Travel Daily First with the news

2018 EARLYBIRD SALE SELF-DRIVE CANAL BOATS UP TO 20% OFF



NEWS Thursday 23rd November 2017

ATG promotions

APT Travel Group (ATG) has announced more changes to its sales team, with the expansion of the responsibilities of state manager WA Jo Ellies to see her also lead the SA/NT region.

Jacinta Crisp, who has been an APT bdm for three years, has been promoted to state manager Vic/Tas, with the new structure also seeing Scott Ellis appointed to the newly created role of ATG national sales manager and Susan Haberle as head of sales for Australasia (*TD* 15 Nov).

The company confirmed that the Travelmarvel national sales role responsibilities had been integrated into the new structure, seeing Susie Coughlin move on.

APT chief operating officer, Debra Fox, hailed Coughlin's "great contribution during her 26 years with ATG" - more appointments on **page 7**.

Today's issue o<u>f TD</u>

Travel Daily today has eight pages of news and photos, plus full pages from:

- Melia Hotels
- AA Appointments jobs
- RBA product profile page

AIR New Zealand is preparing to adopt emerging blockchain technologies as it explores new means of streamlining its airfare and ancillary sales channels.

Air NZ blockchain move

The carrier today announced it was partnering with Swiss travel platform Winding Tree which is developing the world's first travel marketplace on blockchain to connect airlines and hotels directly with sellers.

"With its built-in efficiency and security, blockchain has the potential to trigger huge

Cloud turns back

SILVERSEA'S newly refurbished Silver Cloud has hit a hiccup on her maiden expedition voyage, with the line confirming the vessel had to turn back due to a mechanical failure.

The incident occurred on Mon and the ship has returned to Puerto Madryn for repairs. Silversea ceo Roberto Martinoli said "All guests are safe and comfortable onboard and will be repatriated as soon as possible". *Cloud's* next cruise is scheduled to operate as planned in Dec. innovation in travel, paving the way for new business models and collaboration," said the airline's chief digital officer Avi Golan.

"While we are still exploring its benefits, blockchain may offer a streamlined way to retail airfares and ancillary products alongside our current channels.

"In removing complexity from the sales chain, customers benefit from reduced transactional costs, and airlines benefit from swift and secure sharing of information," he said.

Air NZ is looking at several potential uses for the technology, including baggage tracking, retail and loyalty program systems.

QF rewards bonus

QANTAS is offering a 30% points discount on Economy Classic Flight Reward bookings, with the short-life deal available through until midnight on 27 Nov.

The offer is valid for travel within Australia or between Australia and NZ, on Qantas between 16 Jan and 31 Oct 2018; or on Jetstar between 16 Jan and 30 Sep 2018.



2018 EUROPE EARLY BIRD DEALS

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This Thanksgiving we give special acknowledgement to all our industry partners. Thank you!





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TheUSA



Zimbabwe warning

THE Department of Foreign Affairs and Trade has updated its travel advisory for Zimbabwe following the resignation of President Robert Mugabe.

Australians are advised to avoid rallies, monitor media and reconsider travel to Harare.



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ATEC brings in Alipay

THE Australian Tourism Export Council (ATEC) has announced a partnership with Chinese payment platform Alipay in an effort to better equip the Australian tourism industry to utilise the system.

The deal was announced at the council's annual conference in Perth and will support Alipay's expansion into Australia.

ATEC said its members would have access to Alipay workshops in Sydney, Melbourne and Brisbane, where they would be able to learn from China market experts, build industry relationships and hear from tourism operators already successfully tapping into the Chinese economy.

Training will be conducted at several workshops through the year and give members access to promotions tied to major Chinese festivals such as Golden Week. "Chinese visitors have become Australia's largest tourist market and their spending potential is expected to be worth up to \$13

Tigerair marks 10th

TIGERAIR Australia is today celebrating its 10th anniversary of local operations with events in its first ports of Melbourne and the Gold Coast and a sale involving fares from \$10.

Discounts are available on all 24 of the carrier's domestic routes, on sale until 2359 tomorrow or until sold out.



billion by 2020 so our industry is very aware of the opportunities ahead," ATEC managing director, Peter Shelley said.

"This partnership with Alipay will help educate our members and the industry more broadly on the brand, how it works, and why it is such an integral part of the Chinese consumer experience."

Alipay's mobile and online payment platform is used by 500 million Chinese customers.

Trafalgar Fri deals

LEVERAGING off the success of the Black Friday sales event in the United States, Trafalgar is bringing the concept to the Aussie market by announcing savings of up to \$1,000 per couple for four days from 24-27 Nov.

Trips include exploring Niagara Falls and the Croatian islands. Further information will be

posted at www.trafalgar.com.

Travel Daily en route to Kuala Lumpur

Today's issue of TD is coming to you courtesy of the Express **Travel Group and Malaysia** Airlines, as we journey to Kuala Lumpur for the annual Independent Travel Group **Business Forum.**

AFTER the success of last year's San Francisco conference, this year Independent Travel Group is travelling to Kuala Lumpur where the event is being hosted at the Pullman City Centre Hotel.

Closed sessions are taking place today for franchisee members of the italktravel branded group, with the formal Forum kicking off tomorrow morning for all agents.

As well as plenary sessions, a supplier product market and breakout training the weekend wraps up with a Gala Dinner on Sat night - more in TD tomorrow.

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THE Tourism & Transport Forum Australia (TTF) has issued a timely reminder to Queensland politicians of the importance of the state's tourism industry.

Ahead of the state election on Sat, the industry lobby has released figures in its new 'Queensland Tourism Employment Atlas', detailing a breakdown of the number of jobs directly supported by tourism across all localities.

"With dozens of marginal electorates and tens of thousands of livelihoods up and down the coast of Queensland dependent on the tourism industry, major parties that underestimate the sector do so at their own risk," TTF chief executive officer Margy Osmond said.

"Tourism employs far more people than mining and manufacturing, yet it receives nowhere near the level of focus and commitment from our politicians...this needs to change, starting with the next Qld Govt."

Cairns topped the report's list with 13.4% of its workforce employed in the tourism industry, with Surfers Paradise, Barron River & Southport close behind. NEW! Air Calin Industry Rates. Sales until 29DEC17. Departures to 31JAN18 Economy Class to Noumea from \$247* Return PP plus taxes. *Conditions Apply. Taxes. Approx. \$250* - \$270* pp.



Wendy Wu live chat

ASIAN Specialists Wendy Wu Tours has launched a new live chat platform online.

The move will allow travel agents to book their clients' trips in one communication via the Sydney-based call centre.

The live chat platform will be available during business hours on Mon-Fri 0900-1730 and on Sat from 0900 to 1300.

Wendy Wu Tours head of sales Vara Glover said the feature would allow agents to multi-task while they made bookings.

Trump backs out

THE Trump Organization has reached a deal that will allow the company to exit the Trump SoHo property by the end of Dec.

The New York City hotel has reportedly struggled to attract guests at five-star prices and has dropped its rates to keep rooms occupied since owner Donald Trump became US President.





IF YOU happen to be on Waikiki Beach on Sat 09 Dec you may catch a sizeable man in red surfing on the waves into town.

The big bloke himself, Santa Claus, will hit the shores of the Outrigger Waikiki Beach Resort with his elves in tow, where he will be greeted by a keiki hula group before posing with children and families.

Guests will be able to pose with the "Hawaiian Kana Kaloka" in the resort's lobby for a merry morning of Xmas fun.





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Silversea singles

SOLO guests on board Silversea Cruises have the chance to book a cruise with zero single supplements on select 2018 sailings across Silversea's network.

Voyages include an 18-day voyage from Sydney on 03 Jan 2018 to Singapore on board Silver Shadow, or a 23-day roundtrip sailing from Ushuaia to the Antartica on Silver Explorer.

Visit silversea.com for more.

Nobu East London

NOBU Hotel Shoreditch is the latest property to join the Design Hotels community.

The property has 148 rooms and suites and features custom-made yukata robes and traditional Japanese tea sets.

Located in the Shoreditch district of East London, the hotel is surrounded by "hip drinking dens" and is a short tube ride from the heart of the city.

Skal Xmas lunch

ROYAL Caribbean International will sponsor this year's Travel & Tourism Christmas Charity Lunch, being held at the Four Seasons Hotel Sydney on Fri 15 Dec.

Hosted by Skal International Sydney, the charity event will raise funds for the Wayside Chapel and Tourism and Hospitality students at TAFE NSW. Earlybird ticket sales end 24 Nov, with a table of 10 priced at \$990 or \$115 for single tickets. CLICK HERE for more info.

Lombok on Ten

EVERYONE'S favourite TV vet Dr Chris Brown will experience Lombok on Fri night on The Living Room on Channel 10.

Visit Indonesia rep Miriam Tulevski said the board was keen to introduce Lombok as the next hot destination for Australians. The Living Room airs Fri at 1930 on Channel 10.

Hong Kong's Great Outdoors



YESTERDAY the Hong Kong Tourism Board (HKTB) hosted key Australian industry partners at an event in Sydney, to launch a new Hong Kong's Great Outdoors campaign to the trade.

HKTB marketing manager Lisa Lee outlined the new approach to more than 50 guests, saying the "skyscraper skyline city" wants to shed light on less well known aspects of the destination.

The campaign includes a newly published guidebook, "Your Guide to Hiking and Cycling in Hong Kong" which showcases suggested trails to explore heritage, scenery and geological wonders of the cosmopolitan hub.

Nestled alongside the city buzz are remote beaches, rustic villages and serene islands as well as a host of historical and cultural landmarks. Lee said.

HKTB regional director for Australia, NZ and South Pacific, Andrew Clark, said he hoped the travel trade would "embrace this different side of Hong Kong and encourage their customers to get out and about" in the city.

Pictured above from left are: Andrew Clark, HKTB; Renata Cimbleris, Helloworld; Jonathan Milburn, Complete Travel Marketing; Brigita Devries, Star Cruises; Louise Walker, Disney; Liz Johnston, Buffalo Tours; Lisa Lee, HKTB; Ashleigh Johnson, Great Southern Outbound; Lois Crook and Greg Parkes, The Roam Group.





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Gate 7's Thanksgiving



AHEAD of Thanksgiving in the US this week, tourism representative Gate 7 gathered the travel industry together as a thank you and to mark a successful year for the firm.

Gate 7 holds over a dozen US accounts including Brand USA, with Tristan Freedman, director of business development, saying "we value the partnerships we have in this incredible industry where we get to do some pretty incredible things."

Co-sponsor for vesterday's event was Universal Studios Hollywood with Freedman adding "It's been a huge couple of years opening up the Wizarding World of Harry Potter and also Walking Dead which was epic."

Pictured from left are Gate 7 md Jo Palmer & her team Penny Brand, Sarah Thornton, Tristan Freedman & Danielle Tuffield, together with Universal Studios senior manager sales Marie Mulhearn, third from right.





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A&K under canvas

FROM Dec 2017. Abercrombie & Kent (A&K) will welcome guests to its new Sanctuary Kichakani Serengeti Camp in Tanzania.

The new addition will replace Sanctuary Serengeti Migration Camp, and will be located in three locations in the Serengeti.

It will allow guests to experience the Great Wildebeest Migration.

A&K's nine-day private journey Tanzania Under Canvas will allow guests to experience the great wildlife spectacle.

Prices for A&K's Tanzania Under Canvas lead in at \$6,335ppts.

Aloft in Indonesia

MARRIOTT International has announced the opening of the Aloft Jakarta Wahid Hasyim, the first Aloft to open in Indonesia.

The property will have 180 rooms equipped with Aloft's ultra-comfortable plush beds.

Catering to business groups, Aloft Jakarta Wahid Hasyim has eight conference rooms.

It is located a short drive from the Soekarno-Hatta Int'l Airport.

Rushmore glamping

UNDER Canvas will open Under Canvas Mount Rushmore in the summer of 2018.

Located between Badlands National Park and Black Hills National Forest, the glamping resort will offer luxury accom in safari-inspired canvas tents. The tents feature in-tent

bathrooms & showers, king size beds and sleeper sofas.

Patagonia deal

AUSTRALIS is offering a saving of up to US\$1,458 per couple on a new stay and cruise package in Patagonia in Mar.

The seven-night package includes four nights on an Australis cruise aboard the Ventus Australis and three nights at the Singular Patagonia Hotel, a gateway to the Torres del Paine Nat'l Park, from US\$4,126ppts.



WIN TICKETS ΤΟ ΤΗΕ ΑΑCTA AWARDS

Join the biggest names of the Australian film and television industry on the red carpet at the 7th Australian Academy of Cinema and Television Arts (AACTA) Awards,

DELTAI held on Wed 06 Dec, supported by Virgin

Air Lines.

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Virgin Australia and Delta Air Lines are giving 4 lucky agents the opportunity to each win a double pass to the Ultimate

Fan Experience which gives access to the red carpet grandstand, plus ticket access to the stylish and entertaining Awards Ceremony, including a goody bag full of memories of an extraordinary day!

To be in the running, showcase your best Hollywood moment ensuring you feature a DL and VA logo or imagery to

aactaawards@traveldaily.com.au

Accor Singa launch

ACCORHOTELS has launched Singapore's newest integrated hotel hub with the opening of Novotel Singapore on Stevens & Mercure Singapore on Stevens.

Developed by Oxley Holdings Limited, the complex features 772 guestrooms, 14 dining outlets, two outdoor pools, a tennis court and a function space that can accommodate more than 500 guests.

The Mercure Singapore on Stevens will have 518 rooms, while the Novotel Singapore on Stevens will occupy 254 rooms in the complex.

AccorHotels has 15 hotels with 6,400 rooms in Singapore.



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TRAVELLERS Choice welcomed a record crowd for its 40th anniversary conference in Perth on the weekend, with more than 160 travel agents uniting around a theme of "20/20 Vision".

Celebrating the group's evolution from a small WA cooperative into a national group, managing director Christian Hunter paid tribute to early founders and outlined a vision for the future in which data and technology play key roles.

With a gala dinner held at Crown Towers Perth, the group honoured many of its top achievers including 10 Gold Choice agencies who recorded the highest sales of preferred



A TOAST for the Gold Choice winners: Mark Brady, Ballina Cruise & Travel; James Cracknell, Windsong Travel; Michelle Everson, Jamison Travel; Tania Norman, Oliver Travel; Denise Falsay, Discover Travel & Cruise; David Brandon, Savenio; Deb Long, Weston Cruise & Travel; Maria Slater, Maria Slater Travel; Chip Popescu & Shayne Williamson, Select World Travel; and Gillian Connors, Ucango Travel & Cruise Centre.

supplier products.

Silver and Bronze winners were also recognised, along with members with 10, 15 and 20 years' service.

Ucango Travel & Cruise Centre won this year's prestigious Brian Pateman award for Excellence.



CELEBRATING 15 years as Travellers Choice members: Cathy Hewett, Tewantin Travel; Jenny Cooper, Queanbeyan City Travel & Cruise; Philip Van Dueren, The Outdoor Traveller & Expedition Voyager; Marina Conte, Minna Travel & Cruise; and Diana St John-Clark, The Rocks Travel.



THE Travellers Choice team kick-off celebrations at the gala dinner on Sat night.

CHRISTIAN Hunter cuts the cake to celebrate 40 years of Travellers Choice.





TRAVELLERS Choice chair

Trish Ridsdale takes the stage.



MARKING 20 years with Travellers Choice: Sue Holmes, Carine Travel Bug, & Pauline Neiass, Civic Travel Service.



AUSSIE Olympic Gymnast Brennon Dowrick put his words into practice in his keynote address.



FINALISTS in the coveted Brian Pateman Award: Simone Kelly, Travel Bound & Cruise; Brian Bennett, Travel & Cruise Professionals; winners Monique and Dave Hulsman, Ucango Travel & Cruise Centre; Joan Pateman; Michelle Shea, City Beach Travel & Cruise; and Glenn Box, Mudgee Travel & Cruise.

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Travel Daily

Thursday 23rd November 2017

Rail Plus on Champagne trail



RAIL Plus has taken a group of Magellan travel agents to experience the impressive new TGV high-speed line between Paris and Bordeaux and enjoy some of France's best wineries.

Leading the voyage was Rail Plus business development manager Richard McKisack, who took the group on a seven-night jaunt from Paris to Reims which included stops at famous Champagne house Veuve Clicquot as well as dropping in on Strasbourg in the historic region of Alsace. The trip served to highlight the great level of comfort and convenience that the French high-speed rail network offers Australian travellers.

Pictured are Richard McKisack, Rail Plus; Catherine Stone, Rheom Travel; Helmut Peusch, Landmark Travel; Rebecca Dimmer, Maxims Travel; Bronwyn Best, Epping Travel; Leanne Stevens, theTRAVELAGENCY; and Gina Maitland, Alpha Travel.



Sales Manager - Australia & New Zealand

EXO Travel, Asia's leading Destination Management Company, currently operates 25 wholly owned offices across Vietnam, Cambodia, Laos, Myanmar, Thailand, Indonesia, Japan, China, Malaysia and Singapore.

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You should have a real passion for travel, particularly in Asia, a strong sales background preferably in the travel industry, excellent business acumen and be highly self-motivated.

Remuneration will be in accordance with experience.

This is a key position within a dynamic travel company with significant expansion plans and a fun and professional company culture.

Please send CV and application to chris@exotravel.com Accepting applications from either Sydney or Melbourne.

Industry Appointments

WELCOME to Industry Appointments, *Travel Daily*'s Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

SALA Phuket Resort and Spa has made a raft of new appointments with Anthony Van Sleeuwen taking on the General Manager role, Tony Wrigley becoming Executive Chef and Basil Scheerer appointed to the position of Food & Beverage Manager.

Destination NSW has appointed **Nathan Ting** to the role of digital marketing services director. He has worked with many blue chip brands in previous roles including Microsoft, Xbox, Coca Cola, Volkswagen, Panasonic, and Procter & Gamble. Ting starts 28 Nov.

Two big appointments at **The Intrepid Group** have taken place with **Leigh Barnes** stepping into the Chief Purpose Officer position and **Michael Edwards** slated to take on the role of Chief Growth Officer from o1 Jan 2018.

Hotel design company **Next Story Group** has brought experienced marketing specialist **Kathleen Norman** on board to become its Marketing Communications Manager for Australia and New Zealand.

Jennifer Chun has been revealed as The Hawaii Tourism Authority's next Director of Tourism Research. She will formally commence in her position from 01 Dec 2017.

AccorHotels' Novotel Melbourne South Wharf to be opened in Mar 2018 now has Glen Erickson as its General Manager. He brings over 15 years of experience to the role, having worked across brands including ibis, Mercure, Novotel and Pullman.

Euro hotel growth

HOTEL occupancy in Europe has enjoyed a strong period in the last month, rising 1.7% to 76% for Oct according to figures released by STR Global.

Other areas of growth for the month included an increase in average daily rate (ADR) of 4% to €112.75 and a lift in Revenue per available room (RevPAR) by 5.8% to €85.68.

W fashion launch

W Hotels has announced it will begin stocking a new exclusive "Off Duty" Closet, the latest project inspired by the iconic lifestyle brand's Global Fashion Innovator, Joan Smalls.

Customers can purchase the new clothing line from today through W Hotels The Store.

Planet H'wood 10th

PLANET Hollywood Resort and Casino in Las Vegas has finalised an extensive refurbishment worth US\$100 million, marking its 10 years of operation.

Renovations include new white colour palette-themed decor with bold artwork throughout the corridors & a new restaurant concept called Café Hollywood.

Walking Greek Isles

PETER Sommer Travels has announced a new itinerary for 2018 that offers clients the chance to traverse the Dodecanese islands of Greece.

The eight-day 'Walking and Cruising the Dodecanese' tour brings together a range of enjoyable experiences from exploring archeological sites, cruising and consuming the local cuisine of the region.

SeaDream sets sail

SEADREAM Yacht Club has announced the arrival of its SeaDream I and SeaDream II motor-cruises in the Caribbean.

The new arrivals will cater towards the tourist spike during the Oct-Apr peak season, as well as take passengers to locations that bigger ships can't reach.

Ovation to Freo

RCL'S Ovation of the Seas returns to Fremantle, WA, on 29 Nov, marking the start of the line's supercruising season.

Now in its 10th season in Australia, RCL Cruises Aust md, Adam Armstrong said *Ovation* coming back was like the "return of our billion dollar baby".



More fun in Boracay



THE Philippine Department of Tourism hosted 60 travel agents from Australia and New Zealand last week, as part of its largest ever famil in the Philippines.

The agents enjoyed seven nights of fun, sea, sun and adventure, discovering what the destination has to offer.

The group had a chance to

explore Cebu, Boracay, Bohol, Coron and the capital Manila. The final night in Manila proved to be a highlight for the group, who were treated to an evening of entertainment, dinner and a dance party with Australian DJ and model Callum David. Part of the group is **pictured** living it up on Boracay.

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Win tickets to Houston with United Airlines



During November, *Travel Daily* and United Airlines are giving agents and wholesalers the opportunity to win flights from Sydney to Houston.

To be in the running, send us a photo, meme or similar combining United Airlines and Houston, showcasing United's new direct flights to Houston. The most creative response will win. Send your entries to **united@traveldaily.com.au**

United will begin flying non-stop from Sydney to Houston from January next year. It will be the only non-stop service between Australia and Houston. United will operate the route with their

latest Dreamliners, ensuring a more comfortable experience on the ultra-long haul flight.



Indigo Japan debut

INTERCONTINENTAL Hotels Group (IHG) will launch its boutique brand Hotel Indigo in Japan from 2019.

Hotel Indigo Hakone Gora will have 100 guestrooms and suites, with open-air hot tubs.

The property will be located 10 minutes from Gora terminus on the Hakone Tozan Train.

KI Cup package

SEALINK is offering a Kangaroo Island Cup Day package departing from Adelaide, Cape Jervis, Penneshaw and American River on Sat 17 Feb 2018.

The package includes morning coach pick-up and evening set down in Adelaide hotels; return SeaLink ferry, return transfers to the Cygnet River Racetrack, Kingscote and a general admission ticket.

Tickets are priced at \$189pp.

Solomon milestone

INTERNATIONAL visitor arrivals to the Solomon Islands for Sep were up 70% year-on-year.

Figures released by the Solomon Islands National Statistics Office show the nation recorded a total of 2,397 int'l travellers in Sep, up from 1,428 in Sep 2016.

Int'l arrivals for year to Sep are up 10.48% to 18,507, compared to 16,831 visitors in 2018.

Australian arrivals are up 7.41% this year to 7,317.

ONYX for Phuket

ONYX Hospitality Group will continue its expansion with the opening of OZO Phuket in Thailand set for mid-2019.

The hotel will offer 255 guest rooms and will be a short walk from the Kata beachfront on the western coast of Phuket.

OZO Phuket will offer all-day dining and a grab-and-go deli.

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This global company have a rare opportunity to join their marketing team, you will need to have digital experience to be considered. This organization is growing significantly so room for progression is definitely something they can offer. Based in the CBD and a reputable company that anyone would be proud to work for. Great package on offer and excellent working conditions. Call for more information.

GROW THE REGION REGIONAL REVENUE MANAGER PERTH/ADELAIDE – EXEC SALARY PKG

We are looking for an experienced area/regional revenue manager to join this expanding hotel group. Lead a team of Revenue Mgrs. /Analysts & work closely with hotels to design & implement revenue management processes & strategies across all hotels in your region to achieve company goals. Work closely with all key stakeholders to plan & deliver results. Exec. salary + bonus + benefits. Exp. in a similar role a must along with great leadership & analytical skills.

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PRODUCT PROFILE AIRLINE





Enjoy a Betterfly with Royal Brunei Airlines

Established in 1975, Royal Brunei Airlines is the flagship carrier of the small South-East Asian nation of Brunei Darussalam.

FLYING continuously to Australia for 32 years, the airline flies daily out of Melbourne to Brunei, connecting you to Asia, the Middle East and the UK. Today, Royal Brunei flies out of Melbourne Daily with a convenient lunchtime departure and connections to Brunei and beyond. As an added convenience to its passengers, the airline has codeshares and interline agreements allowing passengers to co-ordinate flights for seamless travel to a wider choice of destinations.

The current fleet of aircraft includes Boeing 787 Dreamliners, Airbus A320s as well as state of the art A320neos. As a full service airline offering value for money fares, sumptuous meals, inflight entertainment and a generous baggage allowance, you will enjoy your journey and the airlines warm Bruneian hospitality. The Sultanate of Brunei itself is located in the green heart of Borneo and is known as 'The Abode of Peace' promoting tranquility, hospitality and Bruneian traditions. Royal Brunei Airlines embodies the very same values, in every flight it makes and to every destination, becoming the Gateway to Borneo and beyond.

Currently, Royal Brunei Airlines fly to 16 destinations in Southeast Asia, the Middle East and the UK via Brunei.



CONTACTING ROYAL BRUNEI AIRLINES IN AUSTRALIA

One thing that sets Royal Brunei Airlines apart from its competitors is their Melbourne customer service centre which can assist travel agents with their enquiries in an efficient and friendly manner. Our staff know the industry well, with each member of our customer service team having over 15 years of experience in the travel and airline industry. Open from 9am to 5pm Monday to Friday, contact us on 1300 721 271.

LEARN MORE & WIN!

Royal Brunei Airlines and OTT have a specialist program for agents.

Complete and pass the Royal Brunei OTT course by 31 January 2018 to go in to the draw to win 2 return tickets to anywhere on the BI network as well as monthly prizes.

Visit https://www. onlinetraveltraining.com/freecourses/providers/royal-bruneiairlines-aus/competition for more details and to register.

