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## VA block QF/PX c'share

**VIRGIN** Australia has declared "strong concerns" for the continuation and extension of a codeshare arrangement between Qantas and Air Niugini, citing the "detrimental impact" the parties' existing relationship has caused.

In a submission to the Int'l Air Services Commission, VA said that since QF/PX were given a green light to codeshare on each other's flights between Australia & PNG until 30 Jun 2018 (**TD** 21 Oct '16), "the commercial performance of Virgin Australia's services to PNG has deteriorated significantly".

VA said the codeshare alliance between Qantas/Air Niugini meant it was no longer sustainable for it to offer six weekly services from BNE to Port Moresby, consequently cutting its frequencies from six weekly to five last month.

"This has weakened competition

on the route & was the outcome that our submission in relation to Qantas' application in 2016 had forecast would occur," Virgin Australia told the IASC.

Virgin argued that without the codeshare arrangement, "Qantas & Air Niugini would still dominate the Brisbane-Port Moresby market, as they collectively hold a passenger market share of 80%" & over three times VA's capacity.

It added the continuation and extension of the codeshare co-op "would enable them to cement their dominance in the market, creating the conditions which may render the operation of services by competitor(s) on the route unviable in the future".

Terminating the codeshare deal "would restore competitive balance in the market and deliver net public benefits," VA added.

### Today's issue of **TD**

*Travel Daily* today has seven pages of news and photos, a front cover page for **Azamara Club Cruises** & full pages from:

- inPlace Recruitment
- Malaysia Airlines

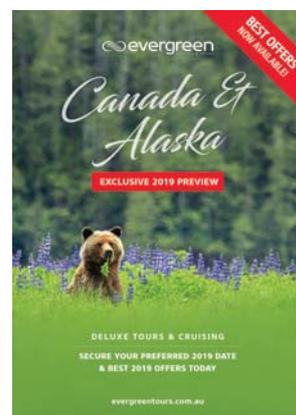
### Azamara extension

**AZAMARA** Club Cruises has extended its buy one, get one up to 50% off sale for bookings made before 31 Mar - see **cover wrap**.

The promotion also includes free unlimited internet.

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## Ovolo appointment

**OVOLO** Hotels has appointed former Event Hospitality and Entertainment group pr director Stephen Howard as its new director of marketing.

Howard had been at ASX-listed Event for nearly six years.

## IATA allowing agent cards

**THE** International Air Transport Association (IATA) has modified its formal procedures, with a new "Resolution 890" becoming effective this month which may allow an IATA accredited travel agency to use a credit card issued in the name of the agency.

AFTA has issued a circular to members this week detailing the recently adopted NewGenISS system for BSP.

However, while allowing agency credit cards in some situations, the new rules are not an industry-wide "green light", with use of the agency card required to be agreed with each carrier individually.

AFTA noted that a number of carriers had already issued circulars to the industry advising

that any request to use the new arrangement would be disallowed.

Other pending changes include the implementation of Resolution 812 which is scheduled to become effective later this year.

"Resolution 812 will bring further changes to IATA agents, some of which will need serious consideration due to the possible impact on the operation of the weekly BSP," AFTA advised, with more detail to be forthcoming in the next few months.

There is also a new requirement that all IATA accredited agents become "PCI compliant" in relation to the handling of credit cards, with compliance designed to protect businesses and their customers from card fraud.

AFTA has highlighted the 'Security Metrics' offering as a way for agents to become compliant - for more details see [info.securitymetrics.com](http://info.securitymetrics.com).

The amended Resolution 890 is online at [www.afta.com.au](http://www.afta.com.au).

## NZ dep cards to go?

**NEW** Zealand's Prime Minister Jacinda Ardern has flagged plans to scrap departure cards at airports by the end of this year, describing the data collection method as a "bug bear".

Delegates at the Australia New Zealand Leadership Forum held over the weekend referred to departure cards as unnecessary and a barrier to a seamless transTasman travel experience.

Ardern confirmed she would be meeting with officials at NZ Customs and Statistics to discuss advancing the removal of the departure cards.

## QF backs Mad Paws

**QANTAS** is one of the investors in a new funding round for "pet service marketplace" Mad Paws.

The company has just raised \$5 million to continue growing the "Airbnb for pets" platform which links about 15,000 pet-sitters and dog walkers across Australia with 300,000 domestic animals.

Users of the platform can earn Qantas points for each booking.

## Aussie Swoop ceo

**CANADIAN** carrier WestJet has named former QF staffer Steven Greenway as the first president of its ultra-low-cost offshoot Swoop.

Greenway started his career in Australia with Qantas and has also worked with VA, VS & Scoot.



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## Record Aus ACA delegation

THE Australian Cruise Association (ACA) has deployed a record delegation of members to the Seatrade Cruise Global conference in Florida this week in recognition of the sector's solid

growth in local waters.

The event kicks off today in Fort Lauderdale and is expected to attract 11,000 world cruise industry representatives.

ACA ceo Jill Abel said a record 16 Australian members would be among delegates.

"In addition to representation from our state tourism organisation members we are looking forward to welcoming regional members from Cairns, Eden, Broome and Port Arthur which illustrates the economic value being driven into Australia's regional areas by cruise line visits," Abel said.

Cruise Broome will attend the event for the first time, ahead of the WA city hosting ACA's annual conference in Sep.

The association will again represent the region in partnership with the New Zealand Cruise Association and will host a Down Under BBQ at Seatrade.

### A&K MTC p'ship

ABERCROMBIE & Kent has inked a three-year partnership with the Melbourne Theatre Company (MTC) as its exclusive Opening Night Partner.

The arrangement "celebrates both companies' passion for excellence, providing inspiring experiences and taking people on journeys that enrich their understanding of the world in which we live," A&K said.

## CX, KC codeshare

CATHAY Pacific says it will improve links to Australia for customers of Air Astana after the two carriers announced a new codeshare agreement yesterday.

From 15 Mar, Cathay will place its CX code on Air Astana's flights from Kazakstan's largest city Almaty to Hong Kong, as well as on connecting services between Almaty and the country's capital city Astana.

In return, Air Astana will place its KC code on selected Cathay Pacific services operating between Hong Kong and Sydney, Melbourne, Perth and Singapore.

Air Astana currently flies twice weekly between Hong Kong and Almaty, on Tue and Fri, but will be upping frequency by adding a Mon service from 25 Mar.

## UA lotto backlash

UNITED Airlines has abandoned plans to reward employees with a lottery scheme after a backlash from staff, US media report.

The carrier had planned to replace regular bonuses with a scheme in which staff would be entered into an in-house lottery, with a single employee to win \$100,000 each quarter.

CNBC reports UA staff were outraged that they would lose regular bonuses in favour of rewarding a few.

The airline has said it misjudged how employees would receive the plan, which has been shelved.



## Window Seat

WINTER-WEARY Brits have been given a taste of the good life thanks to Tourism WA, which handed out virtual reality headsets to Chiltern Railways passengers so they could experience warmer climes on their commute between Oxford and London yesterday.

The gadgets helped promote non-stop QF flights between LHR & PER and allowed pax to swim with whale sharks and interact with quokkas in WA.



MEANWHILE, Busabout is rounding up travel addicts for its latest social media campaign, with plans to give away \$36,000 worth of travel to a team of wunderlusty content creators.

The hop-on, hop-off travel service is looking for a team of four to Snap, vlog, blog or Insta their way across Europe this summer in a new version of a promotion first held last year.

Applicants need to select their preferred social platform and record a 60-second video showing why they're perfect for the job - **CLICK HERE** for info.

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## Singha's Outriggers

**OUTRIGGER** Fiji Beach Resort & Castaway Island in Fiji have been sold to Thailand's Singha Estate as part of six hotel acquisition deals worth approx US\$250 million.

The investment by the Thai company also includes Outrigger Laguna Phuket Beach Resort and Outrigger Koh Samui Beach Resort in the firm's home country, along with Outrigger Mauritius Beach Resort and Outrigger Konotta Maldives Resort.

Singha stated the Outrigger property purchase "is considered a strategic investment...aligned with the company's strategy to invest in hotels and resorts in prime tourist destinations".

It will also "further diversify the company's geographical risk".

The asset value of the Outrigger Fiji properties as at 31 Dec 2016 was valued at FJ\$126.5 million.

Singha Estate is the property arm of beer maker Boon Rawd Brewery which produces Singha.

## Seven Wonders tour

**ON THE** Go Tours' previously private 31-day World Wonders group tour of five continents and eight cities has been opened up to the public for the first time.

The "ultimate bucket list" itinerary visits the new Seven Wonders of the World and the last remaining ancient wonder, the Pyramid of Giza in Egypt.

Other highlights include the Colosseum in Rome, the Rose City in Petra, India's Taj Mahal, the Great Wall of China, Chichen Itza in Mexico, Machu Picchu in Peru and Christ the Redeemer in Rio.

Based on the prior private tour's feedback, OTG expects the trip will appeal to solo travellers.

There are three trip departures scheduled, the first of which sets off on 03 Oct priced from \$13,495 ppts, excluding int'l flights.

A single supplement of \$4,960 is applicable, but will be refunded if OTG pairs the traveller up with another guest of the same sex.

## EK 777-200LR refit

**EMIRATES** has unveiled a new 2-2-2 Business class seat layout for its dual-class Boeing 777-300LR (Long Range) aircraft.

It is the first time Emirates has offered a 2-2-2 Biz configuration and is part of a US\$150 million investment to refurbish the 10 777-200LRs in the Dubai-based airline's fleet.

The 38 pointy-end seats are 2" wider than EK's latest lie-flat seats and have a pitch of 72".

The cabin also features a new "mini lounge" where passengers can obtain snacks and beverages during the flight.

Overhead storage bins in the centre of the aircraft have also been removed "for an airier and more spacious feel on board".

The 264-seats in the -200LR's Economy class cabin have also been refreshed to the latest colour palette of soft grey & blue.

The refit aircraft will launch on the Fort Lauderdale route first.

## Radisson Collection

**THE** freshly rebranded Radisson Hotel Group (was Carlson Rezidor Hotel Group - **TD** 15 Feb) has introduced a new "premium lifestyle" brand.

Called Raddison Collection, the initial portfolio includes 14 hotels, each of which "feels authentic to its location and offers the ultimate model for contemporary living".

"All properties are situated in prestigious locations, close to prime leisure attractions & boast an individual and locally authentic atmosphere," RHG said.

Member hotels taking the Radisson Collection branding are located in Stockholm, Venice, Moscow, Sochi, Copenhagen, Edinburgh, Warsaw, Lagos & Agra.

Other properties in the collection include Old Mill Belgrade, Hormuz Grand Muscat, The Emerald Grand & Spa Lagos, Symphony Style Kuwait and pending final approval, The May Fair London.

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### Air NZ infant pod

**AIR** New Zealand has further enhanced its Economy Skycouch offering by revealing it will soon add an infant harness & belt pod which allows youngster to lay during the cruise phase of flight.

Previously passengers were required to have infants sit on their laps when the seatbelt sign became activated.

Air New Zealand plans to make the new infant pods available progressively on selected aircraft in the coming months.

The updated Skycouch will be displayed at the Aircraft Interiors Expo in Hamburg from 10-12 Apr.

### New Carnival cco

**CARNIVAL** Cruise Line has named Chris Chiames as its new vice president and chief communications officer.

He will report directly to Carnival's president Christine Duffy and be charged with heading up all communications.

### Far East buys TWC

**PROPERTY** developer Far East Consortium International Limited (FEC) has announced the purchase of Trans World Corporation, a major operator of hotels and casinos in Europe.

FEC paid US\$42 million for the company which will now become a subsidiary of FEC OIL.

Trans World Corporation will add five hotels and three casinos to FEC's portfolio and will provide a launching pad for further expansion plans in Europe.

### GHA adds JA Hotels

**INDEPENDENT** hotel rep Global Hotel Alliance has announced JA Resorts & Hotels has joined its portfolio, adding seven hotels and luxury resorts to its network.

GHA chief executive said the deal would work because both organisations "call Dubai home."

JA Hotels runs properties in the UAE, Maldives and Seychelles.



**ONE** of the greatest true-life stories to hit Australian cinema screens in recent years was recounted in first-hand detail over the weekend when Saroo Brierley took the stage at the Mobile Travel Agents (MTA) conference.

Brierley's emotional account of being separated from his mother in India at age five - and his incredible quest to relocate her decades later using Google Earth - formed the basis of the Oscar-nominated movie *Lion* starring Dev Patel and Nicole Kidman.

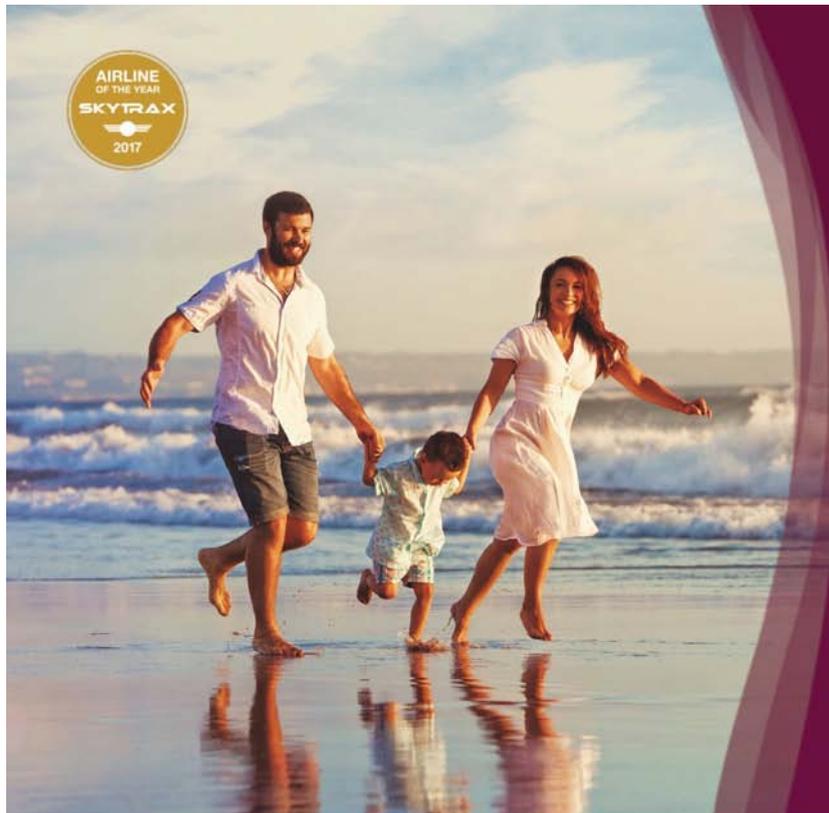
The story of his eventual reunion was told to more than 400 delegates on the Gold Coast on Sat, including his aunt

Christine Fensom who is an MTA consultant based in the Adelaide Hills town of Bridgewater.

With barely a dry eye in the house, Brierley was joined on stage by his adoptive mother Sue who raised him in Tasmania and travelled to India to meet his birth mother Fatima Munshi.

It was the highlight of a conference that also included keynote presentations from *60 Minutes* journalist Allison Langdon and round-world solo sailor Jessica Watson, a regular ambassador for MTA.

Brierley is **pictured** at the conference with MTA founders Karen and Roy Merricks.



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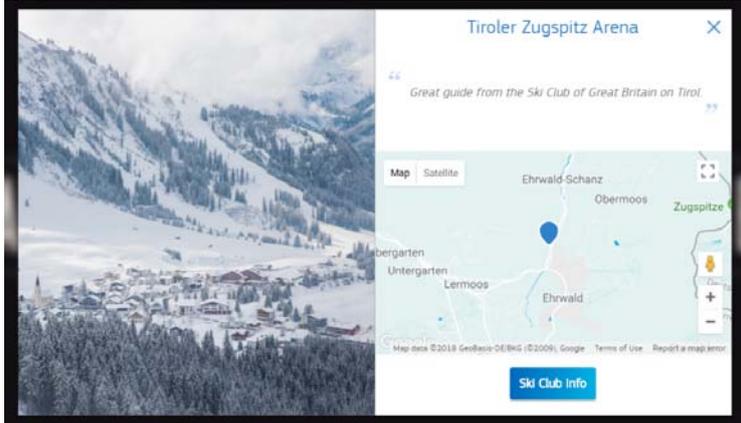


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\* Offer valid until 7 March 2018, unless sold out prior. Fares quoted above are for departures from Perth and are the lowest adult return prices per person including taxes, fees, and airport charges. Economy Class fares are valid for travel between 27 September - 30 November 2018. Business Class fares are valid for travel between 26 February 2018 - 20 February 2019. Blackout dates of 13 December 2018 - 13 January 2019 apply; other blackout dates in either direction may also apply. Other sale dates may be available. Other sale fares are available from Sydney, Melbourne, Canberra, and Adelaide. Fares may vary due to currency fluctuations. Seasonal surcharges and weekend surcharges may apply. For all other terms and conditions please review at time of booking.

## Amadeus video solution



**TRAVEL** technology company Amadeus has developed a new video player that enables potential travellers to watch clips on a destination or attraction and

book a trip all in the one place. Amadeus Video Solutions has been rolled out to provide brands with the ability to embed clickable calls to action and live booking details about attractions, hotels, restaurants and other destination highlights in a video.

Users are able to find out info about the location they want to discover, including how to get there, bypassing the need to go to another website or channel.

The product was originally launched last year and has been going through testing & tinkering by Amadeus' Horizons 3 team.

"Until now, there were plenty of interactive video players, but none specifically created for hotels, restaurants and other travel players," Amadeus' Head of Horizon 3, Steve Kopp said.

"Amadeus Video Solutions is a direct answer to this problem which works in the interest of both the traveller and the industry as a whole," Kopp added. For more details, [CLICK HERE](#).

### Brochure trending

**TRAVEL** Industry Network has revealed the top viewed brochure for Jan and Feb 2018 was Solo Connections Collection 2017/18.

In the top five brochures viewed via the platform were Odyssey Traveller, Qantas Holidays' Norfolk Island, Viking Cruises River Cruises and Bentours Scandinavia Expedition Cruising - for more info see [travelindustrynetwork.com.au](http://travelindustrynetwork.com.au).



**THERE** is one subject that has a tendency to put people to sleep when raised as a discussion item at a cocktail or dinner party and that is insurance.

It's a little unfair, as insurance is such an important topic particularly when you need to claim, but as a general topic of discussion, it is likely to make you nod off.

That is of course until you read the General Insurance Code Governance Committee (GICGC) Landmark Report. You can [CLICK HERE](#) to read it, and for the travel industry I can save you the pain of the 87 pages and draw your attention directly to pages 33 and 34.

There are some incredibly interesting facts revealed in this report which to most travel agents and the broader travel industry would be something that we have not really ever known before.

A couple of the stats that made me read this are: 5.7 million travel insurance policies were issued in 2016/17; coverage was provided to some 10 million people; and travel insurance makes up some 14% of all retail insurance policies sold. Note the data comes from 17 providers who contribute to the GICGC.

What this is saying is that travel insurance is big business and primarily this is because in part so many Australians are travelling and the awareness of travel insurance has increased so much over the years.

The report also explores the issue of travel insurance cover provided by credit cards and made an important note that ASIC has reviewed 17 credit card brands that include some kind of travel insurance when activated by a travel purchase with the credit card. What was found is that there remains confusion with consumers over what they are and are not covered for and how the insurance is actually activated.

The report indicates that these credit card companies have agreed to improve the communications of these features to card holders. One really critical point in this travel insurance cover via credit cards is that the credit card company is in fact the insured party - not the traveller, who is only a beneficiary of the cover.

What this all points to is that consumers really do need to be more conscious of what insurance cover they have, what they are covered for and how they in fact get the cover. So the next time someone says "my credit card will cover me for travel insurance," I think the question that should be asked is - "are you sure?"

As a final note, and I do recommend everyone in the travel industry takes a read of this report, the main reason a claim was declined (5,409 to be precise according to the report) is for the consumer being "not covered", "a policy exclusion or condition" or "no policy cover in place".

AFTA continues to work with the Federal Government via the Smart Traveller campaign to push the message - if you can't afford travel insurance, you can't afford to travel. I guess the next phase to that should be - with the "right" travel insurance in place.

### Best passports

**TWO** Asian nations have topped the Henley Passport Index in Feb, with Japan and Singapore knocking Germany from top spot.

The index measures the mobility of every country's passport and both Japan and Singapore now boast visa-free access to a record 180 destinations.

Germany held the most travel-friendly position for the past five years but now slips to second with 179 visa-free destinations.

Australia is currently ranked sixth on the list alongside Greece and Belgium with access to 174 countries, while the bottom end of the index is predictably dominated by unstable nations such as Afghanistan and Syria.

### Ngorongoro facing defamation case

**A COLLECTION** of 40 tour companies in Tanzania are planning to pursue a defamation case against the Ngorongoro Conservation Area Authority (NCAA) for allegedly being referred to as fraudulent by the tourist organisation.

An NCAA document was recently published in the local media allegedly making the claim, with operators now seeking damages and an apology for reputational loss with international and domestic customers.

NCAA's electronic payment system is central to the dispute.

## Money

**WELCOME** to Money, TD's Tue feature on what the Australian dollar is doing.

**\$1AUD = US0.774**

**THE** commodity-linked Australian dollar has been impacted by an announcement by the Trump administration in the US that it plans to impose new tariffs on imports of steel and aluminium.

This week the Aussie \$ fell to two month lows against the greenback as a result, while there has also been heavy volatility on other global markets as they digest the news.

Today the Reserve Bank hands down its monthly interest rate decision, with most analysts expecting the current settings to remain unchanged.

*Wholesale rates this morning.*

US	\$0.774
UK	£0.559
NZ	\$1.066
Euro	€0.628
Japan	¥82.19
Thailand	฿24.20
China	¥4.84
South Africa	R9.13
Canada	\$1.001
Crude oil	US\$61.58

## Cox & Kings marks 260th!



**COX & Kings**, the world's oldest travel company, recently marked its 260th birthday at a glitzy gala event at the Shangri-La's Eros Hotel, New Delhi, India.

"Our longevity is a testimony to the ingenuity and transformative spirit (of) Cox & Kings," said the company's very pleased chief executive Peter Kerkar.

As well as celebrating the company's mature age, the night also saw the announcement of a series of year-long events and offers such as its 260th Grand Celebration Offer where

### Solaz opening

**LUXURY** Collection Hotels & Resorts has revealed it will open Solaz, a Luxury Collection Resort, Los Cabos in Mexico in Jun.

The 128-room luxury property occupies 14 hectares overlooking the Sea of Cortez and features six restaurants, a 50-metre infinity pool and access to beaches.

customers can book any Duniya Dekho/Gaurav Yatra/Aamhi Travelkar/Instant Holidays tour and earn the chance to win 260 holidays to a range of popular Asian destinations.

**Pictured:** Cox & Kings ceo Peter Kerkar presenting the ultimate compendium on the history of the travel company to India's intrigued Hon'ble Minister for Tourism Shri K. J. Alphons.

### Car rentals on Trip

**CHINESE** travel agent Ctrip has made its car rental service available on its new travel booking service Trip.com.

Users of the service will now be able to book rental cars in 6,000 cities internationally and access more than 130,000 retail outlets.

The move by Ctrip is in line with making the Trip.com a one-stop-shop for travel, already offering customers plane tickets, train tickets & hotel booking services.

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To win, have the most correct answers to the questions throughout the month, and the most creative response to the last question. Send your answers to [lufthansa@traveldaily.com.au](mailto:lufthansa@traveldaily.com.au)

**Q4.** True or false? The Joint Venture fares allow for travel on either Singapore Airlines, Lufthansa or Swiss International Air Lines operated flights between Singapore and Germany/Switzerland?

*Terms and conditions apply*

### Worldhotels loyalty

**WORLDHOTELS** has launched a new CRM/loyalty platform called The List which aims to provide its customers with "instant loyalty benefits" and follows the company's recent acquisition by Associated Luxury Hotels.

Benefits of the loyalty program will include an arrival ritual and upgrades on availability.

Worldhotels has also revealed it will focus on three new collections: WorldHotels Distinctive, WorldHotels Elite and WorldHotels Luxury.

"WorldHotels is making significant investments to enhance its service offerings for independent hotels including the expansion of its already extensive global sales force," said Worldhotels ceo Geoff Andrew.

### DL adds CHA/LGA

**DELTA** Air Lines will add a nonstop service between New York's LaGuardia & Chattanooga, Tennessee from 09 Jul.

The new route will fly six times weekly and will be operated by its connection carrier Endeavor Air using CRJ-900 aircraft.

Chattanooga Airport received record breaking 16% growth in air traffic for 2017.

### Canopy closure

**THE** Canopy Walkway at Taman Negara Pahang National Park in Malaysia will be closed until further notice following a recent quality control check which determined that important maintenance work was needed to keep the canopy safe for visitors.

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RECRUITMENT

.....37 years & still going strong!

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## Don't have the right experience? Here are 5 tips to get your foot in the door!



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### Regional BDM NSW/ACT/WA

Sydney based

**\$75k + super + incentive up to \$14K + more!**

This luxury high-end cruise company is experiencing growth & is looking for an experienced & well-networked sales professional. Based in Sydney you will manage a territory across NSW/ACT/WA. You will strengthen relationships as well as target new business and represent the brand at industry events and famils. Ideally you will have strong analytical & reporting skills & proven industry sales exp.

- Incentives, Car Allowance & Medical Insurance!

Call Susan or [apply here](#)

### Marketing Coordinator

Sydney

**Salary \$55 - \$66K + super**

Join this leading wholesaler that employs over 100 staff in Sydney alone! Working alongside the marketing team you will be responsible for managing all marketing campaigns & partnerships to the travel industry & trade partners. You will develop promotional collateral, deliver product training internally, conduct competitor research & analysis & other related tasks. Previous exp in travel marketing required.

- Great company benefits including travel discounts!

Call Susan or [apply here](#)

### Africa/ Middle East Product Executive

Sydney

**Salary to \$55K + Super + benefits**

Our client has over 30 years experience designing travel adventure itineraries. This unique role will support the Product Manager in these areas; supplier liaison, product & contract maintenance, brochure production, value add & web product & pricing. Must have extensive product knowledge of Africa/ Middle East within a wholesaler or retail travel product environment.

- This client is part of a large travel group

Call Susan or [apply here](#)

### Corporate Consultants Multi-skilled

Sydney

**Full & Part-time positions**

This global travel management company are responsible for managing a large number of corporate accounts. This is a great opportunity for experienced corporate travel consultants wanting to grow their career with a global business. Full & part time positions are available handling both domestic & international itineraries. Excellent career prospects & substantial salary packages on offer!

- Award winning brand!

Call Susan or [apply here](#)

### African Wholesale Consultant

**Sydney, Salary to \$55K + super + bonus + famils**

Tailor make holiday itineraries throughout Africa! You will liaise with travel agents, direct clients & overseas operators booking flight & land packages throughout Africa. Retail or wholesale exp. & strong African product knowledge required.

Call Sandra or [apply here](#)

### FIT Inbound Consultant

**Sydney, Salary to \$58+ super DOE**

Are you a domestic whizz with Tourplan & strong Australian product knowledge? This boutique inbound travel company with high staff retention and career prospects wants you! Arrange land content around OZ for the UK & Europe mkt.

Call Cristina or [apply here](#)

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Malaysia Airlines has a long and proud history of taking Malaysian Hospitality to the world. We are an airline that is passionate about our customers and trade partners, putting them at the forefront of everything we do. To support our future growth, we are seeking individuals with passion, commitment to excellence, ambition and a drive to succeed.

The role of the National & Industry Account Managers is to focus on growing and developing existing customer portfolios while also generating new business. In both roles, you are responsible for profitability as well as reaching defined sales targets, maximizing account revenue and negotiating and maintaining contractual agreements with MH trade partners. The ideal candidates should demonstrate an entrepreneurial mind-set to constantly seek new ways to develop revenue through partnership and identify new market opportunities.

### National Account Managers (SYD x 3 / AKL x 1)

#### Key Responsibilities:

- Plan, implement, monitor and assume responsibility for all necessary measures that secure the success of MH business arrangements in an assigned portfolio
- Be involved in strategic account planning to generate revenue and market-share growth and opportunities to meet profitability targets
- Understand market trends and identify new business potential for MH Group (Malaysia Airlines, MASwings & Firefly)
- Build trusted, strategic relationships within your portfolio, develop a thorough understanding of their business challenges and add value to our trade partners' business by proposing the optimal MH commercial solution
- Measure level of satisfaction with MH current products and services to provide feedback to the production units, together with suggesting solutions for improvement of the product or pricing offering

### Industry Account Manager (BNE x 1)

#### Key Responsibilities:

- Increase MH revenue and market share as defined in the business plans of each of our national accounts in your nominated territory
- Gather and analyse internal and external information in order to provide reliable reporting to the Australia & New Zealand leadership team
- Coordinates and follows up on sales programs, strategy and initiative with a result analysis after implementation
- Targets accounts based on potential, likely profitability and probability of success and prioritize time on the opportunities to maximize results

#### Your profile:

- Relevant degree in the civil aviation field, marketing or business administration
- Minimum 3 years (IAM) or 5 years (NAM) experience in airline Sales and/or Key Account Management
- Strong business development and account management skills, with corporate experience being highly desirable
- Entrepreneurial / commercial mind-set using innovative and creative approaches to optimize solutions
- High level of self-motivation, problem solving and interpersonal skills
- Well-developed time management, decision-making, presentation and organizational skills
- Willing to travel both domestically and internationally as and when required

Applications Close at 6pm, Sunday 11 March 2018. If you wish to apply send your CV with a covering letter to [mark.mulville@malaysiaairlines.com](mailto:mark.mulville@malaysiaairlines.com).

Malaysia Airlines thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.