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INDEPENDENT HOLIDAY PACKAGE EXPERTS

Olsen off to HAL, new Carnival role

CARNIVAL Australia has announced the appointment of Teresa Lloyd to the newly created role of Chief Strategy and External Affairs Officer.

The move coincides with the promotion of Carnival's VP of Corporate Affairs, Sandy Olsen, to a US-based position with Holland America Group.

Lloyd is currently CEO of industry body Maritime Industry Australia Limited (MIAL), which she has led since 2008.

"Teresa is a great fit for Carnival Australia given her deep technical knowledge and extensive experience advocating for the maritime industry over the past 14 years," said Carnival Australia President Marguerite Fitzgerald.

"In this expanded role, Teresa will be responsible for helping to define and then oversee the implementation of Carnival Australia's key priority areas as we develop a stronger and more sustainable business over time," she said.

Lloyd will also assume responsibility for corporate affairs functions including government relations, media relations, internal communications and events management.

More appointments on [page 7](#).

Sri Lanka warning

THE Dept of Foreign Affairs and Trade is advising Aussies to reconsider their need to travel to Sri Lanka due to the security situation in the country.

"A public emergency can be declared and curfews may be imposed at short notice," said a Smartraveller update yesterday.

Wendy Wu highly optimistic

EXCLUSIVE

WENDY Wu Tours founder Wendy Wu believes there is huge opportunity for her business, which has dramatically expanded its range of destinations over the last two years of the pandemic.

Visiting Australia this week, Wu told **TD** the company has introduced new products such as tours of Portugal, the Eastern Mediterranean and even Scotland which are resonating strongly.

Out of the local market there are good bookings on trips to Jordan, Israel and Egypt, she said, attributing persistent engagement with the trade during COVID-19 for strong awareness of the Wendy Wu product.

"We never stopped taking bookings - although of course the volume was much smaller - and we held lots of online events and made sure agents whose clients had credits were always presented with new opportunities to redeem them as destinations opened up," she said.

There continues to also be strong interest in Japan, with Wu very positive that the country will reopen to tourists in the next couple of months.

A benefit of the downturn has also been that the experience in destinations such as Vietnam is "back to what it was 30 years ago," she said.

"There are no crowds, and the people haven't seen tourists for two years so they are very welcoming," she said.

In addition, the *Victoria Mekong* river ship which Wendy Wu Tours had planned to debut in 2020 (**TD** 06 Jul 2018) is "still brand new," with the ship boasting a host

of environmental innovations including solar power, water recycling, no plastics and a unique off-the-beaten track itinerary.

Wu said business was strong in the company's key UK market, where the launch of European destinations had been Wendy Wu Tours' "most successful ever".

In addition South America, introduced in 2019, is selling well, with the "Chile Top To Toe" itinerary proving very popular.

She also said she was highly encouraged by the company's Australian team, paying tribute to their "exceptional capability and proactivity" during the pandemic.

And while most WWT destinations are gradually opening up, Wu is not expecting any recovery in outbound travel to China this year, with the country's zero-COVID policy putting paid to any easing of restrictions.

"My prediction is China will be back in 2023," she added.

ESTA price hike

US CUSTOMS and Border Protection (CBP) has announced the fee for inbound travellers seeking an approved Electronic System for Travel Authorization (ESTA) has increased from US\$14 to US\$21, starting from today.

The ESTA travel cost rise will not mean existing holders will need to re-apply, with existing approvals valid for two years from the date of issue.

Eligible travellers to the US can stay in the country for business or tourism purposes for stays of up to 90 days without a visa if they have an approved ESTA.

Today's issue of TD

Travel Daily today features seven pages of news including a photo page from **Journey Beyond** and the latest updates in **Business Events News**.

Fuel impacts Qantas

QANTAS has conceded rising fuel prices over the last month will have an impact on domestic fares and capacity from Jul.

While there will be a dialling down of services, the carrier said it was not expected to materially impact customers due to the large number of flights on most routes, with those impacted to be contacted directly and offered different options.

MEANWHILE Qantas confirmed it has welcomed a third A380 back from storage, which will return to service from 06 Jun on the Melbourne-LA route, while Jetstar will resume flights from Cairns-Tokyo (Narita) from 20 Jul & Cairns-Osaka from 26 Jul.

Qantas will reboot its Sydney-Tokyo (Haneda) services from 12 Sept, and from Melbourne and Brisbane to Tokyo (Haneda) from the end of Oct, using A330s.

The carrier is also predicting that by the end of Jul, direct Jetstar services to Bali from all seven Australian cities it flew from pre-COVID will be close to pre-pandemic levels of capacity.

Further international increases to Asia will see Qantas grow frequencies between Sydney and Manila from five flights per week to six from 20 Jun, increasing to daily from mid-Sep.

Qantas also confirmed it would resume flights from Sydney to Santiago from 30 Oct, with four flights per week using its 787s.

DISNEY DAYS 2022

LIGHTYEAR

MELBOURNE 20 JUNE | SYDNEY 21 JUNE | BRISBANE 22 JUNE

SAVE THE DATE

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No longer a DayAway

SINGAPORE-BASED hotel day experience booking platform DayAway has formally launched its operations in the Australian market this week, marking the milestone moment last night at the Park Hyatt Sydney.

Offering customers an intuitive online platform, DayAway provides an easy way to book curated daytime experiences at their favourite hotels, such as spa and swim wellness experiences or afternoon tea dining packages.

Four Aussie hotels have already signed on as local launch partners, including the Park Hyatt Sydney, The Langham, Sydney, Jackalope Mornington Peninsula, and COMO The Treasury Perth, with the company's Sydney-based COO Lynne Ireland (pictured) confident that Aussie travellers will flock to take advantage of its unique service proposition.

"We are thrilled to welcome these superb Australian



properties to DayAway, and know the market will embrace the immediacy of booking, the diversity of day experiences and gifting opportunities within our collection in Australia and internationally," she said.

Founded by tech guru Martha Waslen in 2021, the SaaS-powered DayAway initially linked up with blue chip properties in Singapore such as Raffles Hotel Singapore and The Fullerton Hotel Singapore, with the aim of creating an easier way to access daytime experiences at some of the world's best luxury hotels.

Uniworld flies back

UNIWORLD Boutique River Cruises has launched its 2023 Fly Back Into Cruise air deal.

The line is now offering flights on all 2023 Europe river sailings, including \$1,500 per person air credit, and a Business class upgrade from \$4,700.

The offer is applicable on all seven to 25 night sailings in Europe, and is available in all cabin categories.

Christmas Markets sailings are the only excluded departures.

Uniworld will pay full commission on air portions.

CLICK HERE for more details.

Win a trip to Seattle

CLIA Learning Academy and NCL have partnered with the Port of Seattle to provide Australian travel agents with the chance to win a trip to Seattle, including return airfares and a seven-night cruise with NCL.

To be in the draw, agents must complete the CLIA Port of Seattle training module before 02 Sep.

Air New Zealand financial restructure

AIR New Zealand has successfully issued its inaugural \$550 million medium-term notes, completing its NZ\$2.2 billion recapitalisation and recovery package (TD 31 Mar).

The airline's Chair Therese Walsh said the completion of the package marked "the start of an exciting chapter in our recovery".

Window Seat

GEE whiz, talk about being taken for a ride!

An Irish American tourist has expressed his shock at being quoted a fee of €10,000 to rent a car in Ireland for a three-week holiday, Irish media reports.

Oisín Hayes, who resides in Philadelphia in the United States, claimed an online booking site tossed up the exorbitant figure when he requested a luxury vehicle that could transport his family of four for the trip.

"Honestly you could ship my own car there and back for the same price," he quipped.

Hayes added that thankfully for him he has family in Ireland, and has opted to rely on them to help him out with the trip.

The story follows a rise in accommodation and car hire prices in Ireland due to shortages of supply.

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INDEPENDENT HOLIDAY PACKAGE EXPERTS

Accor Laos offer

THE world is being welcomed back to Laos, as fully vaccinated travellers are now able to visit without the need to quarantine.

To reignite travel to Laos, Accor is now offering travellers the opportunity to book a stay with a 10% discount and complimentary breakfast via the For the Love of Asia offer, available this year - **CLICK HERE** for more details.

SCENIC[°]

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- OR
- Fly Business Class from \$3,995pp
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- Economy Class Flights included up to the value of \$2,000pp*

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Tourism conference in SA announced

THE South Australia Tourism Conference is set to take place on 31 May for the first time in two years at the newly renovated Adelaide Festival Centre.

The theme of the event is 'the art of tourism', which aims to emphasise the strong connection between arts, culture, and tourism in South Australia.

The one-day program, which is produced by the Tourism Industry Council South Australia (TiCSA), includes expert speakers, panel sessions, networking sessions, and trade exhibitors.

SA Minister for Tourism, Zoe Bettison, will provide a welcome address for the conference, which she says signals "a huge step forward in the recovery of South Australia's tourism industry".

Workshops and one-on-one training sessions will also be held after the event - more events news on [page five](#).

Bupa offers travel cover

BUPA members will soon have access to travel insurance products supplied by Australian digital insurance company Open, after the two brands signed a strategic partnership this week.

Beginning in Jul, Bupa's clients will have the option of choosing Open's travel insurance products, in addition to car and home coverage, in a move the medical services giant said would build on its commitment to provide improved digital insurance experiences for its customers.

"On our...travel insurance policies, as part of our new partnership with Open, Bupa customers will be in control of what they want included, leading to more flexible pricing and only paying for what they need," Bupa Health Insurance Managing Director Chris Carroll said.

"Our members will benefit from a streamlined digital experience

across sales and service including claims and thereafter being able to view their policies on the myBupa app backed by phone support," he added.

Open will power the travel coverage for Bupa members under the deal, allowing customers 24/7, online access to buy and manage policies, & lodge and manage many claim types.

Open's CEO Jonathan Buck claims the insurance industry is still encumbered by legacy technology and processes.

"For customers, this means long email chains, waiting on the phone for help or repetitive paperwork and it's a customer experience that doesn't match up with what people expect in this day and age," Buck said.

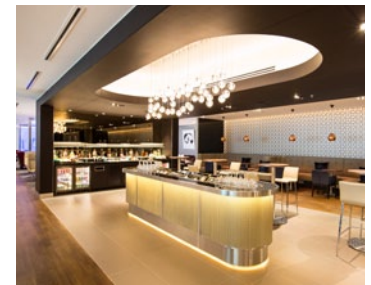
This is a significant partnership for Open, which has now surpassed 100,000 car, home and travel policies sold since 2016.

BA lounge is back!

BRITISH Airways has announced the reopening of its flagship lounge in Singapore after two years, which it labels an "important milestone".

The lounge, which first opened in 2015 at Terminal 1 in Changi Airport, can host up to 226 guests and offers a modern lobby bar area, a brasserie dining area, and an office space with workstations and power outlets, as well as complimentary food and drinks.

British Airways' Head of Sales for Asia Pacific, Noella Ferns, said that entry restrictions easing in Singapore and the UK meant it was the "right time to open".



Travel is back and so is Stuba! To celebrate, we're giving you the chance to win one of 25 prizes! All you need to do to be in with a chance of winning great prizes including AirPod Pros, Sonos Roam, Apple Watch 7 and shopping vouchers is make a booking between 23 May and 26 June.

So, start booking Stuba today - not only could you win some great prizes, but we also think you'll like what you see! Full terms and conditions available at winbig.stuba.com.

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OR EMAIL START@STUBA.COM

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WITH STUBA, THE LOVE AND AN HCN'S GUARANTEED





With more major players in Australian aviation than ever before, the competition to fill seats is heating up. Plus more industry news in the May issue of *travelBulletin*.

travelBulletin

Great scott, it's off!

ALBATROS Expeditions has been unable to recondition its *Ocean Atlantic* in time for a planned Scottish sailing.

The brand told *Travel Daily* that *Ocean Atlantic* requires work more involved than expected to bring her back online, after having not cruised for two years.

Ocean Atlantic's crew is working with authorities on the matter.

Unmasking policy

VIRGIN Australia Chief Executive Jayne Hrdlicka has thrown her support behind the idea of scrapping the aircraft mask mandate.

Hrdlicka told 2GB she believes the rule should be eliminated in the "not-so-distant future".

"The reality is on an aeroplane you're as safe as you could be anywhere because of the quality of the filtration," she said.

New Auckland player opens



HOLIDAY Inn Express Auckland City Centre (pictured) has opened its doors today in New Zealand's tallest hotel development.

The sister property to voco Auckland City Centre, with which it shares the building, the hotel is only the second Holiday Inn Express property in New Zealand.

The hotel features 294 guestrooms with floor-to-ceiling

windows that offer impressive views over Auckland.

A joint partnership between IHG Hotels & Resorts and Pro-Invest Hotels, Holiday Inn Express Auckland City Centre also features walk-in showers, black-out blinds, an efficient work station, and high-quality bedding, with a choice of firm or soft pillows.

Travelport updates

TRAVELPORT'S new Travelport+ self service suite has launched, providing improved productivity to propel travel retailing, the company said.

The latest agency automation tool aims to create more efficient workflows by reducing the amount of manual back-end tasks and calls to suppliers through the Productivity Automator.

Travelport has also completely redesigned its MyTravelport developer portal.

More Litchfield sites

NEW campsites are set to open in Litchfield in the Top End this Sat.

The 2 and 3 Central Valley campgrounds are now complete, with drop toilets and information centre added to the area.

The facility marks the realisation of the \$17.5 million Turbo Charging Tourism project.



E-Commerce Lead - Asia Pacific

We are looking for an E-commerce Lead APAC that would like to join us on our journey.

The successful candidate will develop and implement marketing programs designed to engage consumers through digital communication, driving activity for Hurtigruten's Coastal and Expeditions voyages.

You'll be responsible for maximising the sales potential within your designated specialty and carry the responsibility of cultivating strong relationships with existing and new digital customers, driving brand awareness, and identifying new revenue opportunities. Our team members strive for the successful execution of their remit and achievement of the objectives in a timely fashion aligned with our commercial strategy.

The APAC head office is in Melbourne and this role is best placed in Melbourne or within an agreed territory.

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Hurtigruten Group is not your average travel company. With big ambitions and major local, innovative initiatives taking us into 2023, 2024, 2025 and beyond, we are seeking the best in our field to join us on this journey.

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CREATIVE CRUISING

BOOK



BECA welcomes

THE Business Events Council of Australia (BECA) has congratulated the Labor Party on its election victory.

BECA Chair, Dr Leo Jago OAM, said, "It is great to see Prime Minister Albanese demonstrate the importance of business events on day one by not only travelling to participate in the QUAD leaders' strategic security meeting in Tokyo, but also reconfirming his election commitment to deliver an employment summit."

Jago also backed the new PM's position to bid for and host a future UN Climate Conference in Australia.

BECA says it looks forward to working with the Albanese government on a range of priorities to achieve pre-pandemic recovery.

SEEKING ALL CULTURE VULTURES

CULTURAL Attractions of Australia (CAOA) has announced it will place a greater emphasis on the business events sector, marketing its collection of experiences, activities and venues to national and international incentive and conference planners who are looking for a "premium event experience".

CAOA, which is one of the eight collectives that make up Tourism Australia's Signature Experiences Program, was launched in 2019 and combines 18 of Australia's most iconic cultural attractions, including performing arts venues, galleries, museums, historic sites and sporting stadiums.

CAOA says its experiences can offer business event participants "behind-the-scenes entry" to some of the country's most iconic attractions, and a "memorable legacy" that lasts beyond the day. Annabel Sullivan, Executive



Officer of CAO, said, "we believe our members and the venues and experiences they represent are a perfect fit for business events and deliver a range of inspiring and refreshingly new options for planners who seek to deliver events with impact."

High Tea at Parliament House in Canberra; 'wing walking' at the Qantas Founders Museum

in Longreach, Qld; sailing on one of the world's rarest replica tall ships, the Duyfken; and an after-hours VIP dinner at the National Gallery of Victoria (**pictured**) are just some of CAO's blue chip premium offerings.

Event planners can check out CAO's dedicated business events website pages and a new BE-focused fact sheet, **HERE**.

Doltone House Marconi open for tours

DOLTONE House is inviting event organisers and meeting planners to undertake a tour of three new event spaces at Doltone House Marconi, located in Bossley Park, Sydney.

Attendees will be taken through Colosseo, the largest internal event space in the venue; Elettra, which features a marble bar and floor-to-ceiling mirrored panelling; and

La Boheme, featuring a rich and opulent design inspired by Hollywood glamour.

Attendees will be offered refreshments during the tour, and will have the opportunity to speak with the Marconi team to plan their next event.

The tours are free to attend and will run from 8-9 Jun at 11am, 2pm and 5pm each day - **CLICK HERE** to register.

BCEC bosses up

BRISBANE Convention & Exhibition Centre (BCEC) has welcomed veteran human resources executive Kym Guesdon as its new boss.

Guesdon, said to be well-respected by staff for her down-to-earth management style, will take over from the venue's first and only general manager since opening in 1995, Bob O'Keefe.

This news comes at a time when business events are back in full force at BCEC, which this month is hosting its highest number of events over a four-week period since 2019 - a trend it expects to continue into Jun.

By the end of May, BCEC will welcome 43,000 patrons over 16 conventions, the majority of which are related to scientific, medical and healthcare sectors, as well as 100 events.

AV1 expands

AV1 has announced it is expanding to meet renewed demand for events across Australia, after producing more than 120 events in May and experiencing its highest revenue level in 17 years.

The events tech business revealed it is now looking for larger premises and has appointed four new staff members, including Kai Raisbeck as Content Producer, Federico Pancotto as Technical Director, and two people in operations.

AV1 was also recently named the preferred audio-visual partner of ACE Hotel, which it said is a "key example of our focus on the future".

A new campaign also launched yesterday, 'Love Events, Love A1' with a new video, plus a social media campaign and competition.

Noosa goes green

BUSINESS Events Noosa has kicked off a new campaign, 'Meet in green spaces, breathe in fresh thinking', marketing the coastal town to event organisers.

A video series featuring local business owners and showcasing incentive experiences, such as wellness options, nature escapes, foodie delights and cultural immersion, will run on *Australian Financial Review* and Nine digital channels until the end of Jun.

A Jurassic scam!

THE Dinosaur Festival Australia has been labelled a "scam" by ticket holders after the event failed to take place over 21-22 May at Bendigo Showgrounds, with no notice or refunds offered.

NSW Fair Trading has received multiple complaints about the festival, which has been postponed many times.

Journey Beyond wrap up ATE22 on the harbour

LAST Wed, Journey Beyond was thrilled to host key partners aboard Journey Beyond Cruise Sydney's luxury cruiser. The afternoon was spent cruising Sydney Harbour with the sun shining, Champagne Bollinger flowing and freshly shucked oysters on the sun-deck. This event was the perfect opportunity to celebrate the success of ATE22 and reconnect with global partners.



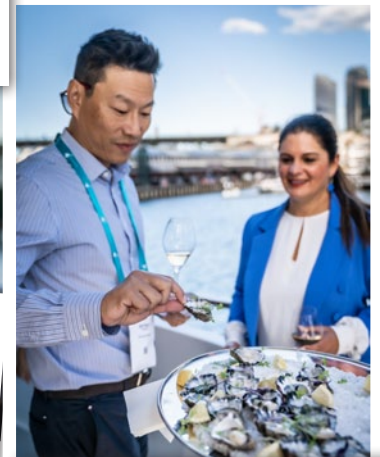
GRAHAM Boan, Flight Centre; James Munroe, Ignite Travel; and Brett Massingham, Hamilton Island.



ENDRE Kaurin, Australiareiser; Sven Dijkstra, QAS Holidays; & Rebecca Buttall, Trailfinders.



VALERIE May from Southern World with Fiona Axford from BKB Holidays.



JEFFREY Chung and Jacqui Wright from Big Red Group.



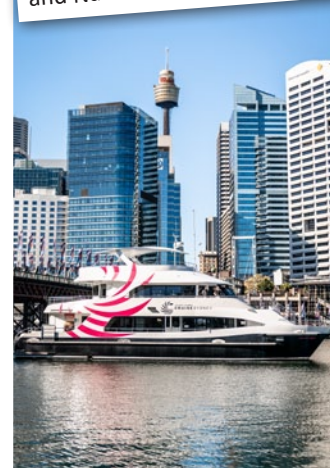
MONIKA Tonkin, Alice Bowden, Tony Quarmby & Emily Hill from Tourism NT.



LEAH Thompson from Journey Beyond serving Champagne Bollinger to partners.



THEA Wilson, Travelbag; Louise Lithgow, DNATA Travel Group; Renee Cornelissen, Journey Beyond; and Natasha Brine, Imagine Holidays.



JUSTINE Lally & Alicia Triggs from Journey Beyond.



ALICIA Triggs from Journey Beyond embraces Jay McKenzie from Bob Wood Group.

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.

Jason Starling has started a new position as a Flight Analyst with **TripADeal**. He joins the company, which Qantas Airways recently took a stake in, having previously worked as a Cruise Air Consultant with Ignite Travel Group. Before that, he was a member of The Leisure Group as its Manager Business Strategy - Cruise & Touring.

Vice President & Managing Director of Norwegian Cruise Line APAC **Ben Angell** has been elected as the Chairman of **CLIA Australasia**. He takes over from outgoing Chairman Gavin Smith, the Vice President & Managing Director Australia for Royal Caribbean Cruises Ltd, who has wrapped up his two-year term.

Onur Dedekoylu, who has acted as Senior Vice President for Marketing at **Pegasus Airlines** since 2010, has now been promoted to the role of Chief Commercial Officer, where he will manage the commercial division, including sales, network planning, marketing, revenue management and pricing, guest experience and cargo departments.

Scenic Hotel Group has announced the appointment of **Tobias Daniels** as General Manager at Heartland Hotel Cotswold, in Christchurch. Tobias' work experience has included roles at Hayman Island Resort, Emirates One&Only Wolgan Valley and Saffire Lodge, Tasmania.

The kings & queens of Mykonos



LUXURY hospitality group Myconian Collection, represented by Lea Segulier & Craig Farrell's 'La Collection' in Australia and New Zealand, is hosting five agents from Flight Centre's Travel Associates in Mykonos this week.

The Travel Associates advisors are immersing themselves in some of the island's most beautiful settings, including the peaceful white-sand Elia Beach (pictured top).

The family-owned Myconian Collection has eleven leading luxury hotels in its portfolio, including three Relais & Châteaux, two Leading Hotels of the World,

two Design Hotels, two Preferred Hotels & Resorts and a Small Luxury Hotels of the World.

Pictured poolside at the Myconian Villa Collection are: Craig Farrell from La Collection, with Louis Teng, Jenni Davis, Ashley Cutting, Alan Reis, Travel Associates' Becky Kent-Perchalla.



PR Lead

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You are a well-networked, focused and innovative professional. An excellent communicator with a creative flair, you're driven and excited by being part of a real change in travel. And if you are as good as you think you are; you are pulling this ad apart knowing you can do it better! Great – because we want the best people in our team. Time to get out of your comfort zone, be empowered and become part of an innovative global business with a strong and proud Norwegian heritage based on genuine values of trust, respect, ownership and transparency. We are a global travel and expedition cruise company committed to taking care of our guests, wildlife, nature, and the communities we visit, and we're setting a new standard of sustainability for the travel industry.

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Regional Sales Manager - Southern Australia

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