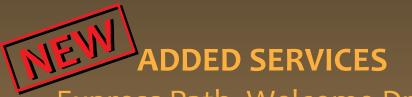
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First with the news

www.traveldaily.com.au Wednesday 17th January 2018

VA/VS c'share tick

THE US Dept of Transportation has granted approval for Virgin Australia International Airlines and Virgin Atlantic Airways to engage in reciprocal codesharing operations for an indefinite time.

Authorisation enables Virgin Atlantic to display the VA code of Virgin Australia on current or future flights operated by VS between the UK and the USA, namely services on the London-Los Angeles route.

The green light also permits the VS code to be placed on Virgin Australia metal between Australia and the United States.

In their initial application to the DOT in late Dec, the carriers said approval would pave the way to "allow for future expansion".

"Codesharing by Virgin Atlantic and Virgin Australia between the US & the UK and the US & Australia will make both carriers more competitive for transatlantic & transpacific traffic," they said.

Australia's International Air Services Commission is currently evaluating VA's request to renew its codeshare deal with VS to the USA and to include the Australia-Hong Kong route (TD 02 Jan).

Consumer protection alert

CORPORATE failures and fraudulent business activity are threatening confidence in the travel industry, the head of TravelManagers has warned amid renewed media attention on consumer protections.

The home-based group's chairman Barry Mayo said today a string of recent events had put consumer protection back in the spotlight, including the case of a Queensland travel agent found guilty of defrauding clients (TD 12 Jan) and a call by Fairfax Media for a new industry

VN Premium fares

VIETNAM Airlines is offering Premium Economy fares from Sydney and Melbourne to Hanoi and Ho Chi Minh City from \$1,307, including new added services - see today's cover page.

Today's issue of TD

Travel Daily has six pages of news today, a Vietnam Airlines cover page & full pages from: • Albatross Tours Travel Trade Recruitment

fund to safeguard travellers from corporate collapse.

"There is a real danger to travel agent integrity and consumer confidence with reports of this nature, without consumers and trade having the appropriate knowledge and understanding of what current protection of client funds is being offered," he said.

Mayo said it was important "to highlight through complete transparency" measures to protect clients' funds, such as the **Travel Agent Client Trust Account** Fidelity Insurance (TACTAFI) introduced by TravelManagers in 2014 after the dismantling of the Travel Compensation Fund (TCF).

"This insurance protects our client funds in the unlikely event that they are missing from, or not paid into the Insured Client Trust Account because of fraudulent or dishonest activity," he said.

"To our knowledge, we are the only travel intermediary in the world to publish details of our Client Trust Account audit reports on its consumer website." he said of the scheme, which is underwritten by Liberty Mutual



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New QF/TL c'share

QANTAS has added Airnorth's Darwin-Broome direct route to its list of codeshare ops, planned to operate from 17 May-27 Sep.

Flights QF2672/QF2673 will operate up to three times weekly, supplemented by QF2670/QF2671 which transits in Kununurra.



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OVOLO Hotels has continued its growth trajectory in the local market, announcing it will take over the operation of Hotel Hotel in Canberra from Mar.

Headquartered in Hong Kong. Ovolo Hotels last week revealed it was taking over the management of the Emporium Hotel Brisbane from AccorHotels (TD Thu), making it the group's fourth Australian hotel, joining locations in Melbourne and Sydney.

Ovolo purchased the funky 68room and 31 apartment hotel and its hatted Monster Kitchen and Bar from Molonglo Group which opened the property in 2013.

Horizons renamed

SYDNEY-BASED Horizons Sporting Events and sister brand Horizons Educational Tours have repositioned under the Horizon Group Travel banner.

The firm's managing director Michael Edwards said the new name "better reflects the diverse tour operator we have grown into" after significant expansion over the last few years.

"We have been providing customised itineraries for sports, education and special interest groups to all corners of the globe and we felt it was time to align our name and branding," Edwards explained to Travel Daily.

Agents seeking tailormade trips for school, club or group clients can contact Horizons at wholesale@horizons.travel.

YEAR



Canberra next for Ovolo

The firm said the latest signing represented Ovolo's "continued aspiration to explore the hotel landscape and their interest in taking on additional management arrangements with other select boutique hotels in the near future".

"We believe this venture is the perfect alignment & are delighted to be associated with this property," Ovolo Group ceo Girish Jhunjhnuwala commented.

Acquisitions & development director of Ovolo Group Nectar Efkarpidis said "we're very excited to extend our footprint in Australia, covering the key metro regions of Sydney, Melbourne, Brisbane and Canberra".

All existing employees at the hotel and restaurant will be retained through the takeover.

The new name of the Canberra property has not been revealed, however Ovolo has stated it plans to bring its new Mojo Nomad brand to the Aussie market soon.

Indian ocean cyclone

AIR Mauritius has cancelled all flights into & out of its home country today which is set to be hammered by Cyclone Berguitta.

The Indian Ocean islands of Mauritius and Reunion are both in the path of the potential Category 3 storm, with the British Government warning its citizens in the region of "hazardous sea and weather conditions".

MK has issued a waiver for pax who wish to modify their travel plans and who are holding tickets for travel between 16 Jan-19 Jan to and from MRU - details HERE.

MEANWHILE, South African Airways has cancelled its two return services to Mauritius from Johannesburg today.

Rebooking/rerouting options are also available - details HERE. Reunion's primary carrier Air

Austral is also advising customers of schedule changes today and expected tomorrow due to the "severely degraded weather conditions in Mauritius".

Find out more

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Fuel cartel settles

AIR New Zealand is among several airlines to have settled a price-fixing case involving flights to the US, agreeing to pay US\$650,000, *Law360* reports.

Other carriers were hit with higher sums, including Philippine Airlines which will pay US\$9 million and China Airlines which will pay US\$19.75 million.

It follows a settlement for US\$39.5 million reached in 2015 involving eight other carriers -Qantas, Air France, Cathay Pacific, Japan Airlines, Malaysia Airlines, Singapore Airlines, Thai Airways and Vietnam Airlines.

MEL sets a record

MELBOURNE Airport had a record-breaking Dec with 1.02m int'l travellers using the facility.

It was the first time the airport broke the one million mark in a calendar month, while int'l departures hit a record 540,000.

The busiest day ever at T2 was 23 Dec with 38,716 pax in the hall.

Italian Grande tour

ALBATROSS Tours is touting its Italian Grande itinerary as the "most comprehensive tour of Italy in the market".

The 18-day journey includes five nights in Tuscany, four beside Lake Maggiore and three on the Amalfi Coast, and is priced from \$7,499 per person twin share.

The company is also boasting that its Europe & UK small group touring program is now over 80% guaranteed - more on **page 7**.

NRL launches Travel

THE National Rugby League (NRL) has joined forced with Corporate Travel Management (CTM) to launch NRL Travel.

The platform will provide fans with an opportunity to travel to and watch NRL Major Events through either Official NRL Travel Packages or through a 'build your own experience' option.

Fans will be able to book all elements of their journey in one location and in one payment.

The website includes preferential access to match tickets, accommodation, exclusive experiences and more.

Packages on offer include the Perth double header as well as State of Origin - **CLICK** for more.

Virgin Galactic test

VIRGIN Galactic has completed a new test of its passenger spacecraft *VSS Unity*, taking the vehicle to top-end glide speeds over the Mojave desert in the US. The test was the first in several months and the seventh

completed so far, and involved "pushing Unity's atmospheric capabilities hard".

The glide flight tested the craft's "transonic flight performance, stability and control".

"After release from mothership VMS Eve, the spaceship was immediately pushed into a sharp descent, accelerating to Mach 0.9 which is around the maximum airspeed we can achieve without igniting the rocket motor," Virgin Galactic said in a statement.



New ceo for BNE

BRISBANE Airport Corporation (BAC) has announced the appointment of Gert-Jan De Graaff to the role of chief executive officer from 01 Jul.

De Graaff will replace Julieanne Alroe in the position who has indicated she will retire from the company on 30 Jun.

De Graaff arrives with extensive international experience having spent close to four years as president of the JFK International Air Terminal in New York.

SQ operating result

SINGAPORE Airlines has secured a solid 3.3% jump in load factor for the South West Pacific region for Dec when compared to the same period last year.

According to the airline's Dec 2017 Operating Results, the airline sat at 88.1% load factor last month, while also making good gains across its subsidiaries.

Pax load factor improved globally by 1.1% for SilkAir, while Scoot also gained a point last month on the Dec 2016 results.

Si Hols cashback

SI HOLIDAYS is offering \$100 cash back for international bookings made & deposited before 28 Feb.

The incentive was launched to assist agents in securing deposits and sales in the new year.

To be eligible bookings must reach a minimum land value of \$3,500 with travel needing to be completed by 30 Jun 2018.

Get up to date with all the latest hotel openings in the December issue of *travelBulletin*.

CLICK to read traveBulletin



EMIRATES has rolled out a humorous new marketing campaign that makes light of what crazy excuses people are willing to concoct in order to receive an upgrade.

The funny tactics used in the ad series include the use of hypnotherapy, fake pregnancies, and inept juggling.

Each spot ends with a tip for travellers - "Don't upgrade your seat, upgrade your airline. Fly Emirates."

To view some of the ads from the campaign, **CLICK HERE.**



GSR campaign

GREAT Southern Rail has launched a series of new specials on tours and accommodation in 2018 across *The Ghan* and *Indian Pacific* passenger services.

One such saving includes the seven-day Taste of WA package that tours through Rottnest Island and the Margaret River via the *Indian Pacific* from \$2,509pp Gold Service twin share, a saving of up to \$2,220 per couple.

Agents will receive further details of the campaign shortly with more info available **HERE.**



w www.traveldaily.com.au



Solo travellers need more

LONELY Planet is calling on the travel industry to do more to cater for solo travellers following data showing they face higher costs and feel disadvantaged.

A survey of approx 5,000 people conducted by Lonely Planet of its community of travellers found more than one in three of

Chch street art tour

A NEW walking tour focussed on Christchurch's vibrant street art has been introduced by Watch This Space in New Zealand.

The 1.5hr guided tour sets out from Canterbury Museum on Fri and Sat at 11am and traverses the city streets, stopping by large commissioned murals through to outdoor galleries.

Tickets are priced at NZ\$25pp and can be purchased through Eventbrite or directly on email via tours@watchthisspace.org.nz.

Tours require at least five people.

participants claimed to have felt disadvantaged when choosing to travel alone, despite 85% of those asked having taken or planning to take a solo trip in the future.

Respondents gave examples of poor service from the industry including lack of choice in organised excursions and poor service in restaurants and bars.

The research found one in two Australian travellers said that they had had to pay a single person supplement when travelling alone, and 90% of those surveyed said they would look more positively on a company that did not charge this.

Lonely Planet said solo travellers faced costs nearly 20% higher on travel insurance and over 50% more on accommodation.

Restaurants in particular came under fire, with typical comments from survey respondents including poor service and being seated in the worst places.



Hanseatic brochure

HAPAG-LLOYD Cruises has launched its first Englishlanguage catalogue to help promote its new bilingual ship, *Hanseatic inspiration*, which will serve both German speaking and international passengers.

The German transport company is undertaking an expansion of its cruise business with the new *Hanseatic inspiration* setting sail Oct 2019 and its sister ship *Hanseatic nature* taking to the sea from Apr 2019.

Bookings on both ships can be made from 23 Jan.

QR Bangkok boost

QATAR Airways will add an extra flight from Doha to Bangkok from 25 Mar, taking its total number of weekly services to the Thai capital to 42.

The Gulf carrier is also set to add its A350 aircraft to one of the three daily flights on its Doha to Kuala Lumpur route from 30 Apr.

Evergreen preview

EVERGREEN Cruises & Tours has unveiled its 2019 Europe River Cruising Preview brochure featuring cruises across the Netherlands, France & Portugal.

The brochure arrives with a range of deals such as a Fly Free offer to Europe including taxes for bookings on Emerald Staterooms of 15 days or more of continuous sailing.

Solo travellers can also benefit from a No Single Supplement deal in play for those who book an Emerald Stateroom on a 15day Splendours of Europe cruise or an eight-day Sensations of Southern France cruise.

Couples can save up to \$800 per couple when a cruise is paid for in full 12 months prior to departure.

For further information on the cruises featured in the brochure, call Evergreen Cruises & Tours on 1300 383 747 or check out the brochure by **CLICKING HERE.**





Petite B&Bs rebrand

AUSTRALIAN-OWNED bed and breakfast booking service Petite Paris has rebranded and relaunched as Petite B&Bs.

The company has upgraded its website and expanded into Lisbon and Porto, adding 17 new properties in Central and Northern Portugal to the existing collection of 54 rooms, suites, studios and apartments in Paris.

This year the company plans to add homes in the south of France to the website.

Petite B&Bs offers unique Bed & Breakfasts in family homes as well as private apartments.

Loxton cruise dates

THIS year's dates for Captain Cook Cruises' seven-night Loxton cruises aboard *Murray Princess* have been released.

The Mannum to Loxton cruise will leave on 23 Nov and the return journey will dep 30 Nov.

Captain Cook Cruises operates the 339km voyage once a year, providing overnight stops at Katarapko Creek, Cobdogla, Overland Corner, Old Distillery, Morgan, Sunnydale and River View Lodge.

JFK T4 Centurion

AMERICAN Express has revealed plans to open The Centurion Lounge at Terminal 4 of New York's John F. Kennedy International Airport.

It will be the largest Centurion Lounge to date, spanning over 1,394m² across two levels, and is scheduled to open by early 2019.

The new lounge will have a complimentary custom bar and food menu, restrooms and shower suites, access to wi-fi & noise-buffering workspaces.

YOTEL long stays

YOTEL has announced its move into the extended stay market with the launch of a new brand called YOTELPAD.

YOTELPAD will offer serviced apartments called "PADs" from 20m² with larger PADs featuring YOTEL's adjustable SmartBeds, work and relaxing areas, ensuite bathrooms, fully equipped kitchenettes and storage space.

Communal areas in projects can include gyms, Amazon lockers, laundry and YOTEL's Club Lounge.

The first two projects are confirmed for Park City (Utah) and Downtown Miami.



Marketing the island of Ireland Overseas

Advertising and Digital Marketing Executive -Australia & New Zealand (Permanent and Full-time based in Sydney)

Purpose of the role:

• To plan, coordinate and execute a programme of integrated, welltargeted and effective on- and off-line marketing and advertising activity that will build brand awareness and drive visitor numbers and revenue to the island of Ireland in line with agreed strategic objectives.

• To manage and execute Tourism Ireland's digital marketing activities in Australia and New Zealand, including the Customer Relationship Management (CRM) function, Social Media, the Paid Content marketing programme and Ireland.com content.

Screening is by APPLICATION FORM only.

For further details please see www.tourismireland.com/careers CLOSING DATE for receipt of applications is Monday, 29th January 2018. Salary scale is AUD\$64,000 to AUS\$79,000 per annum (6 point scale).

New entrants generally start on the first point of the salary scale. Please note that all applicants must be eligible to work in Australia to apply for this position.



Zambia Air reborn

ETHIOPIAN Airlines has struck a deal with the Govt of Zambia to relaunch Zambia Airways.

The agreement will see the Government of Zambia be the majority shareholder with 55% of shares while Ethiopian will take the remaining stake.

The carrier will initially serve national and regional destinations before working to introduce international flights.

The move ties in with Ethopian Airlines' overarching strategy Vision 2025 to establish multiple hubs in Africa.

"The launching of Zambia Airways will enable the travelling public in Zambia and the Southern African region to enjoy greater connectivity options, thereby facilitating the flow of investment, trade and tourism, and contributing to the socioeconomic growth of the country and the region," said Tewolde Gebremariam, group chief exec officer of Ethiopian Airlines.

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14 Feb 2018. Use Code: LOVE2018A C·I·E TOURS

MOTORHOME collections in the USA have risen by 6% yearon-year and are forecast to grow throughout 2018, according to DriveAway Holidays.

The company has indicated average rental days for motorhome bookings in the USA have remained steady at 18 days.

DriveAway Holidays is reminding agents of its recently launched earlybird specials for 2018, with savings of up to 10% available. **CLICK HERE** for more.

Malay Banyan Tree

MALAYSIA'S first Banyan Tree resort, Banyan Tree Kuala Lumpur will open in Jun.

The hotel will occupy the top seven floors of the Signatures Pavilion building in Kuala Lumpur, offering 55 rooms and suites.

Rooms will range from 51m² to 200m² and most will overlook the Petronas Twin Towers and Kuala Lumpur Tower.

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To apply please send your CV to careers@helloworld.com.au



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UTracks Croatia deal

UTRACKS is offering savings of \$100 per person on four new Croatia itineraries for bookings made before 14 Feb.

Tours include the eight-day Istrian Cycle Explorer from \$1,340pp, the seven-day Villages of Istria Walk and Istria on Foot. **CLICK HERE** for more info.



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This week *Travel Daily* has teamed up with iVenture Card to give away 2 x iVenture Card Attraction Passes to a destination of the winner's choice.

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iventure@traveldaily.com.au

T&C's: Prizes must be redeemed by 31/12/2018. Packages and attractions are subject to change.

JNTO VR, AR push

JAPAN National Tourism Organization (JNTO) has released a 360-degree virtual reality (VR) video "Japan – Where tradition

meets the future". The large-scale inbound tourism campaign will target 15 European countries by showcasing the essence of Japan and its culture.

As part of the promotion, there will be a social media prize competition to win a round-trip to Japan.

JNTO hopes the advertising blitz will make The Land of Rising Sun more recognisable as a hotspot for tourism.

MEANWHILE, the latest Dec JNTO visitor stats show a jump of 23% to 2.52m for inbound arrivals according to preliminary data.

Dec saw the biggest monthly jump for Australian arrivals, up 11.2% to 57,300.

The 2017 figures show 28.6 million visitors entered Japan for the year, which marked an 19.3% increase from 2016.

The biggest increase came from Russia with a 40% jump in visitors from 2016, while Australians visiting Japan climbed 11.2% to 495,100 entries.

Volaris, Frontier c/s

VOLARIS has announced a codeshare agreement with US-based carrier Frontier Airlines.

The two ultra-low-cost carriers will open up new routes and low airfares between the United States and Mexico.

Volaris ceo Enrique Beltranena said the move would add 20 new destinations and 80 additional routes to its network.

The tie-up is subject to approval by authorities in both countries.

Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily*'s Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



AccorHotels has completed a \$5 million upgrade of **Mercure Penrith** in Western Sydney. The property now sees newly refurbished guestrooms with extra-long beds, improved lighting and backlit mirrors in bathrooms. USB charging ports are also now available in rooms.

The Buenaventura Golf & Beach Resort in

Autograph Collection after a renovation to

its rooms, restaurants and meeting spaces.

All rooms now have handcrafted pillows &

Rio Hato, Panama, has joined Marriott's



traditional chunga baskets influenced by the local culture. The resort has also added two new meeting spaces.



Hilton Miami Downtown by Resort World Miami has debuted a new look following the completion of a US\$35 million renovation. All 527 guestrooms have been updated with new furnishings, while the meeting facilities and hotel restaurants have been redesigned to

improve visitor experience.

ICCT slams Qantas

A NEW study by The International Council on Clean Transportation (ICCT) claims Qantas is the worst airline for fuel efficiency and carbon emissions across the Pacific.

It ranked Australia's flag carrier the worst in 2016, finding it burned on average 64% more fuel per passenger-kilometre than the top ranked airlines, China-based Hainan Airlines and Japan's ANA.

Virgin Australia ranked sixth in the study, only 6% below the top performers, while Air New Zealand was third best.

One litre of aviation fuel was able to transport one pax just 22km on a QF flight, while Hainan and ANA were able to take a passenger 36km.

The study suggested Qantas had poor fuel efficiency because it operated fuel guzzling Boeing 747 and Airbus A380 aircraft, which consume more petrol than the twin-engine planes that most of its competitors use.

TTNQ Europe plan

TOURISM Tropical North Queensland (TTNQ) has engaged Munich-based marketing and PR company Global Spot to represent the region in Europe.

TTNQ ceo Pip Close said the firm would primarily focus on the German speaking market.

EK SAW relaunch

EMIRATES plans to resume flights between Dubai and Istanbul Sabiha Gokcen from Jun.

The airline's Boeing 777-300ER aircraft with First, Business and Economy class will service the destination five times a week.

Short's joins Radius

SHORT'S Travel Management has announced it will join Radius Travel Network in the US.

Radius Travel Network cco Kieran Hartwell said Short's Travel would grow its network as part of a broader effort to better serve its multinational clients.

Travel Daily

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication EDITORIAL Editor in Chief and Publisher – Bruce Piper Managing Editor – Jon Murrie Editor – Guy Dundas Contributors – Jasmine O'Donoghue,

Matt Bell, Adam Bishop, Jenny Piper, Christian Schweitzer info@traveldaily.com.au

e, BUSINESS MANA

ADVERTISING AND MARKETING Sean Harrigan and Lisa Martin advertising@traveldaily.com.au

BUSINESS MANAGER Jenny Piper accounts@traveldaily.com.au Suite 1, Level 2, 64 Talavera Rd Macquarie Park NSW 2113 Australia PO Box 1010 Epping NSW 1710 Australia Tel: 1300 799 220 (+61 2 8007 6760)

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P/T Inbound Travel Consultant

Sydney, Up to \$65k pro rata DOE, Ref: 3225PE1

My client is a leading provider of luxury inbound travel arrangements & has unrivalled expertise in delivering market-leading tailored tours to groups visiting Australia & the Pacific. They offer bespoke itineraries - from city breaks to multi destination and special interest tours. I am looking for a talented inbound travel specialist to work up to 3 days per week, you must have strong Australian tourism knowledge & experience in dealing with Western Markets. Excellent remuneration is on offer.

For more information please call Paul on (02) 9119 8744 or click APPLY now.

Group Travel Consultant

Sydney, Competitive, Ref: 3221SJ1

A unique role is available for a group travel specialist working for a boutique company. You will be dealing with direct groups & agents while tailoring an international product. Be it 10 people or 10,000 are you up to the challenge? Experience is necessary from either a reservation or group's background along with the drive for long term career progression. Training will be provided but you need to have a love for groups. In return a competitive salary is on offer & a great team environment.

For more information please call Sarah on (02) 9119 8744 or click APPLY now.

Wholesale Ski and Travel Consultant

Brisbane, \$42- \$45k per annum + Super & Coms, Ref: 1992AW3

Our client is a leading wholesale business, looking for travel consultants with a passion for all things snow! Primarily a Monday to Friday work week - this role will embrace your customer service and strong sales skills. Join a team of ski enthusiasts and specialise in a booming niche market! If you have travelled to domestic and/or international ski resorts; are passionate, enthusiastic and sales driven - then this wholesale ski and travel role is for you!

For more information please call Amanda on (07) 3123 6107 or click APPLY now.

Events Coordinator & Administrator

Melbourne, Circa \$51k, Ref: 3223HC1

In this position you will assist the events team to ensure a smooth customer experience along with database creation. You will be answering and responding to incoming calls and emails from customers and supporting the events team with tasks such as venue sourcing, arranging transport and working towards budgets. The ideal candidate will have 12 months experience working in a similar role and experience with EventsAir would be advantageous. Monday-Friday working hours available.

For more information please call Hannah on (03) 9988 0616 or click APPLY now.

Luxury International Travel Consultant

Norwest, \$80k + Super, Ref: 3015SO78

If you are not a fan of churning through clients and want to remember the reason to why you joined the travel industry in the first place, then this travel agency is the one to consider. They are amazingly customer serviced focused with plenty of high-end bookings to go around. This award winning team are well known for looking after their staff above all else. Appointments are preferred and therefore you are able to plan your day and deliver a guality service to your loyal clientele.

For more information please call Sasha on (02) 9119 8744 or click APPLY now.

Retail Travel Consultant

Sydney, \$40-\$50k + Uncapped Commission, Ref: 7819AJ1

An exciting role within the retail sector has just opened up which is ideal for those looking to make a change in 2018 and further their career within the travel industry. Based in the heart of the CBD, 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 Antony on (02) 9119 8744 or click APPLY now.

Accounts & Administration Support

Brisbane, solid base + super, Ref: 3227SZ1

We are seeking an experienced travel consultant or administration / accounts consultant to join this dynamic & growing team! This role is ideal for someone wanting to step away from the day to day life of a consultant and focus more on the accounts and back office side of the daily travel industry life. Fully training will be provided. Get your life back with no more late night shifts or weekend work, this is a role that will provide you with the work & life balance you have been seeking.

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