

## 3K DRW increase

**JETSTAR** Asia is set to boost its flights between Darwin and Singapore to a daily operation over the upcoming peak season.

GDS screens indicate seven weekly A320 flights on the route from 17 Dec-06 Jan and 04-17 Feb 2019 (Singapore departure).

### TRAFALGAR

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## NTIA Fairfax partnership

**THE** Australian Federation of Travel Agents (AFTA) yesterday confirmed a major addition to next year's National Travel Industry Awards, in the form of a new agreement with Fairfax Media's *Traveller* (TD breaking

news) which will boost consumer engagement and recognition of the industry gala event.

AFTA CEO Jayson Westbury said the partnership would "turbocharge the consumer engagement strategy AFTA has embarked upon to raise awareness of ATAS accredited agents, and will bring the prestigious National Travel Industry Awards into mainstream consumer media".

*Traveller* is produced each weekend in the *Sydney Morning Herald* and *The Age*, and also has a strong online presence, with editor Anthony Dennis saying the publication's "leadership in innovative and award-winning Australian travel journalism

across multiple platforms makes it the perfect partner to raise consumer awareness about AFTA and its program".

The agreement was brokered by Philippa Walker, Head of Travel at Fairfax Media (TD 18 Jan 2018) who

said the deal "recognises our deep commitment to the travel industry," with *Traveller* providing a credible platform to engage Australia's passionate travel consumers.

The Sydney Morning Herald  
THE AGE  
Traveller

## CLIA+Smartraveller

**CRUISE** Lines International Association has launched a new e-learning module in partnership with Smartraveller, with info on passports, insurance & healthcare while on a cruise as well as an understanding of travel advisories.

It's available on the CLIA Learning Academy - see [cruising.org.au](http://cruising.org.au).

### Today's issue of TD

*Travel Daily* today has seven pages of news, including a photo page for ATAC, plus full pages from:

- Flight Centre Travel Group
- Travel Trade Recruitment

## Ager joins Etihad

**NEIL** Ager has taken a new role as State Sales Manager NSW/ACT for Etihad Airways.

Ager joins EY after about four years with Qantas, prior to which he was Regional Commercial Manager South West Pacific for British Airways.

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## Trafalgar 2019 out

**TRAFALGAR** has released its 2019 Europe & Britain brochure, with 116 trips, including new itineraries in Croatia & Slovenia, Spain & Portugal, Poland and a family trip in Ireland.

The program also features optional add-ons to Santorini and Mykonos, which can complement Trafalgar's Best of Greece and Best of Greece & Italy trips.

There are more than 100 of Trafalgar's signature "Be My Guest" experiences providing authentic interactions with locals.

The operator cited new research which found almost 71% of travellers felt that trips where they had new experiences were more important than those where they visited all the sights.

Clients can save up to 10% via Trafalgar's early payment discount for bookings made and paid in full by 31 Jan 2019.

For more information call Trafalgar on 1300 78 78 78.

## QF trials facial recognition

**QANTAS** is participating in a new trial at Brisbane Airport in partnership with SITA which eliminates the need to provide a passport and boarding pass at the lounge or boarding gate.

The facial recognition technology allows travellers to upload their passport to their mobile phone, enabling them to check in before arriving at the airport and speed up their departure experience.

The trial is limited to passengers who volunteer to take part and are travelling on flights ex BNE to Singapore, Tokyo Narita and Hong Kong, with Android phones.

Participants download the new Qantas Facial Recognition App from the Google Play Store, and then use it to store their passport details and photo.

The data is securely stored, and as passengers pass through the airport cameras match the

passport information to their face, eliminating the need to show their boarding pass.

Customers without bags will be able to proceed directly to immigration, without having to visit check-in desks or kiosks.

SITA President Asia Pacific, Sumesh Patel, said Qantas was the first airline to trial the SITA Smart Path mobile offering in Brisbane, with the pilot program providing "valuable passenger feedback to shape future implementations".

## Jetstar boosts Fiji

**JETSTAR** has confirmed a 50% seasonal increase in flights between Sydney and Nadi, with six weekly A320 services scheduled during the upcoming holiday period.

JQ119/120 will fly every day except Thu from 15 Dec-19 Jan.

## Travel Daily on location in Orlando, Florida

Today's issue of *TD* is coming to you from the 2018 Very Merry Toy Story Land Christmas Famil, hosted by Disney Destinations.

**DID** you know that Disney World in Orlando, Florida is roughly the size of two Manhattan Islands?

Having learnt that fun fact last night over dinner, agents are putting on their comfiest shoes today as it is anticipated they'll clock at least 20,000 steps as they explore the magical destination.

A highlight of the day will be the EPCOT Int'l Food and Wine Festival, where participants will get to taste and sample their way through some of the world's greatest cuisine.



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**CLICK to read**  
**travelBulletin**

## Travel Daily on location in Denarau, Fiji

Today's issue of *TD* is coming to you from the Helloworld Travel Frontliners Forum, hosted by Helloworld Travel.

**OVER** 500 Helloworld Travel agents, preferred partners and suppliers have gathered together on the tropical destination of Fiji to celebrate this year's Frontliners Forum.

Conference sessions kick off at Denarau Convention Centre today, followed by dinner at KORO-Hilton Fiji Beach Resort & Spa where attendees will be treated to entertainment from Furnace and the Fundamentals.

Another round of sessions will take place tomorrow, before the glitz and glamour of a gala dinner, where agents will be recognised for their feats.

## Aqua plots coastal cruising

**AQUA** Expeditions founder Francesco Galli Zugaro has confirmed a major expansion program, with US private equity firm Bison Capital to provide \$28 million in new funding.

Zugaro founded the company 10 years ago with Aqua's upmarket river cruise product on the Amazon River in Peru, and expanded into Indochina with the *Aqua Mekong* luxury vessel.

"I am thrilled that after a decade

of changing the face of river cruising on both the Amazon and Mekong Rivers, we will extend our footprint to coastal cruising in additional soft adventure destinations," he said.

The expansion will see a 150% increase in the size of the Aqua Expeditions fleet, Zugaro added.

He will remain Aqua's majority shareholder and "fully in charge of the company's destiny and growth," with the first details of new vessels and itineraries to be announced later this month.

Zugaro said Aqua had earned a reputation for bringing 5-star luxury to river cruising in remote areas, and "the identical level of lavishness and adventure" would feature in the new offerings.

"It is a tribute to the confidence in our brand shown by our guests and travel agency partners that we are able to make this significant move," he concluded.

## AAT Kings incentive

**JUST** in time for Christmas, travel agents will earn a \$50 gift card per booking of any AAT Kings or Inspiring Journeys guided holiday between now and 28 Feb.

Bookings to Tas or NZ will see agents receive a double reward, with \$100 vouchers on offer for bookings departing by 31 Mar.

A range of last minute deals are also listed at [aatkings.com](http://aatkings.com).



## Window Seat

**IN A** true example of going above and beyond with airline customer service, a Philippine Airlines flight attendant has breastfed the starving baby of a passenger during a flight.

Patrishia Organo has a six month-old of her own, and swung into action when she found the distressed passenger crying because she had run out of formula for her infant.

"I thought to myself, there's only one thing I could offer and that's my own milk," she wrote on a post at [facebook.com](https://www.facebook.com).

Organo escorted the mother and her baby to the galley where she fed the child until it fell asleep.

"I am just so thankful for the gift of a mother's milk in times of need," she said.

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Friday 9th November 2018

## A taste of Disney magic



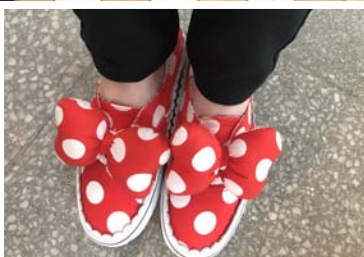
**FOLLOWING** a full day of travelling, the lucky winners of the Disney A Very Merry Toy Story Land faml enjoyed a delicious meal at the Maya Grill, located within Coronado Springs Resort.

The 17 agents have come from all around Australia and New Zealand for the mega faml, and will spend the rest of the week experiencing the best of the four theme parks.

Many of the participants are getting into the spirit by arriving fully kitted out in their best Disney merchandise (**pictured inset right**).

**TD** will be documenting our travels, **CLICK HERE** to follow our instagram account to watch it all unfold as it happens.

**Pictured** after a delicious meal are: Jessica Davidson, Qantas Holidays; Claudia Griffiths, Qantas Holidays; Kate Robinson-Hallahan, Infinity Holidays; Jessica Prior, Infinity Holidays; Amanda



McAllister, House of Travel; Natasha McGranaghan, Infinity Holidays; Jessical Bellenger, Flight Centre; Tara Dickinson, Flight Centre; Kirsten Parker, Magical Mouse Holidays; Lauren Priestley, italktravel; Melanie Gabbusch, Flight Centre; Brooke Barden, Wow Travel; Rachael Heelan, Travel Associates; Bella Cilia, Flight Centre; Makala Stratford, Flight Centre and Katie Rosenthal, Infinity Holidays.

The group is being hosted by Michael Cassis and Lou Walker from Disney, with flights sponsored by Trudie Mansfield from Virgin Australia and Kylie Wilson from Delta Air Lines.

## 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](mailto:specials@traveldaily.com.au)

**Carnival Cruise Line** has extended its Choose Fun promotion until 15 Nov, with savings of up to \$500 & discounted deposits available - more **HERE**.

Guests who book an 18-day Splendours of South America tour with **Evergreen Tours** before 30 Nov will receive a free four-day Amazon lodge experience. For more information, **CLICK HERE**.

The first agent in each state to book **Wide Eyed Tours'** Great Vietnam Getaway at the Grand Premier Hoi An Tam Ky Resort & Spa will receive a free five-night stay for two. Travellers will receive a free upgrade to a Royal Private Pool Suite. Email **HERE**.

**Celebrity Cruises** has launched a Last Minute Luxury deal, offering savings on select itineraries until 22 Nov. More info is available **HERE**.

New bookings made on select 2019 **Uniworld Boutique River Cruise Collection** and **U by Uniworld** itineraries can save up to 30% as part of the "Our Best Offer" promotion. More information can be found **HERE**.

**Arc Adventure Resorts and Cruises** is offering savings on its India and Sri Lanka river cruise package. Book by 31 Jan and save \$1,120 per couple, or save \$1,060 for solo travellers - call 1800 507 777 for details.

### APT short breaks

**APT** has launched its new Kimberley and Short Breaks brochures targeting travellers who are short on time, but still want to explore the region.

Ranging from two- to four-day holiday packages, the tours consist of light aircraft flights, guided day tours and stays at Bungle Bungle Wilderness Lodge.

Prices for the three-day Purnululu 4WD Experience start at \$1,695ppts, with savings of up to \$500 per couple if booked by 15 Dec.

**CLICK HERE** for a digital copy.

### Qld Alipay sessions

**QUEENSLAND** operators are set to become more payment friendly for Chinese visitors, with TEQ to hold industry workshops on UnionPay and Alipay.

Sessions will be held in Cairns & the Gold Coast and "demystify the Chinese payment ecosystem".

For more details or to RSVP for the events, **CLICK HERE**.

### JNTO roadshow

**REGISTRATIONS** are now open for Japan National Tourism Organization's (JNTO) Japan Roadshow 2018.

The delegation will visit Auckland on 29 Nov; Brisbane on 04 Dec; and Sydney on 06 Dec.

**CLICK HERE** for details.

### Air NZ renewables

**AIR** New Zealand has inked a deal with aircraft manufacturer ATR to explore the potential of new propulsion technologies.

They will investigate the development of the new solutions & systems to support them.

Air NZ CEO Christopher Luxon said NZ was the ideal test bed for the tech, noting hybrid aircraft were expected to enter the market in the next "decade or so".

"Depending on when hybrid and electric technologies become available for larger turbo-prop aircraft, we believe there is potential for these to be a viable option for our regional network."

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## Focusing on a bright future for ATAC members

OVER 70 agents and suppliers took part in the 2018 Australian Travel Agents Co-operative (ATAC) annual conference, held in Singapore last week.

Over three jam-packed days, agents and suppliers took part in a series of workshops, product updates and activities designed to reinforce the “partners in prosperity” theme.

Some significant achievements by the group were announced by Chairman Ken Morgan, including the highest level of Total Transaction Value (TTV) achieved, significant growth in override payments made to members as well as a burgeoning membership base (TD 05 Nov).

The group now consist of 115 members with several more set to join this year.

The conference wasn't all just business, with opportunities to mingle at a welcome reception and a fun social media challenge for attendees. Grouped into teams of eight, the attendees had to post, tag and hashtag their way across many of Singapore's attractions including the iconic Merlion and the very zen Gardens by the Bay. Accolades were dished out to the most creative team.

Singapore Tourism sponsored a delicious banquet with the mouth-watering Singapore chilli crab the centrepiece dish, while major sponsor Qantas ensured no guest was left feeling hungry at the gala awards night.

Several ATAC members scooped up prizes including trips to Borneo with Intrepid and South Africa with Swagman Tours as guests were entertained into the night from a Chinese lion dance act, cabaret dancers and a live band.



**THE** ATAC team comprising Georgina Randall, Business Manager; Ken Morgan, Chairman; and Michelle Emerton, General Manager.



**ROYAL** Caribbean's Peter McCormack, AFTA's Jayson Westbury and Globus family of brands' Alexandra Morton.



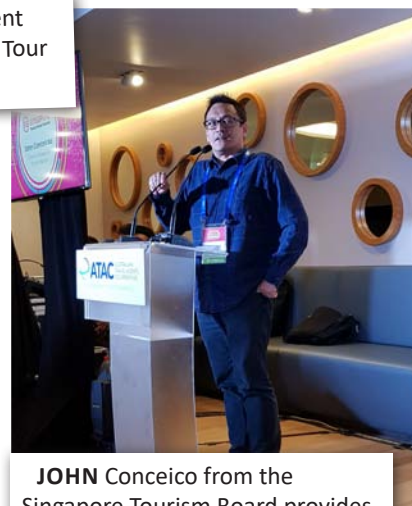
**WINNERS** of the Achievement Awards picked up a Swagman Tour of South Africa each.



**SINGAPORE'S** famed chilli crab was dished up.



**WINNERS** of a social media competition run throughout the conference celebrate their win on stage at the gala dinner.



**JOHN** Conceico from the Singapore Tourism Board provides an update to attendees.



**THE** welcome reception, where a glass or two was raised among attendees.



**WENDY** Wu's Vito Romeo is wrapped up by the entertainment.



**ATTENDEES** preparing for the sumptuous banquet to begin.



## CORPORATE CHATTER

with Michelle Sargent

### Linking brand with service

**IN TODAY'S** fast-paced, highly connected world, consumers expect personalised experiences and access to information on demand. This is especially true within the meetings and events (M&E) space.

Without a doubt, technology plays a critical role in achieving this. The latest advances in data science allow us to not only create a vastly superior attendee experience to what was possible even five years ago, but also to better measure the return on investment of our M&E spend.

Still, technology is no substitute for the expertise that an experienced event planner brings to the table. So it's no surprise that clients continue to place tremendous value on the "human touch" and recommendations of their Professional Conference Organiser.

Understanding that every single client is different and unique from the other is a key part of being an M&E service consultant. And meeting clients in person and really getting to know them is an inescapable part of this. You'll soon find out that some clients are really hands on and want to be involved in every aspect, whereas others want a call once a week for a weekly update. Some want to push the envelope in terms of "new", including bleeding-edge technology, while others are a little more conservative.

It's all about knowing who your clients are and tailoring your services around their preferences, which comes from direct interaction with clients.

At CWT Meetings & Events, we believe it's extremely important for us to be there with our clients through all stages of their M&E journey. For example, we had

a unique situation where we helped plan an after-party event for 50 people, and 450 people turned up. This was naturally extremely stressful for our client.

“Technology is no substitute for the expertise that an experienced event planner brings...”

However, because we were on the ground at the event we were able to actively turn this could-be disastrous situation into a success.

We become close with our clients in the lead up to the events because we're in each other's pocket 24x7, we get to know what they are interested in, their preferences for food and wine, their birthdays and special occasions. With more and more people becoming time-poor, clients appreciate the small touches we go the extra mile to provide them, which often leads to them reaching out to us for advice outside of events to help them book their personal travel.

While the technology is – and will continue to be – an extremely important aspect of helping our clients with their events and conferences, it's also our people and our excellent personal service that make the difference.



*Michelle Sargent is a Director of CWT Meetings & Events Australia and New Zealand, the specialist events division of the Carlson Wagonlit Travel international business travel management company.*

## CORPORATE UPDATE

### 1000 Mile set for UK move



**HOME-BASED** corporate network 1000 Mile Travel Group (1000MTG) will step-up its expansion into the UK next year, with co-founders Ben Ross and Nicola Veltman moving to London to lead the charge.

With more than 40 independent mobile agents across Australia, the group is looking to replicate its model in the UK where a handful of agents have already been signed over the past year.

Ross, the group's MD, said the company was aiming to enlist about 100 UK-based agents over the next six years.

"While remaining boutique in size, our vision for 1000 Mile has always been to have a global footprint," Ross said.

"We are very excited about the interest we have been receiving in the UK and are looking forward to seeing what 2019 brings for us in London," he said.

Together with Veltman, the group's HR & Training Director, Ross said he currently travelled to the UK every three months.

"With the appointment of Steve Hona as General Manager (TD 18 Jul), a new financial controller and more to come for 1000MTG

Australia in the next year, we believe that now is the right time for us to push the UK/European market, which is crying out for change," Ross said.

He said international expansion plans were likely to progress at a similar rate to the group's initial growth in Australia.

"Our goal for Australia when we opened for business nearly four years ago was to have 100 travel experts nationwide," he said.

"With our current rate of growth we can expect to achieve this in the next two-three years.

"Our goal for the UK is the same – 100 experts in six years.

"We are also planning to launch in the USA next year which will see another 100 experts in this region in six years."

### SIA links with SAP

**SINGAPORE** Airlines (SIA) has announced a collaboration with software giant SAP to provide its Concure Triplink Web service to corporate travellers.

The product connects travellers, itineraries and receipts across multiple channels and allows businesses to apply their travel policies to direct bookings.

SIA says by identifying corporate bookings made through its website, the system will allow it to enhance the corporate booking process through personalised products and services.

"With this collaboration, our corporate clients can enjoy greater visibility over their travel and more personalised products and services, enhancing the experience Singapore Airlines is already famous for," said SIA Senior Vice President Sales and Marketing Campbell Wilson.

### Credit card misuse

**FOUR** in 10 business travellers admit using corporate credit cards for personal purchases, according to research by Carlson Wagonlit Travel (CWT).

The company found 46% of American and European travellers put personal spending on their company card, along with 38% of travellers from the Asia Pacific.

The research also found 49% of travellers use a personal card for business expenses.

## Fashions on the field



**KENNEDY** Oaks Day at Flemington yesterday brought out the crowds including this group of travel industry punters.

Not only were they among the best dressed on the field but several pocketed some decent winnings on the day.

**Pictured** are: Sarah Clark, Intrepid Group; Brett Mitchell, Intrepid Group; Cameron Elliott, Intrepid Group; Catherine Allison, Helloworld Travel; Michelle Ashcroft, Phil Hoffmann Travel; Andrew McFarlane, Magellan; Christian Hunter, Travellers Choice; Katrina de Vries, Helloworld Travel; Michelle Ryan, my travelgroup and David Stafford, Magellan.

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Send your entries to [bench@traveldaily.com.au](mailto:bench@traveldaily.com.au)

## Windstar 2019/20

**WINDSTAR** Cruises has announced its 2019 and 2020 Caribbean and Latin America sailings, with new ports of call in Mexico, Honduras, Grand Cayman, the Dominican Republic and Jamaica.

The program includes 152 departures ranging from seven to 52 days in duration.

## Sea Life by night

**SEA** Life Sydney Aquarium will be open for 24 hours throughout the night of 27 Nov for a one-off event to showcase its new Day and Night on the Reef exhibit.

Marine biologists will provide guided tours explaining the day and night behaviours of 500 sea creatures in the exhibit.

## Bris cruise progress

**THE** Queensland Government has released fly-through footage of the vision for the Port of Brisbane's \$158 million Brisbane International Cruise Terminal, which is set to open in 2020.

Port of Brisbane CEO Roy Cummins said the new terminal would be a game-changer for the tourism sector.

To see the vision, [CLICK HERE](#).

## New Maldives hotel

**MOVENPICK** Hotels & Resorts has opened its first property in the Maldives, a 105-villa resort with 72 overwater pool villas (**TD** 27 Apr 2017).

The Movepick Resort Kuredhivaru Maldives is 45 minutes by seaplane from Male.

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### Corporate Travel Consultant - Sydney

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### Corporate Travel Consultant

Melbourne, Base + Incentives, Ref: 1273JP1

Now is the time to take a step away from face to face consulting and start earning the real money that you've always wanted! Corporate is where it's at. In this role you'll be working on assigned accounts where you will be in control of building strong relationships whilst taking care of all their travel needs. You will be rewarded for your efforts with a flexible work environment with a base salary plus uncapped commissions, endless family opportunities and work from overseas opportunities.

For more information please call Josh on  
(03) 9988 0616 or click [APPLY](#) now.

### Travel Consultant | Award Winning Store

South Sydney, Salary to \$60k, Ref: 3256PE4

My client a well-known Sydney bespoke travel company is looking for a superstar retail consultant that excels in customer service & knows luxury travel and how to sell it to elite clientele. You will be rewarded with excellent remuneration along with other fantastic in-house bonuses. There is nothing like joining a company with a strong industry presence that rewards their staff and treats you like family, it's a rare opening as business is booming, escape the city & work close to home!

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

### Sales Team Leader | Travel Specialist - Japan

Brisbane, \$45-55k + Bonuses, Ref: 2021AW5

If you have lived, worked, visited or SOLD Japan - this role is for you! This is a Sales Leadership position, where you will be responsible for designing and selling Japan holiday packages. And ensuring that your team efficiently works towards their KPI's! Ensuring all of our customers have the best possible holiday experience, this is your chance to join a young and dynamic international travel company and lead their team to success! Travel Managers | Team Leaders - APPLY NOW!

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

### Account Manager

Melbourne, \$Competitive, Ref: 3730HC1

This role is a perfect opportunity for an experienced Account Manager to join a travel company and focus on domestic & Group travel. This well respected travel company is expanding rapidly due to huge growth and they are looking for an Account Manager to join their fun and enthusiastic team. If you have group or student travel it would be highly advantageous. There is a fantastic package on offer for the right candidate of a high base and Super. Unique & Specialist role - apply now!

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

### Home Based Travel Consultant

Perth, Generous Commission Split, Ref: 8528JB1

A rare opportunity has just opened up for a Home Based Travel Consultant to work alongside a well-established Perth travel agency! Our client is seeking an experienced retail consultant with a minimum of 2 years experience in the travel industry. The ideal candidate will have strong Amadeus skills, a passion for travel and the ability to build strong rapport with customers. A large client base is highly favourable. A generous commission split structure is on offer for the successful candidate!

For more information please call Jacqueline on  
(08) 6365 4313 or click [APPLY](#) now.



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