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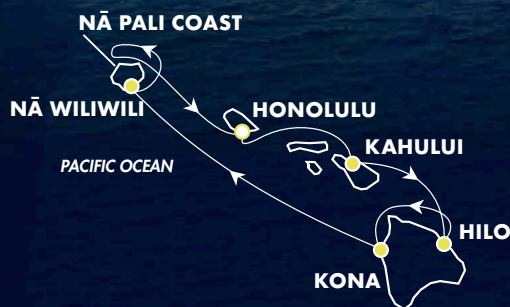


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Intrepid targets \$1 billion

INTREPID Travel is continuing its strong growth trajectory, with co-founder Darrell Wade yesterday saying the company is "pretty confident we'll hit a billion bucks by 2025".

Wade was the keynote speaker at a lunch hosted by the Council of Australian Tour Operators (see p2), and gave an insight into the operator's recent history, particularly since it split with its former joint venture partner TUI.

He said the Intrepid business started growing once it was back in private hands just over four years ago, and was on track to more than double from \$240 million in TTV at that time to

about \$500 million next year.

Wade said the company grew 20% last year, and current strong forward bookings indicated an even stronger 2019.

However a key driver of the business has been to "grow with purpose," with Wade stressing that while profit is an outcome, it wasn't a primary motivator.

Since retaking control Intrepid has gone through a major process of becoming a "B-Corp" or "Benefits Corp" which saw every part of the business audited to check its ongoing compliance with sustainability objectives.

Wade also highlighted the importance of industry collaboration, saying in the past he believed there had been too much focus on industry rivalry rather than collectively pursuing common interests.

Norwegian offers

NORWEGIAN Cruise Line's "Hawaii Free at Sea" offers involve a choice of three free bonuses and come with an extra 3% commission for travel agents.

Free options include beverage packages, speciality dining, wi-fi, shore excursion credits and special reduced rates for friends and family.

See **cover page** for details.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover page for **Norwegian Cruise Line**, plus a full page from:

- Travel Trade Recruitment

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Marriott passport

MARRIOTT has offered to cover the cost of passport replacements for those affected by its data breach (**TD Mon**).

"As it relates to passports and potential fraud, we are setting up a process to work with our guests who believe that they have experienced fraud as a result of their passports being involved in this incident," a Marriott spokesperson told *USA Today*.

"If, through that process, we determine that fraud has taken place, then the company will reimburse guests for the costs associated with getting a new passport," it said.

The US State Department tweeted earlier in the week saying it was not necessary to report a passport as lost or stolen if its number was disclosed as part of the breach.

"Passport numbers alone cannot be used to obtain your records, request a new passport or travel," it said.

CATO to host crisis forum

THE Council of Australian Tour Operators (CATO) has confirmed it will hold a Crisis Management Forum early next year, with the one-day event aiming to help the industry minimise the potential impact of catastrophic incidents.

Participants will include the Department of Foreign Affairs and Trade along with a range of other industry experts, with tickets now available for the 21 Feb forum.

That was just one of a host of initiatives detailed yesterday at a CATO festive season lunch in Sydney, where the reinvigorated organisation celebrated a year of strong growth.

New members this year welcomed by MD Brett Jardine included Crooked Compass, Amtrak Vacations/Yankee Leisure Group, Scott McGregor Railway Adventures, Discover the World and Helloworld Wholesale.

A number of associate members have also added their support

including the Seychelles Tourism Board, TripFuser, Sri Lanka Tourism, notably alongside some airlines including Emirates and Singapore Airlines.

CATO Chairman Dennis Bunnik noted that four years ago the organisation was at a crossroads, but since then it had managed to engage the industry and add significant value.

CATO is planning to launch a new digital magazine called "Ground Control" focusing on the land sector, while another major project in the works will for the first time aim to provide top-line quarterly data for the industry cross-referenced with Australian Bureau of Statistics figures.

The event was sponsored by SQ and Fairfax, with the media firm's Head of Travel Philippa Walker noting it would be the last time she appeared under that brand, with the business to be known as Nine Publishing from next Mon.

Qantas tax detailed

QANTAS has responded to past criticism of its tax contributions by releasing a report showing it paid \$11 million in company tax last financial year.

The report marks the carrier's renewed status as a corporate taxpayer after exhausting its available tax losses.

"Over the past few years, the Qantas Group has been working through available tax losses that followed a period of significant financial losses and heavy restructuring," the report said.

"These available tax losses peaked at \$3.2 billion in FY15 and had been reduced to \$951 million at the end of FY17, reflecting the company's return to profitability."

The airline said the total amount of taxes it paid and collected last financial year was \$3.4 billion, a 7% increase on the previous year.

This includes GST, FBT, payroll tax, company tax and sector specific taxes like the passenger movement charge.

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Canada "not cold but cool"

DESTINATION Canada CEO David Goldstein says the organisation wants to encourage more Australians to visit Eastern Canada, with increasing demand for destinations like Montreal proving popular for their unique European culture.

Goldstein, **pictured** right with Destination Canada's local representative Donna Campbell, has been here this week, and told **TD** that while the increasing availability of direct flights was boosting visitation, some traffic which traditionally came via the US was a "bit softer this year".

Goldstein hailed the new codeshare deal between Qantas and WestJet (**TD** yesterday), noting that as a former senior executive at Air NZ, WestJet CEO Ed Sims "gets this market".

He said a recent widebody aircraft order by WestJet would



propel WS's global ambitions which was "good for Canada".

Canada is riding a wave of global demand, with 2017 its biggest inbound year ever, while Destination Canada was continuing to work on product development as more travellers focus on experiences.

While ski is also a key sector, Goldstein stressed the key tagline that Canada is "not cold, but cool".

The travel industry has experienced all four seasons this year. Read more in the December issue of *travelBulletin*.

CLICK to read *travelBulletin*



TD behind cruise industry's big night

TRAVEL Daily and sister publication **Cruise Weekly** have again been chosen as media partners for the upcoming Cruise Lines International Association (CLIA) Australasia Cruise Industry Awards, to be held on 23 Feb.

"We are thrilled once again to partner with **Travel Daily** and **Cruise Weekly** as exclusive media sponsors of the Cruise Industry Awards," said CLIA Australasia MD Joel Katz.

"**Travel Daily** and **Cruise Weekly** are ongoing supporters of the cruise industry and we are looking forward to working with them to recognise the important role that our travel agent members play in the continued success of the industry as we build up to the most significant awards night for the cruise industry," he said.

See both publications for news in the lead-up to the big night.



Window Seat

THE actions of a frantic woman in Indonesia have gone viral after video of her emerged online breaking past security and running onto the tarmac to catch her plane.

The determined passenger, who was running late for her Citilink flight from Bali to Jakarta, can be seen fighting off guards before being restrained.

Following the fracas, she was booked on another flight to Jakarta departing later that day.

Watch the video **HERE**.



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Travel Authority celebrates



THE Travel Authority (TTA) kicked off the festive season in style this week, hosting 250 clients, partners and friends for a bash at The Ivy in Sydney.

"We create this event to bring together our favourite people, and this year's was the biggest in our history," said TTA MD Peter Hosper.

"It was a statement of gratitude - gratitude for our clients, staff and our brilliant supplier partners who make the TTA story the success it is," he said.

Guests were treated to drinks, "towers of dumplings" and canapes, as well as live music and prizes from TTA partners including Hawaiian Airlines, Hawaii Tourism, Mandarin Oriental World Hotels and Hyatt.

The party also provided an opportunity for TTA's events team, The Events Authority, to



showcase their skills.

Pictured, top, at the event are Nicole Bennet of Delta Air Lines, Damian Borg from Norwegian Cruise Line, Alba Aradillos of Delta Air Lines, and Peter Douglas from the Globus family of brands.

Inset, above, is Peter Hosper welcoming guests, while below TTA's Sarah Bush draws prizes.



Air NZ faces Xmas strike

AIR New Zealand has hit out at unions who have called a strike on 21 Dec over a pay dispute, saying the pre-Christmas action will hit the busiest travel day of the year.

New Zealand's Aviation and Marine Engineers Association (AMEA) and fellow union E Tu have called the strike on behalf of almost 1,000 maintenance engineers, aircraft logistics workers and related staff.

Air New Zealand says the strike will impact almost 42,000 customers booked on 21 Dec, who will potentially face flight cancellations at the height of the holiday rush.

The carrier's General Manager of Aircraft Maintenance Viv de Beus said it appeared the

engineers were deliberately using Christmas holidays as a bargaining chip.

"It would be devastating to see the holiday plans of more than 40,000 hardworking Kiwis and international visitors ruined," de Beus said.

"We have only been in negotiations with this group for six weeks so industrial action is entirely premature.

"We remain committed to working closely with the engineers' unions to reach a reasonable agreement and avoid strike action if at all possible."

Air New Zealand said the average income of the maintenance engineers was already more than double the average New Zealand wage.

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ANA US lawsuit

ALL Nippon Airways (ANA) is facing a class action which claims the carrier agreed to fix prices on tickets for trans-Pacific air travel, meaning ticket purchasers may have paid more than necessary.

ANA denies any liability, although it has pled guilty to fixing the prices of certain discounted tickets.

Broome dredging

DREDGING at Broome port is scheduled to begin in mid-2019 under a project to create 24-hour cruise ship access.

Currently vessels need to dock at irregular hours due the port's navigational hazards.

The WA Government has pledged an extra \$8 million to the project after geotechnical assessments showed a higher density and volume of rock.

Mardi Gras returns

CARNIVAL Cruise Line has revealed its new ship to be delivered in 2020 will be called *Mardi Gras*, the same name as the line's first ship, which entered service in 1972.

The XL-class ship will be the largest Carnival vessel constructed and the first in North America to be powered by Liquefied Natural Gas (LNG).

Itineraries for the 5,200-passenger vessel will be released in Jan but Carnival previously announced it would be passed in Port Canaveral, Florida, which will feature a new terminal.

"The new *Mardi Gras* will follow the trailblazing lead of her predecessor, introducing features & technological innovations that have never been seen before on a cruise ship while setting a new standard for seagoing vacations," President Christine Duffy said.

Glacier Express' new class



SWITZERLAND'S Glacier Express will introduce a new luxurious offering called the Excellence Class from 02 Mar.

The Glacier Express travels across 291 bridges and through 91 tunnels on an eight-hour journey between Switzerland's St Moritz and Zermatt.

The new 20-seater coaches have been introduced in response to passenger requests for luxury and will offer a "lavish design concept

and service" with guaranteed window seats, more space and a Glacier Bar.

Passengers will also have access to personal concierge service on-board, which includes luggage service in a dedicated lockable Excellence Class section, in-depth knowledge of the route, full-day catering and a regional five-course meal including accompanying wines.

For a virtual tour of the Excellence Class, [CLICK HERE](#).

MSC Cirque shows

MSC Cruises has detailed two Cirque du Soleil at Sea shows being created for *MSC Bellissima*.

The shows will be called "SYMA - Sail beyond Imagination" and "VARELIA - Love in Full Colour" and will debut on *MSC Bellissima* when she comes into service in Mar 2019.

They are under a continued partnership between MSC and Cirque du Soleil with a total of eight original shows to be on MSC Cruises' Meraviglia generation ships coming into service between 2017 and autumn 2020.

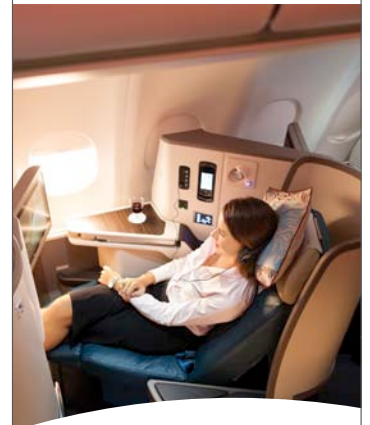
Quest Epping open

QUEST Epping has officially opened, adding 96 apartments to Melbourne's room inventory.

The hotel offers a mix of studio, one-, two- and three-bedroom apartments and is designed to be a "home away from home", with fully equipped kitchens, a business lounge, conference facilities and on site gymnasium.

"This property benefits from being located adjacent to the Northern Hospital and in close proximity to Epping Plaza and the Melbourne Market," said Quest CFO Jason Vanderzalm.

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Kennedy & Turner 20th bash



KENNEDY & Turner Travel Associates recently celebrated the 20th Birthday of Travel Associates with an evening of cocktails and canapes at the Calile Hotel in Brisbane's Fortitude Valley. Kennedy & Turner Travel Associates' owner Jo Kennedy, along with her team, Sally Watson, Helen Bedingfeld, Tanya Gibson and Amy Roach, celebrated with the guests.

During the evening, guests were introduced to Virtuoso Industry partners including Uniworld,



and Beyond, Rocco Forte Hotels, COMO Hotels, Crystal Cruises, Captain's Choice and Emirates.

Pictured are Michael Londregan, Virtuoso; Sandi Cavallin, Travel Associates; Jo Kennedy, Kennedy & Turner; Graham Turner, Flight Centre; and Fiona Dalton, Uniworld.

Inset above is Danielle Hughes-Brown with Angus Commings.

Pictured left are Bonnie and Wayne Messer with Jo Kennedy.



TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Guests who purchase a five-day Trekking the Inca Trail package with **Adventure World** before 30 Dec will receive a free Inca Trail Permit. The tour is priced from \$1,365 per person, twin share and is valid for travel between 01 Mar 2019 and 20 Jan 2020. Call 1300 363 055 for more.

Savings of up to \$396 per person are on offer via **Contiki's** Europe Flash Sale. Discounts apply to the 18-day European Whirl tour that starts in London and travels through Amsterdam, Berlin, Prague, and Munich. The deal is valid until 06 Jan. Visit www.contiki.com for more.

The **Kokomo Private Island Resort** in Fiji is offering 20% savings on accommodation when bookings are made prior to 31 Mar on stays of three nights or more. The deal includes breakfast, one scuba diving lesson, and an introductory spa treatment. Email **HERE** for more info.

A 15-day Northern Thailand & Laos Experience offered by **Peregrine Adventures** can be purchased at a discounted price of \$4,272 per person twin-share. The trip offers visits to Thailand and Laos where travellers can explore the hustle and bustle of Bangkok and check out the villages on the Mekong River. The special is valid until 21 Dec. See more **HERE**.

Alitalia refund policy

ALITALIA has announced changes to its involuntary refund policy for reasons such as medical, visa rejection, cancelled/schedule changed flights.

Agents are now required to enter the refund request by RAA in BSP Link with attached documentation such as medical certificates etc.

The Alitalia head office team in charge will authorise or decline according to the fare rule.

Agents wanting more info can email refund.trade@alitalia.com.

voco Middle East

INTERCONTINENTAL Hotels Group has inked a management agreement with ACICO Gulf Real Estate to rebrand Nassima Royal Hotel to voco Dubai, marking the first signing for the brand in the Middle East.

The 471-room hotel is located on the Sheikh Zayed Road and has a business centre and 1,000m² of meeting rooms.

DriveAway bike hire

DRIVEAWAY has re-launched its motorcycle hire in the USA in partnership with motorcycle tourism company EagleRider.

EagleRider specialises in Harley-Davidson, Indian, BMW, Honda, and Triumph motorcycles.

"We are delighted to include [EagleRider] back into our portfolio, giving us the ability to offer our customers the full range of self-drive products," said DriveAway Head of Marketing Caroline Ashmore.

For more info, **CLICK HERE**.

Delta pre-selection

DELTA Air Lines has expanded its pre-select meal program to include all outbound and inbound Delta One routes.

Pre-selection is now available on flights to customers travelling between the US and Europe, Middle East, Africa, Asia and South America.

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Friday 7th December 2018

Hong Kong hits the road



AROUND 150 travel trade specialists were given the Hong Kong treatment late last month when reps from the destination landed in Sydney and Melbourne to provide product updates.

The Hong Kong Tourism Board (HKTB), Cathay Pacific Airways and The Murray Hotel updated the attendees about Cathay Pacific Airways' A350 aircraft deployment into Sydney, the

new Hong Kong – Zhuhai – Macau Bridge and Hong Kong's High Speed Railway, as well as developments at one of Hong Kong's newest five star hotels, The Murray.

Pictured are Melanie Carrazza, Cathay Pacific Airways; Adam Rodriguez, HKTB; Felicity Moss, Jigsaw Travel; Kate Dalton, Cathay Pacific Airways and Lillian Kong, Cathay Pacific Airways.

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Aussie favourites

THE Portuguese capital Lisbon and the Vietnamese coastal city of Da Nang are tipped as emerging destinations for 2019, while Bali and Melbourne have remained as the top holiday favourites among Aussie travellers, according to Skyscanner's *Australia Travel Trends Report 2018*.

The report indicates that nine in 10 Aussies surveyed travelled overseas in 2018, with "exploration" as the key motivator for travel.

The company's travel expert Michael Grierson said, "Aussies are increasingly becoming more "culture vultures" as they seek to fuel their desire for unique experiences across the world".

Australia registered strongest growth in Premium Economy and Business Class flight bookings, with a 30% increase in bookings this year for Premium Economy.

CLICK HERE for Skyscanner's *Australia Travel Trends Report*.

Hawaii sale on now

Hawaiian Airlines is offering discounted Economy/Business class fare until 12 Dec.

Gross Economy fares start from \$583 BNE to HNL, \$588 SYD to HNL and \$788 MEL to HNL.

For more info **CLICK HERE**.

Mandela honoured

SOUTH African Airways (SAA) on 02 Dec honoured Nelson Mandela with a special fly-over at the charity organisation, Global Citizen Concert.

SAA flew its Airbus A340-600, with a message "Global Citizen – Be The Legacy – Nelson Mandela Centenary 2018" on its belly.

"At the time when the world faces major challenges of inequality, poverty and intolerance, the global citizen initiative, is a fitting tribute to Nelson Mandela's contribution to Global Humanity," said SAA Chief Executive Officer Vuyani Jarana.

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For more information please call Paul on
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Travel Product Coordinator

Sydney, Up to 55k + Super, Ref: 9079JB1

Our client is seeking a Product Coordinator for their office based in Sydney CBD! You will be loading rates and product information into the system, working closely with the Product Manager on any product related queries and liaising with suppliers and industry partners as required. The ideal candidate will possess at least one year experience in a product load role. Experience in an inbound product role is desirable. The successful candidate will receive a generous base salary plus super.

For more information please call Jacqueline on
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South Brisbane, High Salary, Ref:1347CGA1

An exciting role within the retail sector has just opened up which is ideal for those looking to make a change in 2019 and further their career within the travel industry. Based in South Gold Coast, you can look forward to servicing high end clientele and constant enquiry. You will have exceptional customer service as well as the confidence to work both independently and in a team environment. An experienced consultant hungry for success will flourish in this environment.

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

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Melbourne, Salary to \$100k + Comms, Ref: 3762HC1

Do you have a sound understanding of Corporate Travel Sales, Business Development experience and a proven sales record? This boutique travel company are looking for a Business Development Manager to assist with their ongoing expansion across the travel market. Previous sales experience & confidence along with a drive to sell will be awarded. You'll consider yourself a persistent, results-oriented professional, with a desire to work with the corporate market & develop excellent relationships.

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A rare opportunity has become available to become the new Sales Manager for this large market leader within the Travel Industry. You will be experienced with on the road sales and have experience leading a team of BDM's to hit and exceed sales targets. You will be a natural leader and have extensive experience within sales. Existing contacts within Travel in NSW preferable. An exciting company that is a well sought after employer and offer an exciting product. Contact me for more information!

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BDE | Travel/Cruise QLD

Brisbane, Salary Package + Bonus, Ref: 4001AW1

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