

2020 NCL LEGENDS

In early 2020, Norwegian Spirit will undergo the most extensive bow-to-stern renovation in NCL's history, as part of The Norwegian Edge® program.

As part of our trade recognition program, NCL Legends, we are welcoming our top 15 individual travel agencies from Australia and New Zealand on board Norwegian Spirit's inaugural sailing in Asia!



THE TOP 15 AGENCIES WILL RECEIVE

A single Stateroom on Norwegian Spirit's 5-day inaugural sailing.
Plus flights, accommodation and more!



HOW TO ENTER

Agencies must book and deposit a minimum of \$30,000 in NCL worldwide products between 1 November 2019 – 28 February 2020 directly through NCL or through a participating wholesaler.

The top 12 agencies with the highest Net Ticket Revenue (NTR) in worldwide products and the top 3 agencies with highest percentage NTR growth vs same time last year will receive a single stateroom.



NCL NORWEGIAN
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NCL invites legends

NORWEGIAN Cruise Line (NCL) is welcoming 15 individual travel agencies from Australia and New Zealand on board the five-day maiden voyage in Apr of *Norwegian Spirit* as part of its trade recognition program, NCL Legends.

Agencies must book and deposit at least \$30,000 in NCL worldwide products between 01 Nov-28 Feb, directly through NCL or participating wholesalers.

See the **cover page** for details.

One&Only summer

ONE&ONLY Le Saint Geran is inviting guests to experience summer in the island paradise of Mauritius at its luxury hotel beach resort, which is surrounded by "blue as far as the eye can see".

Guests who book 150 days in advance will receive 30% off the best available room rate.

See **page 10** for details.

TC launches booking site

TRAVELLERS Choice (TC) has revealed its members will be able to register to integrate a new online booking platform into their websites that will enable them to compete directly with online travel aggregators.

TC One, which was launched at the Travellers Choice Conference in Adelaide on Sat, will provide TC members with access to online/offline booking capabilities.

TC Managing Director Christian Hunter said the agency-branded platform would "revolutionise" the network's ability to recapture business that has been leaking outside its preferred suppliers.

"In the short-term it's going to provide members with a solution to a major issue that we have as a network," he said.

"That is the ability to compete in that dynamic hotel space.

"We have existing preferred partners who are capturing some of the business, yet the vast

majority is leaking and this is the perfect solution to do that."

Hunter said the initial roll-out of the platform was focused on hotels and activities, but he hoped to have all TC's preferred product offering available on TC One over the next 12 months.

Hunter told delegates that trials of TC One, comparing it to aggregators had found bookings that were in some instances up to 30% cheaper on the new platform.

He added it would allow TC members to engage with customers, being able to engage in a way that suits them and with commissions which will flow back to the agency.

Silversea Black Fri

SILVERSEA Cruises is offering 50% off a second suite on select voyages as part of the exclusive Black Fri sale.

For more, see the **back page**.

SAA PER operating

SOUTH African Airways has confirmed that its Perth-Johannesburg service will depart tomorrow as scheduled, despite ongoing industrial action.

The carrier has been hit by a staff walkout (**TD** 14 Nov), but reinstated flights to Perth, New York, Sao Paulo, Hong Kong, London, Frankfurt and Washington last night after assessing the number of employees available and willing to operate the services.

Regional GM Asia-Pacific Tim Clyde-Smith said SAA was also working hard to reaccommodate domestic passengers with regional offshoot Mango.

Today's issue of TD

Travel Daily today has nine pages of news, a front cover page for **NCL**, a photo page for **Azamara**, plus full pages from:

- One&Only Le Saint Geran
- Travel Trade Recruitment
- Silversea Cruises

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Air Canada outage

AIR Canada's reservations system will be out of action from midday AEDST tomorrow, during a major migration to the Amadeus Altea passenger service system.

The cutover is expected to take until about 4am on Wed morning.

While the system is down agents will not be able to create and ticket new reservations, or service existing reservations.

Existing customer bookings will not be impacted, AC said.



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Domestic travel a winner

TRAVEL operators may need to rethink their advertising strategies away from big budget international tours to focus on opportunities in the market for short-breaks and weekend breaks, Nielsen Media Readership Lead Adam Axiak believes.

Nielsen data found scope for travel businesses to push domestic getaways towards Australian families, empty nesters and people under 40 with no children.

"With restrictions on how much Australians are willing to spend and time available, it's no wonder 7.8 million Australians feel short breaks and weekends away are important," Axiak said.

He noted Aussies under 40 with no children were more likely to say they felt a weekend break was important to them, or they "prefer short breaks over longer holidays", recommending ad campaigns should be focused on packaged all-inclusive trips.

For families, Axiak urged travel groups to push "affordable

and family friendly" weekend getaways with outdoor activities and excursions.

When it came to empty nesters Axiak said data showed they were "substantially more likely to travel to their next domestic holiday by car," with 62% of this group saying they like out-of-the-way destinations.

"The lesson that advertisers can learn from this group is that you are never too old for a road trip," he said.

Axiak suggested the empty nesters' preference for exploring by car offered the opportunity to direct them to rural getaways.

Luxury Escapes corrects HLO figures

LUXURY Escapes (LE) has blasted claims about its Net Promoter Score (NPS) made during last week's Helloworld Travel annual general meeting (TD 14 Nov), during which HLO CEO Andrew Burnes said the Helloworld NPS of 32 was "significantly ahead" of its competition.

A slide in Burnes' presentation indicated that Luxury Escapes' NPS was 25, but the actual figure is 74 - and has been 70-plus for the last three years, according to LE CEO, Cameron Holland.

"Our customers regularly provide us with feedback which helps to fuel our fast growth and our market-leading travel experiences...even more telling is the fact that 52% of our travel in the past year was a repeat purchase, which is an even bigger testament to our customer loyalty and their satisfaction with our service," he told *Travel Daily*.

TripaDeal famil

TRIPADEAL has invited Travellers Choice member shareholders on a nine-day China famil with return flights included.

In a video aired at the Travellers Choice Conference in Adelaide on Sat, TripaDeal co-founder Norm Black announced TC members will get to experience one of the group's top-selling products.

The famil will take place over two departure dates, one in Mar and the other in May 2020.



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NZ maintenance

AIR New Zealand has announced a series of cancellations to trans-Tasman services in Dec and Jan as it conducts engine maintenance on its Boeing 787-9 aircraft.

The airline will suspend its twice-weekly seasonal Christchurch-Perth service from 10 Dec to 05 Jan, while 18 Auckland-Sydney services will also be cancelled between 10 Dec and 02 Jan.

The NZ270 and NZ273 Auckland-Tonga flights on 30 Dec have also been cancelled.

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QF kicks off centenary

QANTAS unveiled details of its 100th anniversary celebrations, as its record-breaking non-stop London to Sydney flight touched down on Fri (**TD** 14 Nov).

The airline will celebrate the big birthday with a special livery on a number of its 787 Dreamliners, which will feature every Qantas logo since the 1920s.

A special one-dollar coin will enter circulation next year, while a celebratory touring exhibition will visit a number of cities around the country during 2020.

About five million of the coins will be produced, while details and locations of the exhibition are still under wraps.

The airline used the newest addition to its fleet, a Boeing 787-9, to operate the London to Sydney test flight.

Sporting the new livery, it landed at 12:28pm, 19 hours and 19 minutes after leaving

Heathrow Airport and was met in Sydney by more than 1,000 Qantas employees.

The test flight was a re-purposed delivery flight, with the Dreamliner flying from Boeing's Seattle factory via London, rather than straight back to Australia.

Remaining fuel upon landing was approx 6,300 kilograms, which translates to roughly one hour 45 minutes of flight time.

MAX out until Mar

AIRLINES across the USA do not expect the beleaguered Boeing 737-MAX to be flying commercially until Mar, with United, American and Southwest Airlines all removing MAX flights from their schedules until then.

Boeing is hoping authorities will re-certify the 737-MAX next month, with updated pilot training requirements to be implemented early in 2020.

Russia Off The Beaten Track

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MORE INFO

Bingeman resigns

VISIT Victoria has confirmed the resignation of CEO Peter Bingeman, just over three years since he stepped into the role.

Bingeman is walking away from the role effective 17 Dec, with Vic Minister for Tourism, Sport and Major Events Martin Pakula thanking him for his leadership.

"Under Mr Bingeman's stewardship, Visit Victoria has performed as a world-leading tourism and events company that has strengthened Victoria's position as the major events capital of Australia," he said.

No replacement has been announced at this stage.

Samoa outbreak

TRAVELLERS to Samoa are being urged to ensure their vaccinations are up to date, with a Smartraveller update noting the declaration of a one-month state of emergency in response to a measles epidemic.



Window Seat

RETURN to sender?

A brand new Airbus A330neo aircraft flown in New Caledonia is being sent back to the factory in France after complaints that it "smells like a wet sock".

The Air Caledonie International plane only entered service last month, with crew reporting odour issues during take-off and landing, according to airline GM, Didier Tappero.

Oil fumes have been identified as a likely culprit, despite claims by Airbus that cabin air quality is in accordance with international guidelines.

Odd A330neo cabin smells have also been encountered by carriers in Portugal and Senegal, with Airbus confirming it was working on a solution.

Glen 20 anyone?

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Melb agency rips off staff

MELBOURNE-BASED travel agency Abella Travel has been fined almost \$400,000 by the Federal Circuit Court for illegal cashback schemes arranged with migrant workers.

The agency was penalised \$332,100 on Fri, with one of its Directors, Joung Hyung Lee, also fined \$66,420, after admitting to the breaches, which saw a worker forced to pay back \$20,000 of her wages between 2013 and 2015 in exchange for sponsoring her temporary skilled work visa.

The judge said Lee "targeted vulnerable people and exploited them for his own financial benefit", and labelled he and the company "recidivists".

The company also proposed a similar cashback scheme with a second migrant worker, in addition to providing false records and failing to pay one of the employees the applicable

wage, penalty & overtime rates, and leave entitlements, leaving the two South Korean nationals a total of \$37,464 out of pocket, which has since been rectified.

Fair Work Inspectors investigated the matter after receiving a request for assistance from one of the workers with an employee also giving evidence.

"The respondents' behaviour in this regard is deserving of considerable censure, especially as, while underpaying staff, [Lee] has accumulated considerable equity in real estate, & \$200,000 cash in the bank," Judge Riley said.

Abella Travel committed to future compliance with workplace laws in 2014 under a court-enforceable undertaking after being busted for underpaying a Korean national over \$4,200.

The non-ATAS accredited agency is being reported as "permanently closed".

African Rivers of Gold famil



OWNERS from Travellers Choice's top 10 agencies will be enjoying sundowners on the African plains, when they are rewarded with an eight-day African Rivers of Gold famil with the Africa Safari Company in Feb.

The group's Gold Choice Award winners were named on Sat night at the Travellers Choice National Awards Gala Dinner in Adelaide.

The recipients will also receive a \$1,500 grant, an invitation to an exclusive Travellers Choice networking event in Sydney and to the National Travel Industry Awards (NTIAs) 2020.

The group's Silver Choice Award winners will go on an eight-day Spiritual Sri Lanka tour, with Swagman Tours departing 23 Apr.

Bronze Choice Award winners will experience the Majestic Sights of the South, aboard Princess Cruises' *Majestic Princess*.

Silver and Bronze Award winners also received invites to the NTIAs and the networking event.

Pictured, the Gold Choice Award winners Michelle Popescu, Select World Travel; Lisa Carter, Capricorn Travel; Maria Slater, Maria Slater Travel; Mark Brady, Ballina Cruise & Travel; Monique Hulsman, Ucango Travel & Cruise Centre; Michelle Everson, Jamison Travel; Deb Long, Weston Cruise & Travel; James Cracknell, Windsong Travel; Tania Norman, Oliver Travel; Jack Brandon, Savenio; and Susie Potter from The Africa Safari Co.



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HK airline changes

QANTAS Group intends to renew its International Air Services Commission (IASC) determination of capacity to Hong Kong.

With the current determination set to expire in the next 12 months, Qantas said in a letter to IASC it continues to fully utilise its allotment to the destination, seeking to renew for five years from 22 Nov 2020, under all its existing conditions.

MEANWHILE, a number of Asia-based carriers have filed changes to their services to Hong Kong, largely based on the current political climate engulfing the city.

AirAsia, Cebu Pacific, Garuda Indonesia, Jeju Air, Philippine Airlines, SpiceJet, Thai Airways and 10 Chinese carriers will all reduce services to the country, while Thai AirAsia, however, will increase its Don Mueang Int'l to Hong Kong Int'l flights from 21 to 25 weekly.

RCI Europe out

ROYAL Caribbean International (RCI) has released details of its 2021 European season, including sailings on its newest ship, *Odyssey of the Seas*.

The cruise line will deploy seven ships to the region for the season, which will operate 70% new itineraries, and new ports in Denmark, France and Norway.

Highlights of the season include *Anthem of the Seas*' return to Southampton for a second consecutive year, with itineraries including seven-night Norwegian Fjords journeys and 14-night Mediterranean Cities sailings.

Harmony of the Seas will also return to Europe for the first time since her inaugural season in 2016.

Vision of the Seas will continue to offer a range of different 12-night Mediterranean itineraries, while *Jewel of the Seas* will close out the northern summer homeported in Barcelona.

Rocky global team in Canada



ROCKY Mountaineer's 2020 Sales, Analytics and Marketing Conference was held over the weekend in Victoria, Canada.

The global team converged on British Columbia's capital for two days of engagement, idea-sharing, best practice and planning for the seasons ahead, while also paying a visit to head office in Vancouver.

The group also had an opportunity to celebrate Rocky Mountaineer's impressive net promoter score of 80.

Pictured are: Sales Manager Vic/SA/Tas Ben Gorman; Sales Manager Qld/NZ Helen Hersom; Sales Coordinator ANZ Rebecca

Bussell; Regional Director of Sales ANZ Amber Wilson and Sales Manager NSW Millie Brown.

Amadeus Ventures

AMADEUS will expand its early-stage startup investment arm, Amadeus Ventures, to Asia Pacific during the first quarter of 2020.

Head of Amadeus Ventures Suzanna Chiu explained the market was perfect for start-ups.

"Our main aim in expanding Amadeus Ventures across APAC is to encourage and nurture innovation in the travel industry... we not only offer funding but also our industry expertise," she said.



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Ponant sales open

PONANT has released 29 new Mar to Nov 2021 voyages across northern Europe, the Mediterranean & Atlantic Islands.

Highlights include the new 10-night Black Sea Odyssey aboard *Le Bougainville* starting from \$7,730ppts, and the new eight-night Norway's Fjords and Islands itinerary aboard *Le Boreal* from \$6,040.

Book early to save up to 30% - email reservations.aus@ponant.com for bookings.

Dunk Island prog

MAYFAIR 101, new owner of the cyclone-ravaged Dunk Island Resort (**TD** 23 Sep), has been awarded tender for the Dunk Island Spit, a "key gateway for tourists and Cassowary Coast residents to arrive on the island".

The Spit, which may include the introduction of a permanent ferry service and integrated walkways, including cultural and heritage walks, forms part of a \$1.6 billion planned investment in the region, with the aim of transforming it into an iconic tourist destination.

Dest Canada CEO

PRESIDENT and CEO of Destination Canada, David Goldstein, has resigned after five years with the organisation to join Ottawa-based Gusto Worldwide Media as its Chief Executive Officer.

Destination Canada's Senior Vice President of Finance and Risk Management & Chief Financial Officer Anwar Chaudhry will fill Goldstein's position until his replacement is found.

Malaysia safety

THE Federal Aviation Administration (FAA) has banned airlines in Malaysia from launching new routes to the US after it found that the Civil Aviation Authority of Malaysia (CAAM) fell short of the safety standards of the International Civil Aviation Organization (ICAO).

As a result, Malaysia has been downgraded from a Category 1 to a Category 2 IASA rating, which signals deficiency in one or more areas, such as technical expertise, trained personnel, record-keeping, and/or inspection procedures.

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United in San Francisco



SAN Francisco Travel & Sonoma County Tourism partnered up with United Airlines to whisk six Travel Associates agents away on a fam to San Francisco, which took place from 31 Oct to 05 Nov.

The agents flew to the Californian city from Sydney direct and from Melbourne on the inaugural United MEL-SFO flight, where they were treated to United's Polaris Business class on the way to SFO and Economy Plus on the way back.

Highlights included a three-night stay at Taj Campton Place,

a helicopter ride over the San Francisco Bay, exploring California redwood forests, kayaking on the Russian River, and winery tours.

Pictured enjoying a sunset cruise under the Golden Gate Bridge are Travel Associates: Kusan Furrer, Lisa Koskinen, Melita Boyle, Sally Stockdale, Vanessa Citroni, Kate Gaskell; Allie Sparr, Gate 7; and Deidre Parkes-Finch, United Airlines.

QF Emirates waiver

QANTAS has advised passengers affected by the withdrawal of the Emirates Singapore-Brisbane Service, which will cease operating from 29 Mar (**TD** 15 Nov), to rebook to a Qantas operated service between Brisbane and Singapore, or an alternative Qantas service between Singapore and Phuket, Bangkok, Kuala Lumpur or Siem Reap.

Norfolk ambassador

NORFOLK Island Tourism has appointed award-winning South African-New Zealand comedian Urzila Carlson as Tourism Ambassador, where she will join fellow ambassador Australian TV journalist Ray Martin in promoting the "There's More to Norfolk Island" campaign.

A&K solar eclipse

TRAVEL Daily would like to clarify that Abercrombie & Kent's 04 Dec 2021 sailing is on board *Le Lyril* and the sailing will take in a viewing of the solar eclipse.

It is not taking place on a ship called Solar Eclipse.



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**A-LEAGUE
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Mike is the top tipper for R6 of Travel Daily's A-League footy tipping competition.

A-League tipping competition is sponsored by Etihad Airways and ReadyRooms, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



ReadyRooms

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Marriott Thailand

MARRIOTT International announced that it has signed agreements with Asset World Corporation (AWC), Thailand-based hospitality and property group, to bring three of its global hospitality brands to Thailand.

The deals will see the opening of a 248-room Courtyard by Marriott in late 2020 in Phuket Town.

Marriott will also open a 900-room Marriott Marquis hotel and a 398-room JW Marriott hotel, both in Pattaya, expected to offer a combined 11 food & beverage outlets & approximately 10,000m² of convention, event & meeting spaces once completed in 2024.

AWC CEO and President Wallapa Traisorat said the collaboration would help to set a new hospitality standard in Pattaya and Phuket, two cities that are up-and-coming destinations for both leisure and business tourism.

Accor & HRS deal

ACCOR has signed a new multi-year agreement with tech provider HRS Global Hotel Solutions, which provide HRS' corporate clients with access to the most competitive rates and flexible terms across the Accor range of properties through "enhanced direct connect tech".

The agreement will also allow business traveller members of Accor's loyalty program, Le Club AccorHotels, to gain points and rewards when booking via HRS corporate channels.

According to Senior Vice President of Global Sales Markus Keller, Accor is confident that the new agreement with HRS "will help drive valuable business travellers to our hotels around the world."

"Their data-driven mindset increasingly marries with our approach to working with corporations," he added.

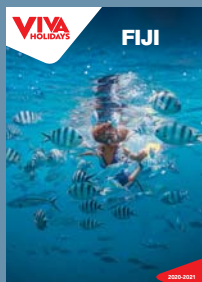
BROCHURES

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.



Grand American Adventures - Canada & USA
Titled "Bourbon, Blues, Backcountry and Brews", Grand American Adventures (GAA) has published its brochure for 2020 covering a range of itineraries across Canada and the US, including Alaska and a limited number of Central and South American departures. Highlights include beer tasting on both the East and West Coast of the US, a tour of a Kentucky Bourbon distillery and a "musical journey" from New Orleans to New York. GAA specialises in smaller group tours, with a maximum

of 13 passengers in its custom vans.



Viva Holidays - Fiji 2020/21
Viva Holidays has released its new 2020-21 Fiji brochure featuring exciting new itineraries, including the Feejee Beach and Culture tour, the Short and Shark (two islands) and Sea's Every Day (three islands) Island Hopping packages. The tours feature new sightseeing experiences, including Fiji Untold, an evening show that tells the story of Fiji through song and dance. The itineraries also allow guests to experience new accommodation, including the Hilton Fiji Beach Resort & Spa on Denarau Island and Yadua Bay Resort on the Coral Coast.

Dreamtime Dive turns one



ADVENTURE and tourism operator Experience Co recently marked the one-year birthday of its Dreamtime Dive & Snorkel tour.

The five-star rated offering, which combines indigenous cultural and historical story-telling with snorkelling and diving in the Great Barrier Reef, has welcomed more than 15,000 passengers on board since it officially launched in Nov last year (**TD** 14 Nov).

Birthday celebrations kicked off last Mon for "Dream Week", with prize giveaways, increased discounts for the local community and extra presentations on board throughout the week.

"Recently, we were thrilled to host the honourable Minister of Indigenous Australians, Ken Wyatt, to meet and congratulate our staff on their hard work and dedication to their first year of service," said Experience Co

General Manager of Marketing Andrew Denman.

Pictured: the Dreamtime Dive and Snorkel team.

QT Power Down

QT HOTELS & Resorts has launched Power Down, its "digital detox" package where guests hand over their devices for a self-imposed minimum of 12 hours in order to get some quality off-screen time.

Hotel staff will take care of participating guest's phones from 7pm – 7am, while they enjoy a range of "mindful extras", including complimentary wellness bowls, juices, supplements or wine and cheese at QT's bars.

Power Down is available at all QT Hotels & Resorts from now until Oct 2020.

CLICK HERE for bookings.

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An AzAmazing Evening to remember

AZAMARA'S top-selling trade partners were invited to one of the brand's signature AzAmazing Evenings, hosted at Beta Bar in Sydney on 13 Nov, where guests donned their best white outfits just like the iconic White Night events onboard.

The evening was inspired by Greece, with guests treated to a four-course Greek feast and surprise performance by traditional Hellenic dancers followed by a celebratory plate smashing.

MD for Australia & NZ Gavin Smith and Azamara's Belle Osmic shared highlights from the line's soon-to-be-released 2020/21 Destination Guide, featuring an incredible selection of new sea & land itineraries exploring all seven continents around the world.

Azamara also announced an exclusive trade trip on *Azamara Quest* sailing through South Africa in Jan to mark the upcoming debut of its new African itineraries available from Dec 2020.

One trade partner, Vivien Davies from Sylvania Travel & Cruise, walked away with a once-in-a-lifetime land and sea experience to Africa, while two top sellers can still win a place onboard.



TIM and Kelly Faircloth with Rob Patane DSM NSW, Royal Caribbean.



A THORN between two roses.

MARY Kelly, Travel Associates Concord and Jan Harrington, CruiseGuru.



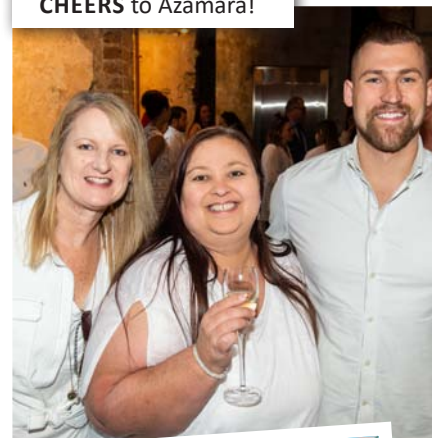
CHEERS to Azamara!



GUESTS indulge in a four-course Greek feast at the Beta Bar, Sydney.



SEAN Clifton, Celebrity Cruises, with Jan Harrington, CruiseGuru, and Cameron Mannix, Head of Field Sales RCL.



BELLE Osmic, Azamara with Viktoryia and Astrid from Creative Cruising.



SEAN Webster, RCL; Viktoryia Shliashko, Creative Cruising; and Peter McCormack, RCL.



ALEX Hrunczev, DSM Victoria and Tasmania, Tim and Lisa from Travel Associates Gynea.



A DELICIOUS dish on offer at the Beta Bar in Sydney.



PETER McCormack, Director of Sales and Vivien Davies, Sylvania Travel & Cruise.



Monday 18th November 2019

SLH additions

SMALL Luxury Hotels of the World (SLH) has introduced six new accommodations into its fold.

Among the new additions are Arima Hotel in Spain; Great Fosters in the United Kingdom; Hidden Hills Villas in Indonesia; Le Coucou Meribel in France; Muh Shouu Xixi Hotel in China and Ovolo Central in Hong Kong.

The company recently introduced a platform for travel agents called withIN (**TD** 31 Jul).

Betsy Beer is back

BETSY Beer, Cathay Pacific's signature craft beer, has returned, with a new taste and new look (**TD** 23 Feb 2017).

Originally only available to First and Business class passengers, the brew is now being served in all cabins on long-haul flights between Hong Kong and the United Kingdom, as well as in Hong Kong International's Cathay Pacific lounge.

The suds takes its name from the airline's first ever aircraft.



Celebrate KLM's 100th 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



Q3. How many years has KLM been in the top 3 of Dow Jones Sustainability Index?

- a) 10 years
- b) 15 years
- c) 11 years

The Adnate opening party



THE Adnate and Hyde Perth Kitchen + Cocktails officially opened on Wed night, celebrating at the new \$90 million Hay Street hotel, which is WA's first Art Series hotel, and Art Series' first hotel dedicated to street art.

More than 300 VIP guests, industry leaders and local celebs gathered at the 27-storey Accor hotel for the soiree, including its namesake, renowned Australian street artist Matt Adnate, Accor Apartment & Leases Senior Vice President Operations Mark Hodge and hotel developers George and Peter Atzemis.

The Adnate features one of the world's largest "mega murals", created by Adnate, which spans 25 storeys and is the tallest in the Southern Hemisphere.

"This hotel is true to Adnate and his incredible ability to tell stories about cultural and community connection through his art," said Accor Chief Operating Officer Pacific Simon McGrath.

Located on level one of The Adnate, Hyde Perth Kitchen + Cocktails is the city's newest restaurant and bar, featuring an outdoor pool, sun loungers and DJ deck, and is described as "a laidback venue" with "music and entertainment at its core".

Pictured: Mark Hodge, Accor Senior Vice President Operations; Artist Matt Adnate; and hotel developers George and Peter Atzemis.

APAC hotels up

ASIA Pacific hotel construction was up 20.7% year-over-year this Oct, with 2,039 projects and 450,231 rooms currently under construction, the latest figures from STR show.

The increase includes a 15.2% hike in upscale rooms, a 33.3% jump in upper-midscale rooms & a 12.7% lift in upper-upscale rooms.

Five countries reported more than 20,000 rooms under construction, with China leading the way by far with 232,901 rooms, or 8.8% of the country's rooms currently under construction, followed by Japan (36,532), Vietnam (29,774), India (24,892) and Indonesia (24,397).

No to donkey rides

THE Spanish town of Mijas Pueblo on the Costa del Sol will ban donkey rides for people over 80 kilograms from 2020.

The town has come under fire in recent years for the burro-taxi (donkey taxi) practice, with the ban set to be introduced on 01 Jan, and the donkeys to also receive better veterinary care and hygiene.

A similar law was also passed in Greece earlier this year, banning donkeys giving tourists rides in Santorini from carrying weights exceeding 100 kilograms.

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Cruise Sales Consultant (Ultra Luxury)

Sydney, \$60k + Super, 1st year OTE \$100k, Ref: 4173PE1

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 Team Leader

SYD, Amazing Team + Package, Ref: 3378AJ1

An exciting opportunity has presented itself for an experienced Corporate Travel Manager to lead a team of 4 experienced Corporate Consultants providing superior customer service and meet/exceed their KPI's. In order to be successful for this role, you will be confident when dealing with corporate clients as well as having experience in motivating and leading teams. In addition to your leadership duties, you'll also be servicing existing clients and will enjoy nurturing relationships.

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Travel Recruitment Consultant

Sydney, Uncapped \$\$, Ref: 5436SJ3

Join one of Australia's leading travel recruitment companies & by utilising your strong travel industry experience & superb sales skills enjoy earning a fantastic salary package with a realistic OTE of \$82k but many earning over \$100k. No two days are the same in this diverse role. You will need to be a people person, confident communicator & self-motivated. CBD offices with Mon-Fri working hours & a fantastic team environment with the autonomy to run your own desk with great rewards.

For more information please call Sarah on
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Leisure Travel Consultant

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!

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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.

Senior Cruise Specialist

MEL, Attractive Package, Ref: 4292AB

Do you live, breath, and sell cruise like nobody else? This could be just the role for you. My clients are looking for a seasoned Cruise Specialist to come into the business and start the cruise division of the agency. If you have your own client base, a proven track record of success, and want to be part of this exciting growth opportunity- now's the time to apply. You'll be awarded with an attractive remuneration package and an opportunity to work from home for the right candidate!

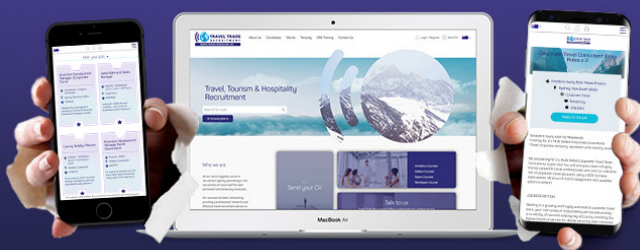
For more information please call Anisha on
(03) 9988 0616 or click **APPLY** now.

Travel Agent - North VIC

Shepparton/Goulburn, Competitive Salary, Ref: 4226AB2

This leading agency in the Shepparton/Goulburn area is looking for a customer focused Travel Consultant. Offering outstanding service, you will deliver travel itineraries that are more than just a trip! Work with a friendly boutique team and deal with clients over the phone and face to face by appointment only. Requiring only a min 6-12 months experience in the travel industry, and having experience using GDS such as Amadeus, Galileo or Sabre, then this is the role for you!

For more information please call Anisha on
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