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## Silversea packages

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The deals include Business class flights, one-night pre-cruise accom & more - see the **cover pg.**

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## AFTA pursues Venture Far

### EXCLUSIVE

**THE** liquidators of collapsed Adelaide-based wholesaler Venture Far (**TD** 24 Oct 2018) have entered into a funding agreement with the Australian Federation of Travel Agents (AFTA), to allow "detailed investigations" against the company's directors.

According to the minutes of a meeting of creditors last month convened by liquidator Timothy Cook from Balance Insolvency, AFTA is interested in exploring any claims against directors Ian Garritt and Rob Mackay.

Venture Far, which was also a Magellan Travel member, failed after more than 39 years in business, owing about \$500,000 to creditors including suppliers, agents, Helloworld and Magellan.

The basis of the AFTA agreement "is to provide funding to the liquidator to conduct further detailed investigations and potentially pursue claims that may result in a return to creditors that is above what is currently available," the report notes.

Questions during the meeting of creditors indicated there was an initial funding cap of \$35,000.

### Today's issue of TD

**Travel Daily** today has six pages of news and photos, a front cover page for **Silversea Cruises** plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

Cook said when AFTA had first proposed funding the estimated cost of pursuing the claims was much higher than this, but should more be required, he would approach AFTA as well as consider the commercial benefit of holding the directors accountable.

The meeting unanimously authorised the liquidator to enter into the AFTA funding agreement.

AFTA CEO Jayson Westbury told **Travel Daily** that because Venture Far was ATAS accredited when it collapsed, "we believe it is critical that the details are exposed".

Westbury noted that unlike some other failures, Venture Far has no company funds to support the work required by the liquidator to investigate.

"AFTA has elected to assist this process by way of a funding agreement as we believe it is critical to find out the truth of the circumstances in this case."

Agencies protected by the ACS credit card chargeback scheme received payouts of about \$12k.

## AW Scandinavia out

**ADVENTURE** World has today formally launched its expansion into Scandinavia, Russia and the Baltics, as exclusively revealed by **TD** six weeks ago (**TD** 20 Sep).

MD Neil Rodgers said the portfolio would debut later this month with the most popular itineraries in Norway, Sweden, Finland, Iceland and Greenland.

## Albatross 100%

**ALBATROSS** Tours this morning confirmed guaranteed departures for its entire 2020 European summer small group tour program (**TD** special alert).

"Our trade relationships continue to grow...our success has been due to the strategy of working with agents who understand our product," said MD Euan Landsborough, who also personally curates each itinerary.

The ability to guarantee all departures follows a strong earlybird season for Albatross, he said, with all trips including newly developed tours in Belgium & Holland, "Hidden Italy" and the Rhine & Moselle Rivers included in the 100% promise.

More info on **page seven**.

## Damning TC report

**THE** collapse of British travel behemoth Thomas Cook has been blamed on high debt levels, confused business plans and "aggressive accounting practices," according to a UK parliamentary report issued yesterday.

The Business, Energy and Industrial Strategy Committee blasted massive salaries paid by management, while huge financing costs "hamstrung attempts to invest in the business".

The repatriation of thousands of Thomas Cook passengers was estimated to cost about £100m, which was a "significant hit to the taxpayer," the committee noted.



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## SQ Osaka service

**SINGAPORE** Airlines will replace the Airbus A330-300 operating on its Osaka route with an A350-900XWB.

The updated service will operate daily from Jan 2020 to Kansai International.

## MD out in Rocky restructure

**ROCKY** Mountaineer has restructured its operations in Australia and New Zealand, with the move seeing the departure of regional Managing Director Fiona Watson last week.

The new global arrangements, confirmed by the company this morning, will see sales teams in Australia, the UK and China all reporting into Vancouver-based Steve Maksymyk, who has been appointed to the newly created role of MD Sales - International.

Maksymyk joins the rail operator from InterContinental Hotels Group where he was formerly VP of Global Partnerships and Ventures.

Amber Wilson will continue in her role as Regional Director - Sales for Australia & NZ, reporting to Maksymyk.

"We are delighted to welcome Steve to the Rocky Mountaineer

team," said Karen Hardie, the company's VP of Global Sales.

Hardie, who started her career in Australia, said Maksymyk had extensive experience within the global travel landscape.

"We have strong regional sales leaders in each market and we look forward to Steve collaborating with these leaders to leverage their combined expertise in working with our in-market trade partners," she said.

Other changes within the Rocky Mountaineer business have seen Ainsley Erickson promoted to become Senior Director, Global Marketing, along with the appointment of Cavin Green as VP of Information Technology and Digital Transformation.

Ryan O'Connell, Rocky Mountaineer's Sales Manager for Australia/NZ (TD 01 Jun 2017) has also left the company.

## Hawaii Tokyo tix

**HAWAIIAN** Airlines has opened ticket sales for its expanded thrice weekly service between Tokyo's Haneda Airport and Daniel K. Inouye International in Honolulu.

Services will launch in time for the 2020 Olympics.



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## Hotelbeds update

**HOTELBEDS** has seen a 90% reduction in reported rate integrity issues for its hotel partners over the last six months - a historic low for the company.

The percentage of total room night production affected by rate integrity issues is now only 0.01%, with the company saying the results have been driven by investment into automated technologies, which are unavailable elsewhere in the hotel distribution market.

## MSC sales head

**MSC** Cruises has appointed Lisa Teiotu as its new Head of Sales for Australia and New Zealand.

The newly created role will see Teiotu responsible for the company's commercial development in the region, overseeing retail, wholesale and online travel agency business teams, out of MSC's Sydney office.

She joins MSC from Royal Caribbean Cruises where she was Head of Business Development for Australia & New Zealand.

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Which destinations are going to be hot in 2020? Find out in the November issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## PER-PVG open

**TICKETS** for China Eastern Airlines' direct flight from Perth to Shanghai Pudong International are now on sale (**TD** 26 Sep).

The trial flights commence on 15 Jan and run until 17 Feb, over the busy Chinese New Year period.

## Improved pax exp

**MORE** than US\$50 billion was spent on improving the air passenger journey in 2018, according to transport industry IT provider SITA's latest report.

The company's *2019 Air Transport IT Insights* publication suggests the investment has "paid off", with 60% of airlines recording up to a 20% year-on-year improvement in overall passenger satisfaction since the investment was made.

For the same period, 45% of CIOs recorded up to 20% improvement in the rate of pax processed since the investment.

## Silversea thief sentenced

**SILVERSEA** Cruises has assured the industry that its systems are secure and its offerings have not been affected by the \$3.7 million fraud by the bookkeeper in its Australian office.

Mary Ann Abellanoza was yesterday sentenced to eight years in prison for perpetrating the elaborate, years-long fraud, which involved modifying details on invoices so the company remitted funds into her personal account rather than paying suppliers.

As the bookkeeper at Silversea's Australian office in Sydney from 2014 to 2018, Abellanoza was accused of making 236 fraudulent payments into seven bank accounts during the period.

She pleaded guilty to four charges of "dishonestly obtaining a financial benefit by deception," as well as further charges of "dealing with the proceeds of crime" in relation to the

laundering of the funds through poker machines.

In a statement issued to the industry, Silversea Cruises said it has "fully cooperated" with authorities regarding the prosecution, and is "grateful for their efforts in bringing the criminal proceedings to a just conclusion".

"This matter has at all times been treated by our company with the upmost seriousness," the statement said.

"Customers can be assured that our business offerings have not been affected and our systems are secure."

Lawyers claimed Abellanoza began making the fake payments to herself as a means of proving that Silversea's systems were faulty, however Judge Colver noted a "degree of sophistication" in the scam.

For more cruise news, see today's issue of **Cruise Weekly**.



## Window Seat

**WHAT** the guac?

Thousands of avocado experts are set to descend on New Zealand in 2023, when our friends across the ditch play host to the 10th World Avocado Congress (WAC).

The country, which contributes 2% of global avocado production, is the world's ninth largest avocado exporter, making it ripe for the picking to win the conference bid.

"This is a huge boost for our local avocado industry and a chance to showcase New Zealand's horticulture industry to thousands of influential international guests," said Tourism NZ Global Manager Business Events Lisa Gardiner.

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Account Executive - Agency

For more information and to apply, visit [singaporeair.com/aucareers](http://singaporeair.com/aucareers). Applications close 11 November 2019.



## Wolfy's Walk4BrainCancer



**SUPPORTERS** from across the travel industry came together over the weekend in aid of the Walk4BrainCancer fundraiser in Sydney's Centennial Park.

Alan Wolf from Bay Travel Group rallied with the Cure for Brain Cancer Foundation and his own Wolfy Foundation for the event, which saw the walkers raise over \$160,000 for the worthy cause.

Founded in memory of Alan's son, David Wolf, who lost his battle with cancer at just 23 years old, The Wolfy Foundation aims to raise awareness and funds to help find a cure for cancer.

To find out more about the event and the foundation, visit the Facebook page [HERE](#).

**Pictured** at the event in Sydney are: Dave Sharma, Federal MP for Wentworth; Alan Wolf; Gaby

Wolf; Alan Ismaj; Jackie Wolf; and Professor Kerrie McDonald, Chief Executive Officer Cure Brain Cancer Foundation.

## OTG 2020 Solar

**ON THE** Go Tours (OTG) has announced the launch of four new solar eclipse tours which visit Patagonia, to coincide with the total solar eclipse due to take place on 14 Dec 2020.

The new tours include the four-day Argentina Eclipse Express adventure; the seven-day Buenos Aires & Argentina Eclipse trip; the nine-day Patagonia, Glaciers & Eclipse tour; and the 10-day Argentina, Eclipse and Chile package.

For more information on the itineraries, [CLICK HERE](#).

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CRUISE WEEKLY travelBulletin

Travel Daily

## Digital visa warnings

**THE** Federal Government's plan to develop an \$80 million "Global Digital Platform" to process Visa applications has come under fire, with former Deputy Secretary of the Immigration Department Abul Rizvi saying it could cause a "loss of control in the visa system".

Speaking at a Senate committee inquiry on Fri, Rizvi said the change would "de-humanise" the process, however Home Affairs' Deputy Secretary Visa and Citizenship Services Group Malisa Golightly said it would not become a "solely computerised system" and that decisions would still be made by Govt officials.

## Rural Aid push

**THE** Australian travel industry is being invited to participate in a 2019 travel industry Christmas drought appeal, with all donations made to Rural Aid receiving entries into a draw to win a travel prize of their choice.

A Facebook page called "Oh for the Love of Australia" has been set up, which provides the chance to offer moral support to fellow Aussies around the country who are doing it tough at this time of year.

Both suppliers and agents can be involved, [CLICK HERE](#) for info.

## UTracks milestone

**ACTIVE** European holiday specialist UTracks achieved a record month during its earlybird promo, which ended 31 Oct.

UTracks General Manager Kate Baker highlighted the increasing popularity of active holidays, saying "as concerns regarding over-tourism grow, getting out into the countryside on a walking or cycling trip offers a more immersive and authentic travel experience."

"We have noticed an emerging trend with our travel agents encouraging their clients to be more active on their holidays...we expect this trend to continue."

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**Justin Montgomery, General  
Manager Australia, Amadeus**

**AMADEUS**

## We're Expecting!

Only Nonstop Ferry - Perth to Rottneest Island

Bookings open 4 November 2019  
Commences 14 November 2019



## Volunteer tourism grow?

**VOLUNTEER** tourism could be an important element in the rapid recovery of tourism in disaster-ravaged destinations, a paper published in *Annals of Tourism Research* has found.

*Engaging volunteer tourism in post-disaster recovery in Nepal* argues that post-disaster volunteer tourism could become extremely viable, if a proper disaster management framework is present, with 2015 post-earthquake Nepal potentially serving as an example.

The report cites the recommendations arising from the 2015 Pacific Asia Travel Association (PATA) Nepal Tourism Rapid Recovery Taskforce, established a few weeks after the earthquake as a joint project of the Nepal Tourism Board, and the

Nepal Ministry of Tourism.

"A number of countries which have experienced similar disasters...could have benefited from volunteer tourism, but simply lacked the volunteer tourism infrastructure Nepal has developed," the paper suggested.

"In recent years, it has become a popular destination for young idealistic travellers from western countries who are attracted to Nepal's spectacular scenery and perceived spirituality.

"Consequently, when Nepal experienced a major natural disaster, many young travellers were interested in helping."

### Accor summer sale

**ACCOR** has launched its largest hotels, resorts and apartments sale ever, with the Take Your Summertime offer giving four-fold bonus points for loyalty members and savings of up to 25%.

Over 380 accommodations are taking part in the promotion, including for the first time the Mantra, Art Series, Breakfree and Tribe and Peppers brands.

### Laos visas no OAVs

**LAOS** immigration authorities will stop issuing on-arrival visas (OAVs) at a number of entry points from 31 Dec, the Department of Foreign Affairs and Trade has advised.

## ACCOMMODATION

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



A dramatic multi-million dollar design transformation has been completed at luxury **Renaissance Esmeralda Resort & Spa At Indian Wells**, located in California's Coachella Valley. A complete makeover of its 560 guest rooms took place, including

the 103 suites. The works also saw corridors redone, a new multi-storey lobby, creation of an industry-leading fitness centre, vibrant pool-area enhancements, food and beverage innovations and more.



**COMO Parrot Cay** has reopened following seasonal renovations, with the private island resort located in the Turks and Caicos Islands. The boutique resort received two new two-bedroom beach houses; three one-bedroom beach villas, which have been transformed into family beach houses; and a new adults-only pool, located adjacent to the COMO Beach Club.

## Viva parties at YOT Club



**VIVA** Holidays recently hosted an exclusive event for its Queensland Premium Agencies at the YOT Club, where they spent the evening dancing and socialising as the yacht sailed down the Brisbane River.

The YOT Club, which features two levels, is the world's first super yacht entertainment venue and was custom-designed and

"built from the water up".

**Pictured:** Kim Knight, Qld BDE Viva Holidays; Rhiannon Keath, Helloworld Travel Hope Island; Kate Dancaister, Qld BDE Viva Holidays; Mick Boylan, State Sales Manager Qld Viva Holidays; and Cathy Baker, Helloworld Travel Hope Island.

### Delta cabin exp

**DELTA** Air Lines is today debuting its new hospitality service, International Main Cabin experience.

Designed by flight attendants, the new service features "thoughtful touches", such as welcome cocktails, a hot towel service, bistro-style dining and on-demand snacks on long haul.

### WA cheaper flights?

**A PETITION** was presented to the Parliament of WA last week advocating for cheaper airfares for the state's rural areas.

"Air services within regional WA are crucially important for regional communities, businesses and tourism," the petition read.

"Residents & visitors to regional and remote areas use air services the same way Metropolitan people use public transport."

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Sustainability SUMMIT

22 April 2020

Wednesday 6th November 2019

## Swiss-Bel Thailand

**SWISS-BELHOTEL** International is planning a debut in Thailand, with the company deep in discussions with its partners for four new hotels, in Bangkok, Chiang Mai and Pattaya.

The hotel brand also flagged interest in potential developments in emerging locations around the country in an effort to build a nationwide portfolio, including beach resorts.

## Frome Central top

**THE** Kyren Group's Frome Central development has officially "topped out" as Adelaide's tallest building, standing at 135 metres and 36 floors.

The \$150 million building, located on Frome Road in the city's East End, will host Crowne Plaza Adelaide and the premium Adelaidean apartments, and is neighboured by "innovation neighbourhood" Lot Fourteen.

## CTM at Cheval Three Quays



**EDWARDIAN** Hotels recently hosted Corporate Travel Management (CTM) advisors on an educational to London, where they stayed at The May Fair and Cheval Three Quays Apartments.

**Pictured** staying at the latter hotel, overlooking the Thames

River and Tower Bridge, are: Helen Marinos, CTM Sydney; Doug Greenwood, Cheval Residences; Sue Harrison, Allure Travel; Nic Campos, CTM Perth; Tim Barclay, CTM Brisbane; Corina Buechner, CTM Hobart; and Laura Davey, CTM Melbourne.

## Ahoy announces

**BOAT** rental service Ahoy Club has launched white-label services for travel agents.

The company will provide a comissionable rate for every yacht charter booking made on the platform.

Ahoy Club said the new platform would take away "the need to rely on different suppliers in every country in order to facilitate bookings for their clients".

## ANA sustainability

**ANA** Holdings will replace plastic straws, stirrers and cutlery, in an effort to increase its sustainable activities and reduce its ecological impact.

Through its partnership with the World Wildlife Fund, the straws will be replaced with eco-friendly bioplastic, while new stirring sticks and cutlery to be introduced will be made of wood.

The efforts will also align with the group's commitment to meeting the United Nations' Sustainable Development Goals.

## Cali open for biz

**VISIT** California has maintained its tourism industry remains largely unaffected by wildfires that broke out over the past two weeks, and that the state is "open for business".

Fires are nearing containment, weather forecasts are favourable, and affected regions such as Sonoma Country and west Los Angeles are returning to business as usual, as are airports, roads, hotels and wineries and other attractions.

## Indigenous fund

**THE** Australian Government is inviting consultation on how it can strengthen and grow Indigenous tourism through its new Indigenous Tourism Fund.

The fund is designed to support new and growing Indigenous tourism businesses, with \$40 million to be provided over four years.

All submissions must be made by 22 Nov, to find out more about the fund and consultation, **CLICK HERE**.



**Celebrate KLM's 100<sup>th</sup> anniversary**

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](mailto:klm@traveldaily.com.au)



Q1. When was KLM founded?

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

## LOOKING FOR A SPECIFIC INDUSTRY SUPPLIER?

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### 'Magnifico' Spain & Portugal

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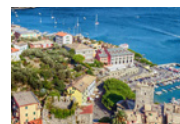
### Hidden Italy, the Lands of the Etruscans

10 Days - Rome to Rome



### The Italian 'Grande'

18 Days - Milan to Rome



### Italian Lakes & Tuscany

16 Days - Milan to Venice



### Italian 'Alternativo'

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### Scandinavia Specialist

SYD, Up to \$55k + Super, Ref: 1452RL1

Are you a person who lives and breathes the passion for Scandinavia, Russia and the Baltic's and have travelled there previously? My clients are on the look out for fun and energetic specialists to join their team of likeminded experts who are passionate in selling Scandinavia. Your team are the 'go to' for all things Scandi and your role is to also better educate agents and direct passengers as to why this region should be the top of their list when deciding on their next travel destination.

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.

### Business Development Manager

BNE, Salary + Bonuses, Ref: 4244MT1

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.

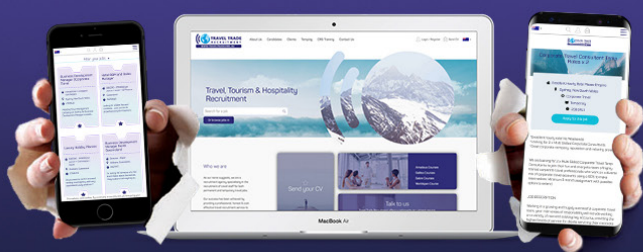
For more information please call Mark on (07) 3123 6107 or click **APPLY** now.

### Travel Accountant/Analyst

BNE, \$60-70k + Super + Perks, Ref: 5051AW1

This established travel industry brand is looking for an Accountant/Financial Analyst to join their team! You will be responsible for ensuring robust financial control, managing financial risk & preparation of financial records. CA/CPA (or equivalent) Accounting Qualifications is a MUST! As an Accountant/Financial Analyst, you will also play a key role in developing the commercial acumen of sales team leaders. Work in a role that you love and enjoy the travel perks! APPLY NOW!

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



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