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**PLUS** for a limited time only book a cruise of the below duration and **save an EXTRA**

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## Avalon 2020 deals

**AVALON** Waterways is offering savings of up to \$4,600 per couple plus additional discounts of a further \$2,200 depending on cruise length, for bookings of 2020 Europe river cruises confirmed before 30 May 2019. For details see the **cover page**.

## Express seals Tasman deal

### EXCLUSIVE

**EXPRESS** Travel Group is set to take a majority ownership in NZ-based First Travel Group (FTG), under a conditional Business Sale Agreement finalised this morning. The deal follows a period of

exclusive discussions between the parties (**TD** 19 Dec 2018), with a "large majority" of FTG agencies signing new agreements.

Under the deal, current FTG members and management will retain an approximately 35% shareholding in the NZ business.

"We are pleased to see agreement reached with the large majority of First Travel Group members to proceed to our 30

Apr equity settlement," said Express CEO Tom Manwaring.

"We share an exciting future as independent groups," he said.

"New focus and energy meets opportunity, in an environment of trust and commitment."

FTG Chairman, Don Menzies, said having Express as an equity partner in the business "ensures our agency members have a bright future with enhancements around technology, greater buying power and systems".

He said with management and staff remaining, it would be "business as usual" for FTG but with added membership benefits.

This weekend the pact will be a key focus for the 140-plus attendees at the First Travel Group AGM and Conference in Queenstown, including scale and systems, maximising preferred supplier partnerships, leisure and corporate brand development, and membership growth.

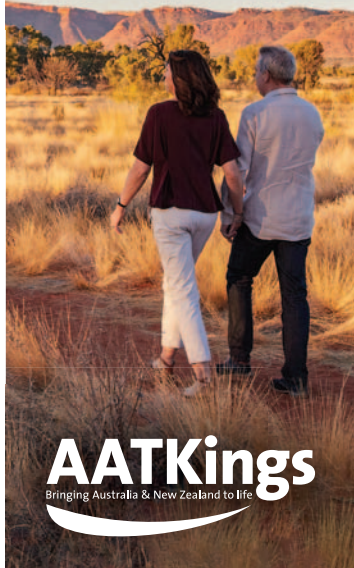
## Vale Nick Zaferis

**THE** Australian travel industry is mourning the tragic and untimely death of Nick Zaferis last week.

The long-time Hertz Sales Mgr and more recently owner of iTravel Liverpool, will be farewelled next Tue 09 Apr at 10am at Sydney's Bonnie Doon Golf Club.



on holidays to Northern Territory, Tasmania, South Australia, Victoria and New Zealand.



## Today's issue of TD

*Travel Daily* today has nine pages of news and photos, a front cover page for **Avalon Waterways**, plus full pages:

- TMS Talent
- Windstar

**WIN A TRIP TO SWITZERLAND\***

Switzerland. \*conditions apply

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# Travel Daily

Tuesday 2nd April 2019



## OPA!

Did you know a record 30 million people visited Greece last year? Contact your Greece specialists to book accommodation, ferry transfers, activities and more.

1300 661 666 [www.grecemedtravel.com.au](http://www.grecemedtravel.com.au)

## Tahiti looks nice...

WINDSTAR Cruises has released details of its 2020 Tahiti itineraries, priced from \$3,244 per person and ranging between seven and 18 nights in length.

For details and to download the flyer see the **last page**.



Take your customers way beyond infinity.



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## SkyBus set for expansion

AATS Group, the owner of the SkyBus airport transit services, will become one of Australia's largest coach operators, with the acquisition of Transit Australia Group (TAG).

AATS this morning announced an agreement to purchase TAG, which employs over 1,600 people and operates more than 630 buses across NSW and Qld.

TAG currently provides a combination of government-contracted metropolitan route, school bus, regional, general

### Summit a sellout!

PROSPECTIVE attendees at the upcoming *Travel Daily* Sustainability Summit are being placed on a waitlist, following overwhelming demand which has seen all available tickets sold.

It's four weeks today until the one-day conference in Sydney on 30 Apr, which will see a range of high profile speakers address how the industry is working to ensure future generations can continue to enjoy travel and tourism.

Entries are also now open for the inaugural *Travel Daily* Travel & Tourism Sustainability Awards, with a simple one-page submission process and eight categories available covering ocean and river cruise, airline, city, coast, culture, ecotourism and land-based operations.

For more information see [sustainabilitysummit.com.au](http://sustainabilitysummit.com.au).

charter and event bus services.

AATS said the deal would complement the SkyBus operation which currently carries over five million people annually on 15 routes to five airports across Australia and NZ.

The acquisition, for an undisclosed amount, will see AATS operate the SkyBus, Surfside and Sunbus brands, "all aligned in their focus on continuous improvement and excellence in customer experience," said AATS Group co-CEO, Michael Swards.

AATS is majority owned by OPTrust, a Canadian pension fund with more than \$20 billion in funds under management and the deal follows a sale process run by merchant bank UBS on behalf of TAG's vendors, the Calabro family.

## Tripfuser incentive

TRAVEL consultants can win \$5,000 in "Tripfuser cash" for signing up to the Tripfuser Global Tailored Travel Platform.

Offering more than 50 countries, 200 local suppliers and 750 itineraries, Tripfuser allows agents to easily customise itineraries for their clients, or design new trips from scratch.

Tripfuser offers two-way chat support, white label agent solutions and multiple payment options in A\$, with more details on the incentive available at [agents.tripfuser.com](http://agents.tripfuser.com).

## FJ restructure

JOHN Nickel has been named as Regional GM Australasia for Fiji Airways, overseeing all of the carrier's commercial activities in Australia and NZ.

The airline's NZ GM, Mohan Chandra, will step down 06 Apr.



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## CRUISE CROATIA



SAVE UP TO \$1,000 PER CABIN  
Instant availability on select 2019 cruises



## Fly Melbourne to Vanuatu

direct from 18 June 2019  
Every Tue, Thu, Sat

Air Vanuatu  
[airvanuatu.com/agents](http://airvanuatu.com/agents)

Unique accommodation ideas in the April issue of *travelBulletin*.

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



## Bendigo takeoff

**THE** inaugural QantasLink non-stop service from Bendigo to Sydney took off this morning, marking the first commercial flight from the Victorian regional city in over three decades.

The new direct flights will operate six days per week, with QantasLink CEO John Gissing saying response to the new route had been very positive, with several of the first flights sold out.

“We’re also seeing strong bookings around school holidays, and during the week as business travellers take advantage of the convenient direct flight for their regular trips to Sydney,” he said.

QantasLink is operating 50-seat Q300 turboprops on the route, offering more than 30,000 seats each year with the support of Visit Victoria and Bendigo Council.

## Virgin blasts QF/CX pact

**VIRGIN** Australia has cited “extremely limited public benefits” of the proposed expansion of the codeshare agreement between Qantas and Cathay Pacific (**TD 09 Jan**), with a further submission to the International Air Services Commission warning of the deal’s “potential detriment to competition, tourism & trade”.

The complex QF/CX proposal would expand codeshare operations on the key Brisbane, Sydney and Melbourne routes to Hong Kong, but only on itineraries originating beyond or onward to other ports from the Australian hubs or Hong Kong.

Virgin Australia noted that the majority of passengers fly on the point-to-point direct

flights, limiting the potential public benefit, while travellers on a route, say from Canberra to Hong Kong, are already able to purchase such an itinerary from QF so again there is no new public benefit from the pact.

The VA submission says Qantas’ suggestions that the deal had the potential to drive increased inbound tourism from India “would seem to be overstated”.

VA notes that currently Qantas and Cathay Pacific dominate the Hong Kong route, with a combined frequency, capacity and passenger share of 89%, 90% and 92% respectively.

The carrier said for the year to 30 Nov 2018 VA’s load factor on the Hong Kong route was 65.8%, versus 80.5% for Qantas and 82.1% for Cathay Pacific.

In particular, Cathay Pacific “would stand to receive the most significant commercial benefit from approval of Qantas’ application,” VA said, with the proposal effectively giving CX access to additional frequencies to the major Australian gateways, obviating the need for it to secure additional capacity under the Australia-Hong Kong air services agreement.

## Asia Escape bonus

**HELLOWORLD-OWNED** Asia Escape Holidays is offering agents a \$50 Coles/Myer voucher for every air & land or land-only booking worth over \$2,500 departing before 30 Jun.

Bookings of over \$5,000 will garner a \$100 voucher, and consultants also earn Trip Dollars on all Asia Escape bookings.

## Window Seat

**AMERICA’S** Transportation Security Administration (TSA) has reminded air travellers that it’s better to pack nunchucks, star knives and knuckle-dusters in their checked baggage.

In fact there have been so many quirky items seized in the last year that the TSA has received three “Webby Awards” for its social media posts to raise awareness of the issue.

More than one million people now follow the agency, with one of its top-rating posts last year including the image below of a Freddy Kruger-style glove, with the caption “it’s now safe to sleep on Elm Street again”.



The TSA was also feeling the love on Valentine’s Day, posting the image below of some martial arts weaponry including a machete, dagger and axe taken from a passenger at Colorado Springs on 14 Feb.

“Safe travels, you romantic fool,” the TSA commented.



### TRADE MARKETING COORDINATOR

It’s an exciting time for Discovery Parks. Since our inception in 2004 we have experienced extensive growth. We currently own and operate 65 parks and employ over 1100 people throughout Australia. In 2018 we acquired the Top Parks brand and licence, making us now Australia’s largest network of Holiday Parks. The Trade Marketing Team is experiencing significantly increased demand from Trade Partners across all channels.

This role will be responsible for supporting the growth of Discovery Parks’ Trade Marketing Strategy, by enabling our current and future Trade Partners to work more effectively with Discovery Parks.

**Key responsibilities:**

- Enabling systems set up, online contracting, loading of inventory and rates, mapping and updating of RMS, SiteMinder (Channel Manager) and GDS
- Updating content in distribution systems and work closely with Corporate TMC’s.
- Build relationships with Trade Partners, gain an understanding of their distribution systems and represent Discovery Holiday Parks in a professional manner

**Desirable skills and experience include:**

- Proven track record of working to deadlines
- Working knowledge of Central Reservations Systems (ideally RMS) and Distribution Tools such as Cvent (Lanyon)
- RMS and Siteminder (or alternative Channel Manager) knowledge is highly desirable
- Strong communication, decision-making and organisational skills

To review the full requirements and submit your application, please visit the website:  
[www.discoveryparks.com.au/careers/recruitment](http://www.discoveryparks.com.au/careers/recruitment)

## Premium Cabin Sale

First, Business, Premium Economy on sale now

Sale ends 2 April.

Find out more

Sale ends 11:59 (AEDT) 2 April 2019, unless sold out prior. Selected routes, travel dates, days and conditions apply.

## Hotel outlook positive



**TOURISM** Accommodation Australia (TAA) held its half yearly update last week at the Four Seasons Hotel Sydney, presenting a range of the latest tourism data to more than 100 hotel operators.

The forum was told that the Deloitte Access Economics *Tourism and Hotel Market Outlook for 2019* showed that two thirds of the international market were repeat visitors, which pointed to a need for Australia to ensure its product keeps these visitors engaged.

Another announcement revealed that Sydney has seen “substantial new hotel supply” in the airport precinct and western Sydney, while Melbourne experienced an increase of 11% in overnight trips, and is expected to see a 13.9% growth in new rooms for 2020.

Further key takeouts suggested that while Brisbane had seen large growth in rooms which helped to “redefine the city as a

destination”, it was still working towards growing its demand to meet the new supply.

The Gold Coast was also noted as a standout performer, with new rooms added and rates held steady.

“What is clear from these presentations is that our sector is doing well, despite global pressures and a changing landscape,” said TAA NSW Acting CEO, Adele Lausberg.

“It is encouraging to hear that nationally, occupancy levels are sitting around 76% and while these are expected to retreat slightly in 2020 with the new supply coming into the market, they are expected to return to the current level over the next three years,” she added.

**Pictured** at the event is Matthew Burke, STR; Adele Labine-Romain, Deloitte Access Economics; Adele Lausberg, TAA NSW Acting CEO; and Greg Clark, Hostplus.

## travelBulletin Apr out

THE latest issue of *travelBulletin* is now available, with the spotlight this month on how social media influencers can turn holiday snaps into gold for travel partners.

The Apr issue of *travelBulletin* also includes features on river cruising, small group touring, plus a fascinating look at some of the more unique accommodation available around the world and destination profiles on Korea and China.

The issue also features our regular updates and news analysis on all the major events from the last month.

**CLICK HERE** to take a look at the



online version, or subscribe to the print version for \$55 a year at [travelbulletin.com.au](http://travelbulletin.com.au).

# collette

celebrating 100 years of travel together

Join one of the most innovative and fun teams in travel – recently nominated as *Best Tour Operator – International* in the 2019 NTIA Awards!

With Collette’s continued expansion in Australia, two new opportunities are now available.

### Groups Consultant

**Do you love managing projects from start to finish?** We are after a dedicated Groups Consultant to manage the relationship with our group travel organisers. You’ll work closely with the Australia and Rhode Island teams to deliver outstanding group travel.

### Reservations Consultant

**Are you a customer service superstar?** We are seeking a passionate wholesale Travel Consultant to be the voice of Collette, delivering unparalleled customer service to our valued agent partners ensuring a smooth booking process from start to finish.

**Come join a company offering huge potential for growth, located in a fantastic Sydney CBD office!**

[Click here](#) for more information or to apply.

## Thank you for nominating ANA in the 2019 NTIA Awards

### Category 19: Best Airline International – On-Line

ANA would really appreciate your support

- 5-Star Airline by Skytrax (7 consecutive years)
- World’s Best Airline Cabin Cleanliness 2018 by Skytrax
- Best Airline Staff in Asia 2018 by Skytrax
- 2018 Airline Of The Year by Air Transport World

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HERE**

**ANA** Inspiration of JAPAN | A STAR ALLIANCE MEMBER



## Qantas SC flight

**QANTAS** yesterday launched its second direct Sydney to Sunshine Coast service.

The flight departs SYD at 10.30am and arrives in MCY at 12.05pm.

The return flight leaves MCY at 12.45pm and lands in SYD at 2.30pm.

The new service complements an existing Qantas flight from Sydney which arrives on the Sunshine Coast in the evening and departs in the morning.

QantasLink CEO John Gissing said the additional flights have been introduced to offer more choice for the growing number of visitors to the Sunshine Coast.

“These services also open up more options for overseas visitors who will be able to easily connect to the Sunshine Coast after arriving on int’l flights in Sydney.”

## Luna Park new ride

**LUNA** Park Sydney has revealed its new family attraction, Volare, a chair swing ride overlooking Luna Park and the Sydney Harbour that spins at speeds of up to 65km per hour.

The latest addition is “the highest and largest wave swinger in Australia”.

Luna Park Sydney Director Warwick Doughty said, “Volare is a special addition to Sydney’s Luna Park as it was designed especially for the Sydney icon and reflects the Park’s rich history and character”.

Volare is Sydney’s first new permanent ride since the opening of Wet’n’Wild in 2013, and Luna Park’s first new ride since the 2013 opening of the Hair Raiser.

To watch a video of the ride **CLICK HERE** or more information can be found **HERE**.

## Magellan dinners kick off



**MAGELLAN** Travel last week kicked off its annual state dinners at Vue De Monde, Melbourne followed by Perth, where over 70 local members attended Fraser’s restaurant.

The dinners will continue this week in Sydney and Brisbane.

In his address to the members in Melbourne and Perth, GM Andrew Macfarlane shared the three key focuses of business - “commercial, member benefits and marketing”, while also reviewing current member tracking of utilised resources and

head office movements.

“The travel industry moves too fast for us to come together only once a year at our annual conference,” said Macfarlane.

“In keeping with our model and our core values, we place considerable importance on facilitating events such as these.”

In Melbourne, Helloworld Travel Limited CEO and MD, Andrew Burnes and Executive Director, Cinzia Burnes also addressed the group.

**Pictured** are the local members in Perth.



### International & Domestic Travel Consultants Monday to Friday only!

**QBT:** A member of the Helloworld Travel Group

We are on the lookout for exceptional **International & Domestic Travel Consultants** for our **Melbourne/Sydney/Brisbane** offices.

#### If you are looking for:

- An uncapped incentive that has realistic targets
- Love organising travel for others
- Ready to take the next step in your career
- Are you keen to go the extra step to ensure success
- Enjoy building strong team and customer relationships
- Enjoy working in a close-knit team
- Are you focused and have great attention to detail

If your answer to the above is yes then this may be the opportunity you have been waiting for!

You’ll know because your proficient, knowledgeable, and focused approach to travel has always been your strength, and you are super organised.

No two days will be the same as every organisation and their travellers’ requirements are different in so many ways. Your expert technical travel skills, gained from past experience in either domestic or international travel, will assist you to confidently manage our clients’ travel needs.

You’ll enjoy great benefits and will participate in a high-earning incentive program – your productivity drives the outcome.

Check out our careers video to see your future: <https://www.qbt.travel/company/careers/>

If you are interested in applying for this role, please send your resume and cover letter to [careers@helloworld.com.au](mailto:careers@helloworld.com.au) quoting your preferred city location.

Only shortlisted candidates will be contacted.



### INSIDE SALES & OPERATIONS EXECUTIVE

MSC Cruises Australia is looking for an Inside Sales & Operations Executive based at the Sydney CBD head office.

The ideal candidate will:

- Coordinate and develop product, pricing and offers to proactively drive marketing and sales
- Coordinate and develop groups to proactively drive marketing and sales
- Implement, load and analyse product in line with company and ROI requirements
- Work with the sales and marketing teams and exhibit solid reporting skills

The successful candidate must have a minimum of four years experience in the travel industry, exceptional attention to detail, sales knowledge and the ability to work effectively as part of a team as well as independently in a fast paced environment.

### MARKETING ASSISTANT

MSC Cruises Australia is looking for a Marketing Assistant based at the Sydney CBD head office.

The ideal candidate will:

- Inside Sales and trade collateral to market
- Assistance with flyer creatives
- Control of Internal & head office databases
- Assistance with PR content
- Reporting of product and campaigns

The successful candidate must have completed a course degree and have attention to detail and the ability to work effectively as part of a team as well as independently in a fast paced environment.

For further information and to submit your resume  
[hr@msccruises.com.au](mailto:hr@msccruises.com.au)

### SYD T2 renovation

SYDNEY Airport has unveiled a new lifestyle precinct at its T2 Domestic Terminal, featuring a range of blue chip brands such as JB Hi-Fi, Bonds, Three Chocolatiers, Rip Curl, and the iconic kids' toy brand, Lego.

"We've partnered with strong, local Australian brands to deliver our new lifestyle precinct with concepts that should appeal to everyone including technology, apparel, news and books, toys, and most importantly, a chocolatier," said Sydney Airport's Chief Commercial Officer Non Aeronautical Vanessa Orth.

### KE nut out allergies

KOREAN Air will phase out peanuts and food containing peanut ingredients from all of its in-flight meals over the next few weeks following a recent incident which saw two passengers suffer an allergic reaction mid-flight.

As a first step, the airline has replaced its honey-roasted peanut products with alternative snacks, such as crackers, with a full removal planned by the end of the month.

"The decision to stop peanut products...is the minimum safety measure for peanut-allergy pax," Korean Air said in a statement.



SOME people would say you were barking mad to bring this many canines into the office, but not the good people at The Travel Corporation who recently invited 14 dogs to join them on the job.

The collection of much-loved doggies were brought in to help the company maintain staff morale, with ringing endorsements from many in the office who claimed the furry animals really scratched an itch. "Many say animals improve productivity and wellbeing,

and that may be true, but they definitely brought an extra dose of love, laughter and fun," Managing Director at Uniworld Boutique River Cruise Collection Fiona Dalton said on LinkedIn.

"A special day," she added. It seems the popular adage is true, every dog does indeed have its day - #dogsofttc.



### Corporate Travel Consultant

This is an exciting opportunity to be part of the growing Inspire Travel Management company.

Applying your approach to each enquiry, you are the key to ensuring our Corporate clients are provided with second to none service each time that they reach out to Inspire Travel Management. As part of this close-knit group, customer excellence is a priority and imperative to the team and business.

#### About Inspire Travel Management

Inspire Travel Management is a full-service majority Indigenous owned travel management company. We have the technology, expertise and capability to manage travel programs of all types and complexities for corporate Australia. Our purpose is to contribute to and improve employment and economic outcomes for Indigenous Australians by providing meaningful career opportunities in the travel industry.

#### The Role

Each day in this role you will utilise your specialist technical travel skills to service our clients' requirements from initial enquiry through to their journey return. With each enquiry, you will draw upon your customer service talents to comfortably and confidently engage and maintain relationships with our clients.

#### Are you the right fit?

- At least 3 years' (or commensurate) experience as a Travel Consultant
- Multi-skilled across domestic and international servicing
- A supportive and flexible team member
- Experience in servicing medium-large sized customers within a Travel Management Company (TMC)

Your success in this position will be underpinned by your extensive previous experience in corporate travel and your insightful customer service.

As an Inspire Travel Management Consultant you will join a team that truly believes in delivering an exceptional professional service.

#### What next?

If this role describes you, please send your resume to Dwayne Good, Managing Director of Inspire Travel Management, on [dwayne.good@inspiretm.com.au](mailto:dwayne.good@inspiretm.com.au)

### TMS global branding

TMS Talent has launched a refreshed global branding which includes changing the name of its UK operation New Frontiers to TMS Talent.

The new-look TMS Talent brand includes an updated logo, website and "striking red" visual identity.

"We have a clear vision to be the leader in the travel and hospitality recruitment sector globally and with our new brand we are well poised to do so," said TMS Talent Group MD John Terry, who is relocating to London.

"Our new brand identity and website better reflect who we are as a business collectively and set a solid platform for future growth and expansion," he added.

### RACT hails flights

THE Royal Automobile Club of Tasmania (RACT) has welcomed news of regular flight services by Par Avion between Hobart and the west coast town of Strahan.

The services will run three times a week as a two-week trial from mid-May & have been hailed a "vote of confidence in the region".



A-LEAGUE

A-LEAGUE  
WINNER R23

Congratulations

SUSAN MARR

from Thai Airways

Susan is the top tipper for R23 of *Travel Daily's* A-League footy tipping competition. She's won a \$250 travel voucher from Keith Prowse Travel.



Travel Daily A-League tipping competition is sponsored by Etihad Airways and ReadyRooms, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



NSW permit LTPS/18/28921 / ACT permit TP 18/01724

## MU A350 arrives in Sydney



**SYDNEY** saw the first arrival of China Eastern Airlines' A350 aircraft yesterday, with the carrier's staff welcoming the moment with much fanfare.

The inaugural flight flew in from Shanghai Pudong Airport, with

ongoing flights offering a range of ticket class options such as 35 Business class suites, four First class seats, 32 Premium Economy and 215 in Economy class.

**Pictured:** The China Eastern Airlines team welcoming the new aircraft to Sydney.

## MONEY

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

**AU\$1 = US0.711**

**WHILE** the Aussie dollar hasn't shifted too much over the last week, the latest movement has at least gone in the right direction against most of the majors for overseas travellers.

The destinations where Aussie will stretch their cash out the most and maximise their value include the United States (up 0.25%), Japan (up 0.44%), New Zealand (up 0.19%), and the Euro (up 0.03%).

*Wholesale rates this morning.*

US	\$0.711
UK	£0.543
NZ	\$1.047
Euro	€0.634
Japan	¥79.22
Thailand	฿22.54
China	¥4.772
South Africa	10.090
Canada	\$0.946
Crude oil	US\$68.39

## DL ships up to Boston

**DELTA** Air Lines and its partners have bumped the number of services offered at Boston-Logan International Airport by almost 30 daily flights when compared to 2018.

Recent expansions include Delta's JV partner KLM which began flying between Boston and Amsterdam on 31 Mar, while Virgin Atlantic launched its daytime service from Boston to London-Heathrow yesterday.

A third partner, Korean Air, will also start services in Boston on 12 Apr when it begins flights to Seoul (*TD* 07 Aug 2018).

## DriveAway 30% off

**DRIVEAWAY** is offering up to 30% off selected Peugeot vehicles for travellers planning an extended trip to Europe of 21 days or more in 2019.

All Peugeot bookings until 30 Jun will also earn an entry into the draw to win a trip to Paris.

## Perth fires back

**PERTH** Airport has rejected recent claims made by Qantas Chief Executive Officer Alan Joyce that an ongoing legal case between the airport & the carrier was scuttling plans to launch its Perth to Paris service on time.

The airport hit back at the assertion, stating its airport charges comprise only "a tiny fraction" of the cost of an Economy class airfare on the Perth to Paris service.

Perth Airport is currently suing Qantas in the Supreme Court, alleging Australia's flagship airline had underpaid the aviation hub by an estimated 40% for access to the airfield and terminal facilities (*TD* 18 Dec 2018).

## ATEC call on govt

**THE** Australian Tourism Export Council (ATEC) has called on the Federal Government to invest more resources into the Australian tourist sector to keep pace with Chinese arrivals.

"While the China market continues to grow with 1.3 million visitor arrivals from that market in the past year, bringing \$11.7 billion in spending, the reduction in the rate of growth is being monitored by the industry," said ATEC MD Peter Shelley.

"The visa required for an independent Chinese traveller is more complex and time consuming...making the choice of travelling to Australia less compelling," he added.



Do you have a passion for building relationships, to manage, grow and develop an existing customer base? As a result of exciting business growth and development we are looking for an Account Manager to support our client portfolio.

### About Inspire Travel Management

Inspire Travel Management is a full-service majority Indigenous owned travel management company. We have the technology, expertise and capability to manage travel programs of all types and complexities for corporate Australia. Our purpose is to contribute to improving employment and economic outcomes for Indigenous Australians by providing meaningful career opportunities in the travel industry.

### The Role

Based in Melbourne, the main responsibility is to provide strategic account management services to Inspire Travel Management key corporate travel clients.

An Account Manager requires a thorough knowledge of the travel industry, the solutions & services the company provides.

### Key Deliverables are as follows:

- Manage long term strategic outcomes for our clients
- Support the delivery of client reporting coupled with expert advice on cost reductions, process and policy enhancements
- Represent Inspire Travel Management within the corporate space
- Take part in the implementation process of new clients
- Manage the relationship between Inspire Travel Management and the key personnel within each client
- Negotiate and manage client air and land travel supplier contracts
- Understand the company's goals and purposes with the view to enhance the company's performance

### Skills and Experience Required

The successful applicant will be able to demonstrate:

- Travel industry experience is key for this role. Experience from either the supply or agency side will be valuable
- Ability to demonstrate commercial reasoning through travel contracting experience
- Strong understanding of the mechanics of travel distribution, particularly air and hotel relationships
- Demonstrated ability to present and positively influence a target audience
- Interpersonal communication skills that would support the ability to tailor messaging to build rapport and trust

### What next?

If this role describes you, please send your resume to Dwayne Good, Managing Director of Inspire Travel Management, on [dwayne.good@inspiretm.com.au](mailto:dwayne.good@inspiretm.com.au)



## Helloworld and EK kick goals



ONE lucky travel agent has scored the chance to see European football club AC Milan play Lazio in Milan, Italy

thanks to an incentive offered by Helloworld Travel and Emirates last month.

The national winning office was Helloworld North Balwyn, Victoria, with Karlein Morgan chosen to jet off to Italy to enjoy the football hospitality.

The prize included two corporate suite tickets to the game, \$1,000 accommodation voucher to be used in conjunction with the prize, as well as two return Economy class airfares with Emirates.

Runners up, who picked up signed sporting merchandise were Loyal Travel (NSW/ACT); Helloworld Dandenong (Vic/Tas); Travel by Wyndham (Qld); Directions Travel Subiaco (WA); & Bunnik Tours (SA/NT).

**Pictured:** Daniel Toby, Business Manager Vic, Helloworld with winner Karlein Morgan, and Linda Costantini, Emirates.

### Sentosa opening

SINGAPORE has welcomed the opening of the Village Hotel at Sentosa, a "unique guest experience" that offers a range of services and amenities tailor-made for families and children.

Features of the property include interconnecting family suites; priority check-in for families; a kids' welcome kit customised to each child's age and gender; a Children's Play Pool, Lazy River Pool, and Adventure Pool; as well as a range of entertainment for all ages - [CLICK HERE](#) for info.

## AFTA UPDATE

from Jayson Westbury



THE tragic story of Erran Braddick, a young Australian who is in a coma as a result of a motorbike

accident in Bali, is a stark reminder to travellers about the importance of travel insurance and self-applied common sense.

As the story goes, and it is sadly one that has played out so many times, Erran was riding a motorbike in Bali having no license and no helmet.

It is an all too often occurrence in Bali and other parts of Asia, and with so many Australians and particularly young Australians attracted to these destinations and activity, perhaps more needs to be done with the authorities to get their laws enforced.

In fact, there are now laws in Bali that a helmet must be worn when riding a motorbike.

Having been in Bali myself recently, it was very obvious to me that the vast majority of locals did have a helmet on (albeit perhaps not the two children on the same bike) but far more than I had noticed on a prior trip a few years back.

The problem now appears to be one of compliance and applicability to foreigners actually complying with the law.

To hire a scooter for the day costs about AUD\$6. The bike comes with a helmet for that price and given the traffic, it is a great way to get around.

The problem is that the company that hires the bike out

can't control what the person who has taken the bike does, and there is no check as to whether the person hiring has a licence or has actually even ridden a motorbike on the road before.

For the Australian travel industry, I guess we can only do what we can to get the message out that the tragedy that can come from a fall in Bali from a motorbike, and particularly where no helmet is being worn, is serious.

As for the Braddick family, they are now looking to raise money to have Erran airlifted home for further treatment at a heavy cost, which suggests to me that either the incorrect, or no travel insurance was in place.

Again this is a far too often occurrence and while DFAT and the travel industry do all we can to get the message out there that travel insurance is not a luxury but a necessity, it comes to the old saying that you can take a horse to water, but you can't make it drink.

One of the great charities that has formed in Australia to help educate young people about this exact situation is the Nicole Fitzsimons Foundation - [CLICK HERE](#) for the details.

Education continues to be a key driver in trying to get people to understand the risks and of course, the importance of travel insurance no matter what the personal circumstances are.

We all will no doubt be thinking of Erran in his battle and hope for a safe return to Australia.

### Mercure Rouse Hill

SYDNEY'S north-west is set to welcome a brand new Mercure Hotel in Jul, with the construction of the Mercure Sydney Rouse Hill underway.

The 78-room property includes 67 standard, seven family, and four disability rooms and is being built next to The Fiddler Hotel, which will offer a range of casual dining and entertainment options for guests staying at the property.

The hotel will also offer guests a fitness centre, swimming pool, & conference and events spaces.

The Mercure Sydney Rouse Hill is located 45 minutes from the airport and Sydney's CBD and will cater to both business and leisure travellers.

### Solo tours for 55+

INDIVIDUAL Traveller has launched a new South Africa Christmas & New Year Solo Tour for men and women aged over 55 years.

The new tour, which departs 20 Dec 2019, allows guests to experience the country over 13 nights, staying in a double room for single use.

Highlights include five-star accommodation in Cape Town, the chance to see lions, leopards, elephants, buffalo and rhinos on a game drive, as well as a trip on the country's Rovos Rail.

Bookings made by 30 Apr will secure a \$1,100 discount, with fares priced at \$22,699 - for more information, [CLICK HERE](#).

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Congratulations

SEAN MCCLEA  
from Infinity Holidays

Sean is the top point scorer for Round 7 of Travel Daily's Super Rugby footy tipping competition. He's won \$100 travel credit courtesy of Expedia.

Expedia TAAP

Travel Daily Super Rugby tipping competition is sponsored by Emirates, with the top tipper for the season winning flights from Sydney to Christchurch.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

## MTA Advisors get accredited



**THE** first two of the 125 MTA - Mobile Travel Agents Advisors currently participating in the “MTA Professional Plus” in-house online accreditation scheme have completed the program.

The two Advisors, Sarah Fenton (pictured with MTA CEO, Don Beattie) and Julia Campbell, took five months to complete the program which was introduced last year (**TD** 25 Oct 2018).

Developed by MTA in-house Training Manager, Kirsty Tate, MTA Professional Plus comprises of nine core pathways and two optional pathways.

These focus on social media, corporate, cruise, air, land product, luxury, marketing, business and professional development.

Beattie said the pathways were developed to help Advisors further their expertise in the capability of all MTA technology, in the process gaining 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 added, “Sarah & Julia can now take great pride in marketing themselves as MTA Certified Travel Professionals”.

Learn about the scheme [HERE](#).

### 100 Queen’s Gate

**100 Queen’s Gate Hotel London**, Curio Collection by Hilton has opened its doors to guests.

The 228-room hotel features 11 suites named after famous historic residents of Kensington including Alfred Hitchcock, Dame Agatha Christie and Captain Robert Scott, along with the exclusive Queen’s Gate Suite.

In addition, the property features three new food and beverage venues including W/A Kensington, Botanica and ESQ.



This month Acacia Africa and *Travel Daily* are teaming up to give two agents a 14-day Southern African Magic open age Small Group Safari. You can also take a friend for 50% off the tour price.

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Visit [www.acacia-africa.com](http://www.acacia-africa.com) for your chance to win a trip to Africa. To win, answer each question correctly and have the most creative final answer. Send your entries to [acacia@traveldaily.com.au](mailto:acacia@traveldaily.com.au)

2. How many African countries does Acacia Africa operate in?

Hint: [CLICK HERE](#)

### FlyArystan launch

**KAZAKH** flag carrier Air Astana’s new Eurasian low fare airline, FlyArystan, is set to launch on 01 May.

Tickets for the inaugural domestic route from Almaty International Airport to Taraz and Uralsk, are now on sale [HERE](#).

Operating daily, FlyArystan is flying Airbus A320 aircraft configured with 180 Economy seats on both routes.

### Chimu earlybird

**CHIMU** has launched its earlybird sale for Antarctic expedition cruises during the 2020/2021 season until 30 Apr.

Chimu will be offering up to 30% off selected voyages.

Itineraries on sale in Chimu’s Antarctic earlybird range, along with itineraries to The Falkland Islands and South Georgia can be viewed [HERE](#).

### Okura Tokyo res

**THE** Okura Tokyo, due to open on 12 Sep, has started accepting advance reservations for its 508 rooms and five restaurants.

The new hotel will comprise of The Okura Heritage Wing for “traditional luxury” and The Okura Prestige Tower for “contemporary luxury”.

Additionally, a special room price campaign has launched to herald the new hotel’s opening.

[CLICK HERE](#) for more.

### Aurora webinar

**TRAVEL** agents wanting to learn about the Aurora Capital of Canada, Yellowknife in the Northwest Territories, can join a free webinar tomorrow at 8.30am or 11.30am AEST.

Agents will also get to know other locations in the Northwest Territories such as Virginia Falls.

To register [CLICK HERE](#).

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## OUR NEW BRANDING LAUNCHES GLOBALLY

We are proud to reveal the new revitalised TMS Talent brand!

Unveiled at TMS Talent Group's first global conference, held in Bangkok last month to celebrate 25 years in business, the new look TMS Talent brand includes a new logo, global website [www.tmstalent.com](http://www.tmstalent.com) and striking red visual identity.

“We have a clear vision to be the leader in the travel and hospitality recruitment sector globally and with our new brand we are well poised to do so”, said Group Managing Director John Terry. “Our new brand identity and website better reflect who we are as a business collectively and set a solid platform for future growth and expansion.”

As part of the rebrand, our UK operation is also changing its name from New Frontiers to TMS Talent, further uniting the business globally.

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