

Tim Clark to retire

EMIRATES has announced the retirement of its long-standing President Tim Clark, effective 30 Jun (**TD** breaking news).

Clark has been with the airline since 1985 and will remain with the company in an advisory role to ensure a smooth transition.

Paying tribute to Clark's influence on the carrier, Emirates Chairman and Chief Executive Officer Ahmed bin Saeed Al Maktoum said he was a key leader for the airline through a range of challenging periods.

"Through wars, economic recessions, disasters natural or man-made, and various industry upheavals, Tim has ably steered and grown EK to its standing today as the world's largest int'l airline," Maktoum said.

"There is no question of Tim's brilliance as an airline manager and planner, nor of his courage in taking forward bold ideas, and his dedication to quality and innovation," he added.

Media reports suggest possible replacements include EK's COO Adel Al Redha and Flydubai's CEO Ghaith Al Ghaith.

Excite "platform issues"

ONLINE wholesaler Excite Holidays has blamed a technical glitch for booking issues which have seen travel agent clients arrive at their destinations in recent days to find bookings have not been paid.

A number of travel consultants have raised concerns on an industry Facebook page, with hundreds of comments on a post saying "there is an issue with Excite Holidays and bookings that have been paid in full are being cancelled" due to payment not being received by suppliers.

Excite Managing Director Nicholas Stavropoulos confirmed there had been "platform issues" affecting numerous bookings.

"That's caused a bit of chatter... our customer service team are working through them; we are on top of everything, it's just a busy time of year," Stavropoulos said.

Today's issue of TD

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

- Albatross Tours

A recorded message played to callers to the Excite Holidays call centre confirms that its operations team is working to identify and rectify affected bookings.

"Regretfully if you have been affected we recommend that you advise your client to pay the travel provider, keep their receipts, and lodge a service complaint within the next 30 days," the company advises, apologising for the inconvenience.

Excite Holidays was established in Sydney but now trades through a Singapore-based entity called Excite Holidays Pte Ltd.

The business was formerly ATAS accredited, but "voluntarily withdrew" from the industry accreditation scheme just over 12 months ago (**TD** 12 Dec 2018).

CZ out of SkyTeam

CHINA Southern Airlines has now formally exited the SkyTeam Alliance after a year-long transition period (**TD** 16 Nov 2018), but says it will maintain existing codeshare deals with 14 SkyTeam members.

Partnerships will continue with Air France, Delta, Korean Air and Vietnam Airlines, while the carrier said it had "accelerated the expansion of its global 'circle of friends'" through new bilateral codeshare deals with American Airlines, Emirates, Finnair, British Airways, Japan Airlines, Qatar Airways and Qantas.

A new CZ frequent flyer scheme is in the works, while the carrier said its network of relationships allows passengers to "travel to all major destinations around the world when flying with the company and its partners".

Albatross giveaway

ALBATROSS Tours is rewarding agents with a \$100 gift card per person per 2020 Albatross European summer tour booked by 28 Feb.

See more on **page four**.

New British invasion?

TOURISM Australia has invested \$15 million to lure more British tourists to Australia, linking up with popular Aussie expatriates Kylie Minogue and Adam Hills to launch a new campaign activation in the UK (**TD** breaking news).

The pair jointly perform a jingle called *Matesong* during a three-minute television commercial, and is designed to bolster the dwindling inbound market following a period of economic uncertainty brought on by Brexit and a recent general election.

"It's no secret that the UK has been going through a period of uncertainty, and this has had an impact on outbound travel, including to Australia where numbers have dipped in recent months," said Australia's Minister for Trade, Tourism and Investment Simon Birmingham.

"It is crucial that we continue to drive growth from this market, both first-timer travellers but also repeat visitors whose familiarity means that they are more likely to want to travel further...this campaign is about reminding Brits that Australia is a diverse and welcoming destination that still offers all the things that they love about our country," he added.

The Australian Export Tourism Council (ATEC) has also welcomed the latest campaign, hailing the timing of marketing push in particular as a "masterstroke".

"This campaign will remind Brits they can retreat from the cold of the English winter and the turmoil of political uncertainty to our 'sun drenched' destination," ATEC MD Peter Shelley said.

Watch the video **HERE**.

HLO office update

HELLOWORLD Travel has changed its registered office on the Australian Securities Exchange to 179 Normanby Road, South Melbourne.

Its main telephone line has changed to +61 (3) 9867 9600.

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.

Pulse Hols ceases trading

EXCLUSIVE

LATIN American specialist wholesaler Pulse Holidays is advising its industry partners that it has ceased trading effective 01 Jan 2020.

The company was established in 1992 with a focus on Mexico, later expanding to cover Cuba, Guatemala, Belize, other parts of the Caribbean and South America.

Pulse Holidays operated several specialist divisions, including Caribbean Reservation Centre, Mexico Reservation Centre and South America Reservation Centre.

An email response to agents contacting the company advises that "it is with deep regret that after 27 years of service to the travel industry, Pulse Holidays has ceased trading".

The company's 1800 number rings out, although its website is still live at pulseholidays.com.au.

Pulse Holidays is not a member of the AFTA Travel Accreditation

Scheme.

Current ASIC details for Pulse Holidays Pty Limited (ABN 46 106 835 732) indicate it is a company operating from the Brisbane suburb of Kenmore Hills, listing Derry Weis as its sole director.

The status of outstanding bookings is unknown at this stage, and Pulse Holidays did not respond to a request for further information prior to *Travel Daily's* deadline today.

Jetstar KLM c'share

JETSTAR has filed an application with the International Air Services Commission (IASC) to permit the carrier's planned codeshare with KLM Royal Dutch Airlines on the Indonesia route (**TD** 20 Dec 2019).

It is proposed that KLM will offer codeshare services on selected flights operated by Jetstar on the Indonesia route on a free sale basis, from 15 Feb.

Emirates Palace new management

ABU Dhabi's iconic Emirates Palace Hotel is now under the management of Mandarin Oriental Hotels Group, which took over effective yesterday, 01 Jan 2020, from the previous operator, Kempinski Hotels.

The 394-room property will stay open as it undergoes a two-year phased renovation after which it will be rebranded as a Mandarin Oriental hotel.

The Emirates Palace Hotel has its own 1.3km beach, 12 restaurants, a marina, two pools and 40 meeting rooms, along with a 2,500-person ballroom.

LOT SQ codeshares

LOT Polish Airlines has expanded its codeshare deal with its fellow Star Alliance member Singapore Airlines, placing its LO code on SQ flights from Singapore to Auckland, Wellington and Christchurch.

Reflect with us on the year that we've had in 2019 in the December issue of *travelBulletin*.

[CLICK to read](#)

travelBulletin



Window Seat

THE ongoing rivalry between Roger Federer and Rafael Nadal has ramped up again, only this time it's not on the court.

Not to be outdone by the Fed Express who posed with one of Rottneest Island's iconic quokkas last year, Nadal also grabbed his Kodak moment with the cute marsupial over the weekend.

The tennis ace is in town to represent Spain at the upcoming ATP Cup, and by taking the selfie, some have tipped his forehand volley to be a little quokker than usual.



Secure your seat to the Summit now

22 April 2020

Doltone House, Darling Island, Sydney

[CLICK HERE TO PURCHASE TICKETS AND VIEW THE SPEAKERS](#)



Travel Daily



Sustainability SUMMIT

Thanks to our sponsors:

HEADLINE SPONSOR

[Intrepid Group](#)

AVIATION PARTNER

Qantas

GOLD SPONSORS

Globus, Hurtigruten, The Travel Corporation

SILVER SPONSOR

G Adventures

BRONZE SPONSORS

APT, World Expeditions

NETWORKING SPONSOR

Ponant

CATERING SPONSOR

Ensemble Travel Group

Endeavor floated

CRYSTAL Cruises' new polar class expedition vessel *Crystal Endeavor* took to the water for the first time on 21 Dec after rolling out of the MV Werften shipyard in Stralsund, Germany.

The 200-guest ship features six dining venues, a salon and spa, fitness centre, "expedition-specific amenities and spaces", and a seven-guest submersible that will embark on deep-water explorations.

Crystal Endeavor will set sail on her maiden journey from Tokyo on 10 Aug, with itineraries up until early 2023 now available for booking, covering far-flung regions such as the High Arctic, Antarctica, Iceland and more.

Uber sues California

UBER filed a lawsuit against the State of California on Mon in order to prevent a new gig economy labour law from going into effect on Wed.

The legislation would see independent contractors classified as employees, meaning they would be granted the minimum salary and health insurance benefits required under that classification.

Uber argued the law unfairly targets workers and companies in the on-demand economy while exempting direct salespeople, travel agents and others, and is organising a US\$30 million referendum to replace the bill with a "compromise on social rights".



ITRAVEL ended 2019 on a high note, treating 75 of its agents and their families to a family fun day on board Royal Caribbean International's *Voyager of the Seas*.

The children were given exclusive access to the ship's thrilling activities, including The Flowrider, a 12-metre-long surf simulator, as well as The Perfect Storm water slide, where they twisted and turned their way down three storeys of the ship.

Pictured: itravel advisors and

their families having a cruisey time on *Voyager of the Seas*.

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.

James Wyndham has been appointed General Manager at boutique hotel **The Island House** in Nassau, Bahamas. Wyndham brings 25 years of hospitality experience to role, most recently acting as General Manager of Emirates One&Only Wolgan Valley.

Swiss-Belhotel International has announced **Duco E. de Vries** as the General Manager for Swiss-Belresidences Juffair in Bahrain. Prior to joining the company, de Vries worked as the General Manager of Impiana Resort Chaweng Noi, Koh Samui in Thailand and has more than three decades of international hospitality leadership experience across Europe, the US, Asia and the Gulf Cooperation Council (GCC).

Global travel market research company **PhocusWright** has appointed **Charuta Fadnis** as Senior Vice President, Research and Product Strategy, where she will lead a group of research analysts that produce a range of travel-related projects. Fadnis was previously an analyst with the company from 2014 to 2016.

Adriaan den Heijer has been named Executive Vice President of **Air France-KLM Cargo** and Managing Director of **Martinair Holland NV**. Most recently, den Heijer acted as Senior Vice President of Pricing & Revenue Management for Air France-KLM, and has held various posts at KLM, Air France KLM, and Cargo since 1995.

Merivale action

MERIVALE has said employees would not get any benefit from a class action for alleged underpayments of up to \$129 million, with a spokesperson saying the hospitality giant has "always acted with the interests of its workforce squarely in mind" and would "vigorously defend" any legal claim made against it.

Marriott Haitang

JW MARRIOTT Sanya Haitang Bay opened on Tue in Haitang Bay on the National Coast of China, marking JW Marriott's second resort on Hainan and 18th hotel in Greater China.

The property features 142 guest rooms and 18 villas with private balconies, two dining facilities, a health club with nine pools, and a spa - for more info, [CLICK HERE](#).



A-LEAGUE

**A-LEAGUE
WINNER R12**

Congratulations

ELYSE CRAFT

from
Orbit World Travel

Elyse is the top tipper for R12 of *Travel Daily's* A-League footy tipping competition.

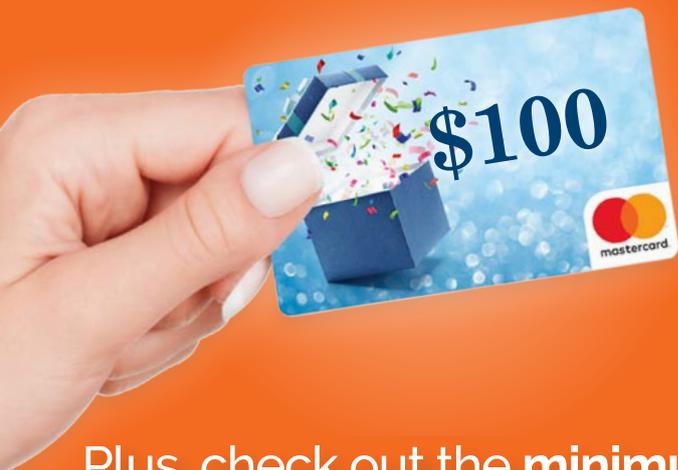
A-League tipping competition is sponsored by Etihad Airways and ReadyRooms, with the top tipper for the season winning a trip to Manchester to see Manchester City play.

الإتحاد
ETIHAD
AIRWAYS


ReadyRooms

NSW permit LTPS/19/38955 ACT permit TP 19/04408

100% Guaranteed Departures + \$100 Guaranteed Rewards!



Be rewarded with a \$100 Gift Card Per Person, Per Tour when you book your clients on any 2020 Albatross European Summer Tour before 28 February 2020*!

Plus, check out the **minimum** commission you are guaranteed to earn **per couple booked**:

- Italian Grande - **\$1,671 commission**
- 'Magnifico' Spain & Portugal - **\$1,939 commission**
- Scandinavia 'In the footsteps of Vikings' - **\$2,797 commission!**

PLUS a \$200 Mastercard Gift Card!



Book with confidence with our ENTIRE 2020 Summer Tour program guaranteed to depart!

Albatross Tours - giving our trade partners the confidence to book, and the ability to earn more.

**TO HELP YOU GROW
YOUR ALBATROSS
SALES, SEE OUR FREE
TRADE MARKETING
RESOURCES**

VISIT AGENT PAGE

Website: albatrosstours.com.au

Phone: 1300 135 015

Email: info@albatrosstours.com.au

*Albatross Tours 2020 Summer Tours Agent promotion is valid for NEW 2020 Europe and UK tour bookings made from 2 January until 28 February 2020. A \$500 per person non-refundable and non transferable deposit is required within 7 days and at the latest by 28 February 2020. The \$100 Mastercard Gift Cards can be accumulated and will be emailed to you as an e-voucher and are valid one (1) per person per tour. The Gift Cards will be sent to the eligible travel consultant upon the conclusion of the promotion (after 28 February, 2020).