

A woman with long brown hair, wearing a red short-sleeved dress with a pleated skirt, is standing on a ship's deck. She is holding a camera up to her eye, taking a photograph of the ocean. The scene is viewed through a large window with a wooden frame. The lighting is warm, suggesting a sunset or sunrise. The background shows the vast expanse of the sea and a hazy horizon.

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Silversea last chance

SILVERSEA Cruises is reminding travel consultants that its current offer of 10% savings on voyages departing in Mar and Apr 2019 ends on Wed 31 Oct 2019.

More details on the **cover page**.

Amtrak appoints

YANKEE Leisure Group has confirmed the appointment of Narelle Ross as Head of Sales and Marketing for its newly established Amtrak Vacations office in Australia (**TD** 02 Oct).

Tammy Marshall is also a local Non-Executive Director - more appointments on **page five**.

Today's issue of TD

Travel Daily today has seven pages of news, a front cover page for **Silversea Cruises**, a photo page for **Excite Holidays** plus full pages from:

- One&Only Palmilla
- AA Appointments jobs
- Bentours

MTA agent accreditation

MTA Mobile Travel Agents yesterday unveiled a comprehensive new travel agent training and certification program, with the aim of supporting members in their "commitment to travel industry professionalism".

The new MTA Professional Plus program has been developed in-house by the Helloworld offshoot's in-house training manager, Kirsty Tate.

MTA CEO Don Beattie unveiled the initiative at an event in Sydney yesterday, saying it would help enhance members' standing as travel industry professionals.

"The various pathways are intended to help advisors further their expertise in the capability of all MTA technology, gain master-class product knowledge, learn about small business compliance and management while providing the requisite skills needed to assist them in building client

relationships and growing their business," Beattie said.

The self-paced program comprises nine core and two optional pathways, with elements including social media, corporate, cruise, air, land product, luxury, marketing, business and professional development.

Completing the program will enable members to market themselves as "MTA Certified Travel Professionals," Beattie said.

AFTA CEO Jayson Westbury backed the move, saying it showed how MTA's "market-leading initiatives support its people and align with the values of AFTA by elevating its already very high standards".

The new MTA program is voluntary, includes a range of assessment techniques and has maintenance modules required to be completed annually to maintain accreditation - see traveldaily.com.au/videos.

Second Aurora ship

AURORA Expeditions has confirmed an order for a second new ship, which is expected to join the *Greg Mortimer* for the 2020/21 cruising season.

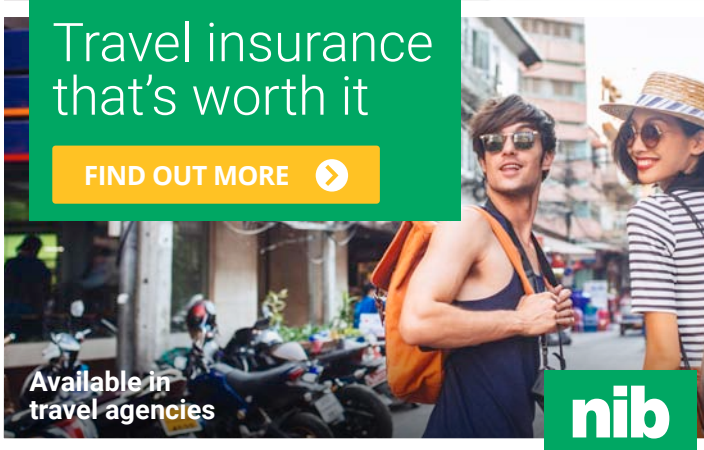
Speaking at the Travel IQ conference in Sydney yesterday, Aurora MD Robert Halfpenny confirmed there had been huge interest in the *Greg Mortimer* which will undertake its maiden voyage on 31 Oct 2019.

He confirmed the 2019/20 season was already almost sold out, saying the strong demand for the unique vessel confirmed the need for additional capacity.

Halfpenny wasn't able to confirm delivery dates for the second ship, which will be a slightly modified version of the revolutionary "X-Bow" wave-piercing design of the *Greg Mortimer* (**TD** 21 Nov 2017).

He said the advent of the two new vessels was seeing Aurora target TTV of \$75 million.

More in **Cruise Weekly** today.



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FREE INFORMATION EVENTS

City	Date	Guest Speaker
Adelaide	Tue 30th October	Mick Fogg
Perth	Thu 1st November	Mick Fogg
Sydney	Mon 12th November	Sandrine Erwin-Rose
Melbourne	Tue 13th November	Sandrine Erwin-Rose
Brisbane	Tue 20th November	Sandrine Erwin-Rose
Gold Coast	Wed 21st November	Sandrine Erwin-Rose
Noosa	Thu 22nd November	Sandrine Erwin-Rose

CLICK HERE TO REGISTER



Bentours agent fam

BENTOURS is offering agents a chance to win a spot on a famil to Norway, when booking any Hurtigruten Norway cruise, port-to-port or Bentours package featuring Hurtigruten in Oct. See **page 10** for more.

Qantas invests in SIN hub

QANTAS will make a multi-million dollar investment in its revived Singapore hub, having revealed plans for a new First Lounge and expanded Business Lounge to open late next year. The announcement was made as the carrier revealed its first quarter financial results, with total group revenue up 6.3% over the same period last year to hit \$4.41 billion (**TD** breaking news).

With development due to start in Apr, the new First Lounge at Singapore Changi Airport will offer seating for 240 customers and provide premium a la carte dining with Asian-inspired menus. The Business Lounge, which first opened in 2013, will be revamped and extended to allow capacity for more than 560 customers.

“With the return of our A380 service to Singapore we’ve got more passengers transiting through our existing lounge and strong demand for travel in premium cabins,” said Qantas CEO Alan Joyce.

Singapore has become the airline’s biggest hub outside Australia since it re-routed its

London flights from Dubai earlier this year, with more than 20% of its widebody fleet now serving the Asian city.

In its Q1 results, Qantas also provided a fleet update saying it had retired another Boeing 747-400 in Sep, with its remaining nine to be phased out by the end of 2020.

Two more Boeing 787-9s will be delivered in Nov, bringing its total Dreamliner fleet to eight.

One&Only offer

GUESTS staying at One&Only Palmilla Los Cabos in Mexico can enjoy a complimentary night for bookings over four nights. Blackout dates apply. See **page eight** for further information on the offer.



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CX comp on hold

DUE to unforeseen circumstances, Cathay Pacific’s Welcome to Washington DC Competition is currently on hold.

Travel Daily will publish a notification to readers as soon as the competition resumes.

Scenic appeal loss

SCENIC Tours has failed in its bid to overturn a NSW Supreme Court decision in favour of the lead plaintiff in a class action who sought damages after floods impacted European cruises in 2013 (**TD** 01 Sep 17).

The NSW Court of Appeal upheld Justice Garling’s view that Scenic had breached Australian Consumer Law by not informing passengers about the weather disruptions beforehand, and that they were entitled to the luxury cruise that was advertised.

Scenic has released a statement in response to the latest findings, saying its legal team is reviewing the judgement and is unable to comment any further at this time.

The Court of Appeal has now sent the case back to Justice Garling to determine the amount of damages available to passengers in accordance with the judgement.

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Fantasea joins NRMA

NRMA has today announced the acquisition of Sydney transport and tourism service provider Fantasea Cruising (*TD breaking news*) just 12 months on from its purchase of the Manly Fast Ferry service.

The move, which provides the NRMA with capacity to broaden its ferry services to other parts of the city including Sydney Olympic Park, forms part of the company's strategy to "become Australia's

largest provider of transport and tourism services", while opening up Sydney's tourist sites to the NRMA members and community.

"Fantasea has a diverse and modern fleet of vessels and their operational approach to customer service aligns with the NRMA," said NRMA Group CEO Rohan Lund.

"As the NRMA Group of businesses expands so too does our capacity to provide much-needed transport solutions to a community keen to get around faster," he added.

The merger will see NRMA's water fleet grow to 31 vessels.

Nomade webinar

NOMADE Unique Experiences South America will host the fourth webinar in the Nomade Discover Series on 08 Nov.

Led by Chilean South American travel specialist Benjamin Garcia Cantolla, the webinar will discuss what makes exploratory hotels unique and the developments set for next year.

To register [CLICK HERE](#).

Trade in the mix

ADVENTURE based companies Aurora Expeditions, Intrepid and World Expeditions have all affirmed their commitment to the trade with strategies in place to encourage more sales via retail travel agents.

As part of a panel discussion at the Travel IQ Summit in Sydney yesterday, Robert Halfpenny, MD of Aurora Expeditions, said that prior to his commencement in 2017 the firm took 85% of bookings direct "but now it's 50/50 with a strategy to distribute in every channel, wholesale and retail".

Sue Badyari, CEO of World Expeditions, said just 25% of bookings were via the trade and cited the complexities of selling trekking and mountaineering as the reasons for why that figure wasn't higher.

"We'll continue to work on educating the trade," she said.

Brett Mitchell, Regional Director for Intrepid, said there hadn't been a change in the mix for over 15 years with "75% of sales coming in from the trade".

All firms acknowledged the value that travel agents brought.

AC blockchain plan

AIR Canada has agreed to participate in a blockchain-based, decentralised open-source travel distribution platform created by the Swiss start-up, Winding Tree.

"We plan to integrate Air Canada's Direct Connect API with Winding Tree's public blockchain platform, giving blockchain-savvy users the ability to access our content directly from the source," said Air Canada Director of Global Product Distribution Keith Wallis.

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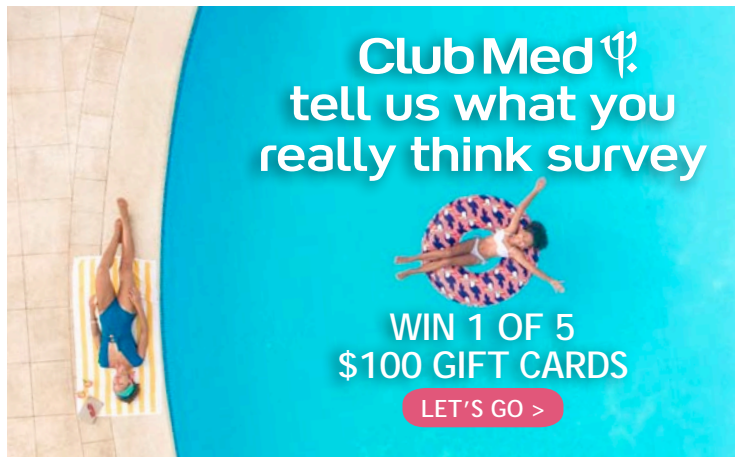


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Adventure travel on the rise



A PANEL of experts in adventure based travel convened at the Travel IQ Summit in Sydney yesterday to share their thoughts on what is currently underpinning this burgeoning sector.

The panel's audience heard that consumer demand was currently strong for land destinations including Israel, Jordan and the Palestinian territories.

Arctic regions including North Eastern Canada cruises were seen as a key driver for adventure travel, while the Everest base camp was also returning to popularity for trekking.

Pictured: Bruce Piper, *Travel Daily*; Robert Halfpenny, Aurora Expeditions; Brett Mitchell, Intrepid Group; and Sue Badyari, World Expeditions.



CLIA hails Tas report

CRUISE Lines International Association (CLIA) Australasia has welcomed the Tasmanian Government's 2017-2018 Cruise Market Update and Regional Ports Review released yesterday.

The research report was commissioned to examine the growth prospects and impacts of the cruise sector in the state.

"We applaud the Tasmanian Government for its undertaking to support the development of quality shore excursions to support the increase in cruise visitation in Tasmania," said CLIA Australasia Managing Director Joel Katz.

"The most recent Economic Impact Analysis reported that cruise passengers and crew spent \$34.5 million in the state, with tourism operators, retailers and the hospitality sector benefiting from increased cruise visitation," he said.

The report also looked at regional dispersal options.



Window Seat

DOES size matter? It certainly did for the passengers on board a United Airlines flight travelling between Chicago and Chattanooga recently.

More than halfway into the journey, the pilot was forced to inform passengers that regrettably the flight would be turning around, citing the plane being "too large" to land in Chattanooga.

The airline later issued a text message to affected guests, stating "We're sorry for returning to Chicago. The airport in Chattanooga was unable to assist with ground operational requirements."

United refunded pax and gave them pretzels when the plane touched down - these pretzels are making me angry!



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Pictured: Journey Beyond National Business Development team, from left to right: Matthew Dommenz, Renee Cornelissen, Pam Nielsen, Deb Falvey, Renee Branton-Brown, Ethan Larkin, Melanie Truman.

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Globus marks 90 years



IT'S now 90 years since Antonio Mantegazza bought a rowboat and began escorting sight-seeing trips on the Swiss side of Lake Lugano, laying the foundations for what has since become the Globus family of brands.

And last night the company marked the occasion with key industry partners and agents who gathered for a celebration at the National Art School in Sydney, honouring a group that now involves Globus, Cosmos, Avalon Waterways and Monograms.

Newly appointed Managing Director Australasia Gai Tyrrell used the occasion to thank the industry for its support and provide an assurance on the Globus philosophy of the future.

"The industry has supported Globus enormously both here and in New Zealand for a long time and I want to assure you

strategically that I'm not about to go and do anything crazy in the direct sales space," Tyrrell said.

Our focus will absolutely remain with the industry - this company has been built on partnerships and collaboration and that will continue," she said.

Pictured at last night's event is the Globus Australasian team including Director of Sales Peter Douglas, Managing Director Gai Tyrrell, Brand Ambassador Steve Jacobs and Director of Marketing Chris Fundell.

Kimpton in London

KIMPTON Fitzroy London, the first UK hotel from boutique brand Kimpton Hotels & Restaurants, has opened its doors in London's Bloomsbury.

The new property features 334 rooms and suites, a large ballroom, various restaurants and bars, meeting rooms and a 24-hour fitness centre.

Rail Plus earlybird

RAIL Plus has released earlybird Eurostar fares starting at \$75 one way or up to 20% off, for bookings made by 23 Nov.

Agents also have until 23 Nov to receive a \$50 Woolworths gift card for every \$1,000 of Eurostar sales booked with Rail Plus.

See **HERE** for more.

Off the grid in Vic

WORLD Expeditions has launched an "Off the Grid" farmstay experience with adventurers Jon and Suzy Muir.

The new five-day experience takes place at the home of Jon and Suzy, near Victoria's Grampians National Park, and is a chance to learn about organic farming, sustainable living, recycling and harvesting.

CLICK HERE to learn more.

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.

Travel Counsellors is pleased to welcome **Ben Quinn** to its Business Development team. In his new role, Quinn will be responsible for "taking the business to the next level".

Goh Swee Chen has been appointed as Independent Director on the Singapore Airlines board, effective 01 Jan. Chen currently holds a position as Chairman of Shell Companies in Singapore.

Expedia has welcomed **Tom Bonnafoux** to the role of Business Development Manager. Bonnafoux was previously Media Solutions Manager for Cheapflights and Kayak in Australia.

SeaLink has announced the appointment of **Donna Gauci** to the newly created position of Chief Marketing Officer. She brings 34 years' experience in the travel, tourism and transport industry, most recently as General Manager of SeaLink South Australia.

David Reeves has joined the team at Wide Eyed Tours as Sales Executive for NSW. Reeves will be charged with growing sales across destinations including Vietnam, Cambodia and Thailand.

Hostelling International has appointed **Rob McGuirk** as President of the Board of Trustees. He is the first Australian to hold the position.

Caroline Blanchfield is set to join the team at GCH Aviation Group as Group Marketing Manager, effective 12 Nov. In her new role, Blanchfield will oversee the marketing of NZ and Pacific scenic & aviation services.

IATA Brexit warning

THE International Air Transport Association (IATA) has called for urgent action by the UK and the European Union to put in place contingency planning for the continuation of air services in the event of a "no-deal Brexit".

IATA has reported three critical air transport issues that need to be addressed: the uninterrupted continuation of air connectivity; the framework for regulating safety and security; and the policies and processes needed for border management.

"Without any contingency planning being made transparent to the industry, the risks of not addressing these issues could mean chaos for travellers and interrupted supply chains," said IATA's Director General and CEO Alexandre de Juniac.

Peninsula's yacht

THE Peninsula Hong Kong has welcomed the arrival of a new Peninsula Yacht.

The luxury yacht is a 19-metre cruiser that will welcome up to 15 passengers each evening to enjoy a two-hour cruise.

The Peninsula now offers a range of deluxe transportation options, including a fleet of Rolls-Royce Phantoms and a customised helicopter.

CLIA prize winners

THIS week's winners from CLIA's #ChooseCruise campaign have been announced, with Saide Jebrine and Anita Andonovska from itravel Carlingford picking up the prize of an exclusive dining experience on board Ponant's *Le Laperouse* in Sydney next year.

New Zealand agency Helloworld Lambton Quay Wellington has also picked up two tickets to Cruise360 in 2019.

Hilton Manchester

DOUBLETREE by Hilton Manchester Downtown has officially opened its doors, following a multimillion-dollar revitalisation project.

The 248-room hotel features renovated rooms, a reconfigured lobby and a Hilton Honors Executive Lounge, along with a reinvented dining destination – The Current Kitchen & Bar and conference centre.

PAL Boracay ferry

PHILIPPINE Airlines (PAL) will soon offer a ferry service for tourists bound for Boracay from the port town of Kalibo.

Two brand-new 42-metre catamarans will initially make four daily runs each before increasing to eight by Dec.

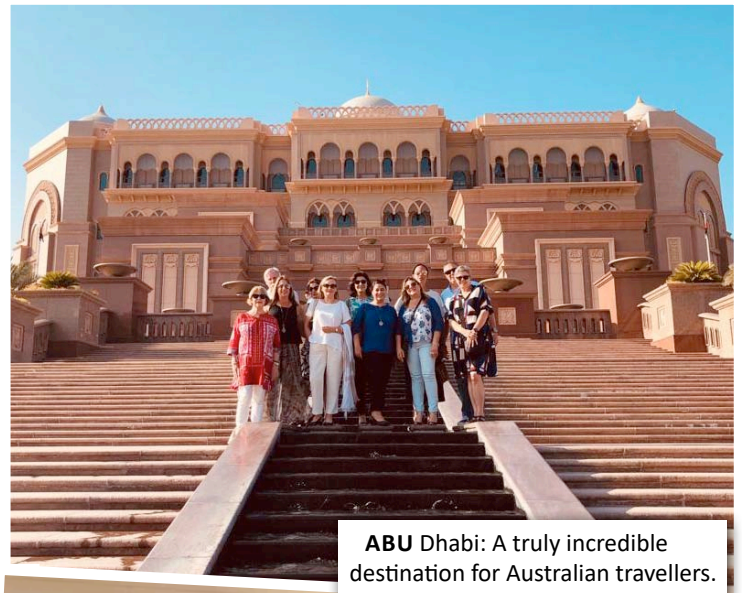
Agents explore Abu Dhabi with Excite Holidays

IN CONJUNCTION with Department of Culture and Tourism - Abu Dhabi and Excite Holidays, eight lucky agents recently embarked on an exclusive agent famil, where they were treated to five fun-filled days exploring Abu Dhabi. As part of an incentive run by Excite Holidays during their campaign "Abu Dhabi: Your Extraordinary Story", the eight top selling agents won their seat on the famil, which was hosted by Jennifer Gaskin, Country Manager of Australia & NZ at Department of Culture and Tourism - Abu Dhabi and Mark Morrow, Regional Business Development Manager at Excite Holidays.

After arriving in Abu Dhabi, agents were picked up by Arabian Adventures and whisked away to Centro Yas Island for a relaxing evening. Over the next five days, they were treated to a variety of activities including a tour of the architectural wonder, Louvre Abu Dhabi, a day of adrenaline-pumping rides and attractions at Warner Bros. World Abu Dhabi, a shopping trip at Yas Mall, and a private city tour with a stop at the iconic Sheikh Zayed Grand Mosque.

Agents also embarked on an incredible desert safari experience where they rode camels into the sunset and enjoyed a mouth-watering BBQ buffet dinner, before spending the night at the breathtaking Tilal Liwa Hotel. Finally, agents visited the luxurious five-star Anantara Eastern Mangroves for a truly authentic Hammam experience before departing Abu Dhabi and returning home.

The famil was a huge success, highlighting the unique experiences and hotel stays in Abu Dhabi, and how easily accessible the destination is for Australian travellers.



ABU Dhabi: A truly incredible destination for Australian travellers.



VISITING the iconic Sheikh Zayed Grand Mosque.



A DAY of adrenaline-pumping rides at the new Warner Bros. World.



AN INCREDIBLE sunset desert safari.



AN ARCHITECTURAL wonder, Louvre Abu Dhabi.



AGENTS visiting Ferrari World.



A DAY on the water with Yellow Boat Tours.



New Princess menu

PRINCESS Cruises has refreshed its menu at Share by Curtis Stone, available on board *Emerald Princess* and *Ruby Princess*.

The six-course fine-dining experience now features fresh options including kanpachi, Alaska king crab and brown butter duroc pork chop for two.

Ruby Princess will offer the new menu in Australian waters when she makes her debut down under in less than a year.

New "Crafted by Curtis" dishes on the main dining room menu are also rolling out fleetwide.

Auckland traffic up

AUCKLAND Airport experienced a 6% uplift in total passenger growth for the month of Sep, according to the latest data.

The number of international passengers was up 6.4%, with total domestic pax also showing year-on-year growth of 7.3%.

Arrivals from the United States were up 14.9% when compared with Sep 2017.

This was driven by additional capacity on the Auckland to Honolulu route which accounted for more than 13,000 seats for the 12-month period.

Helloworld's hole in one



HELLOWORLD Travel Ivanhoe in Victoria recently dusted off its golf clubs to participate in the Heidelberg Golf Club Inaugural Masters competition.

As the official sponsor for the event, the team got into the swing of things by donating a goodie bag for each player featuring a Helloworld Travel Ivanhoe voucher, shirt & lanyard.

More than 100 players took part in the event, with 13 making it to the final round.

The winner's prize of flights and accommodation at Bonville Golf Club for two was landed by golf fanatic Lachlan Hooper, who is **pictured** with the finalists meeting Helloworld mascot Helloroo & Director of Helloworld Travel Ivanhoe, Pauline Cove.

Four Points' charitable debut



LAST week's official launch of Four Points by Sheraton Sydney Central Park saw more than \$100k raised for 19 charities.

The event was held to mark the acquisition of the hotel by hotel developer Jerry Schwartz.

Four Points by Sheraton Sydney Central Park had a soft opening in Aug (**TD** 08 Aug) and marked the return of Sheraton's Four Points brand to Sydney.

The hotel allocated the charities up to 12 rooms each to use for fundraising, with participants

including the Sydney Children's Hospital Foundation, Sir Roden & Lady Cutler Foundation, Parramatta Mission, Greenpeace, Our Big Kitchen, Oasis Youth Support Network, McGrath Foundation and UNICEF.

Schwartz said it was the second hotel opening he had used to support charities, following the launch last year of Sofitel Sydney Darling Harbour.

"There's no doubt I have been very fortunate being able to build my Sydney hotel network and see them perform so strongly, so my idea was to 'give back' to sections of the community who are doing it tough," he said.

Schwartz and NSW Tourism Minister Adam Marshall are **pictured** with attendees.

NZ great rides

A GOVERNMENT grant of \$770,000 has been extended to The Great Rides of the New Zealand Cycle Trail in an effort to ensure the collection of 22 off-road trails are maintained to world-class standards.

The cash injection comes as part of the ninth round of the Maintaining the Quality of the Great Rides Fund, with a tenth round expected to open in 2019.

30% off Antarctica

CHIMU Adventures is offering 30% off selected 2019/20 itineraries on bookings made before 31 Oct.

The company is also offering savings of \$2,570pp on *Crystal Endeavour* itineraries departing Australia and New Zealand.

CLICK HERE for info.

Qld dive centre

PORT Douglas has welcomed a new dive training centre that aims to boost dive tourism in the tropical far north.

The Quicksilver Dive Centre "reinforces Qld's status as an international dive destination", said Premier Anastacia Palaszczuk.

"The message we're sending to tourists is – come and have a fabulous holiday in Port Douglas and surrounds, learn to dive and get up close and personal with one of the seven wonders of the natural world."

See quicksilverdive.com.au.

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Lights. Optional activities available. Famil departs 21 Nov.



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Every Hurtigruten Norway cruise and port-to-port booking qualifies as an entry to win. Booking incentive period 1-31 October. Winners drawn on 1 November. Winners selected by Bentours are final and prizes are non-transferable.