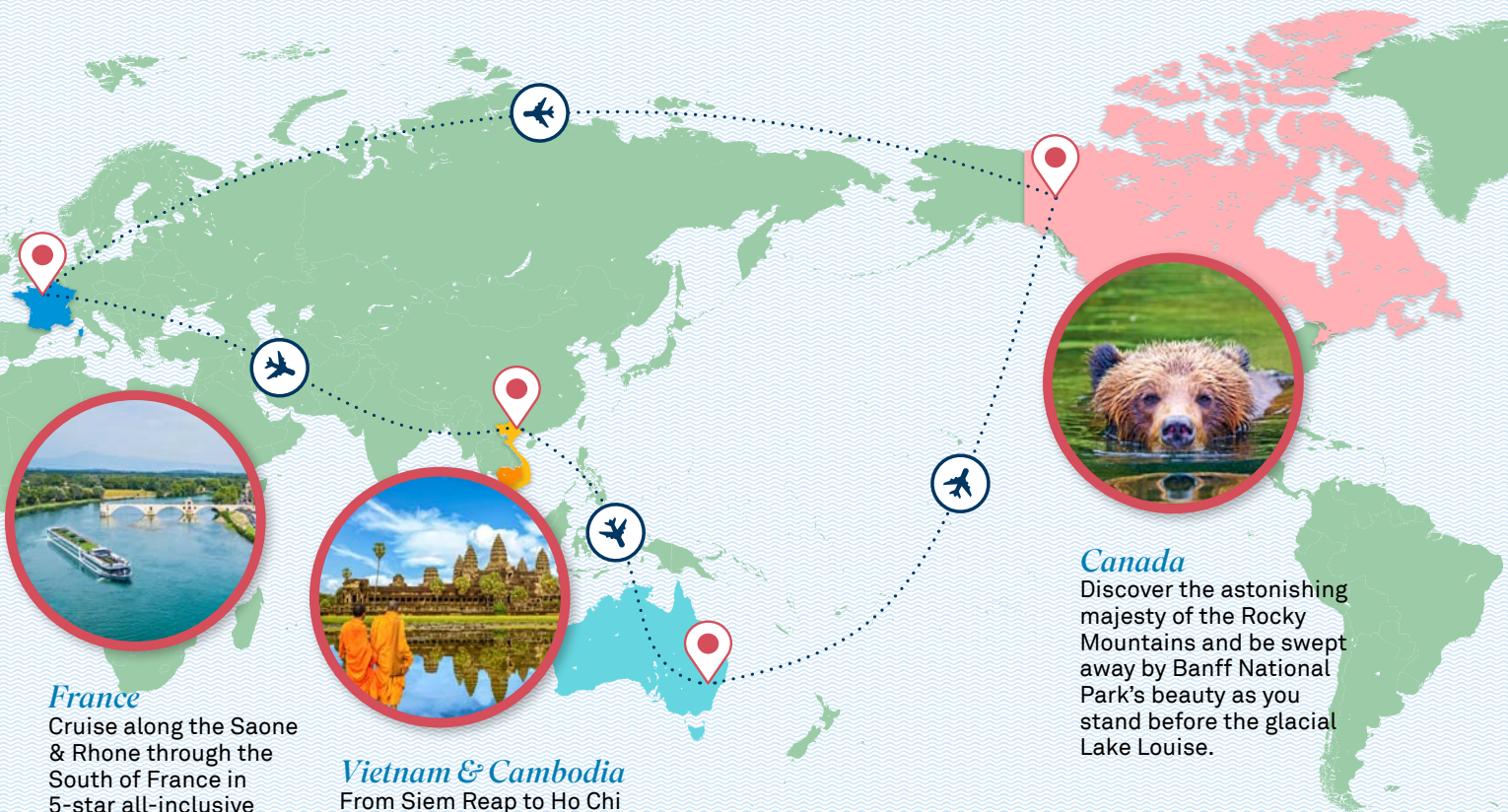


THE ULTIMATE SCENIC EXPERIENCE



France

Cruise along the Saone & Rhone through the South of France in 5-star all-inclusive luxury. Highlights include Lyon, Avignon, Viviers & Beaune.

Vietnam & Cambodia

From Siem Reap to Ho Chi Minh City, discover the mighty Mekong on this eight day journey with highlights including Phnom Penh, Tan Chau & My Tho.

Canada

Discover the astonishing majesty of the Rocky Mountains and be swept away by Banff National Park's beauty as you stand before the glacial Lake Louise.

Flights included in partnership with



Lufthansa

SCENIC IS GIVING ONE AGENT AND THEIR COMPANION THE ULTIMATE SCENIC EXPERIENCE

The successful agent and their companion will begin their journey in Canada discovering the highlights that the West Coast has to offer. Enjoying GoldLeaf service on the Rocky Mountaineer before travelling to Europe to board their South of France river cruise, exploring Lyon and Avignon as they cruise along the Saone and Rhone rivers. Complete the Ultimate Scenic Experience by cruising along the Mekong through South East Asia, enjoying the culture that Vietnam and Cambodia has to offer.

Starting in Canada, followed by France and finishing in Asia
Travel Dates between 01 – 27 August 2020

**CLICK
HERE**

FOR MORE
INFORMATION

**FLY TO PARIS FROM AUSTRALIA
VIA SINGAPORE, HONG KONG AND BANGKOK**

More options with codeshare flights with Qantas

Win a Scenic trip

SCENIC is giving one agent and their companion "The Ultimate Scenic Experience" as part of its latest incentive.

The winner will begin their journey in Canada before travelling to Europe and South East Asia - see the **cover page**.

Hurtigruten agent tool

EXCLUSIVE

HURTIGRUTEN has revealed it will be overhauling its online agent tools for the Australian market, with the cruise line gearing up to introduce a more "matured solution" for the trade from quarter one next year.

Speaking to *Travel Daily*, Managing Director, APAC Damian Perry said Hurtigruten had spent a lot of time in the development phase to perfect the tool, collaborating with McKinsey & Company on the project.

"Over the last six to eight months, we've been doing research and development in different markets so that we can get it ready to drop it live into the Australia market," Perry said.

"The new tool will allow any travel agent to manage, book, report, and do everything they need to do to manage their own business, which will be fantastic," he added.

Perry admitted Hurtigruten had a "very basic tool in place at the moment", but said that the results of ongoing testing in other markets so far for its new agent platform had been "overwhelmingly positive", and would remove as many hurdles as possible for an agent to sell its suite of products.

"This tool will also have all of our product in there, it will have all of their agency information... this is going to solve all of the problems for travel agents, make it easier to book, easier to manage, all at your fingertips," he said.

Today's issue of TD

Travel Daily today has eight pages of news, a front cover wrap for Scenic, a photo page for Creative Cruising, plus full pages from:

- Viking
- AA Appointments jobs

Viking countdown

THE countdown is on for the return of Viking to Australian waters for the line's third year of operating in the region.

Viking Orion will arrive in Dec to offer eight local cruises, followed by *Viking Sun* in Feb as part of her world cruise - see **page nine**.

ADVENTURE WORLD TRAVEL
2020/21
CANADA
COLLECTION

OUT NOW

ORDER TODAY

CANADA FOR GLOWING HEARTS

Book your clients to stay in Victoria and win \$100 TRIP* Dollar\$!

VIVA HOLIDAYS MELBOURNE Trip

*Conditions apply, visit: qhv.com.au/incentives/victoria-incentive for details

CALLING ALL SEEKERS

UP TO 40% OFF EVERY GUEST*

LEARN MORE

SET SAIL CONSULTANT REWARDS REGISTER NOW

Royal Caribbean INTERNATIONAL

*T&CS APPLY

Sale Ends 30 NOVEMBER

VIKING

THINK VIKING

FLY & CRUISE SALE

A RANGE OF FLIGHT OFFERS AVAILABLE ON SELECT CRUISES

CLICK HERE



Europe River Cruising 2020

NEW
Updated Edition



Latest Availability, Deals & Prices

"The brochure that helps you sell"

CLICK FOR NEW BROCHURE >

EXP results fail to excite

ADVERSE trading conditions in Far North Queensland paired with poor weather in New Zealand, are impacting adventure tourism operator Experience Co's (EXP's) financial results.

In an address to shareholders at the company's annual general meeting, Experience Co Chair Bob East said the group's Financial Year 2019 (FY19) results fell short of expectations, prompting a strategic review of the business.

However, the company said its core skydiving and Great Barrier Reef businesses were well positioned going forward, with favourable weather conditions in Australia contributing to improved tandem jump volume in Q1 2020.

As part of the review the company has revealed it is looking to divest non-core assets including its GBR Helicopters business and Raging Thunder Adventures, while also seeking to secure \$5-6m in annualised savings through cost rationalisations.

"EXP's core business continues to be attractively positioned in

key markets," East said.

"With the strategic review undertaken, the remainder of FY20 will be about executing these outcomes and will see the business consolidate, rationalise and reset for improved performance heading into FY21."

EXP CEO John O'Sullivan told shareholders the adventure tourism sector in Australia and New Zealand was showing signs of growth, noting the restructure had given the business a "clear focus" on the core businesses, and positioned it to "deliver shareholder returns".

Fors joins Imagine

TERESIA Fors, who established the first Australian office for Viking Cruises in 2008, has this week confirmed her appointment as Managing Director Australia/NZ for Imagine Cruising.

Fors, who also formerly worked with MyPlanet/Bentours, moved out of cruising in 2016 when she took up a role with Volvo Group, but has now returned.

More appointments on **page six**.

Want to know what a cruise on *Scenic Eclipse* is like? Read more in the November issue of *travelBulletin*.

CLICK to read
travelBulletin



**TAAP's Here
TAAP's There
TAAP's Everywhere**



ENJOY TODAY
www.expedia.com.au/taap

telephone
1800 726 618

email
expedia-au@discovertheworld.com.au



**Breakfast in the sky...
Lunch on the beach**

Fly Melbourne to Vanuatu
Every Tue, Thu, Sat

Air Vanuatu
airvanuatu.com/agents

Head of Product

Passionate about experiences? The BRG are looking for a talented commercial leader to own the supply-side (experiences range) of our iconic business. As a key senior role in the business, you will own the commercial relationships with our experience partners and lead a team to grow the experiences range. You will be responsible for product supply across all our consumer brands (including Redballoon) and B2B business.

We are not only a great place to work, but a place to do your greatest work.

Interested? Head to <https://www.thebigredgroup.com.au/careers/>



WELCOME ONBOARD OUR NEW MAIN CABIN

Enjoy welcome cocktails, a la carte dining and more on all of our international flights.



KEEP CLIMBING
DELTA

FIND OUT MORE >

Star Ritz knocked back

THE NSW Independent Planning Commission has rejected a proposal from The Star casino's owners to build a \$529 million, 237-metre tower on Sydney's waterfront, ruling the construction would "reduce the visual amenity of the area".

The plan included the construction of a new Ritz-Carlton hotel and more than 200 residential units, as well as more than tripling the height of the existing structure at Pyrmont.

In its report, the Commission cited the design as a major factor in their decision, labelling it "overly obtrusive".

The report also found the skyscraper would have a significant impact on the visual quality of important public

spaces, such as Sydney Harbour's foreshore areas like Union Square and Cockle Bay.

The matter was referred to the commission back in Jul after the Department of Planning, Industry and Environment said permission to build the 237-metre tower should be refused.

A spokesperson for The Star had previously stated that the now-repudiated project would have had "a significant benefit for tourism, the city and for the state of NSW", with the development viewed as part of The Star's future strategy to lure tourists away from Crown's major Barangaroo development due for completion in 2021.

The City of Sydney Council was also against the proposed development, with independent councillor Philip Thalys suggesting the building looked like "a rocket that's just landed in Pyrmont".

Old Rail platform

RAILWAY operator Queensland Rail has selected Travel Studio's enterprise platform as its new online booking system to service its long-distance travel business.

The deal will see tech company Open Destinations roll out the new SaaS platform for Queensland Rail, with the company's Exec GM Travel & Tourism Martin Ryan suggesting the new booking interface would "provide a contemporary reservations experience for our customers".

Amadeus APIs

AMADEUS has launched a new set of Artificial Intelligence (AI) APIs, allowing developers to build solutions that can "predict travel intent, traveller behaviour and flight delays" without needing any background in AI or data.

Amadeus said the initiative would allow users to implement predictive models based on valuable insights and functionalities.

One of the most comprehensive cruise selling tools is here!

CHECK OUT
THE 2020
CRUISE GUIDE

CRUISE WEEKLY travelBulletin
Travel Daily

Former CMV Director sentenced

SUSANNE Hunter was yesterday given a 15-month prison term in Sydney's Downing Centre Local Court, after being convicted of defrauding Cruise & Maritime Voyages (CMV) Australia of more than \$2.4 million.

Hunter, the wife of former CMV CEO Grant Hunter, was charged earlier this year (TD 14 Feb) over allegations of multiple fraud and money laundering offences.

According to a *Seven News* report, Hunter made hundreds of illegal money transfers from the company into her own bank account over a number of years, during which she was a Director of CMV Australia as well as being its Passenger Services and Office Manager.

False invoices were created to obscure the swindle, with the Magistrate describing the fraud as a "significant abuse of trust".

The report says much of the money has been repaid, with Hunter's custodial sentence running until Feb 2021.

Emirates orders 30

EMIRATES has firmed up a US\$8.8 billion order for 30 new Boeing 787s at the Dubai Airshow overnight, exercising an option to substitute previously ordered B777Xs with the 787s.

EK said the 787s would give it the flexibility to connect new city pairs and expand frequencies.

Window Seat

HOLLYWOOD megastar Matthew McConaughey, famous for movies including *Dallas Buyers Club* and *Magic Mike*, launched an "off-the-grid" cabin in Australia yesterday as part of his role as Creative Director for bourbon brand Wild Turkey.

In partnership with adventure startup Unyoked, the initiative is part of the company's With Thanks mission to protect and preserve the Australian wilderness.

Named "The Reserve", it is also designed to get more Aussies reconnecting with the wild, with the solar-powered, wi-fi-free cabin on the NSW Central Coast available for bookings from next month.

We're hoping guests won't be too *Dazed and Confused* by making *Contact* with the wilderness.

VA MEL-DPS sale

VIRGIN Australia is celebrating the opening of bookings yesterday for its Melbourne to Bali (Denpasar) flights by offering an introductory sale.

Until Mon, Virgin Australia is offering one-way Economy fares from Melbourne to Bali from \$299, or \$499 return.

The 737 service will operate five times weekly from 29 Mar 2020.

exodustravels
global adventures since 1974

Book now and
save
\$250*
off self-guided
walking & cycling trips
*T&Cs Apply



DISCOVER MORE >

Your future is mobile

Be part of our award-winning mobile travel advisor network.

Earn. Travel. Live. More.



TravelManagers
As individual as you are

Jayride targets one million

LISTED global airport transfer marketplace Jayride has reiterated aspirations to boost its "Passenger Trips Booked" to at least one million per year by 30 Jun 2021 (TD 10 Sep).

Speaking at the Jayride annual general meeting in Sydney yesterday, CEO Rod Bishop highlighted the rapid expansion of the platform over the last 12 months, encompassing many more countries to now cover 85% of global passenger trips.

Jayride has launched a new "insights platform" to leverage the tens of millions of quote requests it receives, creating a "unique global big data set of high-intent traveller demand" right down to street level.

This information has the potential to empower transport companies to optimise their rates and coverage, Bishop said.

Jayride also now works with

ride-share suppliers, allowing travellers to compare and pre-book local services at fixed prices.

For example, Lyft is now a top-seller on Jayride, with similar options available such as Cabify, Kapten and Mytaxi in Europe, Careem in Middle East/Africa and Grab in Asia.

Prices for ride-sharing are quoted in traveller currency and no app download is required.

EY, PIA partnership

ETIHAD Airways has resumed a codeshare agreement with Pakistan International Airlines, with the EY code to be placed on flights from Abu Dhabi to Islamabad, Lahore and Peshawar.

PIA will in turn codeshare on EY services to a range of ports in Europe, Asia and the Middle East.

The carriers discontinued a previous pact in Oct 2018.

Regent in the pink for McGrath



REGENT Seven Seas Cruises was a key supporter of yesterday's Smart Exposure McGrath Foundation Charity Lunch, an annual event that helps raise money for breast cancer support.

Pictured at the luncheon are, from left: Gregory Pickering, CEO Canterbury Leagues Club; Carolyn Pickering; Karyn Pile, Qantas Senior Manager Capital Markets - Property; Anissa Smart, CEO Smart Exposure; Lisa Pile, Regent Seven Seas VP and GM Australia/NZ; and Gillian Seller, Regent Seven Seas Director of Sales.

RCI 2021 Caribbean

ROYAL Caribbean International has revealed its Caribbean season itineraries for 2021-22.

The 2021 northern summer will see *Allure* and *Symphony of the Seas* sailing alternating eastern and western Caribbean routes, both visiting Perfect Day at CocoCay, on seven-night itineraries.

Symphony will sail from Miami, while *Allure*, fresh from her \$165 million amplification (TD 12 Jul), will sail from Port Canaveral.

18 DAYS
Escorted
small group
tour

OSLO-HELSINKI

FOLLOW THE LIGHTS

— Experience some of the world's most beautiful landscapes and the wonder of the Northern Lights on this 18-day adventure.

18 DAYS
OSLO-HELSINKI
September–March

Highlights

- 1 Classic northbound cruise on Hurtigruten's beautiful Coastal Voyage
- 2 A night in a glass igloo
- 3 City tours of Oslo, Bergen, Helsinki and Tallinn
- 4 Norway in a Nutshell journey
- 5 Viking Plank dinner in Flåm
- 6 Husky experience
- 7 Reindeer experience
- 8 Santa Claus Village visit
- 9 Siida museum in Inari
- 10 Multiple opportunities for Northern Lights viewing

Price from \$7,950 pp

NOTE: The 'from' price shown is in AU\$ per person twin share in an Inside Cabin. Hurtigruten has a flexible pricing system and all prices are capacity controlled and subject to availability. Prices may change at any time before departure date, the applicable price will be quoted at the time of booking.



GO TO HURTIGRUTEN.COM.AU
OR CALL 1300 322 062



Oct flights run later

THE Bureau of Infrastructure, Transport & Regional Economics (BITRE) has revealed that on-time arrival and departure flights for major domestic & regional airlines were lower than the long-term average for the month of Oct, with Virgin achieving the best on time arrivals performance at 77.1%, followed by Qantas at 75.6%.

In a separate report on domestic aviation activity for Sep 2019, BITRE revealed 5.42 million passengers were carried on Australian domestic commercial aviation (including charter operations), representing a 2.7% increase from the same time last year.

Melbourne-Sydney remained Australia's busiest Regular Public Transport route for Sep, while the Newman – Perth route showed the greatest increase in pax, up 16% from last year.

The following routes also showed a significant increase: Brisbane-Hamilton Island (up 16.2%); Brisbane-Proserpine (up 15.8%); and Adelaide-Alice Springs (up 14.4%), while Proserpine-Sydney was down 20.8% followed by Darwin-Perth, down 12.6%.

Scenic fleet mgmt

SCENIC Luxury Cruises & Tours will take on full management of its entire river ship fleet cruising the Danube, Main and Rhine Rivers, as well as the Douro River in 2020.

Scenic has been managing six vessels in the fleet internally since 2017, with G&P Cruise Hotel Management in charge of a further five.

The changes in management come as part of a drive to ensure "consistency and excellence" in product delivery across the entire fleet, the company said, with Scenic Group Chief Operating Officer Rob Voss saying the decision was not performance-related, rather the next step in the delivery of a global brand.

Tigerair b'day sale

TIGERAIR is offering an Australia-wide low-fare sale in celebration of its 12th birthday, with one-way fares starting from \$39.95 from Brisbane to Sydney.

The sale is on now until 23 Nov and applies to travel between late Jan to Mar - **CLICK HERE** for bookings.

QUEST has celebrated the launch of its new property in the central-west city of Orange, with community business owners and Quest's senior leadership team convening on the hotel's rooftop for an event.

Quest Orange Franchisee Amy Van de Ven, said, "Since launching in Oct, the team and I have received a very warm welcome from guests, business owners and officials from the local tourism board".

Quest General Manager - Growth, James Shields said Quest Orange was one of the brand's most highly anticipated new properties this year.

"Orange is a fast growing city with a strong business environment, attracting business and leisure travellers from across the country," Shields said.

The property offers a mix of

studio, one-, two- and three-bedroom apartments, plus a gym, conference facilities, car parking, breakfast options and local restaurant chargebacks.

Pictured cutting the ribbon are: James Blanchett, Quest Nowra Franchisee; Pip Brett, Jumbled and Iglou Founder; Amy van de Ven, Quest Orange Franchisee; and Natasha Callewaert, Quest Wodonga Franchisee.

Contiki off the grid

CONTIKI Holidays has introduced three new "Off-Grid" trips in its New Zealand product release for 2020/21, designed for travellers aged 18-35.

The trips covers off-the-beaten-track locations across New Zealand and the North & South Islands.

CLICK HERE for more.

Advertising Coordinator

Macquarie Park, Sydney

The Business Publishing Group is looking for the services of a proactive Advertising Coordinator to work across our industry leading titles.

This is a full-time role working within our sales and marketing team. Key responsibilities will be the development and production of our publications, liaising with clients on quotes and advertising coordination as well as assisting with promotional activities.

We are looking for someone who has strong attention to detail, is organised, a team player and excels at customer service. Experience with Adobe InDesign and Microsoft Office suite is highly desirable.

If this sounds like you apply to jobs@traveldaily.com.au today. Applications close 29/11/19.

Join us as we work together towards a sustainable future.



Be a part of the 2020 Travel Daily Sustainability Summit.

Prospectus available now.

CLICK HERE

Travel Daily



Sustainability SUMMIT

22 April 2020

Agents say hello to CZ



EIGHT Helloworld Travel member network agents were recently treated by China Southern Airlines to an eight-day famil to the UK.

Highlights included a VIP night at the Royal Albert Hall to see the Bootleg Beatles perform with the Royal Liverpool Philharmonic Orchestra, a night at West End to see the musical *Wicked*, and accom at the Copthorne Tara Hotel London Kensington.

CZ also provided the group access to the VIP Lounge in

Guangzhou during their trip.

Pictured dining at the Royal Albert Hall are: James Harrison, Frontier Travel; Fumio Hayashi, New Horizon Tour; Amanda Parker, Verve Travel Management; Penny Flanders, MTA - Mobile Travel Agents; Justin Pan, China Southern Airlines Host; Kate Tran, Expedition Exclusive Australia; Jenny Kwon, Air Tickets Host; Joanne Penson, Phil Hoffmann Travel Hyde Park; Kaan Celik, Sanford Int'l Travel; and Abraham Khoury, Merrylands Travel.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

ICS Travel Group has welcomed **Bob Daniel** as its new Sales Manager for Australia and New Zealand. Daniel has worked in the industry for many years, owning and operating his own travel agencies and tour companies throughout Australia.

Nikki Woodward has joined the team at **Evolution Travel Collective** as Business Development Manager, where she will be responsible for Queensland, Far North NSW and the Northern Territory regions. In the past Woodward has worked with China Southern Airlines, Air Tickets, Finnair and Flight Centre Travel Group.

Travelport has announced **Nick Bray** as its new Chief Financial Officer. Bray has 25 years' experience in the technology sector, with his most recent role as CFO at Sophos. He is also currently a non-executive director of De La Rue plc. Bray will operate out of Travelport's global headquarters in Langley, Berkshire, UK.

Travel industry veteran **Noreen Henry** has been appointed Chief Revenue Officer at **Sojourn**, where she will oversee all global sales and account management teams, which service 8,500 travel clients in more than 100 countries. Henry brings more than 25 years of experience to the role, having previously served as CEO of WayBlazer, Chief Revenue Officer at DHISCO and Vice President at Intent Media.

Inspire your clients' next trip to the USA

Get them to read all about Washington DC in the Spring edition of *Travel & Cruise Weekly*



FCTG Indigenous

FLIGHT Centre Travel Group has partnered with Baidam Solutions, First Nations information security technology business, to support young Indigenous Australians pursuing careers in cyber security.

"Baidam is an incredible company that donates a significant amount of profits back into the indigenous community, creating an employment pathway in IT through educational scholarships," said Flight Centre Travel Group Managing Director Corporate Brands Australia James Kavanagh.

To date, Baidam has helped six young Indigenous people finish their training.

G Adv movement

G ADVENTURES is inviting travel industry partners to work together to reduce single-use plastics through its new initiative, the "Plastics Partnerships Project".

The company is currently working on providing clean drinking water for its travellers in order to replace disposable plastic water bottles with reusable vessels, and has also partnered up with Travel Without Plastic to develop tools and resources to help reduce single-use plastic throughout its hotel supply chain.

Virtuoso 2020 class

GLOBAL luxury travel network Virtuoso is looking for travel technology startups to take part in its 2020 Incubator program.

The initiative is designed to give emerging companies a competitive edge, with one of the companies eligible for full Virtuoso partnership after the program.

Virtuoso said incubator companies would receive real-world insights from travel advisors, gain knowledge about the travel industry, learn how to serve clients better, satisfy business needs and more.

Applications must be in by 15 Jan - **CLICK HERE** to apply.



TRAVEL WITH PURPOSE

Today's Travel with Purpose is brought to you by Intrepid Travel

Advocating for climate action is more important than ever.



Back in April, you might remember we launched a campaign through The Intrepid Foundation to raise

funds for an innovative climate change solution: seaweed. The fast-growing plant is an unlikely hero for the planet with its potential to draw down large amounts of excess CO2 from the atmosphere.

Through The Intrepid Foundation, we set an initial fundraising target of \$350,000. We fundraised this amount in record time, which has been overwhelming – considering it was one of our highest targets in the Foundation's history.

It was such a success that we set another stretch target of \$250,000, which we just reached in less than three months. We're now looking for another project to fund as donations and support continue to pour in from all around the world.

This response has completely given me hope. Looking to the future and being solutions-focused on this issue is paramount.

It isn't too late to get behind this, and take climate action via The Intrepid Foundation's page: <https://www.theintrepidfoundation.org/seaweed-regeneration>

Brett Mitchell, Chief Commercial Officer, Intrepid Travel



Creative's Luxury Cruise Training Day

THE Creative Cruising team hosted a Luxury Cruise Training day on Tue at the Hyatt Regency Sydney attended by luxury suppliers from Azamara, Oceania Cruises, Regent Seven Seas Cruises, Crystal Cruises, Seabourn, Ponant, Cunard & Silversea.

A light lunch was sponsored by Azamara, afternoon tea was by Ponant and networking drinks by Silversea, with Pommery flowing in true Silversea style, along with a specially created cocktail for the event, "Garden Spritz", thanks to the Hyatt Regency hotel.

There were also four lucky door prizes thanks to Azamara, Ponant, Seabourn and the Hyatt Regency hotel, with the major prize winner presented a one-night stay at the Hyatt Regency Sydney in a harbour club room.



HELEN Eves, Seabourn, and Lara Anderson, Joanne Blackman, Julie Jones, Viktoriya Shliashko from Creative Cruising.

All agents received gifts throughout the day from the luxury cruise line partners.

Creative Cruising said it would like to thank all the agents and suppliers for attending the successful training day and it is looking forward to more in the future, "so stay tuned" and **CLICK HERE** to stay updated.



MARTINE Nunes, Business Development Manager and Trevor Thwaites, Director of Sales AU NZ Oceania Cruises.



SCOTT Graham, Crystal Cruises with Julie Jones and Caroline Hitchen, Creative Cruising.



ALLAN Hopper, Hopperound; Aaron Baynton, Deja Vu Travel; Barry Warner & Mario Paez, Planetdwellers Travel.



SMILES and cheers-ing all 'round!



JOHN Pirreca & Joanne Blackman, Creative Cruising with Penny O'Leary & Joanne Miller, italktravel Castle Hill.



LINDA Seierson, Regent Seven Seas & Caroline Hitchen, GM Creative Cruising.



SILVERSEA'S signature Pommery drinks.



CREATIVE Cruising's Astrid Maier, Kim Manlucu, Joanne Blackman & Viktoriya Shliashko.



LUXURY Cruise Training Day.

Greymouth rail line

NEW Zealand passenger train TranzAlpine resumed full operations yesterday after the re-opening of the section of line at Omoto near Greymouth.

The piece of track had been closed since Oct because of a slip, with TranzAlpine confirming it is working to provide a long-term solution to prevent the problem from reoccurring.

Voco sustainability

VOCO Gold Coast is celebrating its first anniversary, ditching the traditional gift of paper and celebrating with a range of sustainable initiatives.

Paperless check-out will be rolled out today across both the Gold Coast and Hunter Valley locations, while the brand also revealed it had recycled over half a million plastic bottles to date.

Mercure Rouse Hill opens



PROPERTY investors Lewis Land Group and Accor marked the official opening of the new Mercure Sydney Rouse Hill on Fri (TD 16 Aug) with an event.

Attendees heard from Lewis Land Group CEO Chris Calvert, Accor Pacific Chief Operating Officer Simon McGrath and MP Alex Hawke and were treated to drinks, canapes, and a tour of the venue.

Pictured cutting the cake are The Hills Shire Council Mayor Michelle Byrne; Accor Pacific Chief Operating Officer Simon McGrath; Federal Minister for

Int'l Development and the Pacific Alex Hawke; Lewis Land Group CEO Chris Calvert & NSW Minister for Multiculturalism Ray Williams.

ESTA site down

THE US Electronic System for Travel Authorisation (ESTA) website will be taken offline for 24 hours so it can be relaunched.

Customs and Border Protection (CBP) said the website would be down from 21 Nov US time.

During the closure, no new applications will be able to be submitted.

The new website will be designed to provide a more intuitive user experience.

Med tourism rises

GLOBAL medical tourism has grown a whopping 358%, according to the World Travel & Tourism Council's *A Prescription for a Healthier Economy* report.

The publication names the United States as the number one tourism market for both inbound and outbound spending on medical tourism, while the main beneficiaries of the phenomenon are Turkey, Thailand and Jordan.

White Pebble '20

TRAVEL Daily would like to clarify that White Pebble Suites (TD 19 Nov) will open in 2020 on the Greek island of Milos.

Hawaiian's new kits

HAWAIIAN Airlines has launched a new line of in-flight amenities, created in collaboration with Hawaiian company Kealopiko.

The kits will offer a range of goodies including a bamboo comb, dental kit, earplugs, hand cream, sleep mask and tissues.

The amenities all focus on sustainability, using materials all sustainably dyed, cut and sewn by hand.

All amenity kits feature eco-friendly paper packaging in line with Hawaiian Airline's goal of reducing single-use plastics.



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 kml@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

LOOKING FOR A SPECIFIC INDUSTRY SUPPLIER?

[CLICK HERE FOR THE 2019 AFTA TRAVEL PAGES SUPPLIER DIRECTORY](#)

Travel Daily

www.traveldaily.com.au

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, Travel Daily is Australia's leading travel industry publication.

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)

Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

VIKING VITALS

Thursday, November 21, 2019



THE VIKINGS ARE COMING

Two ships: *Viking Orion* and *Viking Sun*
Two home-ports: Sydney and Auckland
 One incredible record-setting 245-day world cruise

The countdown is on til the return of Viking's award-winning ocean ships to Australian waters, when *Viking Orion* arrives at her seasonal Sydney and Auckland home ports, and *Viking Sun* visits Australia during the world's longest ever passenger cruise, the Guinness World Record-setting *Ultimate World Cruise*.

Viking Orion will reach Australian waters in December 2019 and sail eight local itineraries during her three months based down under; six 15-day *Australia & New Zealand* itineraries between Sydney and Auckland, bookended at each end of the season by the 17-day *Komodo and the Australian Coast* itinerary between Bali and Sydney.

Viking Sun arrives in Australian waters in February 2020 during her epic 245-day *Ultimate World Cruise*, visiting six continents, 51 countries and 111 ports.

Two ships, two home ports and one incredible world cruise means plenty of opportunities for new-to-Viking agent education.

AUNZ 2020 SEASON: BY THE NUMBERS



2 Ocean Ships
 Viking Orion and Viking Sun



2 Home Ports
 Sydney and Auckland



8 Local Cruises



16 Overnight Stays



17 Different ANZ Ports
 visited



930 Guests
 On each ship

ULTIMATE WORLD CRUISE: FUN FACTS



245 Days



8 Months



6 Continents



51 Countries



111 Ports



10 Australians Sailing
 the entire 245-days



Viking has no non-commissionable fees. We pay commission on every single part of the cruise fare, so there's more in your back pocket.

LIKE MORE INFO?

Download our handy travel agent cruise guide with everything you need to know about Viking ocean cruising here





www.aaappointments.com.au



Want your career search handled confidentially? Call the experts!

AA IS EXPANDING TO KEEP UP WITH DEMAND

**TRAVEL RECRUITMENT ACCOUNT MANAGERS x 3
SYD, MEL & BNE- TOP SALARY PKG + BONUSES**

As the N.1 choice in travel recruitment, AA is currently experiencing key growth! This is your chance to combine your love for the travel industry with your passion for assisting others in finding their own career path. Your days will fly by with meeting candidates, building strong relationships with existing clients and growing your client portfolio to find the perfect client/candidate match. Earn a top salary + bonuses, staff conferences & Mon-Fri hours.

***NEW* REPRESENT A SUPERB PRODUCT**

**BUSINESS DEVELOPMENT MANAGER
BRISBANE- UP TO \$85K PKG**

Start 2020 with a brand new sales role. This leading travel company provide a first class product and experience and are looking for a new QLD BDM to join their team. As an experienced sales executive you will be able to gain new clients, build existing accounts and look for unique ways to increase business. A strong salary package along with car allowance and all tools of the trade will be provided. Call today to be in the running - interviewing now.

***NEW* NEW HOTEL SALES OPPORTUNITY**

**DIRECTOR OF SALES - CONFERENCE & EVENTS
MELBOURNE- \$110K PKG**

Are you a senior sales manager ready for your next challenge? This reputable and well known hotel name is looking for a highly driven strategic sales manager to join them and grow their conference & events business for several properties. Your proactive approach, strategic vision and determination combined with your previous hotels sales experience will be the key to success. Strong salary package + long term career progression and development on offer.

ON THE ROAD AGAIN

**TRAVEL INDUSTRY BDM
SYDNEY - BASE SALARY \$75K + BONUS**

We are searching for a Sales Executive who is passionate along with the ability to source and secure new business to join this industry leader. You will have a real drive, passion and understanding of the travel market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm

SUPERB EXECUTIVE POSITION

**GENERAL MANAGER -TMC
MELBOURNE- GENEROUS SALARY PLUS BONUS**

This is an extremely rare opportunity for someone to lead this growing Travel Management Company that is seeing huge success in Australia and globally. You'll be leading a senior management team of approx. 7 & reporting directly into the overseas based CEO. You will need to have run a successful business, had a number of years in the corporate travel space and an entrepreneurial spirit to be considered. A generous base and strong bonus structure will be on offer.

WINNING STRATEGIC BDM ROLE

**SALES MANAGER
VICTORIA - STRONG SALARY + BONUSES**

Throw yourself into an exciting career with a leading global travel company. If you are skilled in travel technology, project management, procurement and have outstanding hunting skills you will love the outcomes this role will deliver. It is essential that you have strong sales skills, professional business communication and be capable of managing multiple stakeholder relationships, both internal and external. A fascinating role for a motivated person!

UNIQUE OPERATIONS ROLE

**TEAM LEADER - CORPORATE
MELBOURNE - \$80K BASE PLUS PLUS**

Be very quick for this rare gem. You will be leading a team of the very best consultants servicing corporate clientele. Strong leadership skills and strong Travel Industry knowledge required. Working in the CBD you will enjoy a base salary of up to \$80K plus super and quarterly bonuses. This role offers flexibility - 3 days in the office and 2 from home. Career progression is another huge reason for applying. Interviews commencing this week

FANCY YOURSELF A MICE EXPERT

**BUSINESS DEVELOPMENT MANAGER - MICE FOCUS
BRISBANE- UP TO \$87K PKG**

If you're an expert in MICE sales and a superstar BDM then we have the role for you. This funky and highly respected hotel group is looking for their next sales guru. Winning new accounts and building existing clients you'll be responsible for growing the group's MICE sales in Brisbane. A strong salary package is on offer along with sensational benefits and career progression. This role is interviewing now so get in quick to find out more.

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

executive@aaappointments.com.au

NSW & ACT - 02 9231 2825 VIC, WA, SA & TAS - 03 9670 2577 QLD & NT - 07 3229 9600

FOR ALL THE BEST EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com.au