

Singapore Airlines Sales Operations Contact Details



Singapore Airlines has transitioned to a new and centralised travel agency support team known as Sales Operations.

This team will provide dedicated trade support across fares and ticketing, corporate, agency and national group sales.

Contact Us

 **1300 308 168**

Operating 0845 – 1700 local time, Mon - Fri

Press 1 for Agency Support

Press 2 for Group Sales

✉ AU_SalesOps@singaporeair.com.sg
For agency support across fares, ticketing and refunds

✉ AU_SQGroups@singaporeair.com.sg
For group sales and support

✉ AU_Waitlist@singaporeair.com.sg

Thank you for your continued support,
and wishing you a pleasant festive season ahead.



Singapore supports

SINGAPORE Airlines has opened up its Sales Operations department, designed to offer support to travel agents.

The team will provide "dedicated trade support across fares and ticketing, corporate, agency, and national and group sales" - see the **cover page** for full details.

Let's find out...

WHICH longstanding industry business is claiming to be "the biggest travel company you've probably never heard of?"

To find out, see **page seven**.

Today's issue of TD

Travel Daily today has six pages of news, a front cover page for **Singapore Airlines**, a photo page for **Traveleague**, plus full pages from:

- Express Travel Group
- Travel Trade Recruitment

FCTG Giving Bank rollout

FLIGHT Centre Travel Group (FCTG) has extended its Giving Bank initiative to all staff in Australia this month, allowing employees to share sick leave entitlements with colleagues who are in need.

The concept was included in FCTG's enterprise bargaining agreement adopted by the Flight Centre and Universal Traveller brands in Australia in Oct 2018 (**TD** 08 Nov).

Staff in Australia can now choose to donate some of their unused sick leave entitlement to the Giving Bank, which can be drawn from by fellow employees who are dealing with life threatening situations or serious illness and have exhausted their own entitlements and are not yet able to return to work.

FCTG Global Peopleworks Leader Carole Cooper said the Giving Bank was created to help make things a little easier

for staff who are faced with extraordinarily difficult situations in terms of their health or wellbeing.

"We believe this is an innovative program - possibly the first of its kind in Australia - that will deliver huge benefits to people who need an extra helping hand while they overcome injury or illness," Cooper said.

Eligible leisure sales staff with personal/carers leave balances exceeding 15 days can donate up to three days leave per annum, while support & corporate travel staff with sufficient balances can donate up to 20 days leave.

Donors who later require more sick leave can then apply to have their donated leave entitlements allocated back to them.

Foran start date

AIR New Zealand has confirmed the start date for its new Chief Executive Officer Greg Foran (**TD** 11 Oct) will be 03 Feb.

The current President and Chief Executive Officer of Walmart US will replace outgoing CEO Christopher Luxon, who stepped down on 25 Sep (**TD** 20 Jun).

QF MEL-HND

QANTAS today announced a new non-stop route between Melbourne and Tokyo Haneda Airport, replacing its existing Melbourne-Narita service effective from 29 Mar 2020.

QF is also improving its offering at Haneda, with eligible Qantas customers now able to access the Priority Lane at security, as well as the JAL Sakura Lounge.

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QF evacuation

PASSENGERS on Qantas flight QF575 from Sydney to Perth yesterday morning were evacuated after the plane returned to the airport.

The captain turned the plane back to Sydney 20 minutes after departure, following a cockpit alert for one of three hydraulic systems on the aircraft.

"Once the aircraft was back on the gate there were reports of a thick haze in the cabin, likely caused by hydraulic fluid entering the air conditioning unit," a Qantas statement read.

"While customers may have thought it was smoke, there was no fire.

"The captain gave the order to evacuate the aircraft, with passengers exiting via the emergency slides and via the aerobridge and into the terminal.

"Two passengers were treated for injuries sustained from using the slides and another pax was taken to hospital as a precaution."

NCL to reward growth

NORWEGIAN Cruise Line (NCL) is rejigging its Legends incentive program to reward both top sellers and high-growth agencies.

Speaking to *Travel Daily* aboard *Pride of America* during last week's 2019 Legends reward trip, NCL's NSW/ACT Business Development Manager Aaron Christian said the program would now offer the same opportunities to all types of agencies.

"We want to incentivise people based on growth, and why we're doing it in Asia is because it has so much to offer," he said.

"[Agents are] in that position where they can see exactly what clients are booking into in that experience, and get them coming back year after year.

"It's about letting you know we're a major player, we've now been here over four years with an office out of Sydney and that means only more engagement with our partners - it's only going



north in regards to working and growing out footprint in the Australia and New Zealand market."

As well as rewarding top sellers, NCL's focus on growth from an net ticket revenue level "is essentially us looking and breaking down who is responding to the efforts we're putting in place," Christian added.

NCL's 2020 Legends famail will also heavily promote the cruise line's Asian itineraries, with next year's trip a five-day *Norwegian Spirit* sailing from Singapore to Hong Kong - her first after emerging from the Norwegian Edge revitalisation program (TD 18 Nov).

More from NCL in today's issue of *Cruise Weekly*.

Chile riot warning

DFAT has reissued its Smartraveller advice for Chile, warning of the ongoing potential for "demonstrations, protests and violent clashes in major cities".

The overall advice for Chile remains at the "exercise a high degree of caution" level.

LATAM/MH c'share

LATAM Airlines Group and Malaysia Airlines have today debuted a reciprocal codeshare partnership, including MH flights from Kuala Lumpur to Auckland, Melbourne and Sydney and LA services onward to Santiago.

Ovation returns

OVATION of the Seas has returned to Sydney after the White Island disaster last week (TD 10 Dec).

Two more deaths over the weekend brings the toll from the tragedy to 16, including 10 Australians.

Advertising Coordinator

Macquarie Park, Sydney

The Business Publishing Group is looking for the services of a proactive Advertising Coordinator.

This is a full-time role working within our sales and marketing team. Key responsibilities will be the development and production of our publications, liaising with clients on quotes and advertising coordination as well as assisting with promotional activities.

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Jetstar plots 787-8 offload

JETSTAR looks set to wind back its international flight network, after a network and fleet review identified three Boeing 787-8 aircraft which are currently serving "loss-making and marginal international routes".

A potential plan to offload these planes was detailed this morning in an update from Jetstar CEO Gareth Evans, who said the review was part of contingency planning for ongoing industrial action being undertaken by pilots and ground crew.

"A business case has been developed to sell these three aircraft, with capital to be reinvested in other parts of the Qantas Group or returned to shareholders," Evans said.

A final decision on the sale of the 787s will be made in the first quarter of 2020, he added.

MEANWHILE Evans has estimated that the current industrial campaigns will have a

financial impost of up to \$25m.

Jetstar will reduce its domestic capacity during Jan, cancelling about one in 10 services across Australia "to avoid disrupting customers at short notice".

Evans said both the Australian Federation of Air Pilots (AFAP) and Transport Workers Union (TWU) were "pursuing wage claims that are unsustainable".

He said third party suppliers could fill TWU gaps for tasks such as loading bags and operating tugs, while contingencies for pilot walkouts include consolidating flights and transferring passengers onto other airlines, including Qantas, where feasible.

The AFAP has indicated it does not intend to take strike action between 20 Dec and 03 Jan.

Customers already booked on cancelled flights will be contacted in the coming days with alternatives, including offers of full refunds.



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AC AKL inaugural

AIR Canada debuted its new seasonal non-stop services between Auckland and Vancouver over the weekend, with an Air Canada Dreamliner welcomed to AKL with a water cannon salute.

Flights on the route are now operating four times weekly until the end of Mar 2020, giving additional opportunities for North Americans to enjoy a NZ summer, as well as offering Kiwis a smoother transit for a Canadian snow holiday.

It's been a busy few weeks for AC which has also just launched direct flights from Montreal to Sao Paulo and Toronto to Quito.

Pan Pac additions

PAN Pacific Hotels Group has expanded its global footprint with the addition of the Pan Pacific Toronto (formerly the Westin Prince Hotel), and the Cerulean Tower Tokyo Hotel in Tokyo, Japan which is now a Pan Pacific Partner.



Window Seat

LOOKING for wrapping paper for those last minute client or colleague Christmas gifts?

It's the thought that counts, but you may want to steer clear of Aldi's bargain option (**pictured**) which contains an unfortunate typo.

We will be publishing right up to 24 Dec, but in the meantime the **TD** team would like to wish all of our readers a very Merry Christmas indeed.



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Room for improvement

AUSTRALIAN airports have room for improvement, with Board of Airline Representatives of Australia (BARA) 2018/19 *Snapshot* report noting “there are no firm plans in place to address matters” such as mishandled baggage and delayed flights.

The BARA report found Sydney Airport ranked 61st out of a sample of 67 international airports for on time departures, with Melbourne ranked at 44th, Brisbane 20th and Perth 17th, with airlines experiencing a slightly better performance when it came to on time arrivals, with Sydney again the poorest performer at 42nd on the list.

BARA estimated more than

82,000 pieces of international baggage were mishandled going through Australian airports in 2018/19 with the document stating “it is possible some 80% of departing international flights from Australian airports are missing passenger bags”.

“Unfortunately, international passengers can be let down at Australian airports when service outcomes require coordinated and sound procedures across multiple parties,” BARA said.

The group also noted that after five years of sustained fare reductions, prices increased by an average of 4.6% in 2018/19, due to the impact of rising supplier costs, congestion, delays and other operating inefficiencies, increasing the costs of providing air transport services.

Korean FF revamp

KOREAN Air is revamping its frequent flyer program, with plans to enable passengers to partially pay for flights using a combination of air miles and cash, new mileage accrual rates based on airfares and new redemption rates to better reflect distance travelled.

SKYPASS elite membership entry levels will also be lowered as part of the revamped program.

N Europe roadshow

AGENTS will be able to meet representatives from Northern European operators, hotels and resorts, and attractions, when the Baltic and Nordic Countries Roadshow returns to Australia in Mar and Apr.

Events will take place in Sydney, Brisbane, Melbourne and Hobart, from 30 Mar until 03 Apr.

The roadshow will feature representatives from Denmark, Lithuania, Finland, Iceland, Latvia, Estonia, Norway and Sweden.

For more information, email kari.halonen@toolboxtravel.fi.

TIME for a celebration

A GROUP of recent Travel Industry Mentor Experience (TIME) graduates gathered for a celebratory catch-up at Veriu Broadway Hotel in Sydney earlier this month, hosted by the hotel manager and a graduate of the program himself, Timo Lorenzen.

The group enjoyed great views of the city skyline, refreshments, live music and even palm reading and fortune telling.

“We love seeing our graduates developing their own networks and making time to re-connect... everyone who graduates from TIME quickly realises that their TIME experience extends way beyond six months of mentoring,”



said the program’s founder, Penny Spencer.

TIME is currently seeking applicants for its first scholarship of 2020 (**TD** 03 Dec) - [CLICK HERE](#) to learn more.

Pictured at the TIME grads catch-up are Kirandeep Kaur and Anthony Lalli.

AA MAX out to Apr

AMERICAN Airlines has once again updated its schedules to reflect the ongoing grounding of the global Boeing 737 MAX fleet, with the new timetable pushing back the MAX return until 07 Apr.

The ongoing grounding has seen AA cancel 46,000 flights so far, with the total growing by about 140 sectors every day.

New Enterprise CEO

CAR rental giant Enterprise Holdings has announced the promotion of Chrissy Taylor to the role of Chief Executive Officer.

Taylor, who was already the firm’s President and Chief Operating Officer, continues the family legacy with previous CEOs including her father, Andy Taylor and grandfather, Jack Taylor.

WIN



THE LAST ELEPHANTS

This week *Travel Daily* and Swagman Tours is giving a lucky reader the chance to win a copy of *The Last Elephants* coffee table book. Perfect for your agency or a great Christmas present.

The Last Elephants – is the name prophetic? We hope not, but the signs are worrying. This book is a narrative and photographic backup to the Africa-wide Great Elephant Census of 2016. Each chapter has been written by different elephant experts from Africa and beyond reflecting the range of views regarding the future prospects of these majestic creatures. Close on two years in the making, this book has a forward written by HRH Prince William, Duke of Cambridge.

To win, the person who answers the 4 daily questions correctly and has the most creative response to the final question will win. Send your answers to lastelephants@traveldaily.com.au

How many nights are spent on board the Nile cruiser in our **Classical Egypt** tour?

Hint: Answers can be found in the new Swagman Africa 2020/21 brochure or on the Swagman website.

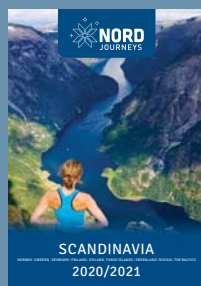
BROCHURES

WELCOME to Brochures of the Week, *Travel Daily*’s Monday feature. If your firm is releasing a new brochure you’d like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



AAT Kings - Short Breaks 2020/21

AAT Kings has packed in 35 of its best two- to five-day getaways in Australia in its latest brochure. Travellers can enjoy exclusive access to Bruce Munro’s *Field of Light* installation at dawn on the three-day Uluru & Kata Tjuta Experience. Another highlight is a Uluru BBQ Dinner and stargazing experience, also included on the four-day Centre Highlight Plus itinerary. Other trips include the five-day Adelaide & Kangaroo Island Discovery, featuring Adelaide’s must-see sights and seeing the Remarkable Rocks and Admirals Arch.



NORD Journeys - Scandinavia 2020/21

NORD Journeys has published its inaugural tour brochure. The 86-page program features tours in Norway, Sweden, Denmark, Finland, Faroe Islands, Greenland, Russia and the Baltics. Tour styles vary from independent and self-drive options to coach and small group tours as well as coastal and river voyages. The new brand, created by Nordic travel specialists 50 Degrees North following the collapse of Bentours, promises “great destinations across the Nordics with central stays, less inclusions, and competitive prices”.

Traveleague delivers Christmas cheer

YOU know it's officially the start of the festive season when the industry's most convivial event rolls around, with Traveleague playing host to over 900 attendees at the Crown Palladium last week in Melbourne.

The event began with drinks for sponsors where a guest magician kept the intimate group amazed and perplexed with a number of optical illusions and card tricks.

Then it was on to the main event where guests from across Australia converged for an afternoon of food, drink and merriment.

Among the lightheartedness, there was a more serious note with this year's charity benefactor BlazeAid seeing attendees reach deep into their pockets to donate \$33,500 towards helping communities in rural Australia repair farm and property fences that have been destroyed through fire and other natural disasters.

"I'm sure many of our rural travel agents will attest to the importance of farming communities in supplying business to them, so BlazeAid is a really important charity which we're trying to give as much to," said event organiser Matthew Fleming.

There was a multitude of lucky door prizes dished up by generous sponsors including airline tickets, tours and accommodation at the Magic Castle Hotel in Hollywood, California.

Guests then partied late into the night to round up the event.



TRAVELEAGUE organisers Craig Hunt of Entire Travel Group and Matthew Fleming of The Kimberly Collection together with Santa.



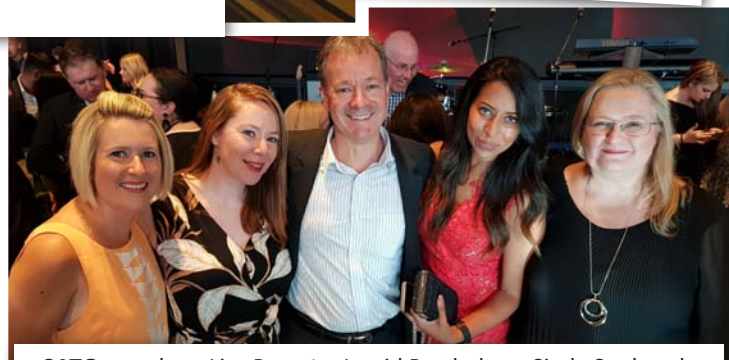
THE team from Hurtigruten were out in force as they celebrated a massive year for the expedition cruise company in the Australian market.



BLAZE AID committee members Helene and Dennis Livingston.



THE prize for the best smiles went to the team members from Hawaiian Airlines, Delta and Gate 7.



CATO members Lisa Pagotto, Ingrid Berthelsen, Simla Sooboodoo and Rebecca Fleming with CATO MD Brett Jardine.



VICTOR Sharan together with his stellar line up of Royal Brunei team members.



PETER Douglas from the Globus family of brands together with his "fun crew," members of the sales team from Victoria.

Monday 16th December 2019

Quark solar eclipse

QUARK Expeditions is launching two new Antarctic Eclipse Voyages for 2021.

The line said it was the only team to lead a solar eclipse expedition in Antarctica, in 2003, and its 2021 journeys would bring back experts from its original voyage.

The cruises depart 25 and 26 Nov 2021 and the eclipse will occur on 04 Dec, followed by a celebratory dinner.

Both voyages are available to book now, with an early booking bonus of 10% currently on offer.

VIA Rail support

VIA Rail is welcoming the Canadian Federal Government's renewed support of its planned High Frequency Rail project.

Minister of Transport Marc Garneau's Transportation 2020 strategic plan sees the High Frequency Rail project front and centre, with the proposal suggesting the expansion of VIA Rail services to more communities between Quebec City and Toronto, including Peterborough and Trois-Rivieres, on a new line north of the existing.

Travellers Choice helps T1D



TRAVELLERS Choice has hailed its key industry partners, who helped raise \$15,000 for the Juvenile Diabetes Research Foundation (JDRF) during the group's recent conference.

The issue is particularly close to home for GM Marketing, Robyn Mitchell, whose nine-year-old son was this year diagnosed with Type 1 diabetes (T1D).

A fundraising raffle during the Travellers Choice gathering aimed to raise \$10,000, with 20 companies including Uniworld, Adventure World, Intrepid, Royal Caribbean Cruises and The Africa Safari Co donating major prizes.

Others, including Scenic and Wendy Wu, pledged cash, which together with raffle tickets bought by supportive Travellers Choice members surpassed the target by over 50%.

Mitchell and Travellers Choice MD Christian Hunter are pictured giving a giant novelty cheque to JDRF's Martin Boylen, Melinda Whitehouse and Janine Goyder.

KC inaugural int'l

KAZAKHSTAN low-cost airline FlyArystan (KC) has begun international services, flying from Nursultan Nazarbayev International in Nur-Sultan to Zhukovsky International in Moscow on Fri local time.



A-LEAGUE

A-LEAGUE WINNER R10

Congratulations

DANIELLE WITTHOLZ

from

Voyages Indigenous Tourism Australia

Danielle is the top tipper for R10 of *Travel Daily's* A-League footy tipping competition.

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.

ETIHAD AIRWAYS



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- 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

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Travel Daily

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CRUISE WEEKLY

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

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BNE, Competitive Salary Package, Ref: 6043AW2

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

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MEL, Up to \$65k + Super + Bonus, Ref: 3825AO1

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For more information please call Ashleigh on
(03) 9988 0616 or click **APPLY** now.

Travel Reservations Consultant

SYD; Competitive + Super, Ref: 1234RL1

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

BDM | Sporting Groups Travel

Sydney, High Base + Comms, Ref: 4111AJ1

Take advantage of this exciting opportunity to join a market-leading company specialising in group sports tours. You will be responsible for identifying potential clients, driving business and outlining the fantastic service offering available. My client provides fully tailored travel packages for schools, clubs and associations, priding themselves on their product offering and going the extra mile. If you are passionate about Travel and Sport this is the perfect role for you!

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

Team Leader - Boutique Consultant

BNE, Competitive Salary + Comms, Ref: 4273MT1

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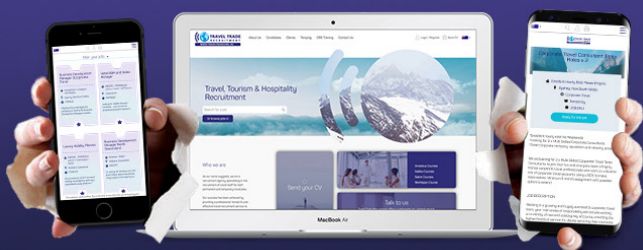
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Corporate Consultant | After Hours

MEL, VIC, Attractive Package, Ref: 0001AB1

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