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Kwan no longer a **Director of ATEC**

First with the news

Travel Daily

THE Australian Tourism Export Council (ATEC) has noted that Edwin Kwan, whose inbound tour operator company Wel-Travel was placed into liquidation last Thu (TD yesterday), is no longer an ATEC Director.

An ATEC spokesperson told Travel Daily Kwan had stepped down as a board member at the organisation's Annual General Meeting, which took place just over a week ago.

Wel-Travel has ceased trading after its directors resolved that the company be wound up.

Tuesday 3rd December 2019

itravel moving to CVFR

ITRAVEL has announced that from 01 Jan 2020 it will switch its ticketing away from Express Travel Group to CVFR Consolidation Services.

Established in 1995. Svdnevbased itravel has grown to now have a network of about 60 mobile members in NSW, Qld, Vic, SA and WA, along with 19 branded bricks-and-mortar franchise outlets in NSW and WA. itravel director Steve Labroski said "CVFR is a market-leading consolidator, and with their support we look forward to creating new opportunities for

both businesses".

*conditio

The company has been working with Express Travel Group for about six years, prior to which it was a member of Helloworld Travel's predecessor, Jetset Travelworld (TD 19 Apr 2010).

CVFR Group MD, Ram Chhabra said "we recognise the immense opportunity this partnership presents...the itravel business is poised to grow to the next level".

Air Italy appoints

AIR Italy has appointed Airline Marketing Australia as its passenger GSA in Australia.

The privately owned airline is headquartered in Olbia, with its main operational hub in Milan.

Air Italy is the country's second largest carrier, and is part-owned by Qatar Airways, with a modern fleet flying to over 34 domestic, European and long-haul destinations - 1300 804 334.

GoCCL tomorrow

CARNIVAL Cruise Line's new and improved goccl.com.au travel agent portal will formally debut tomorrow. offering consultants access to local cruises as well as US and European departures and a range of other features. See the cover page for details.

Wirecard corporate

WIRECARD is today highlighting the importance of a travel card to provide added convenience and reduce hassles for frequent business travellers. in our latest Travel Daily product profile - see the last page.

Today's issue of TD

Travel Daily today has 10 pages of news, a front cover page for Carnival Cruise Line, a photo page for Tourism New Zealand, plus full pages from: • TMS Talent

- Tourism Ireland
- Wirecard product profile pg



*T&C's apply. Authorised under NSW Permit No. LTPS/19/37834, ACT Permit No. TP 19/04130 and SA Permit No. T19/1503. Click here for full T&C's.

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THE AFTA Chargeback Scheme (ACS) has advised that it will no longer cover Supplier Failure credit card chargebacks relating to South African Airways.

The move is the latest issue for SAA, as the state-owned carrier continues to suffer ongoing losses and reels from strike action last month which grounded its global long and short-haul network.

ACS ensures that in the event of a supplier failure, travel agents are not left out of pocket when consumers lodge chargeback requests due to the non-delivery of travel.

According to an AFTA update this morning (*TD* breaking news), any bookings made with South African Airways after 9am AEDT today will not be protected.

Insurers in Africa have also reportedly ceased insolvency coverage for tickets issued by SAA, while Flight Centre in South Africa has "made a decision to no longer sell SAA until such time as we have obtained certainty in the market".

Other suppliers recently excluded from ACS include the

troubled One Ocean Expeditions (*TD* 25 Nov) and the collapsed Tempo Holidays/Bentours (*TD* 20 Sep).

Suppliers can be excluded from coverage by a decision of the ACS Board, if they become insolvent, or if they withdraw from the ATAS accreditation program - see the full list at afta.com.au.

New role for Joyce

HOSPITALITY group The Venues Collection has named former Exhibition and Event Association of Australia (EEAA) CEO, Joyce DiMascio, as its new Director of Marketing and Communication. Having previously announced

she would step down from EEAA from 27 Dec (*BEN* 12 Nov), DiMascio said she was thrilled to be joining The Venues Collection, which includes the 12 Micron at Barangaroo as well as the recently refurbished Campbell's Stores in The Rocks, which features six restaurants and has the capability to handle major events for up to 5,000. More MICE news in today's

issue of **Business Events News**.

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page 2

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Travelport offers QF NDC API

TRAVELPORT has made the first "live production Qantas NDC booking" through its new Trip Services API.

Trip Services allows industry partners to connect directly to the Travelport content, with early adopter agencies including ATPI and Maxim's Travel.

The development is the next step in plans for the Qantas Distribution Platform (QDP) "as Qantas prepares distribution of differentiated NDC content".

QDP aims to offer enhanced, personalised content tailored to meet the individual needs of each traveller, thereby enhancing the airline's retailing, booking and servicing capabilities.

"We know our customers need to be able to consume content regardless of its source," according to Travelport Chief Commercial Officer - Travel Partners, Jason Clarke.

"It's exciting to see Trip Services

processing live API bookings for customers as the next step in the ongoing delivery of our multisource content roadmap".

Travelport said that having been the first GDS to make a live NDC booking in Oct 2018, it is now connected to the NDC content of a total of five airlines.

HX drops YVR

IT APPEARS to be death by a thousand cuts for the long-haul network operated by Hong Kong Airlines, which has confirmed the closure of reservations for its Hong Kong-Vancouver route.

The final YVR flight is scheduled for 07 Dec 2019, and HX has also announced the cessation of services to Tianjin and Ho Chin Minh City as it "focuses on priority routes to mitigate ongoing market challenges" resulting from the social unrest in Hong Kong.



Vale Jo Gostin

THE travel industry is today

OAM from FBI Travel, whose

career in cruise and travel

Known as the "Queen of

Cruising" by her colleagues,

Gostin worked at several travel

appropriately called "Jo Travel".

merged with FBI in 2001, and as

well as her industry triumphs,

Gostin was in 2012 honoured

with a Medal of the Order of

Australia for her longstanding

service to the Jewish community.

"Jo was a special person who

her...her charm and demeanour

and sense of humour will always

be remembered," said FBI Travel's

stand here today to salute you as

you set sail on this final voyage".

as well as her positive attitude

Danny Englman, adding: "we

was respected by all who met

firms before starting her own

Melbourne agency in 1984,

The company successfully

mourning the death of Jo Gostin

spanned a momentous 53 years.

Is the big bird dead? And what's next for aircraft builders? Find out in the December issue of *travelBulletin*.

CLICK to read

traveBulletin



NAPA County in California is traditionally more wellknown for its wine industry, but a different gastronomical experience is set to open in the region in 2020.

Hotella Nutella will open for one weekend only from 10-12 Jan, and among other features, will include Nutella-inspired breakfasts for lucky patrons.

For your chance to enjoy a stay at the accommodation and learn how to join the running, **CLICK HERE**.

Creativity is required, so make sure to indulge in your favourite brain food.



Spirit of Australia

London

12 Holidays of Christmas Sale

New destinations on sale daily with Qantas. Sale ends 12 December.

Find out more

*Ends 12 Dec 2019, unless sold out prior. Selected travel dates and conditions apply.

Sheraton's Grand buffet



Tuesday 3rd December 2019

P&O announces

PACIFIC Encounter will call Brisbane home as part of its maiden season in 2021, with Pacific Explorer to be based upstate in Cairns the same year.

The 3,000-guest *Encounter* will arrive in Brisbane in Nov 2021, offering 11 cruises until Jan 2022, including itineraries to the South Pacific, as well as a range of coastal Queensland destinations.

Travellers can also sail into Brisbane on *Encounter's* inaugural Voyages cruise, departing Singapore on 11 Nov 2021.

The 2,500-passenger *Explorer* will sail four cruises out of the northern Queensland city, including a 10-night itinerary to Papua New Guinea and the Solomon Islands.

The cruise line also announced the 2021 season would offer its biggest ever choice of summer break itineraries, as well as cabin configurations, boosted by *Pacific Adventure* joining the fleet.

Launceston plan AN UPGRADE of the

arrivals and departures hall, a carpark expansion and the decommissioning of two unused grass runways all feature in Launceston Airport's draft 2020 Master Plan.

Now available for public consumption, the Plan also provides a blueprint for the Airport's 20-year vision, in which it is planning towards 2.5 million passengers per year in 2040. Launceston Airport will also

implement faster check-in processes and enhanced security screening technology next year, which will allow passengers to leave laptops in their luggage.

"Experts predict that Launceston Airport will welcome around 500,000 additional passengers by 2028 and potentially grow to a total of 2.5 million people per year by 2040, so we must plan for that growth," said GM Paul Hodgen.



SHERATON Grand Sydney Hyde Park on Sun showcased its fabulous Feast buffet to the industry, with the CBD property expanding the offering this year to serve Christmas Day lunch in the first-floor restaurant as well as the Grand Ballroom and the entire second floor of the hotel.

The festive brunch started in The Conservatory Bar with welcome drinks and a grazing table, before moving into Feast for the full buffet experience ranging all the way from lavish mountains of seafood, turkey, honey glazed ham and bush marinated lamb through to Nutella pancakes, mince pies and of course Christmas pudding.

This Christmas the hotel is also offering to help locals celebrate at home without the stress, via a take-away service during Dec which includes a gourmet roast turkey or glazed ham which can be prepared by the Sheraton Grand chefs with just 48 hours notice - order on 02 9286 6000.

Pictured at the event are some of the Sheraton Grand Sydney's Marketing and Sales staff: Sarah Woodcock, Marketing Executive; Jo Naumovski, Director of Sales & Marketing; and Joshua Dows, Director of Food and Beverage.

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Ponant savings

PONANT and Creative Cruising have launched a new campaign offering up to 30% savings on 2021 departures exploring the Mediterranean, Northern Europe, Iceland and the Atlantic.

Agents who book any Ponant sailing with Creative Cruising before 19 Dec will receive 2% extra commission and €150 onboard credit per stateroom for clients - additionally, selected departures have no single supplement.

The 11-night Rome & Antique Treasures voyage is priced from \$7,629ppts, including a seven-night luxury cruise from Civitavecchia, Rome to Piraeus, Athens, return Economy class airfare flying Emirates, four nights accommodation and main meals, entertainment, beverages, wi-fi, gratuities on-board and more.

Call 1300 362 599 or visit creativecruising.com.au for more information.

Tailor-Made launch

TAILOR-MADE Journeys has recently launched a new brand, Luxury and Expedition Cruises, aimed at travellers seeking "extreme experiences" in "wild places" in comfort and luxury, while being led by specialists. Destinations include the

Kimberley, Raja Ampat, Papua New Guinea, the Galapagos, Amazon and the Polar Regions.

Luxury and Expedition Cruises complements Tailor-Made's existing brands South America, Antarctica and Arctic Travel Centres - **CLICK HERE** for more.

Travelrite's car tour

TRAVELRITE International has announced its 2020 Classic Automobile Tour in the US from 30 Jul to 17 Aug, which will visit the famous Indianapolis Motor Speedway, Pebble Beach Concours d'Elegance in California, Motor City Detroit and more.

<image>

ROCKY Mountaineer's partners are set to benefit from the company's decision to take their leading net promotor score (NPS) of 80-plus public, as the rail operator marks its 30th anniversary next year.

In Australia for his first visit since being appointed MD Sales International (*TD* 09 Nov), Steve Maksymyk told *Travel Daily* the quality of the guest experience was a motivating factor for him joining the company, with the NPS validating his decision.

"This high score is a significant differentiator for our company and an ability for our partners to market us with confidence." Rocky Mountaineer is seeing different levels of growth and performance across markets with Maksymyk conceding he is on a mission to "understand how to best work with each of our partners in each of the markets in a way that's scalable and allows us to better grow as a business."

Australia continues to be a significant source market for the company, with Maksymyk saying there will be "some pretty big splashes in the market for the 30th year anniversary so, look out for that."

Pictured is Maksymyk with Regional Director of Sales Amber Wilson.



t 1300 799 220

USA on display with Viva



Tuesday 3rd December 2019

LATAM-DL c'share

LATAM Airlines Group's affiliates in Colombia, Ecuador and Peru have all signed codeshare agreements with Delta Air Lines, following the latter carrier's minority purchase in LATAM (TD 27 Sep).

Subject to regulatory approval, the changes will come into effect in the Q1 2020, with the deal also seeing the end of its codeshare with American Airlines.

The new codeshares are part of an effort to combine the two carriers' "highly complementary" route networks to provide customers with a "seamless travel experience and greater connectivity to destinations worldwide," LATAM said.

"The carriers are working to provide a smooth transition through the strengthening of their existing interline agreement, establishing reciprocal lounge access and mutual frequent flyer benefits."

Snoxell for Sri Lanka

THE Travel Concierge Sri Lanka (TTCSL) has appointed Mark Snoxell's Exposure Downunder as its Australian marketing representative.

As part of the Australian push, The Travel Concierge Sri Lanka has allocated one full-time staff member to handle enquiries from the local market, under a threeyear pact.

TTCSL Executive Director Laahiru Jayamanne was optimistic about the deal, saying Snoxell "can definitely be considered an expert on both markets and we have tremendous content we are confident Aussies will love."

AF-CI codeshare

AIR France is expanding its codeshare partnership with fellow SkyTeam member China Airlines, with the AF code now on CI services between Taiwan and Japan, and CI codesharing on AF between Amsterdam & Marseille.



ALMOST 400 agents from Brisbane, Sydney and Melbourne will participate in the inaugural Viva Holidays USA trade show this week, coinciding with the release of the wholesalers 2020 brox.

Speaking with *Travel Daily* at the Sydney event last night, Steve Brady General Manager Sales, Reporting & Pricing for Viva Holidays said that the new brochure offers more product available for agents to sell.

"Our North America range is the biggest it's ever been so if agents are looking for product then there's every chance, we've got what they're after," Brady said. Despite the weakening exchange rate, Brady believes that Australians will continue to travel to the USA because of heightened air competition.

"There's so much airline capacity to the US and it's such a competitive market so when airlines drop their fares, it drives volume for us," Brady remarked.

The USA road show continues tomorrow at the Crown Melbourne.

Pictured from left is Sarah Gerrand, Partnerships Manager Helloworld; Lauren Whicker, Senior Accounts Manager Brand USA; Steve Brady and Melissa Warren, Trade Marketing Manager Wholesale, Helloworld.

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Qantas Singapore lounge



QANTAS has officially opened its new 1,000m² First Lounge at Singapore's Changi Airport.

The new lounge will cater for up to 240 First class and top tier frequent flyers passengers, offering a Rockpool a la carte seasonal menu, workspaces for business travellers, and a focus on wellness, with natural materials and colour palettes throughout the lounge to help guests relax. **Pictured**, the Qantas First Lounge at Changi Airport. **Inset**, get a taste for the First Lounge's Rockpool menu.

HKG slots saved

AUTHORITIES in Hong Kong have waived the longstanding "use it or lose it" policy surrounding landing slots at Hong Kong International, as airlines continue to cut capacity due to social unrest in the region.

The Hong Kong Civil Aviation Department said it would not enforce the arrangement until the end of the current Northern Winter scheduling period which runs until late Mar 2020.

Stamford appoints

FORMER Flight Centre staffer Jill Scutter has been promoted to Adelaide-based Area Director of Sales for Stamford Hotels & Resorts.

Tourism Tas training

TOURISM Tasmania is hosting two 60-minute webinars on Thu and Mon to highlight the new Tasmania - Come Down for Air branding.

Introduction sessions will take place at 9.30am AEDT on Thu 05 Dec, and 3pm on Mon 09 Dec -**CLICK HERE** to register.

Tourism Tasmania has invited agents to submit questions or issues they would like discussed in the webinars to Tourism-talk@ tourism.tas.gov.au.

WIN TONY PARK'S LATEST BOOK

This week Travel Daily and Swagman Tours is giving five lucky readers the chance to win *Ghosts* of the Past by Tony Park.

Spanning two centuries, Ghosts of the Past is based on a true story. Journalist Nick Eatwell has lost his job but



reliow reporter, South Arrican Susan Vidler is looking for help with a story about Eatwell's great-great uncle who fought in the Anglo-Boer War and later joined the struggle for independence in what is now Namibia. The problem is, someone else is looking into the past, for clues to a secret location of a missing horde of gold that's worth killing for.

To win, simply be the first person to send through the correct answer to the question below to: tonypark@traveldaily.com.au

Tony Park grew up in which New South Wales city?

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Virtuosa floats out

MSC Virtuosa has floated out Chantiers de l'Atlantique in Saint-Nazaire, France.

With delivery expected in Oct, the event follows the successful arrival of *MSC Grandiosa*, and the cutting of the first steel of *MSC Europa* (**TD** 04 Nov).



wendywutours.com.au/agents

Perth's dream time

PERTH is currently being heavily promoted as a business events destination, with Dreamtime 2019 kicking off yesterday, showcasing the city to over 100 international conference and incentive buyers.

Presented by Tourism Australia in partnership with the Perth Convention Bureau, the event, wrapping up today, is expected to generate millions of dollars of future business for the state.

The event is the largest of its kind in the nation, attracting delegates from China, India, Japan and Malaysia - more in today's **Business Events News**.



Be a part of the 2020 Travel Daily Sustainability Summit. Prospectus available now.

CLICK HERE

Tarabo on track

JASON Tarabo has been named as Regional Manager - South East Asia for Rail Europe.

He moves to the new role after about 18 months as the organisation's Regional Manager Middle East & South Africa, prior to which he was Rail Europe's Melbourne-based Operations Manager Asia-Pacific.

Star discounts

SELECTED Star Clippers sailings to Borneo or Cambodia & Thailand have been discounted by up to 30%, with on-board credit also available.

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The Business Publishing Group is looking for the services of a proactive Advertising Coordinator to work across our industry leading titles.

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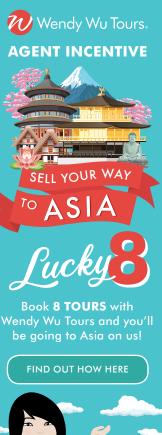
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TIME scholarships

THE Travel Industry Mentor Experience (TIME) is reminding the trade applications are now open for its first 2020 scholarship opportunity.

The initiative will see 60% of the scholar's TIME program fees covered by fundraising efforts.





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Good Morning World from New Zealand!

TOURISM New Zealand, with support from Air New Zealand, hosted 100 Australian Travel Agents as they discovered the warm welcome, stunning landscapes and thrilling adventures that makes New Zealand so famous.

The agents embarked on 10 different itineraries, exploring 26 regions and becoming 100% Pure New Zealand Gold Specialists along the way!

To discover itineraries, Good Morning World videos and photos, visit Tourism New Zealand's travel trade website by CLICKING HERE.



HANMER Springs Rafting with Itinerary Whitu.



100 New Zealand Gold Specialists at Turanga Library, Christchurch, New Zealand.







GEORGI Lourey, Flight Centre enjoying a Taupo Tandem Skydive.





WAIMARINO Kayak Tours, Tauranga.



HOBBITON, Matamata with Itinerary Toru.



FAREWELL Function, Christchurch.





ENJOYING the views at Skyline Queenstown.



SALA single use

SALA Resorts and Spas has removed single-use plastics from bathrooms at its three resorts, Phuket Mai Khao Beach, Samui Chaweng Beach and Cheongmon Beach, as part of the company's "deep commitment to preserving the planet".

The plastics have been replaced with biodegradable products, including combs and dental kits crafted from bamboo, shower caps, sanitary bags and shaving kits made from corn starch, shampoo in ceramic containers and paper soap wrapping.

Melbourne Star up

MELBOURNE Star Observation Wheel has confirmed that international visitation has grown 25% year-on-year and "are forecasting continued growth in this market".

The Melbourne Star has also announced Lucy Woodward as its new Tourism Sales Manager, who will oversee western, Japanese and Korean partners as well as online travel agency partners.

Trade Sales Manager ANZ for Merlin Entertainment at SEA LIFE Melbourne Aquarium.



There is no doubt that 2020 is going to be biggest year yet! So to help you have something to look forward to in the new year, Club Med are giving you the chance to win a stay at the Club Med resort of your choice in Asia or the Indian Ocean.

The all-inclusive prize includes:

- Five nights for two people in a superior room at the Club Med resort of your choice in Asia or the Indian Ocean
- Gourmet meals and all day snacking
- Premium open bar including beer, wine and cocktails
- A wide range of included sports & activities
- Nightly entertainment

To win, tell us in 50 words or less the most creative way you will you grow your Club Med business in 2020. Send your entry to clubmed@traveldaily.com.au

LOOKING FOR A SPECIFIC INDUSTRY SUPPLIER?

Tourism Board to host a group of top-selling Flight Centre agents. The agents flew on Cathay Woodward was most recently Pacific's new A350-900 and A350-1000 services from Svdnev and

Melbourne to Hong Kong, where they stayed for four days and enjoyed time at Disneyland, went on a Sham Shui Po street food adventure, embarked on the Peak Tram and Star Ferry experience on Hong Kong Island, and more.

CATHAY Pacific partnered

with the Langham Group, Hong

Kong Disneyland and Hong Kong

Pictured with loveable Disney characters are Joey Pang, Disney; Trent Carter, CX; Olivia Glover, CX; Emma Campbell, FC Camberwell; Mariesa Valentino, FC Bondi Westfield; Tina La, FC First &

Crystal new trips

CRYSTAL Cruises has added 10 new journeys to its collection of Crystal Getaways, which are shortened versions of its longer itineraries, ranging from four to 10 nights.

Guests can explore the Turks & Caicos on the eight-night Haute Caribbean Holiday, which sets sail 22 Dec from Miama; or see the gulfs of Aden, Agaba and Jordan on the Empires of Past & Present journey in Apr 2020.

Prices start at \$2,935ppts with the Book Now Savings deal, ending 08 Jan - CLICK HERE.

A magical Disneyland famil



Business Gold; Nicholas Alagna, FC Product NSW; Erin Hawkins, FC Business Travel; Daniel Carr, FC International Airport; Edwin Jungwirth, FC Product Vic; David Fazakerley, FC Groups Chapel St; and Celene Ho. Disnev.

MONEY

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

AU\$1 = US0.68

THE AUD/USD hit new lows on Fri with the pair falling o.2%, however third-quarter growth numbers, which are due tomorrow, are expected to show a minor improvement to 1.7% from the 1.4% seen last quarter.

The AUD was also weaker in most other markets, with AUD-Euro market down 0.2% after better results from European inflation.

Wholesa	le rates	s this	morning
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US	\$0.681
UK	£0.527
NZ	\$1.048
Euro	€0.615
Japan	¥74.31
Thailand	ß20.64
China	¥4.799
South Africa	9.915
Canada	\$0.907
Crude oil	US\$55.17

Travel Daily www.traveldaily.com.au

Travel Daily is part of the Business Publishing Group family of publications.

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Editor – Jasmine O'Donoghue Contributors - Adam Bishop, Sarah Fairburn, Nicholas O'Donoghue, Myles Stedman, Janie Medbury, Jenny Piper, Christian Schweitzer info@traveldaily.com.au

ADVERTISING AND MARKETING Sean Harrigan, Hoda Alzubaidi and Lisa Martin advertising@traveldaily.com.au

BUSINESS MANAGER

accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd Macquarie Park NSW 2113 Australia PO Box 1010 Epping NSW 1710 Australia Tel: 1300 799 220 (+61 2 8007 6760)

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trave **Bulletin**

CRUISE

KYX business events news Pharmacy

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Jenny Piper

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Galway 2020 European Capital of Culture

Beginning with a week-long festival of fire, culminating in a spectacular Opening Ceremony on February 8th, kicking off a year of theatre, literature, visual arts, music, dance, film, architecture, heritage, sport and food events.

Taste the Island

From September to November, we're throwing open the doors to a food and drink celebration throughout the island of Ireland! Taste the Island will showcase the very best of Ireland's food and drink culture. That means everything from restaurants and local craft food and drink producers to festivals and food trails and everything in between!

For more information on Ireland visit trade.ireland.com

Fill your heart with Ireland



PRODUCT PROFILE TECHNOLOGY



The importance of a travel card for frequent business travellers

It is no secret that emerging technologies are changing the business travel landscape.

TODAY, business travel is more connected than ever before as business travellers demand for a personalized and seamless journey.

This includes the rise of bleisure (business and leisure) – the trend of blending work trips with leisure activities. Given the busy travel schedules and the hassle of managing multiple itineraries, achieving a work-life balance while traveling abroad can be a challenge.

But there's some good news, thanks to the Multi-Currency Travel Card by Wirecard. It is a prepaid travel card where business travellers can top up and load multiple currencies, without having to pay annoying foreign exchange fees or withdrawing cash abroad. This feature makes it convenient for frequent business travellers, who are always on the move.

The card can also be accessible via a mobile app, which is perfect for tech-savvy travellers as they get optimal control thanks to digital services offered by the app. For instance, they can set up alerts on the app at their preferred foreign exchange rates, and exchange for foreign currencies wherever they are.

The Multi-Currency Travel Card by Wirecard also provides a secure way for travellers to carry money abroad. Compared to cash or travellers' checks, these cards are much safer as they can be cancelled immediately if lost or stolen. It also helps travellers by minimizing having to deal with excess foreign notes after their trips.

For frequent business travellers where time is money, having a travel card can help to save time and provide the added convenience that they are looking for. Most importantly, they are able to enjoy a seamless and carefree travel experience while on their business trips!

Are your employees frequent business travellers? Offer them an easier way for paying abroad with our Multi-Currency Travel Card.

FIND OUT MORE For more information on the Multi-Currency Travel Card, **CLICK HERE**.

wirecard