

Viking Down Under

VIKING Cruises' *Viking Orion* today embarks on her inaugural Australasian homeported season, with the ship departing Sydney for Auckland as part of a three-month stint in local waters.

Since arriving into Darwin two weeks ago she has welcomed more than 500 Australian agents on board for ship inspections, with more opportunities available in the coming weeks - see **page 9**.

ACS coverage

THE Board of the AFTA Chargeback Scheme has announced that several suppliers are now excluded from the Supplier Failure Benefit of the program due to no longer being ATAS accredited.

The list includes World Trade Travel Pty Ltd trading as Helen Wong's Tours, Global Travel Holdings Pty Ltd trading as Excite Holidays and Lux Group Limited trading as Luxury Escapes, with bookings made after 12 Dec 2018 not protected by ACS.

Payments to Avianca Brasil are also not protected from 13 Dec 2018 due to the carrier entering into bankruptcy, ACS advised.

QF, VA refund policy fix

THE Australian Competition and Consumer Commission (ACCC) has accepted court-enforceable undertakings from Virgin Australia, Tigerair, Qantas and Jetstar, with all of the domestic carriers committed to reviewing their refund policies.

The ACCC said it had been concerned each airline had made false or misleading online representations that misled customers about their rights to refunds and re-booking in the event of significant flight delays or cancellations.

Jetstar, Qantas and Virgin Australia will also review consumer complaints made in a specified time period, and offer refunds or other remedies to

customers who were entitled to compensation but did not receive them, the ACCC said.

"Airlines cannot make blanket statements that flights are non-refundable or charge consumers a fee to get a refund when they are entitled to one free of charge under the Australian Consumer Law," said ACCC Chair Rod Sims.

The ACCC has also launched legal action against Jetstar for making false or misleading representations about consumer guarantee rights (**TD** breaking news), proposing a \$1.95m fine.

Sims said services such as flights came with automatic consumer guarantees which could not be excluded, restricted or modified.

New ACCC guidance to help consumers understand their rights in relation to flight delays & cancellations is at accc.gov.au.

UberX Plus launch

UBER has launched a new "enhanced service" in Sydney called UberX Plus, described as a "spacious way to ride".

Priced at about 1.2 times the cost of an equivalent UberX trip, the new option features experienced, top-rated drivers with newer and larger vehicles.

Today's issue of TD

Travel Daily today has eight pages of news, including a photo page for **Atout France** plus full pages from:

- Viking Cruises
- AA Appointments jobs



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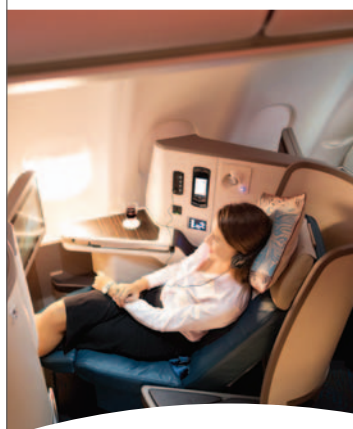
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You Beauty pop-up

SYDNEY Airport has launched an exclusive "You Beauty" pop-up store, based on the popular *Mamamia* podcast of the same name, with the T2 outlet near gate 31 to showcase a collection of local skincare brands.



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QF enhances QBR portal

QANTAS has revamped its Qantas Business Rewards direct booking platform, giving individual travellers the ability to access exclusive "Member Deals" when self-booking flights on behalf of their employer.

Companies registered to use Qantas Business Rewards are able to manage traveller details within the platform, adding their Qantas Frequent Flyer number and enabling "self-booking".

When any stored traveller with self-booking turned on is logged in to his or her QF Frequent Flyer account they are automatically associated with their company, and given the option to select business or personal travel when making a booking.

Corporate travel bookings will have the company's ABN automatically applied, ensuring the business earns QBR Points along with the traveller's own Frequent Flyer points and Status Credits, the carrier said.

Stored travellers can automatically see the company ABN, but do not have access to any information about the Qantas Business Rewards account.

Any self-booked trips made by these travellers will automatically appear in the company's "Manage Company Bookings" menu selection where business managers are able to view and manage bookings on their behalf if required.

Businesses making bookings

through a travel agent can ensure QBR points are earned by giving the consultant an individual "travel agent discount code" based on their company's tier level in the program.

The "Company Bookings" menu option in the portal gives a summary of all bookings made using the company's ABN through Qantas Business Rewards, the Qantas App, qantas.com and a travel agent.

Rail Europe trade

THE elimination of the Rail Plus brand from the market in favour of Rail Europe (**TD** Fri) aims to eliminate confusion in the market, with the company saying this will "no doubt" make the formerly consumer-focused Rail Europe brand more trade-facing.

However the company will continue to operate a B2C website at raileurope.com.au, along with a B2B portal accessible via an agent login page.

Only bookings made on the B2B site are commissionable, and all Rail Europe GSA arrangements remain unchanged apart from offering improved services and pricing, a spokesperson confirmed, with resellers currently including Infinity Holidays and Rail Tickets.

From next month the company's logo will change from "Rail Plus - a Rail Europe company" to "Rail Europe - formerly Rail Plus".

LVMH US\$3.2b Belmond acquisition

LUXURY brand group LVMH Moët Hennessy Louis Vuitton has announced the acquisition of Belmond Limited, in a deal which values the upmarket hospitality company at US\$3.2 billion.

Belmond is the owner, part-owner or manager of 46 luxury hotel, restaurant, train and river cruise properties, and was established more than 40 years ago with the acquisition of Hotel Cipriani in Venice.

The portfolio also includes legendary trains such as the Venice Simplon-Orient-Express and the Belmond Royal Scotsman plus iconic hotels like the Grand Hotel Europe in St Petersburg, Maroma Resort & Spa in Mexico, Cap Juluca in Anguilla and the Hotel Das Cataratas in Brazil's Iguassu National Park.

LVMH said the deal would "significantly increase its presence in the ultimate luxury hotel world," while Belmond Chairman Roland Hernandez said it provided "compelling and certain value for our shareholders as well as an exciting path forward with a group that appreciates Belmond's irreplaceable assets and strong management team".

The deal, which is expected to settle in the first half of 2019, follows a "comprehensive review of strategic alternatives to enhance shareholder value" announced by Belmond earlier this year (**TD** 09 Aug 2018).

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Travel Daily on location on board *Norwegian Jewel*

Today's issue of *TD* is coming to you courtesy of Norwegian Cruise Line.

TRAVEL Daily continued on the fully refurbished *Norwegian Jewel* down the East coast of Australia toward Tasmania on the weekend.

With a plethora of activity/entertainment options we are spoilt for choice on how to spend the first full day at sea.

Do we practice free throws on the basketball half court, play tennis, golf, table tennis or ...?

Entertainment comes in all forms - live game shows, movies, seminars, classes, tournaments, dancing, the stunning must-see Broadway-style show *Velvet* and just so much more - if we get bored, it's not NCL's fault.

Hacked cards in question

MARRIOTT has been unable to rule out the possibility that encrypted credit card details have been compromised as it continues to investigate the data breach affecting up to 500 million of its customers (*TD* 03 Dec).

In a detailed update to guests on the weekend, the hotel giant confirmed the credit card details of some affected customers had been accessed, although the data had been in an encrypted form.

"There are two components needed to decrypt the payment card numbers, and at this point, Marriott has not been able to rule out the possibility that both were taken," it said.

Other stolen information related to about 327 million guests and included details such as names, mailing addresses, phone numbers, email addresses, passport numbers, Starwood Preferred Guest account details and dates of birth.

"Marriott deeply regrets this incident happened," the hotel group said.

"From the start, we moved quickly to contain the incident and conduct a thorough investigation with the assistance of leading security experts."

Marriott has established a dedicated call centre to respond to customer queries, accessible from Australia on 1800 270 917.

It has also established a personal information monitoring service for affected customers, available free for one year.

The service is offered to guests in regions including Australia, and monitors whether an individual's personal data is available on public websites, chat rooms, blogs or "dark web" sites.

The service, provided by Experian, is available with activation code K9QX65ZN3TR - **CLICK HERE** to access.

CLICK HERE for more info.



Window Seat

WITH just seven sleeps to go until the round jolly dude begins his late-night assault on chimneys everywhere, the folks at Airservices Australia have been fastidiously preparing for Santa's arrival in an effort to ensure his flight path remains as clear as possible.

"From air traffic controllers to engineers and technicians, aviation rescue firefighters to corporate staff - everyone has a special role in keeping Santa and his reindeer safe in our airspace," said Air Navigation Services chief Stephen Angus.

The authority has also created a dedicated website to provide updates on Santa's progress and will issue live news via its social media platforms.

CLICK HERE for more details, a game and videos.

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Tiger facing Xmas strikes

VIRGIN Australia offshoot Tigerair is facing potential disruption over the holiday period, after pilots voted “overwhelmingly in favour” of protected industrial actions.

The Australian Federation of Air Pilots, which represents about three quarters of Tigerair Australia pilots, said the vote followed an “unsatisfactory pay offer” made by the firm in Sep.

Work bans will be in place from 21-24 Dec, with the pilots set to refuse to fly aircraft with minor, non-safety related defects; refuse

to start work within 90 minutes of being called in from stand-by; and conduct “in-air go-slows” by adhering to standard routes and aircraft speeds.

A spokesperson for the airline said it continued to negotiate in good faith, and was hoping to “reach a mutually beneficial outcome as soon as possible” with the pilots.

Tigerair currently operates about 500 weekly services on key leisure routes across Australia.

RCI 2020/21 details

ROYAL Caribbean International has released details of its 2020-21 int'l season which includes itineraries in the Caribbean, Europe and the United States.

The program will see *Adventure of the Seas* return to Cape Liberty in New Jersey and sail five- and nine-night itineraries to Bermuda, New England and Canada, and The Bahamas.

Royal also revealed *Symphony of the Seas* and sister ship *Harmony of the Seas* will return to Florida to service seven-night itineraries to a variety of Caribbean destinations.

Shorter Caribbean itineraries are also on offer via the revamped *Mariner of the Seas* and *Navigator of the Seas* which will carry out three- and four-night sailings to The Bahamas.

Batik ends PER-DPS

LION Air Group's Batik Air has indicated it will scrap its Perth to Bali route from 01 Feb 2019.

The carrier has not yet provided a reason for cutting the route which is currently serviced by Garuda Indonesia, Indonesia AirAsia and Jetstar.

Batik Air commenced flying the Perth to Bali route in 2017.

Qantas Fiji approval

QANTAS has been granted approval for an allocation of 696 weekly seats in each direction on the Fiji route.

The International Air Services Commission has endorsed the carrier's recent application (**TD 28** Nov) as part of its plan to begin B737 services to Fiji from 31 Mar.

The allocation can be used either by Qantas or by its subsidiary Jetstar.

Ovolo South Melb in the works



OVOLO Hotels will open a new \$50 million hotel in South Melbourne in 2020.

The planned 100-room, six-storey property will be located in Moray Street, with construction expected to commence in the third quarter of 2019.

The developer of the project, Perri Projects, said it chose Ovolo to bring its “high-energy designs” to the property.

“We are delighted to partner with Ovolo to realise our original vision for this site as a mixed-use lifestyle precinct featuring

destination bars and restaurants, as well as leisure, event and function facilities,” said Perri Projects MD David Scalzo.

Ovolo already operates 10 hotels across Australia and Hong Kong, with the latest appointment representing its first exclusive hotel management agreement.

“[The deal] is a natural evolution for our business as we continually look to expand our offering in new markets,” said Ovolo Chief Executive Officer Girish Jhunjhnuwala.

Princess brand push

PRINCESS Cruises has released its second Aussie-created brand campaign, with an advertisement set on board its largest ship to sail out of Australia, *Majestic Princess*.

The Symphony of Service campaign promotes the vessel's many amenities and will be progressively rolled out across TV, cinema, print, social media and digital platforms throughout 2018 and 2019.

2019 Outback plan

THE Queensland Government has declared 2019 the “Year of Outback Tourism” and will launch a \$3 million marketing campaign to showcase some of the state's far-flung attractions.

“More tourists than ever before are travelling to Outback Queensland and for the first time, we expect to crack one million visitors in 2019 – that's more than 13% growth year-on-year,” said Tourism Minister Kate Jones.

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CLIA names trends

CRUISE Lines International Association (CLIA) has named the top trends in cruise travel for 2019 in its latest State of the Cruise Industry Outlook.

CLIA Australasia Managing Director Joel Katz said the report showed cruise travel would continue to grow and contribute to the global economy.

"This region has the highest market penetration in the world and we are predicting that CLIA travel agents can expect to see a rise in cruise sales in the next 12 months," he said.

Trends named in the report include increased demand for "Instagrammable" cruise travel, a desire for "total restoration" among stressed travellers, and evolving on-board technology such as wearable devices.

Others include the rise of Generation Z, increasing numbers of "working nomads", solo travel and female-centred cruising.

Luton terminal open

LONDON Luton Airport's newly upgraded terminal has been officially opened, under the biggest redevelopment in the facility's 80-year history.

The £160m redevelopment will increase the airport's annual capacity by 50% to 18m passengers by 2020.

Works have seen over 30 new stores added, more than 1,000 seats and free wi-fi, a new boarding pier with eight boarding gates, expanded security and a new dual carriageway, bus interchange and car park.

Hyatt Andaz Dubai

HYATT has announced that its Andaz brand will open a new property in Dubai in 2020.

The 150-room Andaz Dubai La Mer will be located in the Jumeirah district and will be the second Andaz property in the UAE after the soon-to-open Andaz Capital Gate Abu Dhabi.

Excite heads to Athens



EXCITE Holidays' sales teams from Australia, New Zealand, UK, USA and Canada recently came together in Athens, Greece, for the annual Excite Holidays Global Sales Conference.

The group reviewed 2018, looking ahead to strategies for next year and had the opportunity to see some of the new system features and product lines that will be introduced throughout 2019.

Andrew Yell, General Manager of Global Sales, Product Contracting and Operations said "the conference was a great opportunity for the team to spend time with their colleagues in Athens who man our 24/7 global agent support, our product contracting managers and content specialists."

"[It was] a time to exchange ideas and best practice as a global agents-only wholesaler," he said.

Members of the global Excite team are **pictured**.

UK citizens ETIAS

BRITISH citizens will be required to participate in the European Travel Information and Authorisation System (ETIAS) once it is implemented in 2021, as part of the Brexit deal currently being finalised.

The ETIAS program, which applies to citizens of 61 countries including Australia, will cost €7 every three years, and after Brexit UK nationals will be allowed to make visa-free trips to Europe of up to 90 days every six months, as long as they hold an ETIAS.



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Monday 17th December 2018

MTA says thank you



MOBILE Travel Agents (MTA) has concluded its annual round of nationwide "thank you" functions for its industry partners and suppliers with a "final burst of champagne and Christmas hamper giveaways" at Adelaide's Electra House Hotel.

The Adelaide event followed similar functions in Brisbane, Melbourne, Perth and Sydney across the last two weeks with MTA CEO, Don Beattie, his head

office team and MTA Advisors in each state personally thanking the total of 222 industry partners and suppliers who attended the functions.

Pictured are industry partners, suppliers and MTA members attending the MTA thank you event at the Calile Hotel in Fortitude Valley, Brisbane.

Accor signs Serena

ACCORHOTELS has signed a three-year deal with Tennis Australia as the exclusive hotel accommodation partner of the Australian Open for 2019-2021.

The company has also signed Serena Williams as the official ambassador in Australia over the Grand Slam event in Jan.

The deal grants AccorHotels access to tickets for VIPs, media and LeClub AccorHotels loyalty members for the event, along with behind-the-scenes tours.

Dreamworld debuts

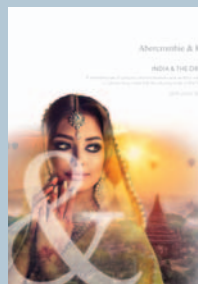
DREAMWORLD has launched its "Summer of New" featuring new attractions, entertainment and wildlife.

The updates include food offerings, its newest ride the Sky Voyager (**TD** 05 Nov) and a new kangaroo joey hopping around the Corroboree precinct.

Watch the Sky Voyager promo video **HERE**.

BROCHURES

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



A&K - Indian Subcontinent 2019

Abercrombie & Kent has released its 2019 portfolio of luxury private and small group journeys through the Indian Subcontinent. The program features a new 18-day Icons & Hidden Treasures of Northern India journey where travellers get to experience Gujarat, Delhi, Jaipur and Udaipur, along with Chhatra Sagar's farm, rural villages and a visit to a carpet weaving workshop. The Fabled Hill Stations & the Golden Temple itinerary is another new private journey which explores tea plantations, an artist's colony and Amritsar's Golden Temple.



Qantas Holidays - Hawaii 2019-20

Qantas Holidays has released its 2019-20 Hawaii brochure featuring a range of accommodation and touring options across four of Hawaii's islands. New touring options include; the movie locations of Kauai on the Hawaii Movie Tour, and Oahu's North Shore on The Surf Bus North Shore Activities Tour. The program also contains information on the eight-day Waikiki and Maui combo, where travellers get to visit Pearl Harbour, the USS Arizona Memorial and Ka'anapali Beach.



Adventure World Travel - South America 2019/20

Adventure World Travel has unveiled its 2019/20 South America brochure, featuring accommodation in Brazil's Pantanal, a UNESCO World Heritage Nature Site and Biosphere Reserve, as well as more lodges in the Amazon. New trips include the four-day Pantanal Jaguar Cruise, where travellers can discover the landscape and see jaguars in the wild. The seven-day Patagonia Jeep Safari takes guests to Argentina and Chile, with the option of choosing between a self-drive or a guided safari. Activities include hiking to Laguna Azul, cruising through the Grey Lake and taking an expedition to the Perito Moreno Glacier.

G'Day Australia

THE G'Day USA program of events for 2019 has launched, marking the 16th year of the program which promotes Australian ideas, inventions and talent to audiences across the US.

Starting in Jan in LA, G'Day USA events include foreign policy, defence & security, cyber, trade, tourism and education.

Sea World addition

SEA World's newest attraction, the Sea World Sky Flyer provides guests with views of the marine park and the Gold Coast Broadwater as they climb 33m above ground in a swing chair.

Village Roadshow Theme Parks CEO Clark Kirby said the ride was an "exciting addition to the park's existing attractions".

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Celebrating Air France-KLM with Atout France

A **PARISIAN** lunch was recently hosted by Air France-KLM and Atout France at Sofitel Sydney Wentworth. Top management from selected trade and industry partners indulged in exquisite French gastronomy and wines, and were treated to an exclusive Perrier-Jouet Blason Rosé tasting.

Antoine Pussiau, Air France-KLM Senior Vice President for Asia Pacific, filled in guests on the airlines' latest developments, as both carriers just celebrated their anniversaries with KLM Royal Dutch Airlines celebrating 99 years and Air France 85 years.



GJIS van Popta, Air France-KLM GM South-East Asia, and Loic Réthoré, GM Nespresso.



ANTOINE Pussiau, Senior Vice President Air France-KLM Asia Pacific.



LIZ Glover, Scenic, with Patrick Benhamou, Atout France, and Claudia Rossi Hudson, Mary Rossi Travel.



BON Appétit:
Atout France introduces the Good France concept.



AIR France photo exhibition starring the late Ella Fitzgerald.



QUENTIN Voss, Air France-KLM, and Melvyn Almeida, Consolidated Travel Group.



BRAD McDonnell, CEO Entire Travel Group, and Guilhem Laurens, Commercial Director Air France-KLM South-East Asia.



Travel Daily

Monday 17th December 2018

Swoop inaugural

SWOOP yesterday celebrated its first international flight from John C. Munro Hamilton Int'l Airport, Canada, to Sangster Int'l Airport in Montego Bay, Jamaica.

Upon arrival in Montego Bay travellers were greeted with a celebratory water arch, live entertainment and given local customary decorative beads.

Flight bookings are available through to 27 Apr, 2019.

Instagram hotspots

BONDI Beach, Sydney Opera House followed by Sydney Harbour are Instagram's most tagged Aussie locations for 2018, according to *Mumbrella*.

The publication also reported that the top locations in each state "saw a heavy focus on art galleries, with the top locations in Victoria, Tasmania and the ACT being cultural icons".

Aqua chef 2019

AQUA Expeditions has scheduled two departures on *Aqua Mekong* with Australian chef David Thompson in 2019, following the success of chef-hosted cruises this year.

Guests have the opportunity to join *Aqua Mekong* on four-night Explorer Cruises from Ho Chi Minh City, Vietnam, to Phnom Penh, Cambodia, from 16 to 20 Aug and 13 to 17 Sep 2019.

Each cruise is priced from USD5,400 (AU\$7,525) per person twin share in a First Deck suite.

For more information on the offering, [CLICK HERE](#).

Hilton opening

EMBASSY Suites by Hilton has opened its new hotel located in Sarasota, Florida, near the Sarasota Convention Centre and Ringling Fine Arts Museum.

The Embassy Suites by Hilton Sarasota includes 180 guest rooms consisting of two-room suites and studio suites.

The property features a meeting space, a 24-hour convenience market, 24-hour business centre, a fitness centre, an outdoor pool and an American Coastal-inspired dining venue called Bridges Restaurant.

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Niccolo joins Global

NICCOLO Changsha, the fourth luxury hotel in the Niccolo collection from Hong Kong-based hospitality management company Wharf Hotels, has joined Ultratravel Collection by Global Hotel Alliance.

Niccolo Changsha, located in Furong, China offers 243 rooms and suites, along with three dining and social destinations - Niccolo Kitchen, The Tea Lounge and BAR 93.

The property also contains a swimming pool, a wellness centre and conference and event facilities including The Conservatory, a 788m² ballroom.

Air Astana delivery

KAZAKHSTAN'S flag carrier Air Astana celebrated the delivery of its first Embraer E190-E2 at a ceremony held in the carrier's Aviation Technical Centre hangar late last week.

The aircraft is the first of five, with the remaining four aircraft set for delivery in 2019.

Eurowings luggage

EUROWINGS is now offering automatic luggage check-in at one of 10 kiosks in Terminal 1 at Hamburg Airport, Germany.

The new service is set to "optimise the travel experience for Eurowings passengers by offering them time-saving processes and flexibility", the airline has stated.

Banyan signs 26

BANYAN Tree Group has revealed it signed 26 hotel agreements for its four brands during 2018.

The projects comprise five Banyan Tree properties, 10 Angsana, two Cassia and nine Dhawa hotels and resorts, and are expected to be operational over the next three years.

The additions include 17 projects in Greater China and the rest in Oceania, ASEAN & Europe.

These are in addition to the current 48 hotels in operation at the end of 2018, and seven new hotels slated to open in 2019.



A-LEAGUE

A-LEAGUE WINNER R8

Congratulations

SUZI FRANCIS

from Tourism WA

Suzi is the top tipper for R8 of *Travel Daily's* A-League footy tipping competition. She's won a \$250 travel voucher from Keith Prowse Travel.

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A-League tipping competition is sponsored by Etihad Airways and Excite Holidays, with the top tipper for the season winning a trip to Manchester to see Manchester City play.

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VIKING VITALS

Monday, December 17, 2018



Sydney, Australia

VIKING ORION DOWN UNDER

Today Viking Orion embarks on the first of her Australia & New Zealand departures between Sydney and Auckland, as part of her 3-month home-porting season Down Under. Since arriving in Darwin on 4 December, she has welcomed over 500 agents on board for ship inspections in the ports of Cairns, Townsville, Brisbane, Newcastle & Sydney. With more inspections to come throughout Australia and New Zealand over the coming months, register your interest today at au.agents@vikingcruises.com

Ship information

Current Ship Location: Sydney

Itinerary: Australia & New Zealand

SHIP NEWS



ORION AWARDED BEST NEW LUXURY SHIP

Viking Orion has claimed the coveted 'Best New Luxury Ship' in the 2018 Cruise Critic AU Editors' Picks Award.



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Unique to Viking Orion, the planetarium features a dome with 7K resolution playing several shows throughout each sailing.

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In keeping with the space theme, the ship houses art relating to space exploration and her godmother is astronaut Anna Fisher.

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DID YOU KNOW...

Viking ocean ships have NO kids and NO casinos



On behalf of Adriana D'Angelis and the AA Team,
we would like to thank all our clients and candidates
for your great support in 2018.

We wish you all a wonderful Christmas and a prosperous New Year
and look forward to assisting you in 2019.



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