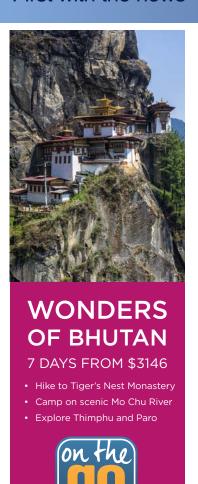
# Travel Daily First with the news Tuesday 26th S

Tuesday 26th September 2017







1300 855 684

### SAA reduction rationale

**SOUTH** African Airways' says the carrier's reduction on some of its regional schedules indicates SAA's "desire to best meet the needs of business and recreational passengers in Africa".

As flagged by **TD** yesterday, SAA confirmed last week it was scaling back or ceasing a range of flights from Johannesburg to other African countries (excluding intercontinental routes) from this month until Nov.

"The changes reflect demand on affected routes as well as the airline's desire to maximise efficencies across its network and to return to profitability as soon as possible," SAA said today.

Country manager Australasia Tim Clyde-Smith reiterated SAA's Wallaby Route was one of its most profitable services.

"While these changes (now in GDS) will not drastically affect our ability to serve our loyal

### Today's issue of TD

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

• inPlace Recruitment

Australian and NZ pax, we wanted to advise all our travel partners of these changes to minimise any inconvenience to their clients or disruption to their travel plans," Clyde-Smith said.

SAA also confirmed its new ceo Vuyani Jarana (*TD* 09 Aug) will begin with the airline on 01 Nov.

### New FCTG, VA deal

**FLIGHT** Centre Travel Group and Virgin Australia have finalised a new agreement for the travel giant's leisure & corporate brands in all key geographic regions for a further 10 years, until 2027.

FCTG md Graham Turner said the new partnership was on a longer term than typical one or three-year airline-agency tie-ups.

"This new, long-term agreement is mutually beneficial & will allow us to work together to develop and market new products and initiatives for our customers and to grow the overall travel market, both domestically and internationally," Turner remarked.

VA acting group exec Rob Sharp said the alliance "cements our relationship with Flight Centre".







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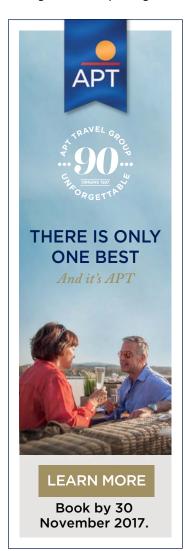


### SYD names new ceo

**GEOFF** Culbert was today named the new chief executive officer of Sydney Airport, commencing in the role by late Jan.

Culbert will take over from Kerrie Mathers (TD 29 Mar) following a "rigourous global search", SYD's Board of Directors announced.

Culbert has been the president and chief executive of GE Australia and New Zealand & Papua New Guinea since 2014, after joining the organisation 15 years ago.



### FCM Connect takes off

**FLIGHT** Centre Travel Group's global travel management brand FCM Travel Solutions has unveiled an integrated global technology platform which provides its clients with access to multiple tools and greater connectivity.

Called FCM Connect, the tech offers a streamlined travel program to provide a better and more efficient business travel experience, the company said.

"Our improved solution has been designed for the modern travellers, booker and program

### **EK Tunis increase**

**EMIRATES** has ratcheted up flights on the Dubai-Tunis route from six to seven weekly, effective 30 Oct, adding a new Mon Boeing 777-300ER-operated frequency.

manager and addresses their desire to be more connected to the entire booking, travel and management journey," FCM Travel Solutions global brand leader Marcus Eklund said.

Powering the solution is the FCM Connect HUB, a single-signon platform that provides users a single connection point to all FCM's technology tools, including Analytics, Approve, Booking, Secure, Expense & Mobile, which can be tailored in interface design and configuration or tools used.

Eklund said FCM Connect had "refined a world-class, end-toend solution that ensures all of our customer's travel needs are organised - from pre-trip approval to booking, to traveller tracking and reporting that provides complete visibility of spend".

### Visa system revamp

THE Dept of Immigration and Border Protection has released a request for expressions of interest (REOI) to "transform Australia's visa system and how it is delivered around the world".

The Global Digital Platform REOI will support "strong national security and deliver a worldleading, digital user-experience for visa applicants," the govt said.

Immigration reforms will be rolled out over a number of years.





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## **Cunard confirms 4th ship**



CUNARD Line is set to add a fourth vessel to its fleet in 2022. its first new addition since the launch of Queen Elizabeth in 2010.

The luxury operator last night revealed it had signed an agreement with Italian shipbuilder Fincantieri to construct a ship with a gross registered tonnage of 113,000, making it larger than Queen Elizabeth and Queen Victoria, but smaller than the flagship Queen Mary 2.

Despite being second in size, the ship will carry more passengers

### **HRG** appoints coo

**GLOBAL** travel management firm Hogg Robinson Group has promoted its chief information officer William Brindle to the role of chief operating officer.

than other ships in the fleet, with a capacity for 3,000 guests.

While a name hasn't been revealed, images given to media have been labelled "Halifax", the Canadian birthplace of the line's founder Sir Samuel Cunard.

See Cruise Weekly for more.

### Atura online drive

**EVENT** Hospitality and Entertainment's Atura Hotels brand is making a greater play at direct bookings, offering a free minibar to guests who book online and stay before 31 Dec.

The "Atura snack stash" includes sodas, bottled water, beers, cider, energy drinks, peanuts, chips, lollies and chocolates.

Atura has hotels in Blacktown, Albury and Dandenong.



### Window Seat

EMIRATES is getting into the spirit of Oktoberfest this month with a series of Bavarian treats to be served on its flights from Dubai to Germany.

And while die-hard fans of the famously messy festival might think primarily of beer, Emirates has politely placed its emphasis on the more delicate of Germany's traditional fare.

Snacks being served include savoury treats and pastries including Zwetschgenkuchen, Baumkuchen and Guglhupf (try saying that at 30,000 feet).

Emirates says it will offer 28,000 seats on its Munich flights over the Oktoberfest period - enough to fill four festival tents with thirsty revellers - in addition to its flights to Frankfurt, Dusseldorf and Hamburg. Prost!



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# Locomote 1000 Mile pact

**TRAVELPORT** Locomote has added the 1000 Mile Travel Group to its list of customers, making the home-based travel management company one of the first in Australia to adopt the technology platform.

Travel consultants from 1000 Mile will now be able to manage corporate bookings via Travelport Locomote in a more efficient means, the tech provider says,

### GTJ experts push

**AGENTS** now have less than two weeks to become certified experts in Great Train Journeys (GTJ), with the first dedicated Rail Plus training program on the topic due to close on 06 Oct.

Every agent who achieves a 60% pass rate will graduate as a "GTJ Rail Expert", and receive an e-certificate, while the top graduate will receive a \$500 Visa gift card.

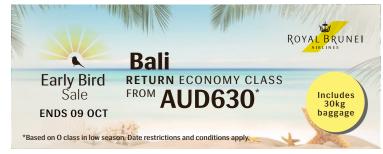
"meaning that they are able to put more time into providing personalised travel support".

Travelport Locomote ceo Sandra McLeod said the partnership with 1000 Mile was a great opportunity to grow the local customer network.

"It's great to find a local agency with the same outlook as us when it comes to corporate travel - that simplifying booking processes can only mean savings in both time and money - and we're looking forward to what this partnership will bring for the future," she said.

Co-founder and ceo of 1000 Mile, Ben Ross, said by partnering with Travelport Locomote, "1000 Mile is able to offer our clients the best combination of traveller support, booking efficiency and dollar value available in the market today".

Locomote was demonstrated to 1000 Mile members at its recent Bali conference.



### Trump ban update

**THE** US Travel Association has called for clear communication as the Trump Administration implements the latest version of its travel bans affecting Middle Eastern, North African and other countries (TD yesterday).

"The world needs to know that they are not intended to discourage travel generally, and that legitimate business and leisure travellers are as welcome as ever in the United States," said the association's vp for public affairs Jonathan Grella.

### EK, FZ c'sharing

**EMIRATES** has lodged preliminary details of its planned codeshare arrangements with flydubai, with services to begin in May next year, GDSs show.

Initial routes will involve the EK code on FZ flights from Dubai to points including Muscat, Krasnodar, Prague and Sofia, with others to follow.

### TripADeal training

**TRAVELLERS** Choice members will begin a program of webinars and other training sessions over the coming weeks as the group prepares for its 09 Oct launch of TripADeal sales (TD yesterday).

The group's managing director Christian Hunter said the new TripADeal partnership would involve a dedicated booking portal that was designed to provide a simple interface for managing bookings.

"We've got a whole heap of product and training webinars that we've developed... and they'll be ready to go and distributed over the next couple of weeks," Hunter said.

TripADeal ceo Norm Black said the decision to sell via Travellers Choice had been in response to customers wanting face-to-face bookings via a traditional retailer.

"In addition, the company has consistently adopted an innovative approach to technology," he said.

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**CHINA** Eastern Airlines held an industry banquet at the Queensland Gallery of Modern Art (GOMA) in Brisbane last week to celebrate the announcement of its new daily Brisbane to Shanghai service starting in Nov (*TD* 09 Sep).

Currently the airline flies to Brisbane three times a week, but will switch to daily ops on 25 Nov. MU Brisbane office gm Gavin Jia was delighted the Chinese airline could offer more options and flexibility to its customers.

"MU is committed to the Aus market and we are continually bringing all possible ways to introduce our renowned World-Class service to the country."

Flights will operate with an Airbus A330-200 aircraft fitted with Business and Economy class.

**Pictured** is Ben James, aviation bdm at Brisbane Airport addressing the event audience.



### Rotto glamping tick

THE West Australian govt today gave a conditional green light for a new beachfront eco-resort on Rottnest Island, paving the way for glamping accommodation to become available from the summer of 2018/19.

Pinky Beach Eco Retreat and Beach Club will offer a mix of accommodation to suit a range of budgets, available from \$100 to \$350 per night, and is aimed at revitalising the island's offering to overnight visitors.

The resort will comprise 86 eco accommodation tents with ensuites and a beach club that will feature a licenced bar, cafe, restaurant and function space with ocean views.

"This development will transform the area and establish a whole new visitor experience at Rottnest," WA Tourism Minister Paul Papalia commented.

Pinky Beach will be Rotto's first major development in 30 years.

### **Travelport excl rates**

**TRAVELPORT** has announced the first 1,000 hotels that will offer Travelport exclusive rates.

Properties are located in 48 countries and include a range of four- and five-star hotels across Europe, Asia, USA, Africa and Latin America.

Exclusive hotel rates can be accessed via a number of Travelport platforms by adding the rate access code 4TM to a hotel search.

The company says many of the negotiated prices include more exclusive elements such as included breakfast or favourable cancellation terms.

Travelport vp and md, global hospitality and digital Niklsd Andreen said the program would be a real time saver for agents.

"It will help agents increase attachment rates and stay competitive by always offering the best rates available to travellers," he said.





### iVenture Hawaii

**IVENTURE** Card has revamped its Honolulu offering to allow for visitors to choose from three attraction passes.

The revamped product by iVenture is designed to offer flexibility & freedom for travellers to create their own itinerary.

The new Waikiki Unlimited Pass allows travellers to enjoy up to 16 experiences and offers savings of up to 50% off gate prices.

Attractions include snorkelling in Hanauma Bay, Pearl Harbor, hiking at Diamond Head & more.

Prices for the pass start at US\$89 per person.

The Pearl Harbor Pass includes the USS Missouri Battleship, Pacific Aviation Museum as part of the six ticket pass.

Passes cost US\$99 per person. iVenture's final revamped offering is the Honolulu Flexi Pass, which offers entry to either three, five or seven attractions.

Highlights include Wet 'n' Wild, Sea Life Park and Iolani Palace.

### Norwegian UK nod

**THE** US Dept of Transportation says it has received "no persuasive reason" to withhold Norwegian UK's permit authority from operating services under the US-European Union-Iceland-Norway Air Transport Agreement.

The approval enables the LCC to expands its operation at London Gatwick to US cities.

Norwegian's existing UK-US operation has been provided by its Norway-based parent firm and its Irish unit.

### cievents Asia push

**CIEVENTS** will strengthen its operations in Asia through two new appointments.

Carly Lewis will become director of sales and will look after customer relationships and international sales.

Livia Carrier has also been appointed by cievents as general manager of Hong Kong.

CLICK to read more in BEN.



AIR France has launched its lower-cost millennial airline JOON overnight in Paris.

The airline will begin intra-Europe passenger ops on 01 Dec using Airbus A321 aircraft ahead of long-haul flights in May 2018.

JOON will fly to four destinations in Europe from its hub at Paris Charles de Gaulle to Berlin Tegal, Lisbon, Porto and Barcelona-El Prat Airport.

The first two long-haul destinations are Mahe, Seychelles and Fortaleza in Brazil.

Air France describes JOON as a hybrid between a low-cost and full service carrier.

All JOON aircraft will have wi-fi on board as well as USB charging ports at each seat.

All aircraft will be fitted with streaming inflight entertainment, labelled YouJoon.

JOON will also offer organic juices, smoothies and alcohol to win the millennial traveller over.

The airline will have 10 longhaul planes and 18 short-haul planes by 2020.

Pictured is JOON ceo Jean-Michel Mathieu with models in JOON's cabin crew uniform.

**INSET** is a render of Joon's aircraft livery.





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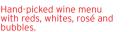
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**TEN** Aussie travel agents had an opportunity to experience Queenstown and Wanaka in New Zealand recently, skiing at Coronet Peak, The Remarkables, Cardrona and Treble Cone thanks to SKIMAX & Air New Zealand.

They also enjoyed a Kiwi Haka Show, dined at the Skyline mountain-top restaurant in Queenstown, took a high speed adventure on the Shotover Jet boat and enjoyed the spectacular views on a scenic helicopter ride.

The group is **pictured** during a break on one of the South Island's spectacular runs.

Participants in the trip included Jenny Coros, Skimax; Amanda Kane, Flight Centre Fountain Gate; Samuel David Marsden, Flight Centre; Lauren Bell, Helloworld Green Hills; Adam Mark Aubrey FCBT; Natalie Hadikin, Mosman Travel; Dale Lansdown, Surrey Travel; Rhys Lindley Cole, Flight Centre Patterson Lakes; Veenita Malouf, Flight Centre Wetherill Park; Andrew Peter Sullivan, The Don't Forget Travel Group; and Janet Perusco, Helloworld Corrimal.

### 2 new Asilia camps

**ASILIA** has revealed the opening of a new resort camp in Southern Tanzania.

Jabaili Ridge, located in the Ruaha National Park, will be the company's new flagship property in the region.

Its addition follows the recent opening of Roho ya Selous Resort in nearby Selous Game Reserve.

"Our new camps...will make a meaningful impact on the conservation of these important eco-systems," says Jeroen Harderwijk, md of Asilia.

### AB exits long-haul

**AIRBERLIN** has announced it will no longer be operating longhaul flights from 15 Oct.

Flights between Dusseldorf and Los Angeles ceased yesterday and services will between Hamburg and Munich will end 29 Sep, according to the carrier.

airberlin claims its decision to cease long-haul flights is driven by leasing companies withdrawing their Airbus A330 jets from service.

Pax affected by the change will be re-booked where possible.

### InterCon Hanoi

IHG has announced the opening of Hanoi's highest hotel called the InterContinental Hanoi Landmark72 in the centre of the Vietnamese capital.

The new addition will offer guests a mix of retail, commercial and entertainment spaces and will cater for the city's high-end tourism market.

### **Tauck Passion Play**

**TAUCK** has announced new itineraries featuring the Oberammergau Passion Play to be held in Germany in 2020.

Two land tours will feature the play - Romantic Journey and The Ultimate Alps & Dolomites.

It will also be included in two river cruises - The Blue Danube and The Romantic Rhine.

### Sri Lanka sailing

**G ADVENTURES** has become the first tour company to launch a suite of small-group sailing tours in Sri Lanka.

The new offering will commence 02 Feb, a move preceded by a surge in local tourism growth in the country.

Prices start from \$1,999 per person for a seven-day trip from Mirissa return.

"Sri Lanka is a fantastic destination with plenty to see, do and eat," said Vince Donnelly, G Adventures global sailing mgr.



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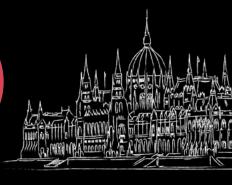
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### **LEVEL** aspirations

**INTERNATIONAL** Airlines Grp (IAG) plans to expand the fleet of its new budget long-haul low-cost carrier, LEVEL, to 30 aircraft over the next five years.

LEVEL launched on 01 Jun, initially with two Airbus A330s supplied by sister-carrier Iberia and has a further three A330s set to join its fleet soon (*TD* 25 Jul).

The Barcelona-based start-up currently operates to Los Angeles, Oakland, Punta Cana and Buenos Aires, with IAG's chief executive Willie Walsh hinting that other European hubs, including Rome and Paris, were being considered.

"We'll make a decision on that within the next couple of months. We do prefer one over the other, and I think it will be at least two aircraft in the new base," he said.

### **Uber, London talks**

**UBER'S** new ceo and former Expedia boss Dara Khosrowshahi will meet with Transport for London (TfL) to discuss the carshare service provider's operation after the government said it would not renew its licence beyond Sep (*TD* yesterday).

In an open letter, Khosrowshahi admitted that while Uber had revolutionised the way people move in cities around the world, "it's equally true that we've got things wrong along the way".

London Mayor Sadiq Khan said he was encouraged by the Uber boss' comments and recognised the issues Uber faced in London.

"Even though there is a legal process in place, I have asked TfL to make themselves available to meet with him," Khan said.



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# **AFTA update**

From AFTA's chief executive, Jayson Westbury

WITH the term 3 school holidays either in full swing or in some states just starting yesterday, it was not a great day for a power outage at Sydney Airport which caused air traffic control to go into disaster mode. By early morning it was clear that yesterday, and in fact even still today, life for travellers not only in and out of Sydney, but almost across the entire country would be disrupted

or delayed considerably. I am sure that there are plenty of travel agents across the country who got an ear full one way or another off the back of this mess.

It is hard to believe that in a modern 2017 world that a critical piece of infrastructure like power and a software feed to control aircraft movements could go down for an extended period of time. And if so, that there is not a robust redundancy system in place and ready to go. When you think about it, what seems to be a simple problem can in fact bring the country to a standstill – literally.

On top of that, just imagine the real costs to the airlines for these delays, and then there is the productivity loss to the nation. It just seems odd that it can all happen on such a busy day at the airport.

Then, to add to that, is the what seems never ending traffic drama that those who go in and out of Sydney Airport face every day. In fact, the Sydney Airport website carries the message — "Heavy traffic is expected in and around Sydney Airport during the school holidays. Plan your journey - click here for more information." Now the problems at Sydney Airport are not necessarily all the fault of the airport corporation as there are others involved, like the NSW State Government when it comes to the traffic drama, and the energy provider perhaps when it comes to the power outage and perhaps Air Services Australia when it comes to the system software failure. It is a shame in a way that the Sydney Airport brand ends up in the limelight when perhaps none of it is in fact their fault.

One would hope that some lessons are learnt from this mess and that the next time someone forgets to pay the power bill on time, something better is set up to deal with the drama that follows. I hope that if you were caught up in this mess, one way or another you have managed to get out of it by the time you are reading this. What a mess!

### H.I.S. takes bitcoin

TOKYO-BASED travel agency H.I.S. Co Ltd has begun accepting bitcoin payments via Bitflyer, making it the first major company in the Japanese travel industry to accept the digital currency.

Transaction amounts will be limited to the equivalent of 2 million yen.

To commemorate the pact, H.I.S. will offer a range of bitcoinexclusive tour packages.

### RCI 10th birthday

ROYAL Caribbean International is offering savings of up to 40% on select on int'l and local itineraries as part of the cruise company's 10th anniversary of operation in Australian waters.

Among the specials is the threenight sampler voyage to nowhere ex Sydney on *Voyager of the Seas*, departing 02 Feb which is now priced at \$449ppts, down from \$709ppts - sale ends 31 Oct.





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# **CHOICE:** know your rights

**CONSUMER** advocacy group, CHOICE is advising travellers to know their rights following delays and cancellations at Sydney Airport (TD vesterday) and the ongoing Bali volcano issue.

CHOICE head of media and spokesperson Tom Godfrey said, "payments for accommodation, transport, meals and phone calls if your flight is delayed or cancelled is at the discretion of the airline but it's always worth asking if you need any assistance".

Godfrey said in the case of the Bali volcano, airlines would try to get a passenger to their destination but may not cover the costs or expenses travellers might incur as the issue was not the

airline's fault.

He also advised that it was too late for travellers to take out travel insurance if heading to Bali.

"Now that the status of the Bali volcano is a known event. meaning it's been published widely in the media and on the Smartraveller website, it's too late to take out travel insurance to cover delays for the volcano."

If passengers faced cancellations in Australia, Godfrey advised them to keep their receipts and keep expenditure as low as possible as they may never get the money back.

This was because carriers addressed reimbursements on a case by case basis.

### Croatia earlybird

**TEMPO** Holidays is offering discounts on select Croatia island hopping holidays for bookings made between 01-31 Oct.

The deal includes Dalmatian Odyssey eight-day package that visits Dubrovnik, Split, Korcula and Hvar - priced from \$855pp.

Tempo's eight-day Croatia Countryside and Island Hopping is also included.

### Falls Crk lift revamp

FALLS Creek will invest \$9 million to upgrade the resort's Eagle chairlift.

The new lift will be a highspeed, detachable quad (fourperson) model that will replace the existing structure.

Opened in time for the 2018 season, the lift will have a capacity for 2,400 skiers per hour, and can cover a distance of 5.1 metres per second.

### Travelmarvel double TRAVELMARVEL is offering

an earlybird double-deal as part of its 2018/19 Vietnam and Cambodia program.

The promotion includes a fly free plus two free nights when booking any tour over 12-days.

Itineraries include the Essential Vietnam and Cambodia 12-day trip that features a river cruise along the Mekong River.

Prices start at \$3,995ppts.

Book by 03 Nov to take advantage of the special deals.

### QR Boeing order

**QATAR** Airways has placed an order with Boeing for four new 777-300ER aircraft.

QR currently operates its B777-300ER fleet in a two-class configuration with Business and Economy class.

The carrier also ordered two Boeing 747-8 Freighter aircraft.

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# **WIN A TRIP TO**

This month Travel Daily, travelBulletin, Aircalin and New Caledonia Tourism are giving readers the chance to win a trip to New Caledonia. The prize includes return economy class flights from SYD, BNE or MEL flying Aircalin and four nights in a one bed apartment including daily buffet breakfast at Ramada Noumea.

To enter the competition, all you need to do is take a creative photo of yourself with something typically New Caledonian.

Send your entry to aircalin@traveldaily.com.au





# Travel Daily

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People. Integrity. Energy.

# **Get Hired!** How to stand out from the crowd!

Click HERE to read our latest inPlace Blog



### **Call Centre Manager**

**Sydney** 

Salary \$75 - \$85K + super + benefits

A leadership opportunity with a premium travel brand offering high end, luxury escorted tours to exciting destinations. Due to an internal promotion the position of Call Centre Manager has become available. Working as part of a larger organisation, you will manage an established team of 10 res agents. Performance mgt, sales planning, mentoring & reporting will all be part of your role.

Great benefits

Respected brand

Call Susan or click here

### Find job! **Retail Travel Temps**

**Sydney CBD** 

Short and long term assignments

Your retail travel skills and current product knowledge will be welcomed by our clients to support their busy retail agencies in various locations around Sydney CBD, Northern and Inner Western suburbs. Work on existing files & take on new bookings both domestic & international itineraries including cruises. Strong airfares knowledge & exp. with Galileo, Sabre, Amadeus, Tramada or Cross Check.

Top hourly rate

Work life balance!

Call Cristina or click here

### **Area Sales Manager - Wholesale - Sydney**

Salary \$56 - 65K + super + car + inc If you love building relationships & have an existing network within the retail travel space in the NSW market then this could be the perfect role for you! Global travel wholesaler with an excellent reputation & great benefits!

Call Susan or click here

### Snr Team Leader / Operations Mgr - TMC

**Sydney** 

**Salary \$95 - 100K + super** 

Fantastic opportunity for a career focused and ambitious people leader with this global TMC. This role will encompass 3 main areas - People, Technology & Customer Experience. With 4 team leaders reporting directly & 20 indirect corp. travel consultants, this role requires a strong leader. Must have previous mgt or team leader experience within a TMC & strong knowledge of technology and use of a GDS.

Career opportunity

Monday to Friday

Call Susan or click here

### **Cruise Travel Consultant**

Sydney CBD

Salary up to \$50K pkg + incentives

Sell a variety of packages on ships of all sizes to impressive destinations including Antarctica & the Mediterranean. With its impressive product range this is a fantastic opportunity for a consultant with GDS experience & cruising passion. This role offers lots of on board famils to the consultants in their large team. So bring your knowledge and your enthusiasm and apply today!

Cruise famils

Great incentive scheme

Call Susan or click here

### **Business Development Mgr - Corp**

Sydney, Above average salary + incentives A newly created position in this boutique expanding TMC. This role will manage an existing portfolio of corporate accounts whilst proactively seeking to increase sales within the region. Previous TMC sales experience required.

Call Cristina or click here

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