

Cruise Weekly - shipped daily!

THE ongoing growth of the Australasian cruise market will see the frequency of **Travel Daily's** sister publication, **Cruise Weekly**, move to five editions per week from next Mon, 04 Nov.

It's been just a year since the publication moved from two to three weekly issues, and since then demand has only grown further, according to Business Publishing Group General Manager Christian Schweitzer.

"Readership of **Cruise Weekly** continues to surge, and it has clearly become another 'must read' for the Australian and New Zealand travel sector, alongside **Travel Daily**," he said.

Subscriptions to **Cruise Weekly** are free - if you're not already receiving it, sign up today at cruiseweekly.com.au.

VA expands offer

THE successful completion of the first stage of Virgin Australia's "notes" fundraising (**TD** 28 Oct) has prompted the airline to more than double the size of the offer to \$325 million.

The carrier has also confirmed the interest rate applying to the instruments is 8%, with a replacement prospectus expected to be lodged with the Australian Securities Exchange next Tue.

Along with a US\$425 million offer in the USA, money raised will fund VA's Velocity acquisition and "general corporate purposes".

Helloworld staff probed

TWO whistleblowers who allegedly leaked confidential information from within the Helloworld Travel booking system are the subject of a criminal investigation by Victoria Police.

Detectives from the agency's Crime Command visited the homes of the former HLO staff earlier this week as part of the probe, according to *Nine Publishing* reports this morning.

The case relates to the controversy earlier this year around flights for a family holiday to Singapore which were supplied by Helloworld at no charge to Federal Finance Minister Mathias Cormann (**TD** 19 Feb).

Cormann repaid the cost of the trip, with the incident at the time

blamed on an "administrative oversight" within Helloworld.

The close Liberal Party ties of HLO CEO Andrew Burnes were also under heavy scrutiny at the time, with pre-election rhetoric by former ALP Leader, Bill Shorten, promising to undertake a formal probe into the company if he became Prime Minister.

The information on Cormann's trip was leaked to *The Age*, which highlighted Helloworld's Whole of Australian Government travel contract, which is overseen by the Minister's Finance Department.

Melbourne lawyer, Rob Stary, who is representing one of the former Helloworld Travel staff, claims the police are acting on a politically motivated complaint.

Victoria Police confirmed that its Fraud and Extortion Squad was "currently investigating allegations an employee accessed unauthorised data from a private company".

Win Europe flights!

IT'S the start of another month, and that means another fabulous **Travel Daily** competition.

For Nov we have teamed up with KLM Royal Dutch Airlines to offer readers the opportunity to win two return Economy tickets to Amsterdam.

The competition is part of celebrations for KLM's 100th anniversary - for entry details see **page five** of today's issue.

Today's issue of TD

Travel Daily today has five pages of news and photos, plus a full page from:

- Travel Trade Recruitment

Travel Daily on location on Norwegian Encore

Today's issue of **TD** is coming to you courtesy of Norwegian Cruise Line, which is this week hosting its inaugural **Norwegian Encore** sailing.

NORWEGIAN Encore has set sail for the first time, cruising out of Germany's Bremerhaven and setting course for a cruise to Southampton, England.

A team of 47 Australian and New Zealand staff, trade and media are on board and were this morning joined by passengers, before the ship was farewelled with a celebratory sail away party.

Over the weekend pax will have the chance to be the first to sample *Encore's* dining, entertainment and activities & hear from senior NCL execs.

More info on **page two**.

win for you,
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Discover the must-sees on a Western Canada itinerary in the November issue of *travelBulletin*.

CLICK to read
travelBulletin

Three Qantas 737s grounded

QANTAS today confirmed that “pickle fork” cracks had been found in three of its Boeing 737 aircraft, following an urgent round of inspections over the last few days (**TD** yesterday).

A total of 33 QF aircraft required precautionary checks for the hairline cracks that had appeared in some “high cycle” aircraft across the globe.

Qantas said it brought forward the checks by up to seven months and completed them within a week, with the three affected planes having all completed about 27,000 flight cycles.

The carrier said it was working with the Civil Aviation Safety Authority and Boeing to resolve the issue, which involves “complex repair work”.

All three planes are expected to return to service before the end of the year.

Qantas Domestic CEO Andrew David blasted comments by union groups yesterday calling for the whole 737 fleet to be grounded, saying they were “irresponsible and completely misrepresented the facts”.

AY-Serbia codeshare

FINNAIR and Air Serbia have launched a new reciprocal codeshare partnership, covering about 30 routes on each airline’s respective networks out of Helsinki and Belgrade.

Encore set free at sea



NORWEGIAN Cruise Line (NCL) yesterday took delivery of its final vessel in the Breakaway Plus class, *Norwegian Encore*, in an onboard ceremony in Bremerhaven, Germany.

The milestone was followed by a Plaque Exchange Ceremony between the ship’s Captain and dignitaries from Bremerhaven, before the vessel embarked on her inaugural cruise, a two-night sailing to Southampton, UK.

The vessel’s Captain, Niklas Persson, enthused that the ship has “something to do for everyone,” allowing passengers to “bring the whole family”.

“We took the last ship, and tried to make it even better,” he said.

Persson highlighted *Encore*’s food and beverage venues, with an Italian dining experience, Onda by Scarpetta, making its debut on the ship.

Other dining options include

Cagney’s Steakhouse, featuring choice cuts of Hartley Ranch Premium Black Angus Beef; Le Bistro with elevated French cuisine; Ocean Blue, featuring fresh seafood creations and Teppanyaki, Norwegian’s Hibachi grill and Dolce Gelato, serving premium ice cream.

Persson also highlighted the vessel’s entertainment options & “really beautiful” public spaces.

Encore’s first cruise marks the beginning of an inaugural tour to Miami, where she will offer seven-day voyages to the Eastern Caribbean from 24 Nov.

She will then head to New York for itineraries to Bermuda, and Canada & New England beginning 22 Apr and then return to Miami for voyages to the Western Caribbean from 12 Dec 2020.

Norwegian Encore Captain Niklas Persson is **pictured** flanked by reps from Bremerhaven.

Rome2rio sold

AUSTRALIAN-FOUNDED travel planning website Rome2rio has been acquired by European booking platform Omio.

Formerly known as GoEuro, Omio is a travel app and platform allowing consumers to find and book trains, buses and flights across Europe in partnership with over 800 transport operators.

Rome2rio, which was established in 2010 by Michael Cameron and Bernard Tschirren, will continue to operate from its existing base in Melbourne.

The Rome2rio website claims more than 18 million unique visitors each month, with the companies to now work together on “creating new product experiences for their combined user base,” according to a statement announcing the deal.

New BA sales chief

BRITISH Airways has appointed Mark Muren as its new Head of Global Sales.

Muren is currently at United Airlines as MD of Global Accounts, and will join BA before the end of the year.

Enterprise Brazil

ENTERPRISE Car Rental has announced its expansion into South America, with the launch of the Enterprise Rent-A-Car brand in Brazil, alongside its existing National Car Rental and Alamo operations in the country.

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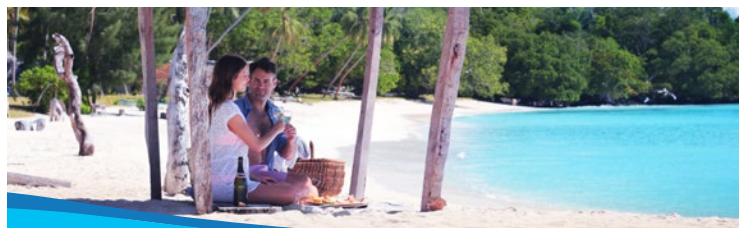
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We are currently seeking a **Travel Sales Team Leader**, full time **Travel Sales Consultants** and a **Travel Sales Trainee** to join our award winning team at our **brand new Helloworld Travel Willows Townsville** store!

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For more information about these exciting opportunities, contact Stacey Cole via email: stacey.mackay@helloworld.com.au or phone 07 4942 1444.



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Greg Mortimer arrives

AURORA Expeditions has officially welcomed its highly anticipated polar specialist ship the *Greg Mortimer* via a unique christening ceremony held in Ushuaia, Argentina.

The event saw the Godmother to the new vessel, Greg Mortimer's wife Margaret Mortimer, smash a piece of Antarctic ice against its hull to welcome to the ship to the fleet.

"It never crossed my mind that I would one day be Godmother to a ship named after my husband," she said.

"I am so proud to be launching his namesake and pay tribute to all those hard-working people who have made this ship a reality," Mortimer added.

The *Greg Mortimer* is the first passenger vessel in the world to utilise the patented Ulstein X-BOW technology, an inverted bow design that will enable the ship to maintain

greater stability across heavy seas synonymous with destinations such as the Drake Passage.

Aurora Expeditions MD Robert Halfpenny said the *Greg Mortimer* would break down barriers in many areas - including sustainability.

"Integral to Aurora Expeditions' DNA is sustainability and preservation of natural areas, and that is showcased in the design of the *Greg Mortimer* with anchorless technology and reduced emissions," he said.

"With our small expedition ships, lower environmental impact and improved comfort, Aurora Expeditions really is leading the way in expedition cruising," Halfpenny added.

The vessel boasts 80% less emissions resulting from its Tier 3 engine, as well as reduced light pollution to mitigate the disruption to wildlife, and low on-board plastic usage.

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Travel Daily

HKTB appoints chief

THE Hong Kong Tourism Board (HKTB) has appointed Dane Cheng to the role of Executive Director, effective today.

Cheng's arrival comes at a crucial time for the city, which continues to endure a major tourism downturn resulting from ongoing citizen protests.

"I am very pleased to have Mr Cheng joining the HKTB at this moment in time when the tourism industry faces huge challenges," HKTB Chairman Pang Yiu-kai said.

Cheng, who was formerly with Cathay Pacific, replaces Anthony Lau who stepped down in Jul.

Six for Costsaver

THE Travel Corporation's Costsaver brand has added a range of new tours to its European portfolio for 2020.

New product includes a 10-day Essence of Italy itinerary, a seven-day Picturesque Portugal adventure, and a seven-day Majestic Scotland trip.

The brand also revealed its expansion to Egypt, introducing a nine-day Footsteps of the Pharaohs trip for the first time.

Arizona extended

BRAND USA has extended its Apple iPad giveaway until 15 Nov for agents who register for the USA Discovery Program & finish the Arizona Specialist Badge.

For further information on the offer, [CLICK HERE](#).



Window Seat

FAMOUS Australian author Kathy Lette was in fine form when she spoke at the launch earlier this week of the new Tourism Australia "Philosophy" campaign (**TD** 30 Oct).

London-based Lette travelled to the Sydney Opera House for the event, where she spoke about the unique attributes of the Australian culture - and in particular Aussie women and how they look after each other.

"We are like a human wonderbra - we are uplifting and supportive - in fact our cups runneth over with love."

Lette also highlighted other key Australian characteristics such as our sense of humour, (there's no "irony deficiency") and positive outlook ("we know optimism is not an eye disease").

Jetstar discounts

JETSTAR is currently offering a range of discounted fares on select routes from Sydney to domestic and Asian destinations.

Prices start from \$65 per person for Sydney flights to Melbourne (Avalon) for travel between early Mar and early Apr.

Further discounted fares include \$275pp for Sydney to Honolulu, \$87 from Sydney to the Sunshine Coast, \$133 from Sydney to Townsville, and \$275 for Sydney to Bali services - call 131 538.

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Academy is taking you and a guest on a 7 night Canada & New England roundtrip New York onboard our flagship Sky Princess!

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[CLICK HERE TO LAUNCH ACADEMY](#)

*T&Cs apply

Sustainable Maldives

SONEVA Jani, luxury resort in the Maldives, has opened the world's first sustainable resort boutique, "So Soneva".

The boutique stocks resort clothes and accessories for men, women and children, exclusively from "environmentally conscious" brands such as Australian label Peony Swimwear, UK labels Talia Collins and Riz Boardshorts, and US designer Mara Hoffman.

Soneva has paved the way for sustainable, ethical and eco-friendly practices in the luxury hospitality industry for two decades and is today 100% carbon neutral.

Revenue boosted

THIRD quarter 2019 financial results for Wyndham Destinations revealed a net revenue increase of 4% to \$1.1 billion, while net VOI sales increased 5% to \$528 million and adjusted EBITDA decreased 1% to \$267 million.

"Year-to-date we have returned \$371m of capital to shareholders in the form of dividends and share repurchases," said President and CEO of Wyndham Destinations Michael Brown.

Scare us to death!

TRAVEL Daily is currently on the hunt for the best/scariest dressed Halloween offices across Australia in the travel sector.

If you think your company put on the scariest performance, send the ghoulish photo evidence to halloween@traveldaily.com.au for a chance to be published in our very frightening next issue.

Seabourn wellness

SEABOURN will roll out two new massage treatments in the first quarter of 2020 to its fleet-wide "Spa & Wellness with Dr Andrew Weil" program, which aims to allow travellers to "relax and rejuvenate".

Jungle park reopens

JUNGLE Surfing in Cape Tribulation, Queensland has reopened its walking tours after its closure following a fatal accident on 22 Oct.

Jungle Surfing continues to work with WHS investigators to establish the cause of the zipline accident, after which it will provide an approx. timeframe for the re-opening of its zipline tour.

Travel Partners on the up



TRAVEL Partners has added the Perth & Gold Coast World Travel Expos to its 2020 roster, after adding the Melbourne expo to its line-up this year which, along with the Sydney and Brisbane expos, providing its mobile agents with access to almost 45,000 registered attendees.

Travel Partners' increased presence at the World Travel Expos reflects its strong growth, with the business's mobile agent network growing by approx. 35% this year alone, from 110 network partners in Jan to 145 in late Oct.

"Supported by the phenomenal Flight Travel Centre Group (FTCG) buying power, our increased

presence at the World Travel Expo featuring Cruise has benefited our...network with some fabulous lead generation opportunities," said Travel Partners General Manager Kate Cameron.

Pictured: Travel Partners mobile agents Amanda Simpson, Liam O'Donnell, Barbara Katsifolis; Chriss Perry, Business Development Partner Vic, SA & WA; Lou Larsson, Product Leader Travel Partners; and Josh Deveruex, Mobile Agent Travel Partners.

Six Senses Turkey

SIX Senses Hotels Resorts Spas is gearing up to open a new hotel called Six Senses Kocatas Mansions on in Istanbul, Turkey.

Scheduled to open its doors by the end of Nov, the property will feature 45 rooms and a restaurant inspired by Pan-Latin and Asian cuisines.

Royal earnings up

DESPITE taking a hit from Hurricane Dorian in Sep, Royal Caribbean Cruises' results for the third quarter were strong, recording earnings of US\$4.27 a share, up from US\$3.98 a year earlier, on a 14% revenue gain to US\$3.2 billion (A\$4.6 billion).

Dorian, which devastated the Bahamas in early Sep, lowered the company's third-quarter earnings by 13 cents a share, the company reported.

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Sales Consultant - Scandinavia

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As an Adventure World Destination Specialist, you will be an integral part of the reservations team providing expert product and destination knowledge to our travel agent network, direct customers and internal stakeholders.

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TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Savings of \$924 are available on **G Adventures'** Mekong River Encompassed journey from Ho Chi Minh City to Siem Reap. The deal is valid for a nine-day trip departing 21 Dec, which includes two nights of accommodation. Further conditions apply, and for details, phone the company on 1300 180 969.

Discounts of US\$500 are available on **Nomadick Knights'** India's Lost World motorbike adventure. Deals are valid for the 14-night, 14 Mar departure beginning in Guwahati. To be eligible for the promotion, bookings must be made by 15 Dec. For details, see www.nomadicknights.com.

Book a Europe & Britain journey with **Insight Vacations**, and fly return to Europe for \$799 per person. Valid for departure on 22 Apr. Call 1300 727 767 to book.

Trafalgar is offering savings of 10% on its eight-day Barcelona Explorer holiday. This offer is on sale now until 18 Dec for departures between Apr and Oct 2020. For more information or to book call, 1300 78 78 78.

Friday 1st November 2019

Hilton Canada push

TAPESTRY Collection by Hilton has announced the opening of its new boutique hotel Canvas Moncton, marking the brand's debut in Canada.

The hotel is decorated with art from local and int'l artists, features 97 rooms, a meeting and events space & an in-house restaurant Gahan House.

The brand has plans to open two more hotels in Canada.

Lindblad ups growth

THIRD quarter results for Lindblad Expeditions Holdings reveals its tour revenues have increased by 16% to \$101m compared to the same period in 2018, with the company expecting a growth of 10-11% for the overall year of 2019.

Moreover, bookings have increased by 11% and the adjusted EBITDA increased by 41% compared to 2018.

100th Ritz-Carlton in Aus



MARRIOTT International hosted a luxury dinner to celebrate the 100th Ritz-Carlton hotel worldwide, which will open in Perth on 15 Nov (**TD** 09 Aug).

The invite-only event, hosted at property developer John Boyd's private Sydney penthouse "Sky Mansion" atop the ANZ Tower, was attended by Australia's top business executives and luxury brand leaders, as well as media and VIP guests.

Guests were entertained by Australian powerhouse singer

Katie Noonan and the Australian String Quartet, and treated to dishes cooked up by two Ritz-Carlton Michelin-starred chefs.

Pictured: Dario Orsini, General Manager, Ritz-Carlton Perth; Lisa Holladay, Vice President & Global Brand Leader, Ritz-Carlton; and Bruce Ryde, Vice President Luxury Brands & Brand Marketing Asia Pacific, Marriott International.

Accor wants women

ACCOR has announced its commitment to equality, with the goal of having at least 35% female general managers in its hotels by the end of 2020, with a longer-term goal of reaching 50%.

Currently, across its 300,000 employees globally, 42% of Accor's heads of department are female, and 29% of its general managers are women.

"We need all of society to recognise the enormous benefits when women are offered the same opportunities as men," said Chief Talent & Culture Officer Accor Asia Pacific, Christine Rumble.

Accor was the only hospitality group invited as a founding member of UN's HeForShe.

YVR security tech

VANCOUVER Int'l Airport is the first in Canada to use NEXUS facial recognition, with its line of self-service kiosks now featuring NEXUS 'tap-and-go' RFID tech to verify members' identity.

NEXUS is a CBSA and US Customs & Border Protection operated Trusted Traveler program offering a faster border clearance process for low-risk, pre-approved travellers into Canada and the US.

Voices lead the way

A **FREE** audio tour app released today allows listeners to be guided through the 2.5km "Bruce Munro: Tropical Light" arts trail in Darwin's Civic Park by the voices of the artists and the Larrakia people, who tell stories of seasons, totems, culture and the dreamtime.

For more info, **CLICK HERE**.



KLM is celebrating its 100th year anniversary and this month has teamed up with Travel Daily to offer readers the chance to win two return economy tickets to Amsterdam.

Founded in 1919, KLM Royal Dutch Airlines is the first airline in the world still operating under its original name. The first KLM flight to Australia was in 1934 during the MacRobertson Air Race (from London to Melbourne) which took place 85 years ago. This year, KLM has launched the 'Fly Responsibly' campaign to mark its centennial anniversary. It is KLM's commitment to taking a leading role in creating a more sustainable future for aviation.

To win, readers need to answer each weekly question correctly and send in a creative photo or video wishing KLM a happy 100th birthday. Send your answers and entry to klm@traveldaily.com.au



Q1. When was KLM founded?

- a) 7 Oct 1900
- b) 7 Oct 1919
- c) 7 Oct 1990

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Working in partnership with the Australian Travel Industry

VIP Corporate Travel Consultant

Mascot, \$70k + Super, Ref: 4129PE1

Do you want to work for a corporate travel management company that seeks to provide genuine best-of-class personal service? My clients are seeking an experienced VIP corporate travel Specialist to join their team. You will be awarded with a portfolio of accounts. Not only will you have the time to build rapport & nurture your clients, but you will enjoy being part of this energetic, passionate & caring team. You will also be valued & respected as well as being rewarded for your work.

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

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Sydney, Competitive Salary Pkg, Ref: 7797AJ1

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Corporate Consultant - After Hours

MEL, Attractive Package, Ref: 0001AB1

Due to continued business growth, my clients are looking for a multi-skilled Corporate consultant to join the office based After Hours team. You'll be working under urgent circumstances so your ability to work under pressure will put into practice. If you love Corporate travel & have extensive experience but need flexibility, now's the time to join this award winning team. Want to be part of an evolving TMC and work hours that suit your lifestyle? Contact me ASAP & APPLY NOW!

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

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BNE, \$50-55k + Commission, Ref: 2494AW3

Want to provide outstanding customer service to valued customers? Want to sell HIGH END/LUXURY product & destinations? Want to earn BIG \$\$\$! Then this is the role for you! With the ability to create customised travel itineraries including flights, accommodation, transfers and stopovers; you will excel at delivering exceptional customer service! Work autonomously within a supportive team environment and start your new challenge in the travel sector! Don't miss out, APPLY NOW!

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

Travel Consultant

Sydney, Competitive Base, Ref: 1820RL1

My clients are looking for some strong travel agents who are after fresh and new opportunities within the Corporate or Wholesale travel divisions. These well known companies are on the look out for successful travel agents who are targets driven, great team players, and wanting career progression. There are multiple roles available for the right candidates so don't hesitate and apply now to ensure you get your opportunity in landing one of these fantastic roles that we have on offer.

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

Corporate Travel Consultant

Perth, Circa \$50-65k + Super, Ref: 4138SJ1

We are on the lookout for a great Corporate Travel Consultant to join an exciting travel management company in their luxurious offices in Perth. Dealing with SME corporate accounts both domestic and international bookings I require a candidate with experience across both. Using your travel industry experience & 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 & enjoy a fantastic salary package.

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

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BNE, Competitive Salary Package, Ref: 4828MT1

Lead, develop and motivate your team of experienced travel consultants to ensure our clients receive the best possible experience every time. Working closely with our Chief Customer Experience Officer, you'll drive and implement organisational strategies that improves client experience and service delivery, plus oversee and manage all aspects of the travel operations/reservations area, including client and sales enquiries, end to end travel requirements and ensuring all sales targets are achieved!!

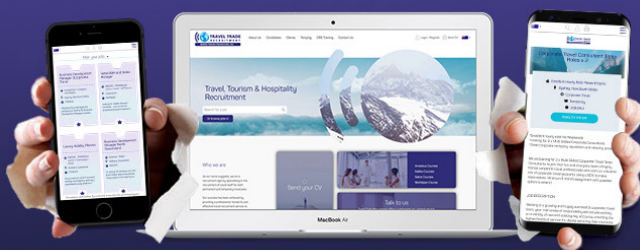
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I'm looking for someone who has that sales factor about themselves. They're able to build strong lasting relationships with everyone they come across. There is no challenge you can't face and overcome. You have the confidence to back yourself and get the results that are needed. You will grow business and brand awareness by building strong client relationship and travelling state wide to build the brand in new locations. You will have a passion for travel and preferably worked in wholesale.

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