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QANTAS Frequent Flyer Points are now able to be earned on the purchase of a FAN+ experience.

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Head to **page seven** for details.

Today's issue of TD

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

- FAN+
- Travel Trade Recruitment

Viva! la Scandinavia: HLO

EXCLUSIVE

HELLOWORLD Travel (HLO) has revealed its Viva! Holidays wholesale brand is gearing up to launch a new comprehensive Scandinavia, Nordic and Polar product range from Jan.

Speaking exclusively with **TD**, HLO's GM Wholesale Product Leanne Chard said the recent collapse of Bentours (**TD** 20 Sep) had presented the company with an opportunity to expand its product range and plug an important hole in the market.

"We recognise that Bentours had rightly earned its reputation as the Scandinavian specialist and while obviously it was really sad for staff, customers and the travel industry in general, we want to fill the void that has been left by their departure," she said.

Chard added that HLO's Scandinavian credentials had recently been bolstered by the appointments of three ex senior

Bentours employees, most notably former Bentours Brand Leader Ryan Bennett, who has joined the company in the role of Senior Product Development Manager Scandinavia, Nordics, Polar, Russia & The Baltics.

"After five years leading the Bentours brand and product portfolio, there is a massive opportunity to develop a range of unique holiday experiences," Bennett said on his appointment.

Also joining is former Bentours Product Exec Matthew Sierocinski who has taken on a Product Manager role, as well as Marina Amato who is now Sales/Product Leader, where she will head up a soon-to-launch Scandinavia/Nordic reservations team.

The new program will include northern lights tours, small group options, Nordic independent trips, self-drive packages, and Christmas in Lapland tours, plus many more.

VA welcomes ACCC

VIRGIN Australia has welcomed the Australian Competition and Consumer Commission's (ACCC) decision to grant final authorisation on VA's alliance with Virgin Atlantic (**TD** 08 Nov).

The arrangement will see the two airlines cooperate more closely on routes between Australia and the United Kingdom and Ireland via Hong Kong or LA.

"I'm pleased that we're able to offer a unique Virgin experience all the way to the UK and Ireland for five years and look forward to announcing more details about the arrangement soon," said Virgin Australia Managing Director Paul Scurrah.

"The approval of this agreement means that travellers will experience more competitive pricing on flights between Australia and the UK and Ireland when travelling through Hong Kong or LA, as well as enhanced reciprocal frequent flyer arrangements."



Milford Sound, Fiordland. Image: Adam Bryce

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*T&C'S APPLY

Cost(saver's)-a Rica

COSTSAVER'S Top Achievers trip will return for a second year, travelling to Costa Rica in 2020.

The trip has been renamed to "Crew" and will treat the country's top-performers to an adventure promised to be "even bigger and better".

The inaugural departure this year saw Costsaver take its top-selling agents from Australia to Vietnam (**TD** 12 Dec).

Accor, Alibaba deal

ACCOR and Chinese e-commerce company Alibaba Group have entered into a new strategic partnership which will see the pair develop a series of applications and loyalty programs to improve the consumer and traveller experience over the next five years.

Announced in Beijing on Fri during the 2019 China International Import Expo, Accor was one of a number of French companies accompanying French President Emmanuel Macron.

The collaboration will see Accor's customer journeys integrated within Alibaba's ecosystem.

As part of the agreement, Alibaba's online travel platform Fliggy will allow consumers to book hotels, access catering services, book entertainment and take advantage of other lifestyle services, while Accor will incorporate Chinese customers with its Haoke program.

Qantas to slash carbon

THE Qantas Group will aim to reach zero net carbon emissions by 2050, as part of the company's commitment to sustainability.

Starting today, the group will put into motion an initiative it has labelled "the most ambitious carbon emissions target of any airline group globally".

Qantas will immediately double the number of flights being offset, invest \$50 million over 10 years to help build a sustainable aviation fuel industry and cap net emissions from 2020 onwards.

Qantas Group also announced it would work with industry, research institutions and governments to develop long-term solutions to significantly reduce greenhouse gas emissions from the aviation industry over the next three decades.

The plan will begin with Qantas and Jetstar matching every dollar spent with customers choosing to fly carbon neutral, from today.

Around 10% of passengers booking on Qantas.com currently choose to offset, which the Group claims is the largest such program in the aviation industry.

As part of Qantas' sustainable aviation fuel investment, the group also plans to work with governments and private sector partners to support the development of the product to make it more viable and increase demand, with sustainable aviation fuel currently almost double the price of standard fuel.

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SALE ENDS - 20 November



Air NZ NH changes

AIR New Zealand's final flight to London via Los Angeles (**TD** 23 Oct) will depart from Auckland on 24 Oct 2020, GDS screens reveal.

The airline has flown out of Heathrow since Aug 1982.

Air New Zealand will also reduce its Auckland to Los Angeles service from 14 to 13 times weekly, also renumbering the flight from NZ002/001 to NZ004/003.

The airline's planned Newark Liberty International service will commence from 29 Oct 2020 on a Boeing 787-9 Dreamliner, while flights to Houston in Nov 2020 will move to a 777-300ER from its currently-scheduled 777-200ER/300ER.

2020 Indigenous

QUEENSLAND Premier Anastacia Palaszczuk has pledged next year will be declared the Year of Indigenous Tourism - a dedication to First Nations experiences in Queensland.

Announcing the move at the Queensland Tourism Awards on the Sunshine Coast on Fri, Palaszczuk said the inspiration came from 2019's Year of Outback Tourism campaign.

"In recent times, their culture and stories have been an integral part of our tourism industry, attracting people from all around the world to learn and experience more about the world's oldest living cultures," she said.

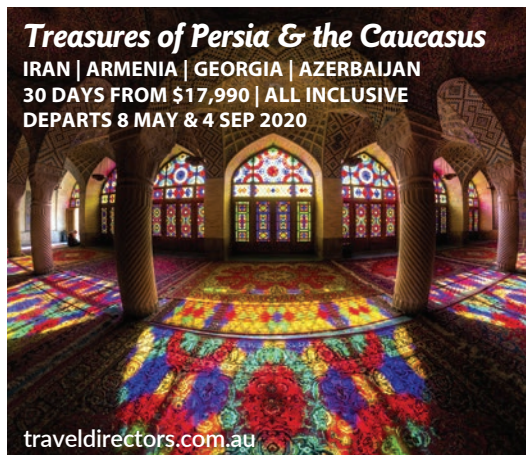
Crown closes deal

CROWN Resorts now wholly owns the One Queensbridge development site in Melbourne's Southbank precinct, having today completed the purchase of Schiavello Group's 50% ownership interest in the development.

The project was slated to be Australia's tallest building at 325m high, and home to a 388-room, six-star luxury hotel but suffered a setback in Mar after financial arrangements could not be achieved before the construction start date under the planning approval (**TD** 04 Mar).

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travelBulletin

Carnival sales open

CARNIVAL Cruise Line (CCL) has opened for sale its "record-breaking" 2021-22 season, which will see the line sail to Papua New Guinea, the Kimberley and Dravuni Island for the first time.

The brand's 115 sailings from Jul 2021 to Jun 2022 will be its largest ever, with *Carnival Spirit* and *Carnival Splendor* set to sail year-round from Australia.

The 115 departures from Sydney and Brisbane are a 31% increase on the year prior, with CCL spending 338 days at sea and making 270 port calls.

The new itineraries include a 15-night sailing between Singapore and Brisbane spending time in Broome, Bali, Cairns and the Kimberley, including a sunset visit to Yampi Sound and the Hunter River at sunrise.

SeaLink's bus bid backed

AN INDEPENDENT expert's report into the \$635 million acquisition of bus operator Transit Systems by SeaLink Travel Group (**TD** 08 Oct) has concluded that the deal is "fair and reasonable".

SeaLink has already raised \$154 million to help fund the purchase, which will also see Transit Systems head Clinton Feuerherdt become CEO of the combined group, following the retirement of current SeaLink boss Jeff Ellison.

The company cited key strategic advantages including the creation of "a large Australian marine and bus multi-modal transport provider, with established international operations".

SeaLink will be able to diversify its earnings, with significantly increased exposure to long-term government contracted revenues.

The Grant Thornton report examines the travel and public transport sectors, and notes that SeaLink has initiated a strategic review of its poorly performing Captain Cook Cruises division, focusing on cost structures, pricing strategies, productivity

improvements and operational efficiencies.

The document compares the SeaLink/Transit Systems deal with other comparable purchases, including the acquisition of the Perisher, Mount Hotham and Falls Creek ski resorts by Vail Resorts Inc.

Grant Thornton also noted a large pipeline of public commuter transport services contracts coming up for tender, worth an estimated \$3.5 billion per annum.

SeaLink said this meant that after the deal was completed it expected its strategy to be "more focused on opportunities in the land-based passenger transport area".

VN goes SabreSonic

VIETNAM Airlines has expanded its relationship with Sabre Corporation, announcing it will adopt Sabre Revenue Optimizer and SabreSonic Inventory solutions to strengthen the airlines forecasting and inventory control.

RAW Travel B corp

AUSTRALIAN hiking specialist RAW Travel has joined a group of 2,788 businesses around the world which have secured B Corporation certification.

To qualify, companies must meet stringent assessment targets for social & environmental performance across: Governance; Employees; Community; Environment and Customers.

Inspiring 2020/21

INSPIRING Journeys has released a new brochure for 2020/21, featuring a collection of 12 itineraries across Australia and New Zealand.

The trips range from five to 19 days in length and include a Wukalina Walk through Bay of Fires tour in Tasmania, as well as a Haast River Safari in NZ.

More brochures on **page five**.



Window Seat

SOME Sydney readers may have noticed the city's buses have grown moustaches to support November, and now their cousins at SkyBus are joining in on the hairy fun.

A total of 43 of the company's vehicles will transform over the month to support the Australian men's health charity.

The buses (**pictured**) can be seen in Victoria, Queensland, Tasmania and Auckland.



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Golden Eagle adds

GOLDEN Eagle Luxury Trains has introduced a new rail journey through five central European countries for 2020.

The eight-day itinerary departing on 05 Jul, will take guests between Budapest and Prague aboard the Golden Eagle Danube Express stopping in Vienna, Krakow, Bratislava and Keszthely.

Fiji measles warning

THE Australian Government is advising travellers to Fiji to ensure their vaccinations are all up to date prior to travel, following an outbreak of measles on the Pacific island.

Smarttraveller's advice for Fiji remains at exercise normal safety precautions.

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Helloworld Greece push

EXCLUSIVE

HELLOWORLD Travel (HLO) has flagged plans to significantly ramp up its range of product for Greece, with the company recently appointing Tour Greece as its new Destination Management Company (DMC) to represent the popular southern European nation.

The DMC previously had a relationship with the ill-fated Tempo Holidays before it collapsed suddenly in Sep (**TD** 20 Sep), with HLO's General Manager Wholesale Product Leanne Chard telling **Travel Daily** the new relationship would precipitate an increase in new Greek product to the market.

"We are going to be working closely with them to develop our Greece product offering including a complete new range of packages," she said.

To support HLO's expanded

Greece program, the company also revealed it would be launching a dedicated agent mega fam to Greece in 2020.

Chard said a few details still needed to be firmed up, but that the trip would likely depart late Mar/early Apr and cater for approximately 30 agents.

The news follows a similar announcement from HLO last month, which saw the company reveal it would run a mega fam to Italy in 2020, after it deepened its relationship with its DMC, Destination Italia (**TD** 16 Oct).

Chard said the Greece push coincided with a broader increased focus on Europe.

Just two years ago HLO had one UK Europe brochure, but this year the company boasts four separate brochures covering destinations such as Italy, France, Spain, Portugal, Turkey and Malta.

Frontliners' sailing Ovation



THE annual Helloworld Travel Frontliners Forum sailed from Sydney last night aboard Royal Caribbean International's *Ovation of the Seas* (**TD** 08 Nov).

Among the 600-plus attendees are Helloworld travel consultants and preferred partners, who will over the three days hear company updates and keynote presentations, as well as engage in networking sessions and fun and games.

The first night began with a welcome function hosted by World's Leading Cruise Lines, which also saw Helloworld Chief Executive Officer Andrew Burnes



kick off proceedings.

Pictured above aboard *Ovation* are Helloworld's John Constable, Julie Primmer and Andrew Burnes with Carnival Cruise Lines' Anton Loeb and Catherine Allison, also from Helloworld.

Inset are some cheerful attendees alongside the ever-popular Helloworld mascot, the Helloroo.

More photos from the event on Facebook **HERE**.



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A grand christening

MSC Cruises' newest and most environmentally advanced flagship, *MSC Grandiosa* (**TD** 04 Nov), has lit up Hamburg's Blue Port as part of the cruise line's largest & longest christening event ever, spanning 27 days, eight countries and 11 ports.

The four-day celebrations in Hamburg included a traditional christening ceremony and a special lightshow, and concluded with Godmother Sophia Loren officially naming her 15th MSC Cruises ship, followed by a fireworks display (**TD** 10 Oct).

The cruise line also hosted a "MSC Village" on the banks of the River Elbe with live music and food trucks, allowing locals to join in on the fun.

MEANWHILE, MSC has declared it will become the first fully carbon neutral major global cruise line, announcing it would offset all CO₂ emissions from its fleet as of 01 Jan.

The goal would be achieved through a blend of carbon offset projects, with the cruise line stating it would directly cover all costs for the offsets in full.

Malaysia on sale

MALAYSIA Airlines is offering Economy class return fares from Perth to Beijing for \$585 as part of its Year End Sale.

The promo also covers return fares from Sydney, Melbourne, Adelaide & Brisbane to Malaysia and beyond, including Brunei, Tokyo, Penang, Manila & Bangkok. Book now until 18 Nov for flights scheduled between 19 Jan and 30 Sep.

For more details, [CLICK HERE](#).

RCL founder passes

THE founder, President and Vice Chairman of the board of Royal Caribbean Cruise Line (RCL), Edwin Stephan passed away on Fri at the age of 87.

Under Stephan's leadership, RCL became the world's second largest cruise line and a multi-billion-dollar global company.

"Ed was an inspiration and a great friend to many in the company," said Richard Fain, Chairman & CEO of RCL.

"He was an honorable man who loved his family, his work, and his community," Fain added.

Amtrak & Railbookers on the road



YANKEE Leisure Group's (YLG) brands Amtrak Vacations and Railbookers kicked off a 10-day road blitz last Thu, with the Vice President of Sales and Business Development Executives from both brands heading to Sydney, Brisbane, Sunshine Coast, Gold Coast, Melbourne, Ballarat, and Bendigo to meet with travel agent partners.

The brands have experienced "record-breaking growth" in the rail market during their first year of operations in Australia (**TD** 17 Oct), with the trip marking the first time the brands have taken to the road to educate agents on their independent rail holiday itineraries and selling points.

Pictured: Representatives from Amtrak Vacations and Railbookers ready to hit the road.

A&K luxe journey

ABERCROMBIE & Kent (A&K) has revealed details of its 23-day 2021 Wildlife Safari: Around the World by Private Jet journey, with the itinerary allowing 48 guests to get up close and personal with Madagascar's playful lemurs, and see the tarsier and whale sharks of the Philippines.

Guests will also encounter rare species such as Japan's snow monkey, as well as endangered mountain gorillas.

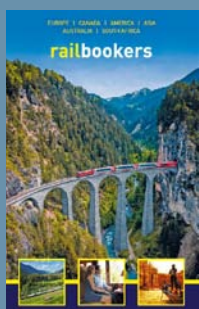
Prices start from \$216,665ppts.

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.



Viva Holidays - Greece, Turkey & Croatia 2020
Viva Holidays has published its Greece, Turkey and Croatia brochure for 2020, featuring an increased range of Greek Islands, Myconian properties in Mykonos, and the inclusion of regional Croatia, Trogir and Rovinj. The new itineraries include a greater range of cruises and accommodation options in regional Croatia and offer travellers the opportunity to explore ancient ruins, sail the waters of the Adriatic and the Mediterranean, island hop at their own pace, visit iconic bazaars and white-sand beaches, and discover a number of UNESCO Sites.



Railbookers - Independent Rail Holidays 2020
Railbookers has launched its 2020 brochure showcasing new itineraries in Italy, Switzerland, Norway, China, Japan, South Africa and India to meet customer demand for more immersive independent rail holidays. Itineraries include India's Golden Triangle, Scottish Highlands & the Isle of Skye, Grand Tour of Switzerland, and more. The new brochure allows travellers to easily determine which independent rail holiday to take based on their interests and budget, and allows them to lock in their trips up to 24 months in advance.

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MSC World Cruise

MSC Cruises has revealed details of its 2022 World Cruise, which will sail for 117 days, to 43 ports of call.

Setting sail from Europe in Jan, *MSC Poesia* will sail westerly via Cape Horn and the Suaz Canal.

With no more than four consecutive sea days, guests will enjoy nine overnights, including Rio de Janeiro, Buenos Aires, Ushuaia, Valparaiso and Callao.

Regent culinary arts

REGENT Seven Seas Cruises has developed 16 new culinary arts kitchen classes to debut onboard *Seven Seas Splendor*.

The experiences will be introduced during the vessel's 2020 inaugural Caribbean and Mediterranean season and the programs include Island Fusion, Farmstand Fabulous, Treasures of the Aegean, Batter Up and Sensuous Spain.



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



Q2. Which airlines does KLM partner with to/from Australia?

- QF, SQ, CX, EY, VA, JQ
- MH, CZ, KE, CI, GA, 3U, MK, OZ, JL
- All of the above

PNG hosts trade in Brisbane



PAPUA New Guinea Tourism Promotion Authority (PNGTPA) hosted members of the travel trade in Brisbane on Wed, bringing together over 40 agents from across South East Queensland, as well as 12 suppliers.

The immersive Highlands Region-themed trade event educated attendees about the destination's cultural and adventure travel offerings.

At the event Alan Pound from Asia-Pacific Network Information Centre's corporate division won a trip for two to the country, flying Air Niugini and staying for three nights at both the Stanley Hotel & Suites and Madang Resort.

Those who came along also went home with a goody bag featuring PNG-grown Kwila Coffee and Queen Emma Chocolate.

The tourism board also hosted Australian and New Zealand tour operators at an all-day trade show in Brisbane on Thu.

Pictured are: Gregory Wong, Papua New Guinea Tourism Promotion Authority Board Member; Andrew Cavallaro, We are Example; Jerry Agus, Chief Executive Officer Papua New Guinea Tourism Promotion Authority Board; Holly Marshall, We are Example; Alice Kuaningi, Marketing Director PNGTPA; Simon Pih, Australian Market

Manager PNGTPA & Pym Mamindi, Board Member of PNGTPA.

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Editor – Jasmine O'Donoghue

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

ADVERTISING AND MARKETING

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

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

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

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

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For more information please call Mark on
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Travel Consultant

Sydney, Competitive Base, Ref: 1820RL1

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SYD, High Base + Commission, Ref: 1503SJ3

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Domestic Corporate Consultant

MEL, Attractive Package, Ref: 4254AB1

Are you looking to move from Retail into Corporate? If so, this could be the opportunity for you. My clients are looking for a motivated and driven Domestic Corporate Consultant to join their fast paced team. You'll be working with a varied range of corporate accounts & putting your strong retail experience to use. If you love processing and booking, have min 3yrs in retail but looking for a better work/life balance, now's the time to join this award winning team. Contact me ASAP & APPLY NOW.

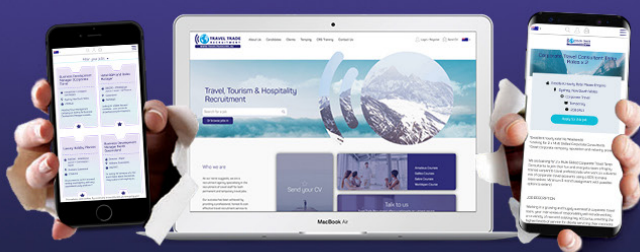
For more information please call Anisha on
(03) 9988 0616 or click **APPLY** now.

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.



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