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*Offers correct as at 14 January 2020 and subject to change or withdrawal. Offer ends 30 January 2020 unless extended. For full terms and conditions click here.



Travel Daily First with the news

Norwegian savings

PASSENGERS booking Norwegian Cruise Line voyages are being offered up to US\$2,000 in free onboard spending, plus up to five "Free at Sea" offers, all valid for reservations confirmed by 30 Jan.

NCL's Global Summer Sale features more than 300 destinations worldwide - for details see the **cover page**.

Travel Daily on location in Los Angeles

Today's issue of *TD* is coming to you courtesy of Viking Cruises, which will later this week unveil full details of its new expedition cruise product at the Beverly Hilton.

VIKING Cruises is hosting media and dignitaries from across the globe in Beverly Hills 90210 this week, in the lead up to tomorrow night's unveiling of the new expedition ships.

The event is expected to showcase key features of the 378-passenger ships, as well as the itineraries they will sail.

At least two vessels are believed to be currently under construction, continuing Viking's rapid expansion which has seen it launch over 60 new river cruise ships and six ocean vessels in the last eight years.

Full details in *Travel Daily* as they come to hand.

Travel You link to Excite

THE owners of the collapsed Excite Holidays have also been revealed as the directors of another travel business currently operating in Australia.

TravelYou.com was launched in Jul 2019, and has been promoting itself with a media kit describing the venture as a "global travel publication, booking platform and mobile application built to help new age travellers discover the world with ease".

The media kit highlights Excite MD Nicholas Stavropoulos as co-founder, describing him as an "entrepreneur, a mentor, a visionary, analyst, strategist, psychologist and test pilot".

Investigations undertaken by **TD** confirm that the Travel You trademark, registered in Aug 2018, is owned by a Singaporebased company called Travelyou. com Pte Ltd which operates from the same registered address as Excite Holidays Pte Ltd, the entity which is listed on the now defunct Excite Holidays website.

Corporate records in Singapore indicate that Travelyou.com Pte Ltd has the same three

Today's issue of TD

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

- Albatross Tours
- Travel Trade Recruitment
- Hurtigruten

directors as Excite Holidays Pte Limited: George Papaioannou and Nicholas Stavropoulos, both based in Vaucluse, NSW; plus Singapore citizen Ha Ling-Ling.

Travelyou.com was 100% owned by Excite Holidays Pte Ltd until late Oct 2019, when the shares were transferred to a NZ entity called Illion Trustees Limited.

The Travel You team includes several former Excite staff, but most are believed to have departed in recent days.

Travel You has been targeting tourist boards and suppliers for co-op advertising funds, and just before Christmas undertook a joint "activation" with VisitBritain in Sydney's Pitt Street mall.

MEANWHILE, the Administrators of Excite Holidays have provided a new guide for affected travel agents - details on **page two**.

Anyone with further info on the Excite collapse can confidentially let us know via our special WhatsApp tip line - **CLICK HERE** - while former Excite employees can sign up for a **TD** subscription using coupon code EX-EXCITE at subs.traveldaily.com.au.

Hurtigruten on sale

HURTIGRUTEN Cruises has launched a major Global Sale for 2020/21 departures including Norway coastal and expedition voyages, Antarctic and Arctic cruises, Canada/Alaska and the Northwest Passage - for details see the **last page** of today's **TD**.

Wednesday 15th January 2020

Albatross guarantee

www.traveldaily.com.au

ALBATROSS Tours is highlighting its 100% departure guarantee for its 2020 Summer Europe and UK Small Group Touring program.

Albatross is also offering agents a \$100 gift card per person per tour for bookings confirmed by 28 Feb - see **page seven**.

UK Govt rescues failing airline

THE British Government has agreed on a "rescue package" with regional carrier Flybe, with the deal believed to include the deferral of a major tax bill.

Flybe owes the government more than £106 million in "Air Passenger Duty," a tax levied on each traveller as part of Britain's response to global warming.

Almost exactly 12 months ago Flybe was taken over by a Virgin Atlantic-led consortium (*TD* 15 Jan 2019), which has promised to inject further capital if the government will help ease the carrier's immediate cash crisis.

Flybe focuses on the UK domestic market, serving scores of routes to and from smaller airports which are seen as playing a vital role in the economy.

The UK Department of Transport has flagged a review of Air Passenger Duty, but any cut in the £13 per sector levy on domestic services is strongly opposed by climate activists who would prefer to see less flights operating to cut emissions.





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Wednesday 15th January 2020

Bushfire donations

THE travel industry continues to offer its support to bushfireaffected communities, with Scenic Group announcing it will donate \$500,000 to bushfire relief charities across Australia, including the Red Cross Disaster Relief and Recovery Appeal and rural fire services.

Marriott International will also undertake a series of initiatives to gather donations and offer accommodation for volunteers over the next 60 days, as well as host various fundraising events at its individual hotels around the country.

Additionally, Elysee Collective and World Resorts of Distinction have teamed up to launch Australian Spirit Soars, a silent global travel auction with all proceeds being donated to WIRES Wildlife Rescue.

Since its launch less than 48 hours ago, the two-week auction, which will end 27 Jan, has raised more than US\$20,000 - **CLICK HERE** to learn more.

Ningaloo whales

THE Ningaloo Coast is set to have the first licensed industry for swimming with humpback whales in Western Australia, following a successful four-year trial.

The West Australian Government has invited public comment on a draft management program, with licensed in-water humpback interaction tours slated to start from 2021. CLICK HERE for more. **SPECIFIC** concerns of travel agents impacted by the collapse of Excite Holidays (*TD* 10 Jan) are being addressed in a new document released by the company's Administrators from accounting firm KPMG overnight.

In particular, the Administrators have confirmed that not all forward bookings have been paid for by Excite Holidays, and agents whose bookings are fully paid will be individually notified.

The document also explains that the Administrators were appointed "because Excite Holidays in Australia is unable to meet its financial commitments".

The Administrators are now in control of the Australian companies used by Excite, and are conducting an urgent assessment of their finances.

"Due to the Group's financial position, the Administrators had no choice but to immediately cease operations in Australia upon appointment on 10 Jan 2020," the document notes.

The appointment of Voluntary Administrators is only to the Australian entities at this stage, with the urgent review also assessing the position in relation to non-Australian businesses - including some in Athens, Bangkok & Singapore (see **p1**).

"To the extent that Excite Holidays has not paid the supplier for a booking you have paid for, you may be a creditor," however at this stage it is unclear whether agents will be creditors of an Be the expert. Increase your Japan expertise.

KPMG issues Excite FAQ

overseas entity, or one of the Australian companies - and that also applies to any commissions, refunds or rebates owing.

Agents will not receive refunds if they cancel existing Excite Holidays bookings, because "all amounts owing are currently frozen pending the outcome of the Voluntary Administration".

In the case of pre-existing bookings, travel agents will continue to be able to log into the Excite Holidays platform to check on the status.

Bookings will be classified as:

- **Confirmed (unpaid),** meaning the agent has not paid Excite Holidays, in which case service providers should be contacted to cancel the booking;

- **Confirmed (paid),** meaning the agent has paid Excite, and the service provider should be contacted to confirm if payment has been received or not;

- **Cancelled,** meaning the agent requested cancellation and the request has been processed; and

- Cancellation Pending, meaning the agent has asked that a booking be cancelled but the request has not been processed, and the service provider should be contacted to confirm details.

The Administrators say the return to creditors is uncertain at this stage, with the potential outcome to be detailed in a report due to be sent to creditors early next month.

The full FAQ is available for download by **CLICKING HERE**.

JQ strike on hold

Learn more

INDUSTRIAL action against Jetstar by the Transport Workers Union (TWU) has been paused, with the two parties set to head back to the negotiating table at the end of the month.

The airline will meet with baggage handlers and ground staff on 29 Jan, with the TWU demanding a 4% wage increase and better conditions.

Strike action in Dec saw the airline cancel scores of flights (*TD* 09 Dec 2019).

Praise for Hodgman

TOURISM Industry Council Tasmania Chief Executive Officer Luke Martin has praised outgoing Premier and Tourism Minister Will Hodgman, who resigned from Tasmanian Parliament yesterday to spend more time with his family.

"Indeed, we have been the envy of other state tourism industries in firstly having the Premier as Minister for Tourism," Martin said.

Hodgman will remain in his position until his successor is chosen, with the Liberal Party expected to meet next week to make a decision as to who would take over as leader.

VA Kununurra flts

VIRGIN Australia will add a three-times weekly Melbourne to Kununurra service, from 15 May to 23 Aug, GDS displays show.

The flights will be operated by Alliance Airlines Fokker 70 aircraft.



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Wednesday 15th January 2020

CATO bushfire meetings

THE Council of Australian Tour Operators (CATO) has been in touch with both the Australian Federation of Travel Agents and the Australian Tourism Industry Council to discuss the impact of the fires on local business and recovery strategies.

CATO Chairman Dennis Bunnik told **TD** it was important tourists returned to rural Australia as part of recovery efforts.

"We've also reached out to our members in order to assess how we can best help and how the industry can work to help the rest of the industry as well as the Australian community," he said.

"Most of CATO's members are outbound operators, which means they're ambassadors for Australia.

"CATO is going to be a very important part of getting that message out that Australia is open for business and we do need people to come and visit." Bunnik emphasised that destinations like Kangaroo Island and the Adelaide Hills will not be rebuilt overnight and their communities will need a lot of support.

CATO Managing Director Brett Jardine has also called for all Australians to play their part in supporting inbound and domestic tourism.

"Each of those travelling Australians is a potential advocate for everything Australia has to offer as an iconic tourist destination," Jardine said.

"Whether they're chatting to locals over a beer in a British pub, part of a multi-nationality trekking group in Nepal, or skiing with foreigners in Japan, we encourage all travelling Australians to promote visitation down under from all over the world." Check out where are Australia's best wineries in the December issue of *travelBulletin*.

CLICK to read

traveBulletin

Adventure US 2020

ADVENTURE World Travel has launched its 2020 USA collection, featuring new itineraries with "off-the-beaten track and cultural experiences for knowledgeable travellers".

New to 2020 is the seven-day Trail of the Ancients itinerary, which starts in Albuquerque and explores southwest America and its ancient culture, history and traditions.

The new collection will also see travellers experience the alternate Route 66 in Oregon, discover historic towns and stay at unique properties such as Autocamp Yosemite, which promises to deliver the "ultimate glamping experience".

There's also the chance to experience a true working ranch when staying at Focus Ranch, located at the border of Colorado and Wyoming.

The new brochures are printed on 100% recyclable paper.



GEELONG Travel is known for its "quirky" advertisements, often featuring the city's favourite football players, and it's back at it again, this time to promote its 2020 Geelong Travel and Cruise World Expo. In the ad, Geelong Cats

captain Joel Selwood and his fiancee Brit share vows, as they are married by the agency's MD Stuart Coffield, with Selwood promising to take his lawfully wedded wife on "six holidays a year, two coach trips and a trip to Vegas", among others.





The back to holidays sale

Sydney to Gold Coast



Melbourne to Auckland



Brisbane to Tokyo (Haneda)

from **\$719** economy return

Sale ends 21 January 2020.



*Travel periods and conditions apply. Fares on sale from 13 January 2020 until midnight 21 January 2020 unless sold out prior. Departing from Sydney to Gold Coast, one-way economy Getaway fare, for travel from 2 May 2020 until 24 June 2020 and 22 July 2020 until 16 September 2020. Melbourne to Auckland, one-way economy Getaway fare, for travel from 30 April 2020 until 26 June 2020. Departing Brisbane to Tokyo (Haneda), return economy Getaway fare, for travel from 28 April 2020 until 17 June 2020 and 28 July 2020 until 10 September 2020. Blackout periods may apply.

Aurora is "rapidly selling out"



Wednesday 15th January 2020

Qld indigenous tourism

THE Queensland Government has announced a range of initiatives to boost the state's indigenous tourism offering after declaring 2020 the "Year of Queensland Indigenous Tourism" (*TD* 11 Nov 2019).

The Queensland Government will work closely with Aboriginal and Torres Strait Islander peoples to develop an indigenous tourism strategy for South East Queensland.

Queensland Premier Annastacia Palaszczuk said the government wanted to give tourists greater access to indigenous cultural experiences and to provide Aboriginal and Torres Strait Islander people with more business and employment opportunities.

A South East Queensland Indigenous Tourism Working Group formed by traditional owner groups will "identify gaps and opportunities to develop the tourism industry to deliver broad benefits across the entire region", she said.

The Palaszczuk Government also launched a \$10 million indigenous tourism fund to create economic opportunities and jobs for Aboriginal and Torres Strait Islander Queenslanders.

The fund will support new and unique indigenous tourism products and experiences in Queensland, particularly in regional areas.

A dedicated Indigenous Tourism Development Service will also be established to support indigenous tourism in the state.

Qld Tourism Minister Kate Jones said the new service would work with emerging and established operators to start and grow their businesses and products.

"Now more than ever before, we're seeing strong demand for cultural tourism experiences in Queensland," she said.



AURORA Expeditions' *Greg Mortimer* had "a really successful inaugural season," the line's Consumer Marketing Executive Martha Behan told media at an event in Sydney yesterday for the launch of Aurora's 2021/22 program (*TD* yesterday).

Following *Greg Mortimer's* christening in Nov 2019 (*TD* 01 Nov 2019), the line enjoyed a sellout 2019/20 Antarctica season.

"Antarctica is still rapidly selling out, Behan explained, with 2020/21 85% sold and the line yesterday introducing its 2021/22 program.

"The Arctic for this year is 97% sold out and then the Arctic 2021

is at 50%, but we usually don't sell the Arctic until about the year-out mark, while Antarctica is around two years," Behan said.

The 2021/22 program will see the debut of Aurora's second new ship, *Sylvia Earle*, and the introduction of a unique 13-day Ireland's West Coast itinerary.

Also new is the 22-day Solar Eclipse - Antarctica & South Georgia, which includes viewing a full solar eclipse from the Weddell Sea - the best position, according to NASA.

Pictured are: Annabel Carroll, PR Manager; Alexandra Fayan, BDM and Martha Behan, Consumer Marketing Executive.

DANUBE SERENADE along with HENSCHKE WINES



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"Fares are cruise only, per person in Australian dollars based on double occupancy, for new bookings only and include taxes, fees and port charges. Australian Dollar fare may only be booked when payment is made by direct bank transfer. Guests paying for a booking with a credit card must pay in US Dollars. Fares are correct at time of printing, include Book Now Savings, when booked by 04 March, 2020. Solo Traveller fares are available upon request. "Optional dining in the Vintage Room attracts an additional fee. You must be a Qantas Frequent Flyer member to earn Qantas Points. A joining fee may apply by our are not a Qantas Frequent Flyer member, you can join at gantas.com/join. Membership and Qantas Points are subject to the Qantas Frequent Flyer Terms and Conditions, available at gantas.com/join. Membership and Qantas Points are subject to the Qantas Frequent Flyer Terms and Conditions, available at gantas.com/legal. @Crystal River Sorts, and policies are subject to availability and to change without notice at the discretion of Crystal Cruises. For complete terms and conditions and privacy policy, visit crystalcruises.com/legal. @Crystal River Cruises ships' registries: Malta.

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Wednesday 15th January 2020

Etihad eco-flight

ETIHAD Airways has flown a special eco-flight during Abu Dhabi Sustainability Week.

Departing earlier today from Abu Dhabi to Brussels, the flight was operated by a Boeing 787 Dreamliner, which consumes at least 15% less fuel than any other aircraft type the airline has flown.

Additional sustainability measures taken on the flight include removing plastic wrapping from blankets and amenity kits; lightweight metal cutlery and meals served in aluminium dishes.

MEANWHILE, the airline has also announced a global frenzy sale for Australia, running through to 27 Jan.

Discounts offered are for travel until 30 Nov, from 03 Feb for Economy class, and from 27 Jan in Business class.

Prices lead in at \$1,070 return to London, with those booking before 01 Mar able to enjoy a free stopover in Abu Dhabi.

EK wins the Cup

EMIRATES is still the top brand associated with the Melbourne Cup, despite the airline ending its 14-year naming rights deal with the event two years ago (*TD* 08 Nov 2017), Roy Morgan Research has found.

The study says nearly 3.9 million Australians (19%) associate Emirates with the Cup, down from a high of 5.3 million (27%) in 2016.

The airline is still associated with the Melbourne Cup Carnival through a pole marquee sponsorship and a naming rights deal with VRC Stakes Day.

Evergreen 2021

EVERGREEN Cruises & Tours has released a preview brochure on its 2021 Europe river cruising program.

The release also includes remaining 2020 sailings, with 2021 special preview offers available until 29 May or sold out.



HOLLAND America Line's (HAL) Noordam is currently sailing down under, fresh from a dry dock late last year.

The cruise line has released images of her new offerings, including the new Billboard Onboard experience, which sees pianists playing chart-toppers.

Noordam's suites were fully refurbished, with main living areas receiving new furniture, carpet, headboard and stone desktops and soft goods, and the suite accommodation also receiving electronic upgrades and refreshed bathrooms.

Microsoft Studio was added to

Explorations Cafe and redesigned, now offering a fresh list of complimentary classes with new computer equipment.

Other spaces receiving enhancements include the Pinnacle Grill, Pinnacle Bar, The Greenhouse Spa & Salon, the Dining Room, Lido Market, the Neptune Lounge, and the casino.

The Sports Court has also added lines for a pickleball court.

After its season in Australia and New Zealand, *Noordam* will head to Alaska.

Pictured is the Dining Room, sporting its new furniture, carpet and soft goods.





Wednesday 15th January 2020

Fiji Airways on sale

FIJI Airways has launched its New Year sale, offering guests up to 45% off fares until 17 Jan for travel from 07 Feb to 20 Nov.

Adult return fares in Economy class start from AU\$599 from Sydney or Brisbane to Fiii, and \$699 from Melbourne to Fiji.

Travellers wanting a tropical stopover on their way to the US can fly from Sydney, Melbourne or Brisbane to LA via Nadi with fares starting at \$999.

CLICK HERE for bookings.

Qantas Taal policy

FOLLOWING the Taal volcano eruption. Oantas customers who purchased tickets on or before 14 Ian for services to and from Manila for travel between 14-16 Jan. can rebook without a fee to an alternative Qantas flight for travel between 14-21 Jan.

Alternatively, customers can retain the value of the ticket in credit for future travel within 12 months from the original ticketed date of departure.

For more details, CLICK HERE.

ACCOMMODATION

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



Luxury resort Soneva Fushi in the Maldives has revealed two new additions to the property - a six-bedroom Villa 43 Sunset Reserve and four-bedroom Villa 38, both featuring large al fresco decked areas and terraces, private gardens and open-air

bathrooms with sunken baths and outdoor rain showers. Villa 43 Sunset Reserve has a cluster of six buildings connected by wooden walkways and terraces while Villa 38 is partly encircled by a swimming pool.



The Apurva Kempinski Bali, located on the clifftops of Nusa Dua in Southern Bali, has launched a collection of 43 one-, two- and three-bedroom private pool villas, marking the completion of the property. Surrounded by tropical gardens, the villas offer private

plunge pools and spacious outdoor terraces along with wood and stone-clad interiors, while the larger options also feature kitchens and rooftop dining areas.



Melia Hotels International has unveiled its newly renovated and rebranded Melia Koh Samui Beach Resort, located on Choeng Mon Beach in Koh Samui, Thailand. The property is comprised of 200 guestrooms, including 30 luxury boathouse suites and 40

pool access rooms. There is also a Kid's Club, loop pool and swimming pool, daily a la carte breakfast, an all-day open bar with snacks and drinks, and several restaurants, including Mosaico.

Melb gets a taste of New Cal



NEW Caledonia Tourism invited Melbourne locals to get a taste of island life at the So Frenchy So Chic festival held in Werribee over the weekend, where it hosted a pop-up hammock relaxation lounge.

New Caledonia Tourism hosted event guests, travel agent partners and MICE industry professionals in its Hamac Salon, where they reclined in hammocks and enjoyed hand massages, while listening to music inspired by the South Pacific island.

Sydneysiders will also have the opportunity to experience the Hamac Salon when the allthings-French festival comes to Bicentennial Park in Glebe this Sat from 1pm onwards.

Kangaroo Is update

THE South Australian Country Fire Service (CFS) has advised that it will likely be able to secure the perimeter of the Kangaroo Island fire over the next four days thanks to milder weather.

According to CFS advice, there are currently no restrictions regarding travel to and from Kangaroo Island, however there may be columns of smoke in the area from Vivonne Bay to Stokes Bay, as the fire remains active within the fire ground.

Tourism Kangaroo Island has provided a list of businesses that are currently open - CLICK HERE.

CLICK HERE for more information on the Sydney event. Pictured: Guests soak up the sun, taking full advantage of the hammocks at Werribee Park.

Roadtrip for Good

ZOE Manderson. co-founder of Australian travel startup Alpaca Travel, has launched the Roadtrip for Good website, which aims to drive visitors to bushfire-affected areas in need of tourist dollars.

The site allows local tourists to see which local businesses are open, including places to eat, drink, shop and stay the night, and plan their trips to regional areas accordingly.

Using mapping technology, businesses will be able to register themselves on the website for free, making them landmarks ready for visitors.

CLICK HERE to visit the website.

Exodus climate

EXODUS Travels has signed the Tourism Declares a Climate Emergency pledge, joining other travel companies such as Intrepid Travel in a mutual goal to reduce the environmental footprint of the tourism industry.

The company aims to halve its carbon footprint per client by 2030, and is currently "developing a Climate Change Action Plan with a science-based target".

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For more information please call Paul on (02) 9119 8744 or click APPLY now.

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VIC, SA & TAS, Competitive, Ref: 4340SJ1

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

BDM | Niche Travel (Open to Relocates)

BNE, Competitive Salary Package, Ref: 6043AW5

My client is a Niche Travel Specialist looking for a BDM to drive agent enquiry. If you have worked with key account relationships, are a confident & articulate communicator & comfortable in Networking to create new leads - then this Niche Travel BDM role is for you! This is a diverse role, where you will win new business, provide training & host famils! If you have travelled to, or have previous sales experience of the region of Japan, then RELOCATE for a new challenge for 2020 - APPLY NOW!

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

Luxury Travel Consultant

MEL, \$60k + Super + Bonus, Ref: 3825AO2

Looking for an experienced travel consultant who is passionate about customer service and providing customers with their dream holidays. This successful boutique agency has a fantastic reputation in Melbourne, specialising in selling luxury and high-end cruise and travel. This role is perfect for someone who has their own client base or is able to build one. This agency prides themselves on relationship building and providing their customers with once in a life time experiences.

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

VIP Corporate Travel Consultants

SYD, \$75k + Super, Ref: 1112RL1

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For more information please call Ronny on (02) 9119 8744 or click **APPLY** now.

Business Development Manager

SYD, \$80k + Unlimited Commission, Ref: 7891AJ1

If you're an experienced BDM or have extensive success in a sales based role, then I have the perfect opportunity available! Join a market leader in Corporate Travel in the position of a BDM, growing your network and working with potential clients while displaying the benefits of a specialist agency offering a comprehensive travel management service. With this brand name behind you, enjoy being able to get the deal over the line and the unlimited commission structure that comes with this!

For more information please call Antony on (02) 9119 8744 or click APPLY now.

Commercial Analyst - Travel

BNE, Competitive Salary, Ref: 4346MT1

If you are an up and coming accountant who wants to venture into the commercial finance space, then this role might be what you're after! Our client inspires people through life changing travel experiences. They are currently undergoing rapid change and transformation, with our key brands ever-expanding through diversifying our product range, growing our key sales markets, innovating our product delivery and ensuring a positive customer experience that is unique to each brand. APPLY NOW!!

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

Corporate Consultant - After Hours

MEL, Attractive Package, Ref: 4255AB1

Due to continued business growth, my clients are looking for a multiskilled Corporate consultant to join the office based After Hours team. You'll be working under urgent circumstances so your ability to work under pressure will put into practice. If you love Corporate travel & have extensive experience but need flexibility, now's the time to join this award winning team. Want to be part of an evolving TMC and work hours that suit your lifestyle? Contact me ASAP & APPLY NOW!

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

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