



We are in search of the next epic **Business Development Manager** representing the multi award winning cruise line everyone is talking about – **Virgin Voyages**, exclusively through **Travel the World**, based in Sydney. We are looking for a charismatic, dynamic and passionate individual with strong strategic and commercial acumen and a focus on achieving results. At Travel the World, we offer outstanding working conditions within a highly supportive and vibrant team environment.

About the Job

Our rockstar Business Development Manager will be responsible for growing trade business through a set of “Red Hot” strategic accounts and other channels across NSW & ACT.

In this role, you will oversee the development and implementation of quarterly and annual plans for select Strategic trade partners. You will curate focused plans aligned to Virgin Voyages commercial goals, maximising ROI, widening channel distribution and generating high levels of engagement from your travel agents “First Mates”.

Across your regions you will also be responsible for identifying new potential business partners, acting as a point of contact for retail branches and other developing accounts and hosting visits, events and other trade/consumer shows when required. Relationship building and strong commercial acumen will be key to driving you towards success.

Essential Duties and Responsibilities

- Strategic Accounts – day to day contact for a set of high performing trade partners. Working with Travel the World Director of Sales to negotiate mutually beneficial commercial arrangements, multi channel, ROI focused marketing plans and curating training and engagement strategies
- Develop strategic account plans to keep us focused on maximising bookings, revenue and return on investment
- Provide regular reporting on account performance, competitor and industry analysis and identifying future opportunities
- Developing and enhancing relationships with key stakeholders and decision-makers both externally and internally
- Delivering training and presentations to frontline sales agents and representing the Virgin Voyages brand at major consumer and trade events
- Perform other duties as required. Travel within Australia & New Zealand and overseas will be required.

Key Relationships

- Travel the World Sales Team
- Virgin Voyages – Head of Sales, Australia & NZ
- Strategic Account HQ contacts
- Regional and State Managers for your accounts

Financial Responsibilities

- Bookings & Revenue
- Upselling onboard revenue opportunities including Bar Tabs, Shore Things
- Expenses

Qualifications

- 5+ years of BDM or Account Management experience
- Cruise, Travel, or Hospitality industry experience preferred
- Bachelor's degree preferred
- Proven experience in sales negotiations and measuring ROI
- Proven relationship building experience
- Clear driving record

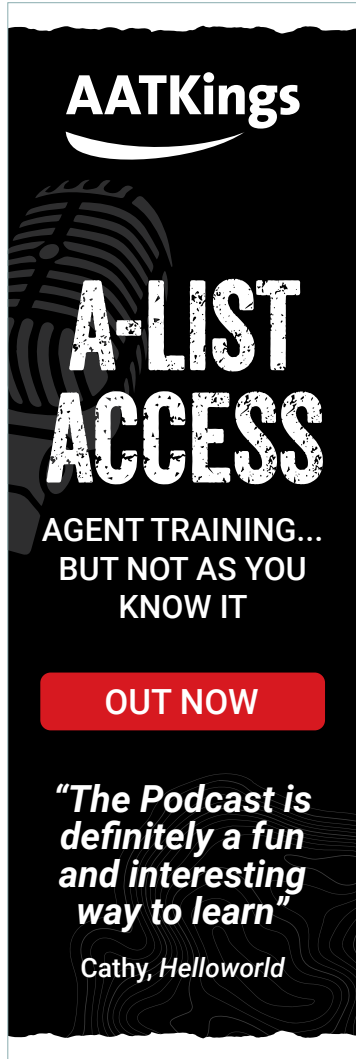
Knowledge And Skills

- Commercially focused
- Strategic thinker
- Proactive problem solver
- Charismatic presenter
- Dynamic and flexible to changing industry demands
- Strong negotiation and relationship building experience
- Ability to assess and make decisions quickly and effectively
- Thinks outside the box
- Self driven with exceptional time management
- Significant understanding of the Australian travel market and cruise industry

Save with Silversea

TRAVELLERS can save \$6,000 per suite on Silversea's global collection of voyages from now until Apr 2026, thanks to the cruise line's latest offer.

Running until 29 Feb, the latest deal also includes a 15% reduced deposit - head to the **back page** for more information.



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Booking.com scams surge

COMPLAINTS to the Australian competition watchdog involving Booking.com skyrocketed by 585% in 2023 due to a major spike in scam reports which cost travellers more than \$337,000.

The ACCC told **TD** that over the course of 2023 it received 363 reports of scams involving Booking.com, a huge increase from just 53 noted a year earlier.

According to the ABC, the sharp rise has been blamed on a surge in fraudulent activity where criminals gained access to Booking.com accounts managed by properties, using them to message guests holding bookings for a future stay.

One victim reported clicking a link in a message sent to her by a property which took her to a site she said was "very legitimate looking", asking her to confirm payment details.

Booking.com told the ABC some of its accommodation partners had been targeted by professional

criminals intent on taking over their systems with malware.

"It's important to highlight that Booking.com's back-end systems and infrastructure have not been breached, and the number of accommodations impacted are a small fraction of those on our platform," the company said.

Despite this and Booking.com's efforts, the scam remains active.

In light of the surge, the ACCC is urging all Australian travellers to independently verify any email containing a link or attachment and to contact organisations using a phone number sourced separately to query suspicious emails or text messages. *ML*

Today's issue of TD

Travel Daily today features six pages of the latest news including our **Luxury** feature page, plus a cover wrap from **Travel The World** and a full page from **Silversea**.



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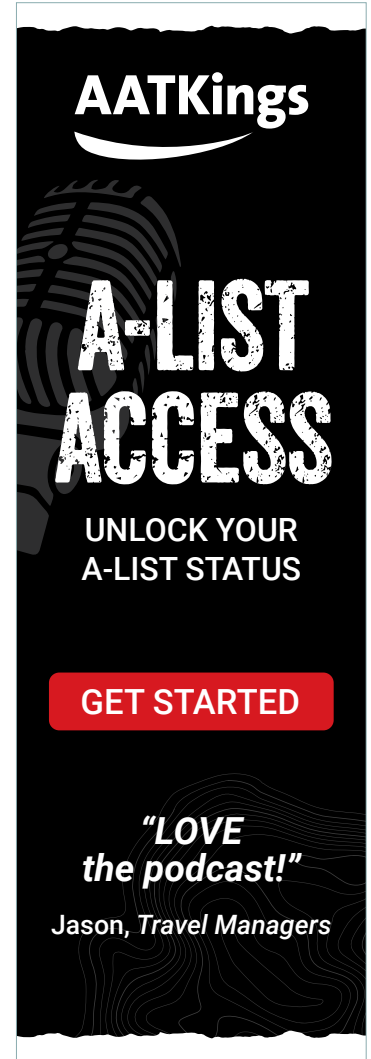
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VV BDM sought

TRAVEL The World is on the lookout for a Sydney-based Business Development Manager to represent Virgin Voyages.

The ideal candidate will be charismatic and passionate, with strong strategic and commercial acumen - see the **cover page** for more details about how to apply.



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Jason, Travel Managers



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VA expands bag tracking

VIRGIN Australia guests can now access baggage tracking via its mobile app across its entire domestic and mainline international network, including flights to Queenstown, Bali, Fiji, Samoa, Vanuatu and Japan.

In its latest update, customers who have added their itinerary into the Virgin Australia app can now receive notifications when their bag has been received, loaded onto a VA plane and onto a connecting carrier if booked on the same ticket.

A further update advises when the bag has been placed onto a specific collection carousel at the customer's destination.

The expansion of customer-focused technology introduced by Virgin Australia less than a year ago (**TD** 28 Aug 2023) following a three-month trial program (**TD** 29 May 2023) and replicated by arch-rival Qantas and Air NZ.

Virgin's bag tracking feature



has been used around 1.3 million times since its launch, leading to a 12% increase in app downloads.

"By further enhancing our Australian-first baggage tracking technology to include all international services and additional notifications, we are giving guests the peace of mind to know where their baggage is at every step of the journey," said Virgin Australia Chief Customer and Digital Officer, Paul Jones.

When travellers' bags go missing, the carrier's app also features a system to lodge a claim for their safe return. *ML*

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Bonza's thrifty claim

BONZA believes its budget model will save Australian travellers \$250 million in airfares over the course of 2024.

The bold prediction was made by CEO Tim Jordan as he marked one year of operations for the challenger airline, adding the increased competition Bonza created over the past year had already saved Aussie travellers around \$125 million on air travel.

"Competition in Australian skies is a great thing...and over 750,000 customers have already experienced the benefits of Bonza," Jordan enthused.

Bonza remains confident in being able to expand its fleet of six aircraft and add a plethora of new domestic routes beyond the 38 it already services, as well as creating a fourth base in the network before the end of 2024.

To celebrate its 'Bonzaversary', the carrier is offering 200,000 seats for \$49pp until 06 Feb when booking via its app.

Keighery returns to aviation after pivot

VIRGIN Australia's former Chief Experience Officer, Danielle Keighery, has been tapped to replace Qantas' outgoing Group Executive for Corporate Affairs Andrew McGinnes.

Keighery assumes the role from 01 Mar and will arrive at the Flying Kangaroo after heading up corporate affairs for the troubled Crown Resorts brand for the last two years.

Keighery had reportedly signed on to take up a similar position with Optus but was poached by Qantas only a fortnight before her start date.

The experienced comms exec had also previously held a senior role at Bank of Queensland.



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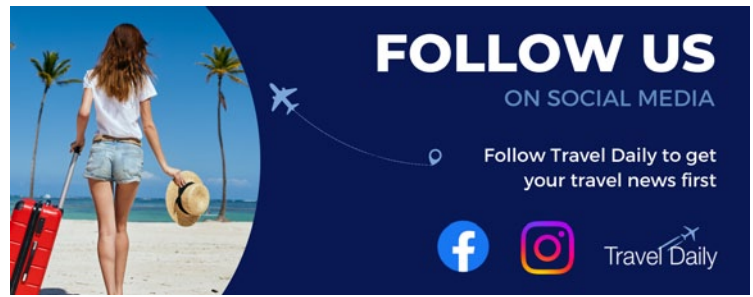


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Solomons changes

CHILD discounts of 75% of the adult fare have been reinstated by Solomon Airlines as part of a suite of enhancements to the carrier's int'l airfare structure.

Now in effect, IE will also now offer one free stopover in Honiara per journey on published fares for pax continuing to domestic ports.

Guests on Y class flexible Economy tickets will also have a more generous checked baggage allowance of 40kgs, matching those in Business class.

Solomon Airlines will continue to fly five times weekly between Brisbane and Honiara along with direct or same-day connections to a range of domestic destinations.

MU, VS codeshare

VIRGIN Atlantic and China Eastern Airlines have teamed up to announce a new codeshare agreement which will offer travellers better access to more destinations across China.

Customers booking through VS will be able to connect from the airline's Heathrow to Shanghai services to other destinations in China on one ticket, while MU customers will soon have the opportunity to connect via Heathrow onto Caribbean and African destinations.



Ehime coming to Oz

REPRESENTATIVES from Japan's Ehime Prefecture are coming to Sydney next week to talk up its visitation appeal with Aussie travel agents.

A delegation from the lower profile destination will attend Japan National Tourism Organization's annual roadshow on 05 Feb, and is looking to consolidate recent outbound growth from Australia.

Located in the northwest of Shikoku Island, selling points include cycling tours, hot springs and the Matsuyama Castle.

FAA clamps Boeing

AMERICA'S Federal Aviation Administration (FAA) has imposed severe new restrictions on Boeing, prohibiting the planemaker from ramping up production of its new 737 MAX aircraft model.

Following a spate of incidents involving Boeing in recent years, the FAA will inspect each of the 737-9 MAX aircraft grounded by a variety of airlines before approving their return to service.

The increased oversight by the FAA will include halting expanded production of new 737 MAX jets to ensure full compliance with new quality control measures.

Further, the FAA has launched an investigation into Boeing's compliance with manufacturing requirements, while the regulator will put more boots on the ground at all Boeing facilities to ensure accountability with all quality control procedures.

Travel to kick goals in '24

A NEW survey of Aussie Gen Zs and Millennials commissioned by Flight Centre Travel Group (FCTG) has found that more than 40% of respondents are keen to travel for a sporting event this year.

Men were found to have the strongest appetite to combine a holiday with a sporting fixture, with 23% of males indicating they were "likely" to book a trip that incorporated a sports event, compared to just 9% of women.

"Our research shows there's huge appetite for people to combine their love of travel with



their love of live sport and that 2024 is set to offer up a slew of sporting goodness at home and abroad," FCTG Group Global Leisure CEO James Kavanagh said.

"From the Australian Formula 1 Grand Prix to the Matildas' (pictured) qualifying match in Melbourne, the T20 World Cup and of course, the Paris 2024 Summer Olympics and Paralympics - there are so many reasons for sports fans to jump on a plane and make a holiday of their favourite event," he added.

The encouraging findings arrive only two months after FCTG's invitation-only joint venture with The Goldman Group and Spencer Group of Companies, Link Travel Group, welcomed aboard sports travel specialist Travel & Sports Australia (TD 05 Dec 2023). AB

Delta One boosted

AUSSIES flying with Delta Air Lines on the Sydney-LA route will now enjoy greater access to Delta One lie-flat Business class suites.

The airline is adding eight more of the suites to its Delta One premium cabin aboard select A350-900s as part of an interior revamp rolling out from Jun.



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EMIRATES is no stranger to the *Guinness Book of Records*, especially when it involves people from around the world.

Last year, the Dubai airline set a record for carrying 145 separate nationalities across 540 passengers on one flight.

Now it has done it again albeit this time on the ground, hosting the most nationalities to take part in a sunset yoga session.

With a workforce from every corner of the globe, participants from 144 different nationalities descended on the Dubai desert to take part in the session.

Beyond the UAE of course, the eager stretchers hailed from countries including Chile, Peru, Mexico, Saint Kitts and Nevis, Honduras, Mongolia, Tonga, The Bahamas and many more.

The previous record, because of course there was one, was 135 nationalities in a yoga class on the front lawn of the United Nations building in New York.

Save with Saffire

TASMANIAN luxury lodge Saffire Freycinet is offering 25% savings on all stays of three nights or longer.

The deal applies to stays between 01 Apr and 30 Sep and aims to inspire guests to stay longer in the Freycinet region during the cooler seasons.

For info, call 03 6256 7888.

Intrepid goes to ground

EXCLUSIVE

INTREPID Travel will replace flights with ground transport on more itineraries in an ongoing effort to boost sustainability.

Building on a recent pledge to remove flights under 45 minutes from as many tours as possible, the company is going further in its 2024 departures by doubling that benchmark to 90 minutes.

Following a comprehensive audit, Intrepid found 18 short flight sectors across 14 itineraries that were able to be shelved.

Based on projected traveller numbers across 400 departures, this is expected to keep around 4,000 travellers out of the sky, marking a significant saving on fuel and carbon emissions.

Intrepid Travel Senior Product Manager, Tara Kennaway (pictured), told **TD** this change has, in some cases, added up to two days to the length of tours.

"One of the parameters that we're trying to work within is, what can we do now to remove those flights but not affect the overall layout and scope of the tour," Kennaway said.

"So one way we can do that is where there is an overland connection we can do, whether that's an overnight train or even just driving where possible.

"In some cases, yes it will add extra days to the itinerary [but] in some cases, it could mean changing the order of destinations that we visit."

Modifying stopping patterns or



shortening the time spent at the starting point of a tour is another way the company is ensuring the departure remains on schedule.

Vietnam is one destination where Intrepid has been able to shave internal flights from some of its itineraries, with overnight trains from Hoi An to Ho Chi Minh City now taken by road, with a new stop added along the way.

Not every tour including an internal flight has been changed, Kennaway said, with safety risks present in some cases which mean air remains the best option.

"Some examples of that where we've had a look and realised there are safety risks would be Peru, where, if we're going from the Amazon to Cusco, for example, yes there is a road, but do we want to drive it?"

Kokoda Track itineraries in Papua New Guinea are another destination where flying remains the safest and best option.

"Once we've done the safety assessment on that, we've gone 'you know what, probably not the best idea for us to do that, not just experience-wise, but there's a few safety risks [such as] high altitudes, poor quality roads and lack of medical assistance. *ML*

Farmers up in arms

SMARTTRAVELLER is warning Australians visiting France to be on alert for potential disruptions to road and rail traffic due to an ongoing agricultural protest being conducted by farmers.

Protests are currently occurring as France's producers air their concerns over perceived aggressive environmental measures being imposed by the govt and the threat of cheaper imports coming in via the EU.

DFAT's current warning level for France remains at 'Exercise a high degree of caution'.



EY boosts India, ME

ETIHAD Airways has added more flights to key destinations across the Middle East and India, including seven additional services per week to both Jeddah and Riyadh in Saudi Arabia beginning 16 Mar.

The UAE flag carrier will also increase its flight frequencies to Amman in Jordan, Beirut in Lebanon, as well as Colombo in Sri Lanka, and Kolkata and Bangalore in India from 16 Jun.

The boost means EY now offers 27% more weekly departures than last European summer.

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LUXURY TRAVEL COLLECTION “JUST THE START”

THE Luxury Travel Collection (LTC) has hinted at significant expansion through new members, product partnerships and acquisitions as it enters its first full year of service.

Speaking at an event in Sydney last night, FCTG Global MD of Luxury and Independent Brands, Danielle Galloway, introduced the five “foundation members” of LTC (TD 04 Dec 2023) but said there were more to come.

Making up the initial LTC member portfolio is Western Australia’s Bicton Travel and Claremont Travel & Cruise, helmed by Carole and Phil Smethurst along with Melbourne-based Destination HQ, run by Stuart Ingram; Travel Experts in



Brisbane led by Stephen Green; Hilary and Holly Weir’s Dream Maker Travel and Tasmania’s Home Travel Company, managed by Robyn and Murray Sinfield.

“And this membership group will grow,” Galloway said.

“You can only imagine what Nikki [Glading, LTC General Manager] has in store and that growth pathway won’t just

be from additional members, it will also be from additional acquisitions that we have in the pathway as well as a host of other partnerships – some exciting ones, maybe some handbags are in the pathway as well.”

Galloway also said FCTG’s new luxury division was eyeing global expansion into other core markets including New Zealand,

the US and Canada.

Galloway added that a strong and highly particular emphasis will go into bespoke product development, drawing on the group’s existing roster of luxury partner brands including hotels, cruise lines and tour operators.

Loyalty was another key area which will form a major part of marketing activity conducted by members, Galloway added.

“Many of you will know that we’re doing a lot of work across the leisure business with loyalty and we’ve got some really exciting things to share with you as we expand...so there will be a great opportunity to be at the epicentre of what we’re doing,” she intimated. *ML*

Gundari eyes opening

GUNDARI Resort is set to bring a new level of sustainable luxury to Greece when it opens in May.

Nestled on the island of Folegandros, the resort will feature 27 suites and villas - all boasting views of the Aegean Sea and a subterranean spa.

Guests can also indulge in the property’s Michelin-starred dining options and an abundance of unique experiences, including diving and snorkelling adventures, cave explorations, guided hikes, and historical tours.

Four Seasons stalwart named Corinthia boss

MALTA-BASED luxury hotel group Corinthia has announced Simon Casson (**pictured**) as its new CEO, effective from Apr.

Formerly the President of Europe, the Middle East, and Africa at Four Seasons, Casson will relocate from Dubai to London, from where he will help enhance the company’s presence in the luxury segment and grow the brand across key global markets.

Corinthia Hotels boasts a portfolio of eight high-end properties around the world, with another eight in its developmental pipeline in



Rome, New York, Doha, Riyadh, Maldives, and Bucharest.

During his more than three-decade tenure at Four Seasons, Casson played a pivotal role in growing the brand’s presence in Saudi Arabia, overseeing successful hotel developments and launches in locations such as the Red Sea and Sindalah.

EK serves up bar

DURING Emirates’ 10th year as the official airline of the Australian Open 2024, the carrier debuted its A380 Onboard Lounge Bar in its hospitality suite, which proved popular among celebrities and invited guests.

Inspired by the airline’s flagship A380 aircraft, the luxurious suite featured a cream and bronze aesthetic, and offered a menu featuring flavours from Emirates’ top destinations flown to from Australia, while the lounge bar served VIPs speciality Tie Breaker cocktails.

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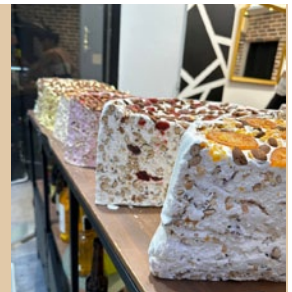
Check out which destinations are trending **HERE**

Travel & Cruise
Weekly



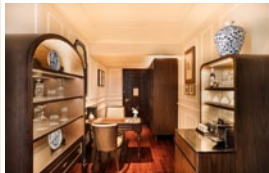
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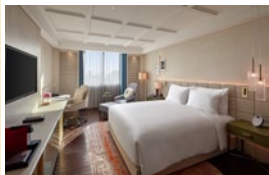
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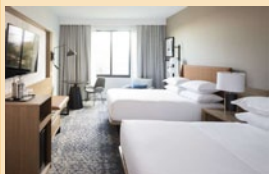
Softel Legend Metropole Hanoi in Vietnam has announced the reopening of the historic Heritage Wing. The Metropole Heritage Wing, boasting 103 guestrooms and suites, has been transformed throughout a 21-month construction period and now features new interiors with marble surfaces and floors, new bathtubs and showers, hand-tufted carpets in the corridors, and new beds, desks, side tables and sofas in each of the guestrooms.



Work is soon to commence at **Hotel Indigo Dundee** in Scotland to implement a brand-new bar, as well as a revamped lobby and additional guest parking. The £1 million revamp will see the opening of Eighteen Twenty-Two bar, which will pay homage to the building's history as having once been the city's largest linen mill. Guests will be able to enjoy a selection of wines, beers and spirits, as well as an exclusive 'Whisky library' and snacks such as burger sliders.



Movenpick Hotel Hanoi Centre has reopened after undergoing a property-wide refresh. The urban getaway comprises 155 rooms and suites, which now all feature plush, king-sized or twin beds, eco-friendly amenities, and more. Guests staying in the Executive rooms and suites can also enjoy access to the property's Executive Lounge, as well as additional benefits. A fitness centre, sauna facilities, and a Cabana Club Pool are also available.



Guests can now enjoy upgraded accommodations at **Sheraton Stonebriar Hotel** in Frisco, Texas, following its multi-million dollar renovation. All 168 guestrooms have been refreshed and now feature the Sheraton Signature Sleep Experience and upgraded wi-fi, while the hotel's meeting and public spaces, as well its restaurant and fitness centre, also boast a new look.



Saudi's Boutique Group will soon begin work to transform Jeddah's Al Hamra Palace into an ultra-luxury hotel. Originally a royal hospitality palace, the landmark building has housed guests such as presidents of Arab and Islamic nations, as well as Richard Nixon, Princess Diana, and King Charles the Third. **Al Hamra Palace Jeddah** will offer a "palatial" experience with gracious Saudi hospitality.

Capella to make Taipei debut



CAPELLA Hotels and Resorts is preparing to make its debut in Taiwan, with Capella Taipei gearing up to open later this year near the Xingtian Temple.

The luxury hotel will offer 86 rooms as well as The Living Room, a signature space in all Capella properties designed to connect guests with local culture.

The urban retreat also houses Capella Wellness on the second floor, which offers healing treatments across four treatment rooms, plus a fitness studio, an outdoor heated pool and corporate meeting spaces.

Guests can dine at the hotel's

main restaurant, The Grill, which serves a French-inspired seasonal menu; there's also a Japanese Omakase restaurant and a bakery which offers artisanal breads and in-house roasted coffee.

"We're thrilled to unveil a new chapter of bespoke luxury in Taipei, a city that harmoniously blends cultural vibrancy with a burgeoning luxury market," Capella Hotel Group President Cristiano Rinaldi said. *JM*

Seibu picks Sabre

SEIBU Prince Hotels Worldwide has signed a new agreement with Sabre Corporation in order to expand its reach across global distribution channels.

The hotel chain will deploy SynXis Booking Engine to drive direct bookings and SynXis Channel Connect to connect to hundreds of OTA channels.

As a result, Seibu's properties will be available to book through Sabre's own global GDS for almost 900,000 connected travel agents, corporate travel management specialists and tour operators globally.

AA outsources team

AMERICAN Airlines has cut nearly 700 positions in its Service Recovery team across Arizona and Texas in order to transition some of its non-essential customer enquiries to international teams.

The carrier said it will form a 'Customer Success' team at the end of Mar, which will address elevated customer concerns and is expected to consist of 135 employees plus management.

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