





Travel Daily First with the news

www.traveldaily.com.au Monday 16th April 2018

More QFFF rewards

QANTAS Frequent Flyers are now able to utilise their Oantas Points to make redemption bookings online with all members of the oneworld alliance through gantas.com after Japan Airlines was added to the platform.

The move enables members to access over 1,000 destinations in nearly 160 territories covered under the oneworld alliance network, and more than 1,200 destinations globally with QF's 50+ airline partners.

A Qantas spokesperson said booking reward seats was the most popular way QFFF members liked to use their points, and now it was much easier being able to make the transaction online.

"Our members love to travel and giving them access to book online with all of Qantas' 12 oneworld partners, along with many of our other partner airlines, opens up more opportunities when they're booking their next holiday," the spokesperson said.

Nothing Like Australia to go?

EXCLUSIVE

TOURISM Australia has flagged a review of its long-standing "There's Nothing Like Australia" tag line, issuing a new tender for a Brand & Creative Agency partner to help evolve its brand strategy and creative direction.

Tourism Australia managing director John O'Sullivan confirmed the move this morning at Australian Tourism Exchange in Adelaide, telling Travel Daily "we are open-minded about how best to position the country".

He said the tender was the first phase of a possible change, adding he was looking forward to seeing the responses and that "it could be an exciting period".

Today's issue of TD

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

- One&Only Wolgan Valley
- AA Appointments jobs

O'Sullivan also cited the success of the recent Superbowl campaign (TD 06 Feb) which saw US viewers titillated with a potential new Crocodile Dundee movie, generating record levels of engagement and interest.

He noted the success of the Tourism 2020 campaign, which is now on track to achieve \$130 billion in overnight spending with 10 million international visitors.

Arrivals from Asia now make up 49% of Australian inbound traffic, with O'Sullivan saying this year it's expected that China will overtake NZ to become Australia's number one source market in both visitor numbers & spending.

Asked about targets beyond 2020 by Travel Daily, the Tourism Australia chief said that was the purview of the government's newly established tourism steering committee (TD 12 Feb) which is expected to outline its aspirations later this year.

Travel Daily

on location at

Australian Tourism Exchange

Today's issue of TD is coming to you from Adelaide courtesy of Tourism Australia which is hosting ATE here this week.

THE Adelaide Convention Centre is playing host to more than 2,000 buyers, sellers and media from across the globe, who have gathered for Tourism Australia's annual showcase.

Exhibitors are here from every state and territory, meeting with international wholesale and retail buyers in a series of customised appointment schedules and networking opportunities.

Tonight South Australia will pull out all stops for the ATE Welcome Event hosted by Tourism Australia at Victoria Square, with the show continuing through until Thu.













Guide to London

EXCITE Holidays has produced a 10-page guide to showcase the best of London, covering locations such as Westminster, Shoreditch, Chelsea, Kensington, Camden, Mayfair, Brixton and the City of London.

View the London guide HERE.



VA upping the Tasman ante

VIRGIN Australia this morning announced significant changes to its trans-Tasman operations (*TD* breaking news), including new routes and higher frequencies following the cessation of its alliance with Air New Zealand at the end of Oct (*TD* 05 Apr).

The expansion includes new non-stop flights from Sydney to Wellington, as well as up to four weekly frequencies between Melbourne and Queenstown.

VA group executive Rob Sharp unveiled the changes in Adelaide at Australian Tourism Exchange, saying the end of the Air New Zealand alliance "allows us to capitalise on an opportunity... we're upping the ante".

Virgin will also boost flights between Sydney and Auckland to triple daily, while Melbourne-Auckland will go to double daily every day of the week.

Brisbane-Auckland will also expand to up to three flights

FIND OUT MORE >

on peak days - but Melbourne-Christchurch will reduce from 11 weekly to a daily service while Brisbane-Wellington will go from double daily to nine per week.

He noted that on the Melbourne-Queenstown route VA would be the only operator with a Business class offering, and hinted at further "exciting initiatives" for the Tasman market.

Sharp didn't mention Tigerair Australia, but there's speculation the low-cost Virgin offshoot will also launch trans-Tasman services with "more announcements to come," he promised.

MEANWHILE the installation of in-flight wi-fi on the Virgin Australia fleet is proceeding apace with a 737 aircraft completed every four days, Sharp said.

Virgin is still testing the product prior to revealing its commercial rollout, with internet connectivity to be available fleetwide on VA domestic & international by 2019.

*Terms and conditions apply.

QF quarterly news

QANTAS Agency Partnerships will hold a 15-minute 'Quarterly Update' webinar on Wed 18 Apr to keep trade partners up to date on the airline's latest news.

Sessions will be held at 0830, 0930, 1030 and 1430 (AEDT) - more at qantas.com/agents.



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VIRGIN AUSTRALIA GIGANTIC GIVEAWAY



Qantas satisfaction high

QANTAS has earned Australia's highest airline customer satisfaction rating for the 10th month in a row, holding its lead over rival Virgin Australia.

The latest Roy Morgan rankings show Qantas upped its customer satisfaction levels to 86.4%, slightly ahead of its sub-brand QantasLink at 86.1% and several points ahead of Virgin's 83.2%.

The major carriers were well ahead of Regional Express (77.1%), Jetstar (64.1%) and Tigerair Australia (61.4%).

Roy Morgan ceo Michele Levine said Qantas was proving hard to catch in the satisfaction stakes.

"Qantas has maintained a solid lead over key rival Virgin Australia which last won the Roy Morgan monthly customer satisfaction in Apr 2017," Levine said.

"Another positive for Qantas is Australia's huge market for domestic travel," she said.

"Over 11.6 million Australians now say they'd like to spend a holiday in Australia in the next two years."

Qantas was also named top for business traveller satisfaction with a rating of 85.2%, ahead of Virgin's 81.5%.

QH CSP incentive

QANTAS Holidays is giving agents a chance to earn one of eight \$250 TRIP Dollar prizes by completing the Canadian Specialist Program (CSP) training.

CSP is designed to provide frontline sellers with the knowledge and tools to become an expert in Canadian experiences.

Agents need to complete the CSP training by today (16 Apr) and submit a 25-word answer describing what they would most like to experience on a Canada holiday - **CLICK HERE** for more.



EK A380 cabin refit

EMIRATES will introduce a new cabin interior on its flagship Airbus A380 fleet from 2020, including its fully enclosed private suites in First class.

The carrier says it will also revamp its shower spas and the A380's onboard lounge.

Emirates president Tim Clark outlined changes during a media briefing at the Aircraft Interiors Expo in Hamburg last week, *Flight Global* reports.

The new look will be introduced when Emirates receives the first of its latest superjumbo order from Airbus, replicating aspects of the carrier's B777 product introduced last year.

However, Clark said it was still uncertain whether the enclosed First class suite would be retrofitted to existing A380s.

He said the suite's installation was "really difficult" and estimated retrofitting costs at US\$30 million per plane or more.



Window Seat

TOURISTS hoping to visit a 16th Century castle in Scotland may be disappointed this week after heritage officers closed parts of the site because of "a very angry badger".

Lanarkshire's Craignethan Castle has fended off marauders for centuries, but its latest invader forced Historic Scotland to close its network of tunnels.

"If you're heading to #CraignethanCastle over the next few days you might find the Cellar Tunnel closed due to the presence of a very angry badger," the authority tweeted.

"We're trying to entice it out with cat food and send it home to #chilloot."

No word was given on what had made the animal so irritable in the first place.



Travel Daily

Monday 16th April 2018

New Sabre Red

SABRE Corporation says it is in the process of a "major initiative" to upgrade travel agency partners globally to the new Sabre Red Workspace following an extensive pilot and testing phase with select customers.

The solution is currently rolling out in English, German, Spanish and Japanese but will also be available in French, Portuguese, Italian, Russian & simplified and traditional Chinese shortly.

The new product is designed to make a travel agent's job easier, while increasing productivity.

New Sabre Red Workspace focuses on three core areas: "adding industry-leading content, providing data-driven insights; and taking the work out of the workspace," Sabre said.

"This ground-breaking solution will change the way travel agents work by combining rich content with flexibility, simplicity and ease of use," said Sabre Travel Network president Wade Jones.

SO/ brand expands

ACCORHOTELS has announced four new properties planned for its SO/ brand, including its first in the southern hemisphere located in Auckland.

The 133-room New Zealand property will open in Jul, coming after the opening of other SO/ properties in the cities of Berlin and St Petersburg.

A fourth hotel will open in Vienna by the end of the year.

The "playful, luxurious and oneof-a-kind" hotels join four others already in the SO/ stable.

JAL payment error

JAPAN Airlines has warned some passengers may have been double-charged for inflight purchases made during Mar.

The carrier says a system malfunction resulted in duplicate transactions on customers' credit card statements, and that affected accounts have since been corrected.

Mega action at Silver Star



THIRTY agents had a chance to try out the "big mountain scale" of Canada's Silver Star Mountain Resort recently as part of Sno'n'Ski's annual Mega Famil, hosted by Destination BC.

The group took to the slopes on skis and snowboards at a site known for both friendly beginner runs and advanced terrain, but also had a chance to try other activities like fat biking, tubing and snow shoeing - even a sleigh ride excursion out to a rustic cabin for dinner.

Some stayed at the Snowbird Lodge apartments where they wrapped up their days with a soak in the slope-side hot tubs, while others stayed at Firelight and skated on the scenic ice pond in their backyard.

Pictured are Sno'n'Ski Mega Fam participants on the slopes of Silver Star Mountain Resort.

Holiday Inn CDG

IHG has opened a new Holiday Inn Express at Paris Charles de Gaulle Airport, directly connected to Terminal 1.

The 305-room new-build property is part of the group's "Next Generation" series and will be followed by a further 67 Express hotels planned in Europe, including nine in France.





Lufthansa Grp new A320 seats

LUFTHANSA Group has revealed a new seat for its Airbus A320 aircraft across Lufthansa, SWISS and Austrian Airlines.

Delivery of the Airbus A320 Family aircraft is set to start in 2019 and the move will mark the first time the group has introduced standardised seats across the airlines.

The standardisation of the seats will allow aircraft to be more easily & quickly converted & transferred between the airlines of the Lufthansa Group.

To be offered on short- and medium-haul routes, the seats have a slim backrest and a foam seat cushion.

Previously, guests were seated at a 12 degree inclination during taxiing, take-off and landing, but the new seats allow the backrest to be at 20 degrees during the whole flight.



Business class guests can also set the backrest to 26 degrees during cruising altitude.

"A lot of customer feedback went into designing the seat and we are pleased to have already received a lot of positive feedback on the implemented features over the course of the project," said Paul Estoppey, head of product cabin Lufthansa Group Hub Airlines.

The Austrian Airlines' variant of the Geven seat is pictured above.

\$400 off NZ to LAX

AIR New Zealand is offering \$400 off select return Economy fares to Los Angeles, San Francisco and Vancouver.

The airline is also throwing in the option to add an extra checked bag for \$1 each way.

Sale ends 23 Apr and travel periods apply.

Enter the code LH400 to access the deal.

CLICK HERE for more info.

Veriu Surry opening

THE Veriu Central hotel officially launched in Sydney's Surry Hills last week, offering 112 rooms.

a \$15 million conversion of the heritage listed Wentworth House which has maintained the character of the building and combined "old world elegance with contemporary style".

Veriu Central's rooms range from functional spaces for one- or two-night stays in an Art Deco room to the more spacious Wentworth Suites with a king bed, sofa bed and kitchenette.

Espresso transfers

ROYAL Caribbean Cruises in the US has introduced a new feature to simplify group travel reservations on its agent reservation system, Espresso.

Agents using the system can now transfer one or more individual client bookings into their group reservations with Royal Caribbean's three brands.

The function is designed to save agents' time, eliminating the need for multiple phone calls to complete the task.

RCL said more features and tools were slated to be introduced to Espresso this year.

BA Basic goes long

sale a new long-haul "Basic" fare for customers who don't want to check in a bag or select a seat.

Available on BA services from London to Austin, Boston, Delhi, Denver, Dubai, Hong Kong, Oakland, Philadelphia, Punta Cana and Singapore, the flights cost up to £60 less than the standard return fare.

It is being launched in conjunction with BA's transatlantic joint business partner airlines, American Airlines, Finnair & Iberia.

The property's debut follows

BRITISH Airways has opened for

Russia self famils

RUSSIAN Travel & Tours has released the dates for its travel agent self-famil options in Sep, Oct and Nov.

Prices lead in at \$3,325 for a solo traveller or \$1,837ppts for a six-day itinerary travelling from St Petersburg to Moscow, departing

A 19-day famil including the Trans-Siberian rail is also available from \$4,968ppts leaving in Nov.

Departures are on 04, 11, 18 & 25 Sep; 02, 09, 16, 23 & 39 Oct and 06, 13, 20 & 27 Nov.

For more details, email sales@ russiantravelandtours.com.au.





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Opportunity at Vietnam Airlines Sales & Marketing Team

Vietnam Airlines is recruiting a sales professional for its AU Sales & Marketing Team based at its Sydney CBD office.

The new Sales Rep will work in collaboration with other sales team members in all sales and marketing opportunities with the aim to maximize revenues and potential for Vietnam Airlines.

Primary responsibilities include:

- Participate in the team's data analysis and evaluation;
- Process new sales leads and propose plan to secure new business;
- · Coordinate and participate in sales meetings, sales presentations & other market development activities;
- · Action on inquiries from the travel agents and corporate clients;
- Support and participate in agency helpdesk activities when required.

The successful applicant will have the following skills and attributes:

- Experience in the airline/travel industry with a business administration or economics background;
- Working knowledge of airline major GDS & CRS with Sabre an advantage:
- · Proven analytical skills including information gathering, evaluation and interpretation;
- · Proven ability to work under pressure and to deadlines, to work independently and as a team.

Interested applicants with full work rights are invited to forward their resume and cover letter by Friday 27 April 2018 to Ms. Thuy Nguyen via admin.au@vietnamairlines.com.

(We regret that only shortlisted candidates will be contacted for interview)

t 1300 799 220



Engine woes plague 787s

AIR New Zealand is among carriers worldwide expending further scheduling problems because of issues affecting Rolls-Royce Trent 1000 engines in their Boeing 787 *Dreamliner* fleets.

The engine manufacturer has announced it will step-up the inspection frequency of its Trent 1000 Package C engine over a technical issue that affects the jet's compressors.

"This will unfortunately lead to additional disruption for our customers," Rolls-Royce said in a statement on Fri.

About 25% of Boeing 787 Dreamliner aircraft are powered



from GlobalCARS.com.au

Jason is the top point scorer for Round 9 of Travel Daily's Super XV footy tipping competition. He's won \$100 travel credit courtesy of Expedia.





The major prize for the 2018 footy tipping competition is return economy class airfares to Christchurch flying with **EMIRATES**.

by the engine variant.

Air NZ was forced to adjust schedules and charter extra aircraft last year to allow unscheduled maintenance on Rolls-Royce engines (*TD* 11 Dec).

In a statement issued on Sat, it said it was working closely with Rolls-Royce over the issue.

"Air New Zealand expects there will be some impact to its international schedule as a result of the checks and thanks customers in advance for their patience as it works through this challenge at what is a very busy time for travel," the carrier said.

Other airlines including Norwegian Air, Virgin Atlantic, British Airlines and ANA are also understood to be affected.

VA minority mop-up

VIRGIN Australia now has almost 20,000 fewer shareholders after completing its "unmarketable parcel buy-back" facility (TD 28 Feb).

A total of 12.9 million shares were sold into the facility, with the shareholders - many of them current or former VA staff who bought in when the airline's price was higher - receiving 30c per share for their small stakes.

Top brox in Q1

TRAVEL industry network has named the top brochures viewed online in Q1, with the Odyssey Travel Tours 2017-2018 Catalogue nabbing the number one position.

Not far behind for views was Solo Connections Collection 2017-18 followed by Bentours Scandinavia Expedition Cruising 2018-2019.

In fourth position was Qantas Holidays Norfolk Island 2017-2018 and in fifth was Viking Cruises River Cruises 2018.

The majority of views are during business hours from Mon-Fri and peaking during the lunch period.

Most views are from desktops.



Brochures

WELCOME to Brochures of the Week, *Travel Daily*'s Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Uniworld Boutique River Cruise Collection - 2019

Three new European river cruises feature in the just-released 2019 Uniworld Boutique River Cruise brochure. The program offers a new ship in China and the debut of the renovated *River Royale*. New itineraries in Europe include the 15-day Alluring Amsterdam & Vienna, 10-day Magnificent Moselle & Rhine and 10-day Authentic Danube & Prague while the eight-day Holland & Belguim at Tulip Time itinerary has been enhanced. In India, the cruise line

has added the 12-day Me to We & The Sacred Ganges.



Lindblad Expeditions - Antarctica 2018-20

Lindblad Expeditions has launched its 2018-20 Antarctica brochure featuring three in-depth itineraries discovering Antarctica, South Georgia and the Falklands. The cruise line has marked the Year of the Bird by enriching select 2018 departures. The 23 Oct South Georgia and the Falklands expedition will be joined by international bird expert, David Sibley. Other departures will feature veteran naturalists. The

program includes sailings on expedition ships, the *National Geographic Explorer* and *National Geographic Orion*.



Travelmarvel - Tasmania 2018/19

Travelmarvel's 2018/19 Tasmania brochure has now been released, offering coach tours exploring "unmissable sights and lesser-known gems while staying in a range of premium hotels". A highlight is the 10-day Grand Tasman itinerary which includes stops at Cradle Mountain, Port Arthur and Freycinet National Park and is priced from \$3,295ppts. Guests will also visit the Bridestowe Lavender Estate, Port

Arthur Historic Site and cruise the Gordon River aboard the *Spirit of the Wild*. The Hotel Grand Chancellor has been added to this year's lineup.



Silversea - Expeditions 2018/19

Silversea has marked 10 years in expedition cruising by launching a collection of Expeditions voyages for 2018 and 2019. The brochure includes a range of inclusive packages and showcases cruises across the line's four expedition vessels, *Silver Discoverer*, *Silver Explorer*, *Silver Galapagos* and the recently launched *Silver Cloud*. Destinations in the program include Asia and the Pacific islands through to the Galapagos,

Africa, Antarctica and the Kimberley. The company claims it was the world's first luxury cruise line to launch a range of expedition voyages when it began offering them in 2008.



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Uniworld showcases Beatrice's facelift

TRAVEL Daily was thrilled to be the first Australian media outlet to preview the newly refurbished Super Ship Beatrice on Uniworld River Cruise Collection's Highlights of Eastern Europe cruise earlier this month. The itinerary sailed the Danube between Budapest, Hungary and Giurgiu, Romania (and onwards to

Bucharest) and was SS Beatrice's first voyage after a multi-million dollar, top-to-tail refit. The remodelled ship offers four new dining venues, including Mozart's restaurant on the Danube Deck, Schubert's cafe, Max's and a 24-hr coffee & tea station on the Rhine Deck. Voyage favourites included an evening sightseeing cruise in Budapest to witness the amazing lighting displays of the city, country of Bulgaria.

SUPER Ship Beatrice breaking new ground, becoming the first river cruise ship to dock at the Golubac Fortress facility in Serbia.

passing through the Iron Gates of Romania and a tour to the Belogradchik red rock

Uniworld offers the itinerary (and reverse) 10 times throughout the season.

See Travel Daily's Facebook and Instagram feeds for lots of exclusive photos and videos.

> WHITE-GLOVE butler service awaits Uniworld guests in suites.





page 7

THE Hungarian Parliament Building in all its splendour, as witnessed from the deck of Beatrice

during an evening sailing in Budapest.

GUESTS in suites are kept well nourished throughout the cruise with daily replenished biscuits & slices



ABOARD the first sailing of the refurbished *Super* Ship Beatrice was Uniworld ceo Ellen Bettridge, pictured here in Max's with Captain Jord Zwall.



THE rugged scenery that awaits passing through the Iron Gates between Serbia and Romania.



THE stylish decor of Mozart's Restaurant on the Danube Deck.



12th A350 for VN

VIETNAM Airlines last week took delivery of its 12th of 14 A350-900 aircraft ordered from aircraft manufacturer Airbus.

The jet features the SkyTeam livery of which VN is a member the first A350 to have the decal.



ROUND 6 WINNER

Congratulations

SOPHIE KINNANE

from Helloworld **Travel Dapto**

Sophie is the top point scorer for Round 6 of Travel Daily's NRL footy tipping competition. She's won \$100 travel credit courtesy of Expedia.





The major prize for the 2018 footy tipping competition is return economy class airfares to Europe flying with **EMIRATES**.

Caesars into Dubai

CAESARS Entertainment Corp will open the casino juggernaut's first non-gaming resorts in Dubai.

The company revealed on Sun it had entered an agreement with Meraas Holding to manage two luxury hotels and a beach club at Meraas' Bluewaters Island manmade island in the emirate.

The dual properties, slated to open later this year as Caesars Palace Bluewaters Dubai and Caesars Bluewaters Dubai, will offer a combined 479 rooms.

The Dubai project will feature 12 restaurants and bars, including some of its successful celebrity chef collaborations.

JAL/S7 extend c's

ONEWORLD partners Japan Airlines and Russia's S7 Airlines have agreed to increase their codeshare cooperation to include two new destinations in Russia.

From tomorrow, JAL customers will be able to book flights on S7's flights from Tokyo Narita to both Irutsk (effective 29 Apr) and to Novosibirsk (effective 02 Jun).

Rite cruise & cycle

TRAVELRITE International is offering a 15-day cruise and cycling itinerary to New Zealand, encompassing a collection of iconic trail rides in Melbourne, Dunedin, Wellington, Bay of Islands, Tauranga and Auckland.

The fully escorted package begins on 31 Jan with a cruise on Celebrity Solstice for 12 nights (ex Sydney), with the cycling adventures taken in each port of call - see www.travelrite.com.au.

Vic top for holidays

AUSTRALIANS are more likely to holiday in Victoria than NSW in the next two years, new research from Roy Morgan indicates.

According to the latest Holiday Tracking Survey, in 2017 some 3.78 million Aussie's signalled their plan to take a vacation in Victoria (up 55,000), trumping New South Wales at 3.62 million (down 274.000 from 2015).

Queensland was the third most likely state travellers would head to, at 2.64 million (down 250,000) followed by WA at 1.06 million (down 34,000) and SA at 832,000 - a decrease of 63,000.

Continuing the downward trend in travel intention were visits to the ACT and Northern Territory.

Tasmania was the only state or territory to see an increase in holiday intention for the next two years, up 27,000, to 542,000.

US, UAE air talks

THE long-running rift between three of the US major airlines and their counterparts in the UAE is close to being resolved, Associated Press reports.

The feud between the nations relates to allegations that carriers from the United Arab Emirates - namely Emirates and Etihad Airways - are receiving subsidies from their govt, fuelling growth.

Based on information provided by four individuals familiar with the potential deal, EK and EY will open up their accounting records for the US to investigate.

The negotiations will also see the UAE-based carriers confirm that they have no further plans to add flights to the United States from Europe or other destinations outside of the UAE.

Emirates and Etihad have long denied receiving govt subsidies.



Win flights to anywhere on Royal Brunei Airlines' network

Royal Brunei Airlines is celebrating four years of flying from Melbourne to London with the 787 Dreamliner.

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The most creative entry will win two return Economy Class tickets from Melbourne to anywhere on the Royal Brunei network.

Send your entries to rba@traveldaily.com.au by COB 30 April.



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Australia



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Retreat to the Greater Blue Mountains this winter and enjoy an exclusive Winter Escape offer starting from \$845 per person per evening mid-week twin-share*. Magnificently secluded private villas each with their own shimmering pool, exciting nature-based activities and breathtaking beauty await. What's more, daily gourmet dining, selected alcoholic beverages with meals, non-alcoholic beverages and complimentary in-villa snack bar are all included.

*Offer is subject to availability and full pre-payment required at time of booking. Offer valid for sale until 28 April 2018 for travel between 1 May - 21 December 2018. Friday to Saturday rates commence from \$920 per person per evening. Minimum two-night stay and other terms and conditions apply.

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