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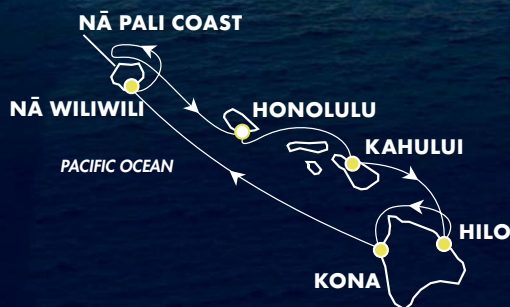


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# Travel Daily

First with the news

Thursday 29th November 2018

**RENAULT**





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## italktravel promo

**ITALKTRAVEL** is today highlighting some of the key benefits that can be accessed when agents make the decision to join its expanding network.

The company has 10 available franchises available in the new year - see **page eight** for info.

## CREATIVE CRUISING



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## QF boosts JQ codeshare

**QANTAS** has announced the expansion of its codeshare deal with Jetstar for travel from Sydney & Melbourne to Thailand.

The updated agreement sees Qantas add its code to Jetstar's Sydney-Phuket, Melbourne-Phuket and Melbourne-Bangkok services, all of which will be operated by Jetstar's Boeing 787 Dreamliner aircraft.

Qantas customers travelling to Thailand can now book the direct Jetstar-operated services between Melbourne/Sydney and Thailand in one direction, with a Qantas-operated flight servicing the return leg.

Three flights a week are available under the deal from Sydney to Phuket, while Melbourne has four services to the popular Thai island on offer.

Codeshare flights from Melbourne to Bangkok will run three times weekly.

QF loyalty customers booking

on the new shared flights will be able to earn Qantas frequent flyer points, with all passengers able to access Jetstar in-flight entertainment, a free meal and drink, and comfort packs.

Other services available to Qantas travellers on the new codeshare flights include use of transfer buses, Qantas international baggage allowance for the entire journey, and access to Qantas Lounges in Sydney, Melbourne and Singapore for eligible passengers.

### Today's issue of TD

*Travel Daily* today has seven pages of news, including a front cover page for **Norwegian Cruise Line**, a photo page for **Greece & Mediterranean Travel Centre** plus full pages from:

- italktravel
- AA Appointments jobs
- Viking Cruises

## CATO adds member

**TRAVEL** marketplace startup Tripfuser has joined the Associate Member ranks of the Council of Australian Tour Operators (CATO).

"Tripfuser is committed to supporting the Australian Travel Industry and see joining CATO as an important step in helping us achieve this," said Tripfuser Chief Executive Officer Matt Beard.

Tripfuser connects users with local agents in destinations to create tailored holiday packages.

## Viking loyalty Xmas

**VIKING** is running a 12-day Christmas promotion from 03 Dec to celebrate its recently launched loyalty program for travel agents (**TD** yesterday).

Each weekday a different promo offer will feature, giving agents an opportunity to earn additional reward points.

"We're always looking for new ways to reward agents for their hard work and support," said Viking Trade Marketing Manager Erin Kramer.

The full list of Viking's Christmas offers can be found **HERE**.

For more, see the **back page**.

## NCL Free at Sea

**NORWEGIAN** Cruise Line (NCL) is offering a range of free add-ons for customers who book a seven-day Hawaii cruise.

The deal is part of NCL's Free at Sea promotion.

See the **cover page** for more information or call 1300 255 200.

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# ARRIVING NEXT SUMMER

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## CLIA names CEO

**US TRAVEL** executive Kelly Craighead has been named as the next President and CEO of Cruise Lines International Association (CLIA), taking over from Cindy D'Aoust who will step down at the end of the year (**TD** 20 Jul).

Craighead has spent more than 15 years in the public and private sectors, recently serving as Deputy Assistant Secretary for Travel and Tourism in the US Department of Commerce.

She was also the first Executive Director of the US National Travel & Tourism Office.

See tomorrow's **Cruise Weekly** for more details.

## Greece eyes new record

**GREECE** is on track to achieve another record year for international arrivals as the tourism sector leads the country's economic revival.

Having already posted five consecutive years of record visitor numbers, Greece is this year expecting to top the landmark 30 million arrivals recorded in 2017.

"This is a very big number given the size of our country - it's almost three times the population of Greece," said Greece Trade Commissioner Katia Gkikiza, who outlined the country's tourism resurgence at this week's Greece

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and Mediterranean Travel Centre season launch (**TD** yesterday).

"The figures we have available for 2018 so far show we reached 10.5 million visitors by Jun, and during the same period of 2017 we had 8.5 million visitors, so it seems like we're going for a new record again this year," she said.

While overall arrivals grew 7.4% last year, the number of Australians visiting Greece had almost doubled to 324,000, making it the country's fastest growing international market.

Gkikiza said the Australian market was especially well aligned to Greece's rapidly growing luxury tourism sector.

While total hotel stock in Greece had increased 0.5% last year, the number of five-star properties increased by 11.7%, which Gkikiza said presented an opportunity for travel agents to target big-spending Australians.

See also today's **photo page**.

## Ardent green light

**THE NSW** Supreme Court has approved Ardent Lesiure Group's restructure (**TD** 04 Oct), allowing it to create a new company known as Ardent Lesiure Group Limited, replacing the existing stapled structure.

Today will be the last day of trading in Ardent stapled securities on the ASX, with shares in the new entity expected to commence trading on a deferred settlement basis on Fri and normal trading expected 27 Dec.

## QFF & Swiss deal

**SWISS-BELHOTEL** International has joined the Qantas Frequent Flyer program, allowing members to earn three points per A\$ spent at the group's Australian hotels.

Members can also earn one point for every US\$ spent at Swiss-Belhotel International properties overseas.

The group has two properties in Australia, in Brisbane and Sydney.

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## ANA Perth-Tokyo?

**WESTERN** Australia could receive a major economic boost if a deal between the WA Government and Japanese airline All Nippon Airways goes ahead, the *West Australian* has reported.

A source has told the newspaper that flights could be launched between Perth and Tokyo as early as next year, bringing an additional 70,000 Japanese visitors to the state each year.



## Travel Differently!

The strategy, technology and innovation event for travel industry leaders

**4-6 Dec. 2018**  
**Novotel Sydney Central**  
**Sydney | Australia**

## Punthill expands Australia

**PUNTHILL** Apartment Hotels is set to develop its first Australian property under the ownership of Veriu Hotels & Suites with the signing of the Punthill Alphington in Melbourne's inner north-east.

The property will form part of the wider Village Alphington precinct, a mixed-used development that will include a retail centre, supermarket, village square, school, commercial office tower, three residential towers and the 79-key apartment hotel.

Slated to open in 2020, the Punthill Alphington is a 20-minute drive from the Melbourne central business district and will offer a range of fully furnished and self-contained apartments including studio, one-, two-, and three-bedroom apartments all with kitchens, as well as an on-site conference centre, gym and other amenities.

## Virgin Miami port

**VIRGIN** Voyages has announced plans to build a new cruise terminal specifically designed for the new line.

The company is working closely with Miami-Dade County on the project, which will see a "new lush tropical terminal overlooking the Miami skyline" on the northwest side of PortMiami.

The new 9,000m<sup>2</sup> terminal will offer "a thoroughly new take on the formal grandeur and opulence of the ocean liner heyday", presenting ocean views and a "thoughtful root in history and tradition".

Bookings for Virgin Voyages' inaugural season open to the general public on 14 Feb.

Veriu Group Chief Executive Officer Zed Sanjana said the deal marked the beginning of the group's plans for significant expansion of its Veriu and Punthill portfolios throughout Australia.

"Punthill Alphington is the first of a number of new hotel announcements that we expect to make over the coming six months, with a further three greenfield projects set to be announced in Melbourne alone," Sanjana said.

Construction of the new Apartment Hotel property is set to commence mid-2019.

## ETC Dragoman

**EVOLUTION** Travel Collective (ETC) has welcomed Dragoman Overland as its fourth partner, joining Exodus, TrekAmerica and Grand American Adventures in the company's 2019 portfolio (**TD** 23 Nov).

ETC will represent Dragoman Overland within Australia and New Zealand, which offers 378 overland adventures in 55 countries on a fleet of 30 purpose-built trucks.



## Window Seat

**DAYDREAMING** about travel while sitting in your office chair is about to be taken to the next level with the introduction of virtual reality city experience, Virtual Helsinki.

Dubbed a "virtual twin" of the Finnish city, the project aims to "profile Helsinki as a centre of VR/AR expertise" while also aiming to attract "a million virtual visitors" in 2019.

Created using 3D modelling, users can experience a tour of Senate Square, **pictured**, the home of famous Finnish architect Alvar Aalto in Munkkiniemi, as well as the recreational island of Lonna - all accompanied by music and even changing seasons.

Content will be available for travellers and daydreamers alike early next year.



## CONTACT CENTRE TEAM LEADER SYDNEY OFFICE COMPETITIVE SALARY & BENEFITS



**We're looking for an energetic, goal-orientated Contact Centre Team Leader to join us in our new Surry Hills office.**

The ideal candidate will have five years' experience as a Team Leader in a call centre, superior customer service and communication skills and an analytical mindset.

Travel industry experience would be a bonus, but isn't necessary.

This position comes with a competitive salary package and fantastic industry perks and health benefits.

Viking is set to be the world's largest small ship cruise company by 2019, so now is the perfect time to join our dynamic, rapidly expanding team.

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Applications close Friday, December 7. Only successful candidates will be contacted.



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## Coral goes around

**CAIRNS**-based Coral Expeditions is celebrating its 35th birthday with a "one-time only" circumnavigation cruise of the Australian coastline on board its newbuild set to debut in 2019, *Coral Adventurer*.

The 60-day voyage from Darwin will depart 07 Nov 2020 and visit 35 places of maritime, cultural and natural significance.

The journey will also feature overnight stopovers and events in coastal centres including Fremantle, Adelaide, Hobart, Sydney and Cairns.

"It is a significant milestone, an ambitious adventure and is in keeping with our spirit as pioneers of the expedition experience," said Coral Expeditions GM Mark Ffield.

Prices start from \$38,860 per person (twin share), with a limited number of sole use staterooms also available.

Call 1800 079 545 for more info.

## Grosvenor relaunch

**LONDON'S** Grosvenor Hotel is set to debut under a new name in Apr 2019, after a major refurbishment which will see it become the Amba Hotel Victoria.

The property is owned by British hospitality group GLH Hotels - the largest hotel owner-operator in the UK capital with 5,000+ rooms.

GLH's Amba brand aims to "raise guests' expectations of a four-star hotel," with the Grosvenor to remain open during the upgrade.

## Encore's line up

**NORWEGIAN** Cruise Line recently held a keel laying ceremony for *Norwegian Encore* in Papenburg, Germany, where the company unveiled its entertainment line-up scheduled for the ship's late 2019 debut.

The line-up includes *Kinky Boots*, *The Choir of Man* along with *Happy Hour Prohibition: The Musical*.

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## Ears to Orbit World Travel!



**THIS** group of six consultants from Orbit World Travel definitely got into the Disney spirit during a recent four-day action-packed famil to Los Angeles.

The agents experienced the Qantas 787 Dreamliner and while in LA took in a Santa Monica bike adventure, breakfast at the

Beverly Hills Hotel (spotting none other than Kanye West and Bono) and a day at Disneyland, with some extending to SFO and Las Vegas.

**Pictured** above in the "Happiest Place on Earth" are Jacqui Constable, Danielle Lea, Sonya Nankivell, Sue Chami, Jo Whereat, and Patrick Hull.

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## Rattling back in Qld

**QUEENSLAND'S** heritage steam engine Mary Valley Rattler has returned to the tracks following a seven-year refurbishment.

The Sunshine Coast rail line has received upgrades to its fleet and tracks, now offering return services three days a week on Wed, Sat & Sun from the Gympie and Amamoor stations.

## Emirates new buses

**EMIRATES** will introduce 30 new high-tech buses to transport Economy class passengers between Dubai International Airport terminals and its aircraft.

Features of the new vehicles include ambient lighting, an intercom facility to contact the driver, and internal flight information displays.

Ten of the buses are already in use, with 30 more to be delivered by Jan 2019 which will boost the fleet to 128 buses by 2020.

## Sarova goes luxury

**SAROVA** Hotels has announced the introduction of a new upscale brand called Sarova Signature Collection, seeking to offer its guests "unforgettable luxury experiences".

The first property to operate under the brand is the Spirit of the Masai Mara boutique hotel in Kenya, consisting of 10 luxury suites built on stone structures that blend old and new designs.

## Uber lawsuit looms

**THOUSANDS** of taxi and hire-car operators across NSW, Vic, Qld and WA are expected to join a class action against the ridesharing company Uber.

The central legal argument to be put forward by law firm Maurice Blackburn will contend Uber initially operated "illegally" from 2014 which led to a significant loss of revenue for taxi and hire-car drivers.

## TC promotes experience



**TRAVEL** Counsellors recently held its annual conference in Glasgow, Scotland, which was attended by over 1,700 delegates, including an Aussie contingent of 16 agents.

The theme of the conference was "TC Experience", with proceedings placing a focus on the experiences that Travel Counsellors can provide their corporate and leisure travel customers.

"We're continuing to invest in recruiting talented people who are passionate about creating great experiences for their customers and their colleagues, expanding our training and coaching programs, and maintaining the human touch,"



said Travel Counsellors Chief Executive Officer Steve Byrne.

The three-day event also saw guests entertained by performances from celebrities such as the Scottish stand-up comedian Des Clarke and the popular early 2000s singer Craig David.

**Pictured:** Day sessions take place at the conference and inset Australian Travel Counsellors Lucinda Winton, Hannah Foster and Mel Williams.



## Win the ultimate AS Roma experience

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Simply book and ticket Qatar Airways between **1 October 2018 and 30 November 2018** for your chance to win\*.

Four top-selling agents will each win:

- Two return flights with Qatar Airways to Rome
- Four nights' accommodation in Rome in a luxurious hotel
- Travelex money card to the value of AUD500
- VIP hospitality tickets to the AS Roma v Bologna game, currently scheduled for 17 February 2019

Plus, top-sellers can win instant spot prizes!

Register your bookings on the entry form provided by Qatar Airways Sales Support or email [auincentives@au.qatarairways.com](mailto:auincentives@au.qatarairways.com) for an entry form.

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\* Incentive period finishes 30 November 2018. One winner will be selected from each of the following states/territories: NSW/ACT, VIC, SA, WA. The agent from each state with the highest amount of points at the end of the incentive will win. The winners will be determined at 5pm AEST on 13 December and winners will be contacted via phone and/or email on 14 December. Qatar Airways reserves the right to withdraw this incentive at any time without prior notice. No correspondence will be entered into regarding allocation of prizes; the judge's decision is final. For full terms and conditions and entry form please email [auincentives@au.qatarairways.com](mailto:auincentives@au.qatarairways.com)



## Opa! GMTC celebrates with style

**THERE** have been celebrations all round this month for Greece and Mediterranean Travel Centre (GMTC), with the launch of the company's new Luxury Greece Collection brand and the release of its 2019 Greece brochure and Mediterranean portfolio.

Festivities kicked off earlier this month in conjunction with long-term accommodation partner Myconian Collection, with a media dinner at Sydney's iconic Quay restaurant that concluded with spectacular fireworks.

Travel consultants were then treated to a fine-dining experience at Bennelong restaurant at the Sydney Opera House, where they learnt about GMTC's new Luxury Greece Collection product and were also updated on Myconian Collection's nine properties in Mykonos.

But the party of all parties was celebrated on Tue at Poolside Cafe in Woolloomooloo, with Gogglebox's Greek TV



**THE** Greece and Mediterranean Travel Centre team with Gogglebox's Faye & Anastasia.

personalities Anastasia & Faye.

More than 80 travel agents, suppliers, delegates and media attended GMTC's 2019 product launch, with the venue decked out to feel like Greece.

The night kicked off with Anastasia & Faye sharing stories about their love for Greece, and continued with Greece-inspired food and Greek wine, a bouzouki player, lots of dancing and incredible prize giveaways.

Download GMTC brochures at [www.greecemedtravel.com.au](http://www.greecemedtravel.com.au).



**TRAVEL** consultants celebrate at Bennelong restaurant.



**GREECE** Trade Commissioner Katia Gkikiza with Faye, GMTC MD Halina Kubica and Anastasia.



**ENTERTAINER** Tassos Bouzouki and GMTC's Trish Loukis.



**THE** GMTC and Myconian Collection team dinner at Alpha Restaurant.



**TRAVEL** consultants learning about GMTC's Luxury Greece Collection.



**GMTC MD** Halina Kubica and Greece Trade Commissioner Katia Gkikiza with Katarina and Vangelis Daktylides from Myconian Collection at Quay.



**WEBER** Turner Travel Associates, winners of a Greece holiday, with Scoot's Jared Simcox, Celestyal Cruises Stewart Williams and Faye, Halina and Anastasia.





Thursday 29th November 2018

## Crystal Care program

**CRYSTAL** Cruises has revealed new voluntourism experiences for its 2019 ocean voyages, on board *Crystal Symphony* and *Crystal Serenity* sailings, as well as select *Crystal Esprit* itineraries in the West Indies.

The complimentary "You Care. We Care." program invites guests to give their time to worthwhile global causes, which include caring for animals at the Samui Animal Shelter in Thailand and planting trees in Iceland.

**CLICK HERE** for more.

## TrustYou live chat

**GUEST** feedback platform TrustYou has launched a new live chat channel as part of its guest messaging tool.

The chat enables hotels to respond to booking enquiries in real time and "turn more website visitors into direct bookings with customer service opportunities".

The company's CEO Benjamin Just said "getting all the desired information in real time decreases the chances of browsing other websites and increases direct bookings".



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

## APPOINTMENTS



**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

Baillie Lodges has announced that **Ben and Louise Lanyon** will head up operations at **Longitude 131** at Uluru-Kata Tjuta. The couple previously managed the Southern Ocean Lodge on Kangaroo Island.

**Lisa Muller** has stepped into the role of Publicity and Content Manager at **Tourism Whitsundays**. Muller brings a background in publicity, advertising and marketing skills to the new role.

Hawaii's **Aston at the Maui Banyan** has welcomed the appointment of **Fred Mayo** as its new General Manager. Mayo will be in charge of leading the property's guest services, administration & sales/marketing.

**Coral Expeditions** has expanded its team with the appointment of three new sales roles. **Liz Sawyers** takes on the role of National Sales Manager for Australia and NZ, while **Cathy Alexander** joins as the new Sales Executive Qld/NT/WA. Rounding out the team in the newly created role of International Sales Manager is **Elizabeth Webb**.

**Simon Pearson** has been appointed as the new Director - Group Infrastructure Services at **WebBeds**. Pearson brings extensive experience in tech & infrastructural integration for travel businesses.

**InterContinental Hotels Group** has welcomed **Brian McGuinness** as Senior Vice President of Global Guest Experience Shared Services. McGuinness most recently served as Global Brand Leader and Senior Vice President for Marriott, Sheraton and Delta Hotels.

**Marriott International Fiji** has made three new senior appointments to its portfolio; **Farrah Shazleen**, Director of Human Resources, Marriott International Fiji; **Karyn Sutton**, Director of Marketing, Marriott International Fiji; and **Sudhir Yadav**, Hotel Manager, The Westin Denarau Island Resort & Spa.

## Radisson Iloilo plan

**RADISSON** Hotel Group has revealed plans to open its third hotel in the Philippines, with the opening of Park Inn by Radisson hotel in Iloilo in Q1 2019.

The 200-room hotel will offer a gym, a pool, and a main function room which can accommodate up to 100 guests, along with an all-day dining restaurant.

The property is located near the Iloilo's commercial district.

## New Perth tour bus

**PERTH** Explorer has launched two new open-topped double-decker buses with multilingual commentary available in eight languages including Spanish, German and Indonesia.

The tour also provides children's commentary by Kev the Roo.

## The Fantauzzo

**ART** Series Hotels has named its new \$100 million boutique luxury property at Howard Smith Wharves (**TD** 19 Nov) The Fantauzzo, after contemporary artist Vincent Fantauzzo.

Carved into the cliff under Story Bridge, the design scheme for the 166-room hotel uses polished concrete with contrasting dark tones and glossy finishes.

The Fantauzzo is scheduled to open in Mar 2019.

## Skal Xmas party

**SKAL** International will be hosting its Travel & Tourism Industry Christmas parties for Skal colleagues in coming weeks.

To register for the Sydney event on 07 Dec, **CLICK HERE** and for Perth on 14 Dec, **CLICK HERE**.

Travel Daily

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Our client is looking for an inspiring leader with experience preferably in the Inbound Travel Market. You will be responsible for the overall success of the team including development & delivery of strategy, leading the team & enhancing relationships & agreements to achieve sales & revenue goals. You will be rewarded with a great salary and career progression. If you have used Tourplan this will be highly sought after.

**PASSIONATE ABOUT PRODUCT**

**PRODUCT MANAGER  
MELBOURNE – up to \$80 PKG + BONUSES**

Looking for a new product role? This leading travel company have a Product Manager role based in their Melbourne office. Managing amazing destinations you will be responsible for the contracting and design of itineraries to the destination as well as working with Marketing, Distribution, Yield and Revenue Management teams. Recent experience in a similar role is a must. Interviewing now – call to find out more.

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NEW

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**BONUS**  
**\$50**  
REWARD  
POINTS



MONDAY 3 DEC

## FAR EASTERN HORIZONS PLUS FAR EAST DISCOVERY

Fly free & free cabin upgrade  
within stateroom category

**BONUS**  
**\$50**  
REWARD  
POINTS



TUESDAY 4 DEC

## CHÂTEAUX, RIVERS & WINE

Fly for \$995pp + complimentary  
Silver Spirits Beverage Package

**BONUS**  
**\$100**  
REWARD  
POINTS



WEDNESDAY 5 DEC

## ISLANDS OF THE SOUTH PACIFIC

From \$10,990pp and fly free

**BONUS**  
**\$50**  
REWARD  
POINTS



THURSDAY 6 DEC

## WATERWAYS OF THE TSARS

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within stateroom category

**BONUS**  
**\$50**  
REWARD  
POINTS



FRIDAY 7 DEC

## BALTIC JEWELS & MIDNIGHT SUN

Save \$2,400 per couple

**BONUS**  
**\$50**  
REWARD  
POINTS



MONDAY 10 DEC

## PASSAGE TO EASTERN EUROPE

Fly for \$995pp + complimentary  
Silver Spirits Beverage Package

**BONUS**  
**\$50**  
REWARD  
POINTS



TUESDAY 11 DEC

## CITIES OF ANTIQUITY & THE HOLY LAND

Free 2-night Athens extension

**BONUS**  
**\$50**  
REWARD  
POINTS



WEDNESDAY 12 DEC

## GRAND EUROPEAN TOUR

Fly free + complimentary Silver Spirits  
Beverage Package

**BONUS**  
**\$50**  
REWARD  
POINTS



THURSDAY 13 DEC

## SOUTH AMERICA & CHILEAN FIORDS

Complimentary Silver Spirits  
Beverage Package

**BONUS**  
**\$100**  
REWARD  
POINTS



FRIDAY 14 DEC

## PORTUGAL'S RIVER OF GOLD

Fly for \$995pp + \$200 shipboard credit

**BONUS**  
**\$50**  
REWARD  
POINTS



MONDAY 17 DEC

## KOMODO & THE AUSTRALIAN COAST

Fly free and free cabin upgrade  
within stateroom category

**BONUS**  
**\$50**  
REWARD  
POINTS



TUESDAY 18 DEC

## MAGNIFICENT MEKONG

Fly free and free cabin upgrade  
within stateroom category