also take in Egypt - for details call 1300 855 684.



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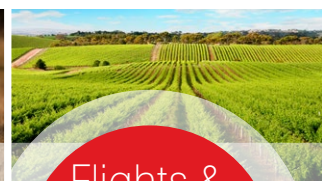
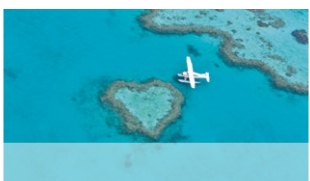


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## New QF Biz to Singapore

**QANTAS** has launched its new A330 business class seat (**TD 21 Oct**) on the Melbourne-Singapore route, with the enhanced product to be offered on selected services effective from last Sat.

The international debut follows the launch of the first domestic refurbished A330 last month which is now operating on key domestic services.

The inaugural A330 flight to Singapore also saw the launch of a limited edition Orotan amenity kit, with QF ceo Alan Joyce saying this gives business class

passengers "an extra layer of luxury on overnight flights from Asia to Australia".

The upgraded A330s also offer a next generation seat in Economy, while customers in all cabins can access the latest version of QF's inflight entertainment system.

Joyce said the new product rollout, combined with recent lounge investments, "puts Qantas in a very strong position to retain and win customers on key routes to Asia".

### STA lay-by option

**STA Travel** has launched what it's describing as the "cheapest Lay-By program in the Australian travel industry," allowing clients to lock in holiday flights with a deposit of just \$99.

Flights and hotels can be secured with a \$149 deposit, while "flight and adventure" deposits amount to \$249.

The balance is payable ten weeks before departure, with STA Australia md David Green saying the move enables them to avoid fare increases, interest rates and more expensive lay-by options.

Green said STA had launched the Lay-By program after analysing local booking patterns and finding that just 55% of the firm's Australian trips are booked on credit card, versus 97% in the US and 95% in the UK.

The STA Lay-By options are available year-round.

## CATO laud Gow-Gates

**THE** Council of Australian Tour Operators has welcomed the introduction of a new 'affordable' protection option for travel agents in the case of insolvency for ATAS Accredited Wholesalers.

As revealed first by **Travel Daily** on Fri, Gow-Gates Insurance Brokers new benefit provides protection from claims of between \$10,000 and \$50,000 when an ATAS Accredited Australian Wholesaler collapses.

CATO gm Peter Bailey said, "this further adds to the range of commercial solutions (insurance products) that are now being provided to protect agencies and their customers".

"We see this as another example of how the industry will continue to adjust in a self-regulated environment by offering further forms of financial protection," Bailey added.

Phone (02) 8267 9999 for info.

## TIME, ATMC partners

**THE** Travel Industry Mentor Experience (TIME) has launched a new partnership with the Association of Travel Management Companies, giving ATMC's Young Executive of the Year an opportunity to become a mentee on the TIME program.

Both organisations said the move was part of their commitment to developing future industry leaders - for more information see the TIME website at [travelindustrymentor.com.au](http://travelindustrymentor.com.au).



## Window Seat

**CHRIS** Buwalda from helloworld Horsham delivered what will likely go down in history as one of the industry's best victory speeches after being awarded Scenic Tours' Highest Agency Sales in 2014 for Victoria at its 'Night of Stars' event in Sydney on Sat (**page 4**).

Buwalda fully immersed himself in the 'French Chic' theme of the soiree, donning a beret, stripped top, white gloves and make-up of a mime.

Of course, unable to speak, he was required to use facial expressions & body language in his acceptance speech, which included picking out Scenic Tours Ambassador and Channel 9 celebrity Catriona Rowntree in the crowd and hand gesturing meeting up for a celebratory drink later.

Rowntree's approval was met with a thumbs up by Buwalda.



## New EK fare range

**EMIRATES** is advising members of its Skywards frequent flyer program of pending adjustments to its fares types, in a move that appears to replicate that of alliance partner Qantas (**TD Fri**).

Changes will provide pax with "more choice and flexibility" EK says, enabling more ways to maximise the Miles you earn when you fly, Emirates said.

"If you're planning ahead for a business trip, choose our Flex or Flex Plus fares so you can make any last-minute changes.

"Or make the most of our Special & Saver fares for a weekend getaway," Skywards members were advised by email.

The Gulf carrier added the new fare types will offer even more Miles to aid members reach their next reward & tier status quicker.

**CLICK HERE FOR MORE INFO**

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## Air NZ ACCC response

AIR New Zealand has told the ACCC its should weigh-up social, political and economic factors between Australia & China when deciding on the proposed Qantas and China Eastern Airlines pact.

The New Zealand carrier didn't oppose the joint venture, saying "as a general proposition Air New Zealand supports alliance between air carriers".

"A significant proportion of travel from China is dual destination (ie stopping in both Australia and New Zealand), so a competitive China-Australia market is very important to Air New Zealand," Stephen Jones, chief strategy networks & alliances told the Australian Competition and Consumer Commission.

QF and MU have sought a five-year co-ordination agreement.

## Chunnel out of action

**SMOKE** emanating from a truck in the Channel Tunnel linking the UK with Europe caused the cancellation of Eurostar services for most of Sat last weekend.

Passengers on one train shuttle service were evacuated & others booked on Eurostar services were told to postpone their journeys and avoid stations altogether.

All up, 11 trains were cancelled and there were delays of up to five hours for other traffic.

One of the two tunnels was in operation yesterday but some afternoon services were axed.

In a statement on its website, Eurostar said it expects to run a "full service" from today, but warned passengers of possible delays of up to 30 minutes as it was still not at full operation.

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## Scenic 'Night of Stars' shines



**SCENIC** Tours recognised VIP business partners on Sat night at the third instalment of its 'Night of Stars' gala evening held at Sydney's Ivy Ballroom.

The awards are based on sales figures of travel agents over the calendar year, with the top top agencies in each state and number one multi-location and single agencies acclaimed.

Scenic Tours general manager of sales & marketing Michelle Black said 2014 had been "hotly contested" right up until 31 Dec.

Taking out the title for National Winner for a 'Single Location' was Our Vacation Centre, while the National Winner for 'Multi Location' was awarded to home-based network, TravelManagers.

The Top National Consultant Award for Australia went to Weston Cruise & Travel's Deborah Long for the third year running.

Thirteen agencies were also bestowed with Diamond status after achieving over \$1 million in net booked Scenic land product.

Black told the 250 attendees Scenic will continue to invest

significantly in marketing to leverage brand and content opportunities, and will add to its product portfolio "so we can meet the demand of our guests".

**Pictured** at the Night of Stars from left with emcee Stevie Jacobs are Michelle Black, Scenic Tours; Scott Fisher, Our Vacation Centre (National Winner, Single Location) and Rob Kalembe, Scenic Tours' recently appointed acting national sales manager.

**MEANWHILE**, Scenic Tours has this morning released its 2016 pre-release Europe river cruising program, offering early bookers the chance to lock in cruise dates for next year at 2015 prices.

Pre-release offers are the "very best deals" that will be offered, Scenic Tours general manager of product Aleisha Fittler said.

Deals include free return flights to Europe (inclusive of taxes), Business class fares to Europe for \$2,995 and no single supplement for solo travellers.

See [www.scenictours.com.au](http://www.scenictours.com.au).

## Kimpton deal done

**INTERCONTINENTAL** Hotels Group has confirmed overnight that a deal to acquire Kimpton Hotels & Restaurants Group for \$430 million (**TD** 17 Dec) has been completed.

Kimpton operates a portfolio of over 60 boutique properties and restaurants in the United States.

## Venture transition

**WHOLESALE** Venture Holidays has officially migrated across to Calypsonet effective today with agents now able to access the company's complete 2015/16 product range online 24/7.

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## More Ascott growth

**THE** Ascott Limited has expanded its presence in Asia with the opening of new serviced residences in Malaysia, Thailand and Vietnam.

The new Citadines DPulse Cyberjaya, Citadines Grand Central Sri Racha and Somerset Central TD Hai Phong City are said to be the "first international branded serviced residences" in their respective cities.

Ascott ceo Lee Chee Koon said the fast-growing group, which recently formed a local strategic alliance with Quest Serviced Apartments (**TD** 24 Oct), is on track to achieve a target of 40,000 apartment units worldwide within the next 12 months.

## OS boosts Athens

**AUSTRIAN** Airlines will expand operations on the Vienna-Athens route effective 29 Apr, with the addition of four additional red-eye flights boosting overall frequencies to 11 per week and creating new transfer options to North America via Vienna.

## A&K Land Rover pact

**ABERCROMBIE** & Kent has launched a new partnership with vehicle manufacturer Land Rover. Dubbed Land Rover Adventure Travel by Abercrombie & Kent, the brands have come together to offer a range of unique experiences which will feature the full terrain capability of the Land Rover Discovery.

Specially tailored journeys will be on offer in Britain, Tanzania, Iceland, Botswana and Australia.

Dates and pricing for the new offering are yet to be advised.

## Air Serbia to Europe

**AIR** Serbia has launched sale fares from Australia to Europe, with economy return flights ex SYD, MEL, BNE and PER leading in at \$1,448 gross.

There are also add-ons to other destinations across Europe.

Fares are valid for sale immediately through to 28 Feb, for departures 01 Feb-30 Nov 15 - more info 1300 722 499.

## Belgium update

**THE** Dept of Foreign Affairs has reissued its Smartraveller advice for Belgium to reflect an increased domestic terrorism level.

DFAT continues to advise Australians to exercise normal safety precautions in Belgium.



## Brochures of the Week

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. 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).



### Helen Wong's Tours - China & Vietnam 2015/16

Spread over a significant 92 pages, the latest guide to all-inclusive journeying in China & Vietnam from Helen Wong's Tours sports a new and modern look and features emotive photography by Ken Duncan. The inclusion of more imagery is aimed at appealing group touring to a new generation of Aussie travellers. Tour categories have been changed, while pax cruising on the Yangtze River cruising will receive exclusive amenity packages worth \$160. Helen's Choice bonus extras also feature.



### Sno'n'Ski - Ski the Southern Hemisphere 2015

Fresh off the printers and onto store shelves today, guests can plan their mid-year winter breaks at resorts and skifields across Australia, New Zealand and South America. Earlybird deals are also in place for a limited time to encourage advance booking, with live prices able to be checked online. Featured within the guide are resort profiles and price guides for accommodation, lift passes, lessons and equipment hire. The guide is very reader-friendly, targeted both at experienced skiers & first-timers.



### Infinity Holidays - Thailand 2015/16

Readers of the new Infinity brochure for Thailand will see Phuket has leapfrogged the capital Bangkok to the front of the issue - such is its popularity with Australian travellers. Within this section is a new feature on the Khao Sok National Park, the touring options available and details of the ethical treatment of animals there. Other animal related touring has been removed from the guide in favour of exciting options in other parts of Thailand. New hotels & resorts have been added to the entire Thai range.

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Celestyal stems from celestial, which means "pertaining to the stars" and "heavenly" or "divine". By launching Celestyal Cruises, Louis Cruises focuses on the real Greek experience, already enjoyed by thousands of visitors.

Celestyal Cruises will include all the Aegean, Ionian and Adriatic Sea destinations and will be addressing a call to the international market promoting classic or new cruises full of Greek gastronomy, Greek culture and entertainment, new themed programs and personalized service that defines Greek hospitality! Celestyal Cruises is here to enhance **the real Greek experience!**

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## New Livingstone gm

**EMMANUELLE** Moneger has been appointed as the new gm of The Royal Livingstone, Victoria Falls in Zambia - one of the three properties in Sun International's SUNLUX collection.

Moneger was previously regional manager for &Beyond, working to develop luxury travel experiences in Africa and India.

## APT to expand Mitchell Falls facilities

**APT** this morning announced the development of a new pavilion at its Mitchell Falls Wilderness Lodge, which features on the group's 4WD Kimberley Wilderness Adventures trips.

The new Ungolan Pavilion will feature a lounge, bar, library and dining area along with an Indigenous art gallery, with 100% of proceeds going to the local community.

Mitchell Falls offers 24 tented cabins, all with ensuites, and every stay includes a gourmet evening meal and breakfast.

More info on 1300 196 420.

## LAX delay warning

**RUNWAY** works at Los Angeles International Airport in the US starting this year may lead to intermittent delays for passengers, according to LAX officials who have warned of "rolling runway closures".

The US\$25 million project awarded last week will expand buffer zones at the end of the runways.

Construction is scheduled to commence in Mar and continue through until Jun 2018.

## Catching up with Cash



**ABOVE:** TravelManagers Cathy Moir (GyMEA Bay) and Lisa Metzl (North Avoca) caught up with Aussie tennis legend Pat Cash last week at the APTA Sydney International championship.

The pair were hosted by Emirates at the Sydney Olympic Park venue, which included access to the exclusive "Club 1885" VIP lounge area.

## FJ appointments

**FIJI** Airways has appointed Shaenaz Voss as its new General Manager Industry, International and Government Affairs.

Formerly gm of Fiji Link, Voss will report to outgoing Fiji Airways ceo Stefan Pichler.

The carrier has also named Thomas Robinson to replace Voss as gm of Fiji Link, moving from his former role as general manager maintenance & engineering.

## Europcar sharing

**EUROPCAR** has announced the acquisition of a majority stake in Ubeeqo, a French start-up firm which specialises in car-sharing.

Ubeeqo targets the business mobility market with a range of offerings including "Bettercar Sharing," a tailored private car-sharing solution which promotes business fleet pooling.

The company also offers a fleet management solution using on-board telematics allowing clients to analyse fleet usage.

Following the acquisition Europcar will subscribe to a €4m capital increase to further drive Ubeeqo's development and expansion into new markets including Germany and the UK.

## ACCC suss out fuel s/c

**THE** Australian Competition & Consumer Commission has confirmed it will investigate why airline passenger fuel surcharges have not been slashed as oil prices continue to drop.

ACCC chairman Rod Sims said the competition watchdog would seek to determine if airlines have engaged in deceptive & misleading conduct, *SMH* reports.

"It's not against the law to introduce a surcharge - what is against the law is to mislead customers," Sims said.

The investigation is expected to take several months.



## New Year Resolution Sale Fares

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Product Managers and Product Executives looking for a new role in 2015, stop here. We currently have two companies with very different products looking for experienced Product Managers to join their teams. Your strong negotiation, contracting and packaging skills will be highly sought after, send your CV for more information. This could be a good opportunity for a Product Executive to step up to a manager.

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### HIRING NOW – CORPORATE SALES

#### BUSINESS DEVELOPMENT MANAGER PERTH & MELB – SALARY POTENTIAL \$60K - \$80K+

Continuously seeing growth in their corporate travel arm, this global travel company is seeking motivated business development managers to join their progressive team. You will identify and secure new SME business through proactive sales activity and create, develop and maintain strong relationships. This is your chance to showcase your skills and move to a leading travel company that can offer ongoing career advancement and progression.

### UNIQUE OPPORTUNITY IN PERTH CONSULTANT / BUSINESS DEVELOPMENT PERTH - SALARY PACKAGE DEP ON EXPERIENCE

Due to growth, this is sensational travel company is seeking a sales driven individual with both consulting & sales management experience. In addition to assisting with VIP client itineraries, you will spend a portion of your day building strong relationships & growing brand awareness. You will be motivated to develop new business opportunities & grow the territories year on year sales. In addition to your strong sales skills, you must have a passion for adventure.

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*Working in partnership with the Australian Travel Industry*

### Branch Travel Manager

**Brisbane, Competitive package. Ref: 1527AW1**

Work close to home in Inner South! We are looking for an experienced Branch Manager to manage an independent travel agency. With your solid industry background you will be currently managing a small team within retail. You will have current product knowledge, Galileo, CrossCheck. and be passionate about the travel industry; teamed with outstanding sales and customer service skills along with the ability to work within a team. A competitive package is on offer for the right candidate.

For more information please call Anna on (07) 3023 5023 or click [APPLY](#) now.

### International Corporate Travel Consultant

**Sydney \$50,000-\$57,000 DOE + Super, REF: 1531SZ1**

My client is seeking a professional and experienced Corporate Travel Consultant to be apart of this nationally reputable company. Working with some of the biggest accounts, you will need to have a brilliant work ethic! The ideal candidate will have strong GDS experience, preferably Amadeus, a can do, self motivating attitude and efficient with great time management skills!! The office is open from 8am – 6pm, rotating roster Monday to Friday. Apply now for an opportunity not to be missed!

For more information please call Serena on (02) 9113 7272 or click [APPLY](#) now.

### Travel Consultant/Agent

**Melbourne, \$44k Inc, Ref: 5656MD1**

Working for peanuts? Would you like to gain some stability back within your travel career with the ability to still make commission? An industry leading Travel company is recruiting now! If you are already working as a Travel Consultant/Agent with at least 2 years experience using a GDS such as Galileo and have super worldwide destination and product knowledge then I'd love to hear from you! My client is after an enthusiastic, professional and all round travel guru to start ASAP, apply now!

For more information please call Megan on (02) 9113 7272 or click [APPLY](#) now.

### Corporate Travel Consultant

**Perth, \$50-60K DOE Ref: 1506LB1**

Corporate travel consultant required for Perth's leading independent travel agency. You will be specialising in dealing with repeat corporate clientele, servicing their requests as needed for academic accounts. To be considered for this multi-skilled office you will have a solid corporate consulting background with proven silver service when it comes to clients. Working predominantly Mon-Fri, this role won't last! Those with Galileo or Sabre experience will be highly regarded.

For more information please call Lauren on (02) 9113 7272 or click [APPLY](#) now.

### Corporate Travel Advisor

**Brisbane. Package to \$62,500. Ref: 1530HB1**

A much sought after, highly demanding and rewarding corporate travel role is requiring a dynamic consultant with expert knowledge of both international and domestic corporate bookings in conjunction with second to none skills in fares and ticketing and a consistent delivery of excellent customer service. In return you will be rewarded with the chance to work with a one of the best names in corporate travel and the opportunity to build upon your already developed skills and experience.

For more information please call Helen on (07) 3023 5027 or click [APPLY](#) now.

### Corporate Travel Consultant

**Sydney, Up to \$65K + Bonuses, Ref: 1428MB1**

My client is a reputable, leading independent TMC located north of Sydney. They are looking for an experienced Corporate Travel Consultant with GDS experience to be apart of their growing team. As an experienced Corporate Consultant you will be working on last minute changes, including international & domestic flights, accommodation and car hire. You will need to be professional have an enjoyment for a fast paced environment and working to deadlines. Monday to Friday business hours.

For more information please call Marissa on (02) 9113 7272 or click [APPLY](#) now.

### Travel Consultant

**Melbourne, Competitive Salary, Ref: 1501DV6**

A fantastic opportunity for an experienced Travel Consultant has arisen in the Melbourne area. This is an ideal opportunity for a Travel Consultant that can use their experience to further their career and work for a leading travel organisation in Australia. The successful candidate will be working to sales targets selling a variety of tailor-made worldwide holidays. The role offers Monday-Friday working hours alongside a competitive salary and excellent commission and benefits on top!

For more information please call Dave on (02) 9113 7272 or click [APPLY](#) now.

### Retail Travel Consultant

**Adelaide, \$45-55K DOE Ref: 1493LB2**

Rare vacancy to join a great team within a well known travel brand in Adelaide. Fantastic opportunity for an experienced Travel Consultant with at least 1-2 years' experience in a similar role, looking to expand on their knowledge and grow their career with this well respected company. You will be a part of a fun and dynamic store, working with both domestic and international product. Ideally you will have solid GDS experience (Galileo preferred) and love hitting sales targets!

For more information please call Lauren on (02) 9113 7272 or click [APPLY](#) now.

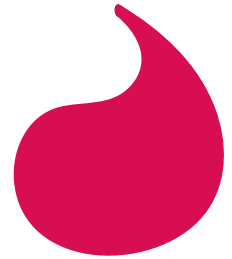


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**Travel Expert positions are currently available in the following locations:**

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<http://applynow.net.au/jobs/F164499>

**Travel Managers - Melbourne, Geelong & Surrounds:**

<http://applynow.net.au/jobs/F164013>

**Travel Managers - Hobart:**

<http://applynow.net.au/jobs/F166940>

**Business Development Managers - Melbourne:**

<http://applynow.net.au/jobs/F167739>

**Travel Manager - Perth:**

<http://applynow.net.au/jobs/F166228>

**Travel Manager (Corporate Traveller Groups) - Brisbane:**

<http://applynow.net.au/jobs/F188128>

**Travel Manager - Brisbane:**

<http://applynow.net.au/jobs/F166660>

**Business Development Manager - Brisbane:**

<http://applynow.net.au/jobs/F188052>

