

# Travel Daily

First with the news

Wednesday 28th August 2019



The mobile travel business that works for you...



MTA Advisor Liza Parker

Let's chat - 1300 682 000 | [mtatravel.com.au/joinus](http://mtatravel.com.au/joinus)

## Hidden Italy 2020

ALBATROSS Tours has unveiled a new "Hidden Italy" itinerary for the 2020 season, exploring ancient Etruscan cities in a 10-day Rome to Rome trip.

Earlybird savings of \$300pp are available for bookings by 31 Oct - see **page eight** for details.

## Scurrah restructures VA

THE new unified Virgin Australia Group structure announced today by CEO Paul Scurrah (*TD* breaking news) will "streamline common functions and create greater opportunities, but will also identify efficiencies and duplication," he said.

An Executive Leadership Team will oversee the corporate, operational and commercial functions of Virgin Australia Airlines, Virgin Australia Regional Airlines and Tigerair Australia into single functions and points of accountability.

"I've been reviewing the structure of the organisation since I joined the Group in Mar, with a view to simplify the current structure which has grown overly complex over time.

"Each executive leader will be accountable for driving business outcomes for the Group and maximising the value of the brands," Scurrah said.

Under the new structure, Keith Neate will return to Virgin from his current role at Aurizon, taking over the Chief Financial Officer role from Geoff Smith who will leave the business later this year.

A new Chief Commercial Officer role will be filled by Air Canada Vice President Global Sales & Alliances, John MacLeod, effective 08 Oct, while Danielle Keighery will take on a newly created Chief Experience Officer role.

Recruitment is also under way for a new Chief Strategy & Technology Officer, while Stuart Aggs has been appointed as the Group's Chief Operations Officer.

More from Virgin on **page three**.

## YT&C appoints

HOST agency Your Travel & Cruise has promoted Bianca Scheffe to a newly created National Business Development role, to support the group's growing network of home-based businesses, including the Cruise Holidays brand.

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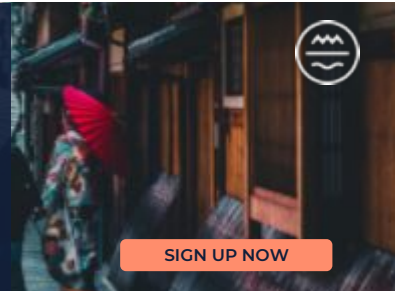
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## Hawaiian realigns

**HAWAIIAN** Airlines is realigning its regional strategy in Australia to expand its focus on trade and industry partnerships, following the appointment of Andrew Best to the newly-created position of Head of Industry Sales Australia (**TD** yesterday).

“Australia is a key offshore market for Hawaiian Airlines in terms of visitors to Hawaii and increasingly to the 13 US mainland markets we serve,” said Andrew Stanbury, HA Regional Director Australasia.

“We intend to work closely with our trade partners to realise future opportunities.”

## New to Seabourn

**SEABOURN** has introduced four new Seabourn Journeys for 2020 exploring Europe, including the Imperial Heritage of Europe trip; Lakeside Gems of the Swiss Alps, Treasures of Tuscany and Venice Simplon-Orient-Express.

## HLO appoints cruise chief

**HELLOWORLD** Travel Limited (HLO) today announced the appointment of Catherine Allison to the newly created role of General Manager Cruise - Product & Commercial, with responsibility for both wholesale and retail relationships with cruise lines.

The move follows the recent restructuring of the HLO cruise wholesale operations, which saw the former The Cruise Team business folded into Seven Oceans Cruising (**TD** 23 Aug) to give agents a single point of contact.

“The creation and appointment of this role is in line with Helloworld Travel strategy and will provide a channel agnostic option for networks when it comes to preferred suppliers,” according to HLO Executive Director, Cinzia Burnes.

Allison has been with Helloworld and its predecessors for a decade, and was most recently Head of Land, Touring

and Cruise Contracting.

“Catherine’s knowledge of our business and the cruise industry is a great asset, and will help us as a business to achieve and succeed on our strategy, building on the already significant impact of cruising within the organisation,” Burnes said.

Last week’s HLO annual results announcement confirmed that cruise sales are now a “significant driver of TTV” within its wholesale operations in both Australia and NZ (**TD** 23 Aug).

## HK insurance cover

**CONSUMER** organisation CHOICE has warned since 06 Aug, many travel insurers won’t cover changes made to travel plans due to the Hong Kong protests.

The two biggest travel insurers, Covermore and Allianz, cut cover for the Hong Kong protests as of 07 Aug - more **HERE**.

## San Diego incentive

**SAN** Diego Tourism Authority Australia (SDTA) and Delta Air Lines have partnered on an incentive offering a return trip for one agent & a guest to San Diego.

To win, agents have to complete the Specialist Quiz in SDTA’s Specialist Program (**CLICK HERE**).

Included in the prize are two nights of accommodation at Paradise Point Resort & Spa and Catamaran Resort Hotel, three nights at Kings Inn San Diego, two GO San Diego Passes, two tickets for the USS Midway Museum and two tickets to San Diego Zoo or Safari Park.

The incentive ends 27 Sep.

## Ecotourism’s value

**ECOTOURISM** in Australia delivers over 14,000 direct jobs and \$1.6 billion in annual revenue, according to findings of an Ecotourism Australia membership analysis conducted this week.

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Discover why you should experience a sauna in Finland in the August issue of *travelBulletin*.

**CLICK to read**  
*travelBulletin*

## Regional NSW's flight win

**THE** NSW Government has struck an \$8 million deal with Far North West Joint Organisation to bring in 26 new flights, operated by FlyPelican and Air Link, to connect the regional destinations of Bourke, Cobar, Walgett and Lightning Ridge to Dubbo, along with Cobar to Sydney.

Minister for Western NSW Adam Marshall said the new services would make a "huge difference" to the lives of locals.

"Country people deserve the same access to transport services as their city counterparts and these new air services will go a long way towards levelling that playing field," Marshall said.

Air Link GM Ron O'Brien said "for the past 40 years I've been passionate about linking

communities in regional NSW with Australia's major cities and I'm incredibly excited that Air Link will be servicing these new routes".

FlyPelican will operate services on its Jetstream 32 aircraft, which seats up to 19 pax for round trips between Cobar/Dubbo on Mon and Thu and Cobar/Sydney on Tue, Wed and Fri.

Meanwhile, Air Link will fly seven-passenger Chieftain aircraft on round trips Dubbo-Bourke on Mon, Wed and Fri, Dubbo-Walgett on Tue, Thu and Fri and Walgett-Lightning Ridge on Tue and Thu.

FlyPelican CEO Paul Graham expects that Sydney to Cobar will be a popular route for the mining industry, with the first flight scheduled for 24 Sep 2019.

## Another loss for VA

**VIRGIN** Australia's annual results announcement (*TD* breaking news) has seen the company back in the red, with an underlying loss of \$71.2 million and an overall statutory result of \$315.4 million.

The final figure reflected \$223 million in restructuring costs and accounting adjustments, including a \$152.6 million non-cash writedown of the assets of the Virgin Australia and Tigerair businesses.

"Onerous contract costs on ATR and E190 leased aircraft not in commercial service also contributed \$47.4 million," the carrier revealed.

The underlying figure reflected slow market conditions in the six months to 30 Jun, along with investments in new routes, high fuel costs and the impact of the low Australian dollar.

Total revenue was up 7.6% to \$5.8 billion, and CEO Paul Scurrah admitted the results were disappointing and underscored the need for change (see **p1**).

## Value focus for VA

**TARGETING** \$75 million in annual savings, a restructure within Virgin Australia will see 750 head office staff cut in the next year (*TD* breaking news).

CEO Paul Scurrah said it was necessary to make "tough but important decisions" as the carrier focuses on being the "best value airline for both the corporate and leisure traveller".



## Window Seat

**WILL** we see a Smartraveller update about this?

Authorities in Barcelona have confirmed the distribution of hundreds of "clothing robbery kits" to embarrassed nudists on some of the city's beaches.

Apparently this year there has been a spate of incidents where clothing left on the beach by skinny dippers have been nicked.

The special rescue kits include a t-shirt with the city's logo, plus a pair of shorts, some thongs and a metro ticket so hapless sun-worshippers can preserve their decency till they get home.

**FORGET** Guinness and craic, Ireland has a new attraction which has nothing to do with the country's rich heritage.

It's been revealed that a newly opened Krispy Kreme Donut outlet in the Dublin suburb of Blanchardstown is the brand's top selling store globally - just another reason to send clients to visit the Emerald Isle.

**BEYOND TRAVEL**

### Highlights of India Small Group

Save \$200 Click for details!

## VA supplier review

**AMONG** other measures, Virgin Australia has targeted supplier contracts as a key element of its restructuring process (see **p1**).

Renegotiations of aircraft leases as well as deals with airports and other key strategic suppliers are targeting annual cost savings of at least \$50 million.



## Our Seoul journey starts in December

Seoul launch event – Vibe Hotel Surfers Paradise – 08/10/19

First 50 respondents to Sales@Jetstar.com with the subject: ICN Launch will be invited to attend and could win 2 return tickets to Seoul!\*

**Start your Seoul journey**



\*Subject to Government and Regulatory approval.

## Three cheers for U

**U RIVER** Cruises has introduced three new European river sailings to the market for 2020, including new deployments for *The B* after the vessel was pulled out of the Seine (**TD** 29 Jan).

The trio of voyages include the eight-day Vienna Vibe sailing on the Danube taking place aboard *The A* departing Vienna.

Stops include the Austrian city of Linz, as well as the nation's towns of Melk and Krems.

Also new for *The A* is the eight-day Eastern Europe Escape cruise along the Danube, a voyage that makes its way from Vienna to Belgrade with stops at Slovakia's capital Bratislava, as well as Hungary's Budapest and Mohacs.

The final voyage in the trio is the eight-day Amsterdam & Brussels Bound cruise, making its way along the Rhine River on board *The B*.

Prices start from \$2,499 per person twin share.

## MacBook flight ban

**VIRGIN** Australia was the first Aussie airline to act on a worldwide MacBook recall, banning the laptop model from carry-on baggage, with Qantas and Jetstar following.

Updates on VA's website read, "all Apple MacBooks must be placed in carry-on baggage only.

"No Apple MacBooks are permitted in checked in baggage until further notice."

The US Federal Aviation Administration last week banned MacBook Pros from flying altogether amid a recall based on fire risk concerns over the lithium-ion battery.

Thai Airways and Singapore Airlines followed, prohibiting the 15-inch model in question from aircrafts.

The laptop's manufacturer Apple announced fears models sold between Sep 2015 and Feb 2017 had batteries which could overheat and catch fire.

## Taronga's new eco lodge



**TARONGA** Zoo has released images of five sustainable eco lodges which have been built into the native bushland setting of Taronga Zoo, adding 62 rooms and suites that overlook the wildlife habitat and Sydney Harbour (**TD** 27 Apr 2017).

The Wildlife Retreat has been designed to cater to couples and families, and to appeal to local guests and international visitors.

Taronga Zoo Chief Executive Officer Cameron Kerr said "For a zoo to remain relevant, it must constantly evolve".

"Through the Wildlife Retreat, we will foster genuine connections between people and Australia's fascinating wildlife,

and inspire them to care as passionately as we do about our most precious residents."

The new eco lodge will contribute funding to Taronga's conservation efforts and education programs in Australia and internationally.

The Wildlife Retreat will officially open its doors to guests on 10 Oct.

## Tapas in India

**RADISSON** Hotel Group will bring premium Spanish cuisine to its portfolio of properties in India following a deal with Singaporean-based hospitality group Tapas Club.

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GOING PLACES TOGETHER

## Broome dredging

**DREDGING** has commenced at the Port of Broome, with the works expected to run for the next two weeks.

Currently, cruise ships visiting the port are berthing at irregular hours due to tidal conditions and rock mass in the entry channel making it hazardous to navigate, however once works are complete, vessels will be able to access the port 24 hours a day.

As a result of the \$15.3m channel optimisation program, Carnival Australia announced it would homeport *Sun Princess* in Fremantle for 141 days during the 2019-20 cruise season, bringing with it 2,000 pax.

*Sun Princess* arrives 01 Nov.

## BetEasy 2020 Dates

**THE** BetEasy Darwin Triple Crown will be held at Hidden Valley from 17 Jul to 19 Jul 2020.

The motorsport event attracts upwards of 40,000 spectators a year, with organisers saying the 2020 event is expected to be "the biggest yet".

## Coral art expert

**ABORIGINAL** art expert Richard Alridge will join Coral Expeditions' 22-night Customs and Craftsmen expedition on board *Coral Adventurer*, which departs Cairns on 08 Oct and explores villages and historic towns of Papua New Guinea, West Papua and the Maluku Islands.

## LATAM new Business class



**LATAM** Airlines Group has updated its Business class service, unveiling its new Premium Business class.

The modernisation is part of a US\$500 million investment in passenger experience, including US\$400 million in cabin renovations, with Premium Business to initially appear onboard the group's Boeing 777s.

Premium Business will feature Thompson Aero Seating, and will have direct aisle access, 18-inch personal screens, individual and couple configurations and fully-flat beds with temperature-regulating and pressure-point technology.

The overhaul also features a

new culinary concept designed by South American chefs Pamela Fidalgo and Aninha, and includes an updated wine selection hand-picked by Hector Vergara, South America's only master sommelier.

Premium Business will also feature new pillows, bed clothes and mattresses.

Updated cabin crew protocols will also be present, with less interruptions to provide enhanced comfort and privacy.

The updated class will be available on all international flights starting this month.

**Pictured** is a preview of LATAM's Premium Business service, including culinary options and Thompson Aero Seating.

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Applications close on 8 September 2019. For more information and online application please visit [emiratesgroupcareers.com](http://emiratesgroupcareers.com) using job reference 1900011X.

# Topdeck

## Operations & Experiences Manager, EMEA

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The Operations & Experiences Manager is the face of Topdeck's purpose – "inspiring young people through life changing travel experiences. Reporting into the General Manager, this role leads our London based operations staff and remoting working crew to achieve operational excellence. This role has an overall responsibility to ensure our customers have a safe, smooth and enjoyable experience whilst travelling with Topdeck and requires proactive management to continually improve and ultimately provide an industry leading tour operation.

**To learn more about either of these exciting opportunity and to apply please check out:**

<https://www.topdeck.travel/all-jobs>

## Alliance unveils "Pink Lady"



**ALLIANCE** Airlines has launched a hot pink plane hailed as "The Pink Lady" in support of those affected by breast cancer.

The livery, which aims to raise awareness of breast cancer and promotes the work of charity partner Breast Cancer Network Australia (BCNA), is a cause "close to the hearts" of the airline's personnel, said Alliance Chief Executive Lee Schofield.

"Alliance has been supporting BCNA since 2015," he said.

"This has been through our workplace giving program and a number of fundraising initiatives including a charity cycling

event which raised in excess of \$65,000," Schofield said.

BCNA Chief Executive Kirsten Pilatt said the pink livery enabled the charity to connect with major cities and regional communities to ensure women and families affected by breast cancer across the country know where to source support.

**Pictured** above are Alliance Airlines CEO Lee Schofield, Non Executive Chairman Steve Padgett and Managing Director Scott McMillan, joined by Breast Cancer Network Australia (BCNA) members.

## Local Eclipse art

**WORK** from Byron Bay artist Mitch Gobel will feature aboard Scenic's new *Scenic Eclipse*, with the ship to showcase 124 prints, including three original works.

Known for his use of abstract resin, Gobel's works "are truly beautiful," according to Scenic Project Director - Design Karen Moroney.

"They reflect the colours and movement of the ocean and exhibit a passion for life."

## Ikon Pass expands

**SNOW** season ticket Ikon Pass has expanded into Europe with the addition of Zermatt in Switzerland.

Famed for its iconic Matterhorn, Zermatt offers the highest skiable terrain in the Alps.

Ikon Pass holders will have seven-day access to Zermatt, or five days on the Ikon Base Pass, with no blackout dates.

The addition brings the total of destinations accessible on an Ikon Pass to 41.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Known for its French roots and flair, **Softel Legend Metropole Hanoi** has unveiled a new menu at Le Club Bar, inspired by relaxed, traditional French brasseries. Some highlights of the new menu include the beef Bourguignon, showcasing tender beef slowly braised in red wine sauce, and burgundy escargots roasted in the shell with persillade butter.



Previously a Country Inn & Suites by Radisson, the newly-minted **Radisson Hotel Sunnyvale - Silicon Valley** has reopened following a multimillion-dollar renovation. Updates include a lobby transformation, new furnishings and updated guest rooms, meeting spaces, restaurants and amenities.

## Adv World Africa

**ADVENTURE** World Travel has launched its 2020 Africa and Middle East collection.

The new release features three new itineraries: a three-night Botswana Secret Migration voyage; a nine-night Botswana in Focus exploration; and a nine-night Roaming Rwanda trip.

"Africa is offering exceptional value for Australian travellers, with a favourable exchange rate and a wide range of experiences on offer from luxury to family-friendly," said Neil Rodgers, Managing Director at Adventure World Travel.

"With a 6% improvement in value over the last two months, a significant volume of agents are taking full advantage of our exceptional rates, in particular our diverse collection of private game reserves."

## Air China A330 fire

**AN AIR** China Airbus A330 burst into flames yesterday at Beijing Capital International as passengers and crew were boarding, forcing an emergency evacuation.

The blaze erupted in the cargo hold of flight CA976 to Singapore. No injuries were reported.

## Amadeus UA deal

**AMADEUS** is extending its partnership with United Airlines to mobilise New Distribution Capability (NDC) by developing, testing and bringing to market new content.

These new products, such as United's new Corporate Bundles and Dynamic Bundled Fares, will allow customers to further customise their travel.

United is looking to implement NDC-enabled content later this year, followed by production phases in 2020.

Tye Radcliffe, United Director of Distribution, said "our goal is to provide our customers with the best experiences from the moment they shop for their trip to the moment they return home."

## AA biometrics

**BIOMETRIC** boarding has arrived at Dallas/Fort Worth International for American Airlines customers.

Select AA international routes from Terminal D will enjoy the new one-step facial recognition program to verify their identity with US Customs and Border Protection.

No customer biometrics will be stored as part of the process.



## Great Aperol Spritz Giveaway!



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## EMGNZ Day Pass

**EUROPCAR** Mobility Group New Zealand (EMGNZ) has been granted funding for its Electric Day Pass through the latest round of the New Zealand Government's Low Emission Vehicles Contestable Fund.

The funding of NZ\$202,768 (AU\$191,112) will support the full roll-out of the Electric Day Pass, a low-emission, airport-based round trip car rental and share service.

Initially based at five New Zealand airports, the Electric Day Pass will offer battery electric vehicles for the day for domestic travellers.

The funding will go towards the vehicle lease costs of 12 BMW i3s and charging infrastructure, as well as marketing, with an aim to increase demand.

## Transat acq issues

**TRANSPORT** Canada and Canada's Commissioner of Competition have been granted 250 days to assess Air Canada's proposed acquisition of Transat AT Inc.

Canadian Transport Minister, Marc Garneau, determined the transaction raises public interest issues to national transport, prompting a review of the deal, including targeted consultations with air industry and other stakeholders, and analysis of the economic benefits or challenges resulting from the proposed transaction.

The consultation process will begin on 04 Nov and conclude on 02 May 2020.

However, there is no timeline for the Minister to make a recommendation on the deal.



**DREAM BIG AND WIN!**

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The countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 October.

To celebrate the Australian deployment for the newest member of its fleet, Dream Cruises has partnered with **Travel Daily** this month to give one lucky reader the chance to win a 7-night Queensland coastal cruise in a balcony stateroom on board *Explorer Dream*.

To enter, all you need to do is share with us what dream feature you would include if you were involved in the design of a Dream cruise ship.

Perhaps liquid chocolate on tap in your cabin, or someone to hold your shade umbrella as you lie by the pool?

We're after creative entries in the form of a poem, photo, jingle, video or something else. Use your imagination!

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**DREAM CRUISES**

## Luxperience deal

**LUXURY** travel business exchange event Luxperience has teamed up with Mumbrella for its education sessions in 2019.

Presenters confirmed for Luxperience 2019's Education Sessions include Carolyn Childs, CEO and co-founder of MyTravelResearch.com and Katherine Droga, founder of the Wellness Tourism Summit.

## Langham addition

**LANGHAM** Hospitality Group has revealed it will manage The Langham Nymphenburg Residence, located within the imperial estate of Nymphenburg Palace, Germany.

The Langham Nymphenburg Residence is scheduled to open in the northern winter and will feature four bedrooms, three living rooms & seven bathrooms.

## MSC fine art at sea

**MSC** Cruises has revealed its newest ship set to launch in Nov, *MSC Grandiosa*, will host "the world's first fine art experience on board a cruise ship" with an exhibition of impressionist art, by Edgar Degas.

The on board exhibition will be housed in the ship's L'Atelier Bistro, and will feature 26 studies of movement and dance.

*MSC Grandiosa* will become the lines's new flagship.

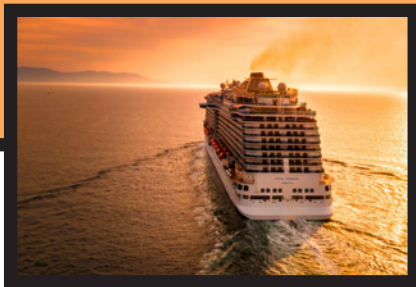
## Hilton work joy

**HILTON** has retained its place among Australia's top employers, ranking third in the Great Place to Work Institute's top 50 companies to work for.

The hotel group was the only hospitality business to feature on the list and adds to similar accolades awarded in Fiji & Asia.

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## New for 2020: Hidden Italy, the Lands of the Etruscans



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### Luxury Travel Consultant

Gateway to the Sunshine Coast, Ref: 4121MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY \$40k +commission + super and close to the beach. If you're interested PLEASE APPLY NOW!

For more information please call Mark on (07) 3123 6107 or click **APPLY** now.

### Social Media and Copywriter Guru

Sydney, Up to \$60k + Super, Ref: 1951RL2

An independent boutique travel and tour company are looking for an experienced Digital Marketing Coordinator to join their team in Sydney. This is a diverse role and will suit a marketing professional, ideally from the travel industry who is driven, proactive and who owns the digital marketing space. This is an exciting role which requires a social media, content and copywriting expert. You will be reporting directly to the Marketing Manager and working part of a small intimate team of 3.

For more information please call Ronny on (02) 9119 8744 or click **APPLY** now.

### Corporate & Leisure Travel Consultant

Perth, \$60-70k + Super, Ref: 4138SJ2

To tie in with ongoing success across the Perth corporate travel industry we are on the lookout for a Corporate & Leisure Travel Consultant to join a boutique travel management company in their luxurious offices in Perth. Dealing with SME accounts as well as high end leisure bookings, using your travel industry experience and excellent customer service skills, this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & reap the rewards!

For more information please call Sarah on (08) 6365 4313 or click **APPLY** now.

### Regional Travel Manager

Capricorn Coast, High Salary, Ref: 1966AW5

This regional agency offers a point of difference, where every itinerary is unique. You will create memorable experiences providing sales through service, with only the best product and travel experiences to offer! Want to recommend premium product and share your experience first-hand?? This agency falls under a global business banner; and is looking for the ideal travel agent to join, manage and mentor their team! Open to candidates that wish to relocate, ready for a new challenge?

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

### Marketing | Travel and Ski

BNE, High Salary + Ski Famils! Ref: 1843AW4

Join this growing and innovative Wholesale Travel company and Liaise with the Travel Product Team & Promote to Market! Using your ADOBE, SEO and current marketing trends to Drive Agent & Direct enquiry! Do you have a background in Digital & Traditional Marketing? Transfer your skills & hit the slopes! Minimum 12/18 months in similar marketing role and passion and experience for skiing, snowboarding and snow travel is a MUST! Sound like you? Ready for a new challenge in your career? APPLY NOW!

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



Find your ideal travel job at [www.TravelTradeJobs.com.au](http://www.TravelTradeJobs.com.au)  
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