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CLIA unveils finalists

CRUISE Lines Int'l Association Australasia today released details of the finalists in this year's 18th annual Cruise Industry Awards, listing a total of 71 travel agencies and individual consultants from across Australia and NZ.

More than 500 submissions were received in the revamped judging process, with the winners to be unveiled at the industry night of nights at Sydney's The Star on Sat 23 Feb - see **page 9**.

Air NZ to review network

AIR New Zealand this morning unveiled concerns about slower revenue growth (**TD** breaking news), with CEO Christopher Luxon saying the carrier would "review our network, fleet and cost base to ensure the business is on a strong footing going forward".

The company is now targeting full year pre-tax earnings of NZ\$340m-\$400m for the 12 months to 30 Jun 2019 - around \$100 million less than previous forecasts of \$425m-\$525m.

Luxon said issues with the Rolls-Royce engines on the carrier's Boeing 787 fleet continued to be challenging for the business "both commercially and operationally" but were expected to improve as the year progresses.

He said the revised guidance reflected updated revenue forecasts based on recent forward booking trends.

While revenue growth is forecast to remain in positive territory, it will be slower than previously anticipated with domestic NZ leisure travel and inbound tourism traffic both indicating particular softness.

Schedule adjustments will reduce the rate of capacity growth to about 4%, while the impact of the slower growth is being somewhat offset by lower average jet fuel prices than previously predicted.

So far this financial year Air NZ has carried 8.9m pax, a year-on-year rise of 4.3%, with an overall 83.4% load factor, up 0.9 points.

IHG Kimpton plan

INTERCONTINENTAL Hotels Group has announced a major global expansion plan for its Kimpton brand, which will roll out in 20 new destinations over the next three to five years.

New properties are planned in Shanghai, Barcelona, Paris, Taiwan, Edinburgh, the Caribbean and Mexico City, while the upcoming Kimpton Bali will feature 50 luxury villas when it opens in 2020.

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Today's issue of TD

Travel Daily today has six pages of news, including a photo page for **Royal Caribbean** plus full pages from:

- Albatross Tours
- Travel Trade Recruitment
- CLIA
- CATO

Oberammergau tix

ALBATROSS Tours is today highlighting its range of tours taking in next year's once-in-a-decade Oberammergau Passion Play in Germany.

A total of 78 departures on seven different itineraries are available - details on **page seven**.

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New TA Directors

FEDERAL Minister for Trade, Tourism and Investment, Simon Birmingham, today announced the appointment of John Hart and Jeff Ellison to the Board of Tourism Australia.

Hart is currently Executive Director of the Australian Chamber - Tourism and the Restaurant and Catering Industry Association Australia, and has had more than 30 years' involvement in the hospitality sector.

Ellison is currently the CEO of Sealink Travel Group Limited, which he has headed since 1997.

The new appointees replace outgoing TA Board members, Los Angeles-based former Spotify Executive Kate Vale, and Adelaide businessman Francis Wong who owns inbound operator Encounter Australia.

Birmingham thanked Vale and Wong for their contributions, and also confirmed the reappointment of Hayley Baillie of Baillie Lodges for another term on the TA Board.

Australia Day gong

NORTHERN Territory tourism icon Wayne Kraft was another recipient named in the Australia Day Honours list last weekend (**TD** yesterday), cited for his huge contribution to the Red Centre.

Kraft received a Member of the Order of Australia (AM), with a wide range of community involvement including a longstanding commitment to help build Central Australian tourism.

Travel Team ceases trading

EXCLUSIVE

ADMINISTRATORS have been appointed to Queensland over-50s specialist agency Travel Team, formerly known as Seniors Holiday Travel.

The Magellan Travel Group member appears to have ceased trading, with its website offline and phones not being answered.

The agency was established by Perry Morcombe and wife Joan in 1998, and is a CruiseCo member.

It was a long-time Jetset Travelworld affiliate before joining Magellan in late 2013.

The company, which claimed more than 100,000 members in its "Privilege Club" loyalty program, rebranded as Travel Team in early 2017.

Australian Securities and Investment Commission documents confirm the appointment of William Cotter and William Robson of Robson Cotter Insolvency Group as liquidators under a "creditor's voluntary liquidation" last week.

According to a report on the company's activities and property submitted by Morcombe to

MH regional return

GILES Gilbert has been named as Malaysia Airlines' Regional Manager for Australia and NZ.

Gilbert was most recently with Royal Brunei, but also previously spent 15 years with MH.

Gabi Vicari continues as MH Country Manager Australia/NZ.

Bestjet meeting

THE second creditor's meeting for the collapsed Bestjet Travel Pty Ltd and subsidiary Wynyard Travel Pty Ltd will be held today in Brisbane, with administrators expected to recommend a liquidation of the businesses.

CATO conference

THE Council of Australian Tour Operators (CATO) is inviting registrations for its upcoming Crisis Management conference, taking place in Sydney on 21 Feb.

Online bookings are now available at cato.travel/events - for more details see **page 10**.

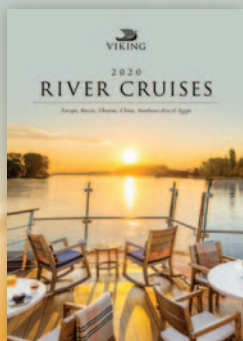
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Travel Daily

Wednesday 30th January 2019



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Rail Europe events

RAIL Europe is bringing back its Great Train Journeys Showcase to Australia to provide agents with product news and sales tips.

The sessions will take place between 04 Mar to 06 Mar in Melbourne, Sydney and Brisbane. To register, [CLICK HERE](#).

Singapore opens tech lab

SINGAPORE Airlines has officially opened a digital innovation hub called KrisLab, a technological workspace designed to help staff develop innovative ideas and “co-innovate” with external partners, start-ups, established incubators and accelerators.

The opening of KrisLab forms part of SIA Group’s Digital Innovation Blueprint, which has been developed to “nurture” digital aviation and travel technology in Singapore.

“The launch of KrisLab is a significant step forward in our digital transformation journey and encapsulates our ambition to be the leading digital airline in the world,” said Singapore Airlines CEO, Goh Choon Phong.

“We are fully committed to further enhancing our digital capabilities by providing the right tools and infrastructure for staff

to develop their ideas, as well as collaborating with external partners and start-ups to help solve business challenges,” he added.

The innovation includes a range of technology, including the use of virtual reality to allow the company’s designers to step on board and explore or change future cabin design concepts quickly.

Staff are also encouraged to submit ideas and solutions for evaluation, with seed funding and additional expertise added by the Digital Innovation Lab team to help further develop a prototype.

Air Vanuatu Melb

AIR Vanuatu (NF) will start flying non-stop services from Melbourne Airport to Port Vila from 18 Jun.

The new route will operate three times per week departing Tue, Thu and Sat.

“This new direct service adds the exciting destination of Port Vila, Vanuatu, to our schedule allowing Melburnians to explore the capital city’s colourful mix of shops, restaurants, markets and beaches,” said Melbourne Airport Chief of Aviation Simon Gandy.

“Port Vila is also a hub for NF, which gives travellers...28 destinations on the airline’s extensive domestic network.”

The new service is subject to regulatory and government approval.

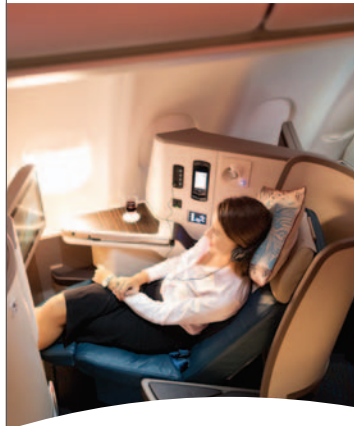


Window Seat

THE world’s largest melon festival is gearing up to launch in Chinchilla, Qld next month.

Fruity activities taking place during the three-day Chinchilla Melon Festival include a pedal-powered smoothie experience, a big melon weigh-in for the kids, and a pip spitting contest.

“This iconic Australian festival is one of regional Qld’s biggest events...attracting visitors from far and wide,” said the event’s Vice President Darryl O’Leary.



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Viking World brox

VIKING Cruises has released a new brochure highlighting its range of World Cruises and Grand Voyages.

The 2019/2021 World Cruises and Grand Voyages brochure features a range of journeys between 37 and 245 days duration, as well as a selection of special offers such as free Business class flights for guests who book a World Cruise.

For more info on the new brox, visit vikingcruises.com.au.

BAC marketing

BRISBANE Airport Corporation (BAC) has entered into a three-year multimillion dollar partnership with Brisbane Marketing in an effort to enhance Brisbane’s position as “an int’l gateway” to Australia.

The partnership will inject funding into a multi-faceted marketing program targeted at countries including Singapore, Malaysia, Thailand and Vietnam.

The program will also consider adding other markets over time.

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UTracks info nights

REGISTRATION for UTracks' "Active Europe" information evening on 05 Feb at World Expeditions, Sydney, is now open.

The event offers a chance to learn about UTracks' self-guided and guided active holidays, including Mont Blanc walks, walking or cycling the Camino de Santiago or the Via Francigena in Italy, along with bike and boat trips in the Mediterranean.

CLICK HERE to register.

Hawaiian results

HAWAIIAN Airlines carried a record 11.8 million passengers in 2018, a 2.9% increase over the previous year, according to the latest stats released by parent company, Hawaiian Holdings.

The growth has been attributed to route expansion across North America and internationally, along with increased frequencies and upgraded Business class services.

Princess balconies

PRINCESS Cruises has released details of two new Sky Suites featuring large balconies set to be available onboard *Sky Princess*, in Oct.

The Sky Suites are open for bookings for *Sky Princess* sailings, as well as the cruise line's next new ship, *Enchanted Princess*.

The two suites feature two bedrooms, two bathrooms and a dining area, along with 270-degree panorama views.

Watch the exterior/interior video of the Sky Suites **HERE**.

Visit USA Reid

VISIT USA Australia Inc (Visit USA) announced the return of TV personality Richard Reid as MC for its 2019 Visit USA Expos from 18-22 Feb in Mel, Bris, and Syd.

Delta Air Lines and Virgin Australia have also been named as the official airline sponsors.

To register for the Visit USA Expo, **CLICK HERE**.

TC agents feast in Puglia



A GROUP of Travellers Choice agents recently explored culinary traditions of Puglia in regional Italy on an exclusive seven-night adventure with Back-Roads Touring Co.

The "slow-food" educational tour saw the agents savour mozzarella and burrata cheeses, enjoy fresh pasta in a countryside masseria (estate), discover the secret to making olive oil, and taste some of Italy's best wine and seafood.

Travel and Cruise Professionals' Kimberly Rohrsheim said Puglia was attractive for its accessibility and that "every village is so different from the last one".

Thornleigh Cruise & Travel's Hughla McLaren also said that exploring the caves, where people are thought to have resided from as early as 7000 BC, was a highlight of the tour.

Pictured are: Kimberly Rohrsheim, Travel and Cruise Professionals; Karen Nelson, Back-Roads Touring Co.; Jess Falzon, Jetaway Travel; local guide, Belinda Di Guglielmo, St George Travel; Emma Sullivan, Weston Cruise & Travel; Michelle Everson, Jamison Travel; Tracey Hembling, Maria Slater Travel; Hughla McLaren, Thornleigh Cruise & Travel; and Kim Rayner, Mudgee Travel & Cruise.

Baillie eyes Lizard Is

THE luxury 40-suite Lizard Island on the Great Barrier Reef may soon join KSL Capital-controlled Baillie Lodges' portfolio, according to *The Australian*.

Baillie Lodges Chairman James Baillie confirmed to *The Australian* that "there's ongoing discussions with a number of parties", with KSL looking at a range of options & noted "Lizard would be an amazing addition".

The Spit terminal

GOLD Coast Councillors received a "secret briefing" last week regarding doubling the cruise ship terminal on The Spit, *The Gold Coast Bulletin* reports.

At the committee meeting "The Spit Master Plan-update on Phase Two of Project", a draft report prepared by the Govt was viewed, yet no details were made public on whether the terminal will be doubled for bigger ships.

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Applications close 15 February 2019. Only successful candidates will be contacted. No agencies.

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JESS Jones, RCL Cruises District Sales Manager NSW & ACT with the itravel team.

Azamara Pursuit.

“The Summer of Consultant Rewards program, and this event, was all about our travel partners,” said Jason Triebel, Sales Director, RCL Cruises AuNZ.

“We’re so grateful for the advice and support they give our guests so we didn’t want to limit our celebrations to just one event or one day - instead we wanted to dedicate a whole summer to them and the work they do.”

To register for RCL Cruises Summer of Consultant Rewards, visit www.clubroyal.com.au.



LISA Teiotu, RCL Cruises, Catherine Allison and Katrina De Vries from Helloworld Travel and Amy Fonti, RCL Cruises.

ROYAL Caribbean, Celebrity Cruises and Azamara Club Cruises celebrated the trade in style last Thu 24 Jan at the first “Summer of Rewards” party on The Island in Sydney, with over 100 NSW travel, industry and media partners in attendance.

The event was held in celebration of the cruise lines’ “Summer of Consultant Rewards” program – RCL Cruises’ biggest consultant incentive offer yet, in action throughout the 2018/19 Wave season, from Dec to Mar.

The program enables Australian and NZ retail agents to earn points on every new fully-deposited bookings and redeem points on a range of e-gift cards from top lifestyle retailers.

Top selling agents can also enter the draw to win one of three cruise prizes over the season, on ships like *Ovation of the Seas*, *Celebrity Eclipse* and



THE I Love Cruising team.



ROYAL Caribbean’s *Explorer of the Seas* departing Sydney Harbour.



RCL Cruises Director of Sales, Jason Triebel & MD Australia and NZ, Susan Bonner.



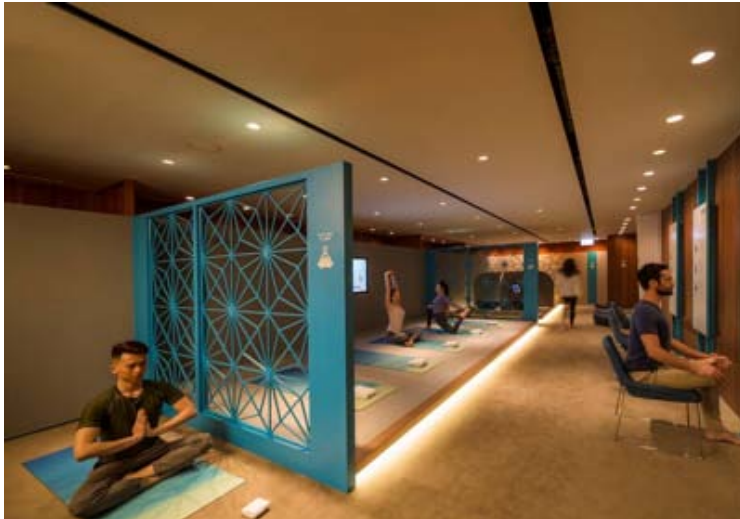
THE Hunter Travel Group team.



JOEL Katz, Peter Kollar, Troy Ashman, Marita Nasic from CLIA Australasia.



Cathay's yoga sanctuary



CATHAY Pacific has expanded its Business class wellness experience in Hong Kong with the opening of The Sanctuary by Pure Yoga, **pictured**.

Located at The Pier, the 65m² space is divided into two zones, The Body Sanctuary, which is dedicated to yoga, and The Mind Sanctuary, where guests can practice meditation to "calm and focus the mind".

"Wellness is becoming increasingly important to our customers and The Sanctuary by Pure Yoga in our Pier Business

class lounge is the perfect place to relax before a flight," said Cathay Pacific General Manager Customer Experience and Design, Vivian Lo.

Guests entering The Body Sanctuary can enjoy guided videos led by Pure Yoga teachers, as well as places to stretch.

The Mind Sanctuary offers two types of meditation, including areas with cushioned pods and noise cancelling headphones, as well as "gazing meditation" in which guests can enjoy graphics projected on the wall.

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.



The **Hotel de Paris Monte-Carlo** in Monaco has completed a four-year \$280 million renovation with the aim of bringing the historic luxury property into the 21st century. New rooms have been added, 45% of which are suites, and are decked out in a combination of contemporary and classic styles which include white marble floors, wooden furniture, bronze fabrics and Murano glass chandeliers and lamps.



Arjaan by Rotana Dubai Media City has completed an extensive refurbishment project which focused on its lounge and lobby area, rooms, banquet halls, amenities, and food and beverage outlets. The new Skylight cafe offers light snacks along with hot and cold beverages throughout the day, while Cilantro (**pictured**) is a new addition to the F&B offering. It is a family-friendly, non-alcoholic restaurant that serves up an international menu.



Bucharest's **Hotel Lido** in Romania has reopened after a €5 million (AU\$8m) refurbishment. Upgrades have been made property-wide, with only a few original items preserved for the sake of history such as the elevator and the ceiling in select rooms. The hotel boasts two restaurants, 115 rooms, two conference spaces, fitness and massage rooms, a spa centre and a swimming pool in the inner courtyard.

Club Med on sale

CLUB Med has marked the opening of sales for its 2020 packages by offering up to 30% off sun and ski resort departures between Nov 2019 and Apr 2020.

The guaranteed earlybird offer is valid until 01 Feb, at which point the price may increase.

For more information on the deal, **CLICK HERE**.

CSGC names CEO

CONNECTING Southern Gold Coast (CSGC) has announced the appointment of Josh Martin to the role of CEO following the retirement of Peter Doggett.

"A born and bred Gold Coaster, Josh brings a passion for the region and a desire to work with our existing team," said CSGC Chairman Greg Jenke.



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Sydney, \$60k + uncapped comms OTE \$100k, Ref: 3252PA3

My client is the defining name in luxurious cruise travel by distinguishing itself in the ultra-luxury market with its elegant, all-suite ships, all-inclusive pricing, worldwide itineraries & genuine hospitality. They are proud of our reputation as the "World's Best" cruise line & seek individuals who take pride in their work to join our award-winning team. If you know how to close a sale and have a thorough understanding of the sales process then you have the opportunity to make a lot of \$\$.

For more information please call Paul on (02) 9119 8744 or click [APPLY](#) now.

Corporate Travel Consultant

Perth, Up to \$65k + Super, Ref: 4434JB1

Our client is seeking an experienced Corporate Travel Consultant for their office in Perth CBD! You will have the ability to organise and book business travel arrangements whilst delivering an unparalleled level of client care. You will ideally possess a background in corporate travel, have strong experience using a GDS (Galileo or Amadeus preferred) and be able to work autonomously. The role is Monday to Friday and the successful candidate will enjoy a competitive base salary.

For more information please call Jacqueline on (02) 9119 8744 or click [APPLY](#) now.

Regional Travel Role | Sales AND Service

Rockhampton, \$45-\$50k + Comms, Ref: 1966AW1

The role will be heavily customer service focused offering your expertise on worldwide destinations. Consulting across all platforms, including face to face, online and over the phone, this regional community travel agency is looking for New Regional Travel Consultant to join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service, Earn BIG \$\$\$ and join this Regional Travel Agency NOW! Only work 2x SATURDAY mornings per month and get your work/life balance back!

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

Wholesale Travel Consultant. Be a Specialist!

N. Suburbs Melbourne, \$Competitive, Ref: 3784HC1

This company is extremely reputable, well established and offer a stable working environment. You will be dealing with travel enquiries from the trade and using your expertise and sales abilities to secure bookings. This is a unique opportunity to further your travel career with an industry name that can offer job satisfaction over the years to come. You should have a passion for wholesale and New Zealand and be keen to continue your career within a niche reservation field.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

Team Leader | Boutique Agency

Sydney, \$70k + Perks, Ref: 1346AJ1

This highly regarded and well established boutique Retail Travel Agency is currently searching for an experienced Team Leader to lead and motivate a team of experienced consultants to new heights. They are due to move to a larger and brand new store in February and specialise in creating individual tailor made itineraries. This agency pride themselves on their customer service levels, putting in the extra time to really listen to their customers and personalise their itineraries.

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

Sales/Branch Team Leader | Youth & Adventure

Brisbane, High base + Comms, Ref: 3853SZ1

Australia's fastest growing youth travel agency is looking for a Branch Manager to be responsible for developing strategies to hit/exceed sales targets. Your day to day duties will include but not limited to managing budgets & maintaining statistical and financial records; liaising with travel partners incl. tour operators and hotels, manage bookings & schedules - often 1 year in advance! Enjoy flexible working conditions & hours with the ability to manage the store without being micromanaged.

For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

Travel Consultant | SKI Specialist

Brisbane, Competitive Salary, Ref: 1351CGA1

Are you an experienced travel consultant with a passion for all things Ski? If so, this could be a great opportunity to specialise in what you love with likeminded people! This independent travel agency are looking for a new team member to join their growing team. Using your passion and experience of worldwide ski resorts, this role will allow you to specialise in a booming niche market. You will be required to have a minimum of three years experience using both mid office systems and a GDS.

For more information please call Courtney on (07) 3123 6107 or click [APPLY](#) now.

Hiking Travel Consultant Specialist

Sth Est Melbourne, \$58k + Super, Ref: 9214JP1

Are you an experienced travel consultant tired of selling the standard destinations? Are you wanting to specialise in selling the most breathtaking hiking trails around the world? This is the role for you, sell destinations like the Camino, Base camp and Great Ocean Walk. Work in a team where you are valued and given the rewards with an amazing salary and great team benefits. Due to continued growth you will be joining a team who really values the team members in the office. Apply NOW!

For more information please call Josh on (03) 9988 0616 or click [APPLY](#) now.



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18th ANNUAL

CRUISE INDUSTRY *Awards*

CONGRATULATIONS

**CLIA Australasia congratulates
all finalists and wishes everyone
the best of luck at this year's
Cruise Industry Awards.**

**CLICK HERE to see the full list
of finalists and sponsors**

**We look forward to celebrating
a great year of cruise with you.**

