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Travel Daily

First with the news

Friday 10th February 2017

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Memphis ANZ push

THE Memphis Convention & Visitors Bureau is committing to the Australian and New Zealand market with the establishment of a new office down under.

The strategy aims to tap into the local market which is the third strongest international market for the Tennessee city, only behind Canada and the UK.

Former Tourism Australia exec Chris Ingram has been appointed to lead MCVB's sales & marketing efforts in Australia and NZ.

"We're very excited and proud to now be involved with the ANZ markets and supporting our Brand USA partners in getting more Australians to the United States," Ingram told *Travel Daily*.

Today's issue of TD

Travel Daily today has six pages of news and photos, including a front cover wrap for **Qantas** and a full page from **Travel Trade Recruitment**.

AHA threatens boycott

THE Australian Hotels Association (AHA) has taken a stand against one of the country's biggest ATM providers, suggesting a boycott by its 5,000 members in protest at what it says are "oppressive" contract terms.

In an application to the ACCC, the AHA claims DC Payments "is putting extreme pressure" on its members and other small businesses to enter into new agreements flowing from its Cashcard acquisition.

DC Payments is the biggest non-bank supplier of ATM services to small businesses, with around one third of all ATMs in Australia.

"AHA members have had considerable angst in dealing with DC Payments, now made worse with the acquisition of Cashcard," the association says.

It argues a collective boycott is "vital" at the hand of "oppressive obligations...heavily weighed in favour of DC Payments".

In its application, the AHA expresses concerns for members, "the foremost of which is the automatic roll-out of contracts for non-negotiable periods".

"AHA submits that it faces a market structure where suppliers have substantial power and are able to dictate unfavourable terms and conditions."

The Australian Competition and Consumer Commission is seeking submissions from the public.

New SQ Boeing order

SINGAPORE Airlines yesterday revealed it had signed a letter of intent with Boeing for 39 firm and 12 aircraft options as part of its fleet modernisation program.

Valued at the list price of close to US\$14 billion, the firm order is comprised of twenty 777-9s and nineteen 787-10s, plus six options for each variant.

The new 777s are scheduled for delivery from the 2021/22 FY and the *Dreamliners* for 2020/21 FY.

Under the deal, SIA Group has the flexibility to substitute the 787-10 orders for other variants of the 787 *Dreamliner* family.

CEO Goh Choon Phong said the deal enabled Singapore Airlines to continue to operate a modern and fuel-efficient fleet.

"This order is also another demonstration of our commitment to further growing the Singapore hub, as we will be able to offer even more travel options for our customers," Goh added.

Qantas global sale

AIRFARES across Qantas' global network are on sale from now until 21 Feb, with prices to New Zealand leading in at \$229, the South Pacific from \$275, the USA starting at \$1,099, South Africa beginning at \$1,199 and London from \$1,379 - see the **cover wrap**.

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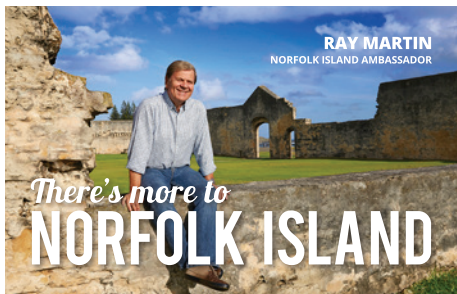
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QANTAS Holidays



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Norwegian Star to be towed to shore

NORWEGIAN Star has called for assistance off the coast of Victoria after suffering a propulsion failure earlier today.

The ship's operator Norwegian Cruise Line says arrangements have been made to tow the vessel more than 30km to Melbourne after a "technical malfunction" in its azipod propulsion system.

"The ship has full power and all onboard services are fully operational," the cruise line said in a statement.

"The ship is in no danger whatsoever and the comfort and safety of our guests and crew are unaffected by this situation."

The ship is expected to arrive in port tomorrow afternoon.

Passengers are being offered a full refund and 50% credit on future cruises.

A revised itinerary has yet to be established, however the line said a subsequent departure from Auckland was expected to operate as scheduled 18 Feb.

Taj brand restructure

THE Indian Hotels Company has announced plans to reorganise its portfolio of brands, dispensing with its Vivanta and Gateway labels and bringing all properties together under its Taj identity.

All properties will be grouped under four brands, Taj Hotels, Taj Palaces, Taj Resorts and Taj Safaris, with transitions expected to be completed by Dec.

The company said its move was part of a strategy to build a "globally reputable chain of world-class hotels".

The group comprises 101 hotels in 64 locations worldwide.

Aust tourism to hit \$162b

AUSTRALIA is on track to achieve annual tourism spending of \$162 billion by 2020-21 as forecasts point to ongoing growth and record levels of visitation.

The State of the Industry report for 2015-16 released today by Tourism Research Australia (TRA) confirms last financial year was a record-breaking period in a sustained boom for tourism.

Total visitor spending increased 9% year-on-year to \$116.7 billion in 2015-16, including \$38.1 billion from international tourists.

Inbound visitors increased 10% y-o-y to 7.2 million, staying 248 million bed nights.

The TRA predicts Australia could expect to receive 10.2 million international visitors annually by 2020-21, with growth likely at 5.3% each year.

Total tourism spending is forecast to hit \$162 billion over

the same year.

Minister for Trade, Tourism and Investment Steven Ciobo highlighted records in domestic tourism last financial year.

"More Australians than ever are deciding to take "staycations" spending a total of \$59 billion with day trip visitors contributing an additional \$19.6 billion to the economy," he said.

International aviation capacity also grew y-o-y, rising 6.2% to 23.5 million inbound seats, while accom supply increased 1.4% to 249,131 rooms.

To view the report, [CLICK HERE](#).

QF offers chat bot

QANTAS customers can now access a "chat bot" service via Facebook Messenger, giving them access to sale details and destination information.

The Qantas Concierge service launched yesterday is an artificial intelligence-backed initiative, with the power to learn from customer interactions.

Further services will be introduced throughout 2017.

[CLICK HERE](#) for a video demo.

Million Aussies to Bali

THE number of Australians visiting Bali inched over the one million mark in 2016, adding to growth of more than 22% in the island's tourism industry.

Figures released by the Bali Government Tourism Office show 90,017 Australian arrivals during the month of Dec, taking the 2016 total to 1.1 million.

The result is a 17% increase on the number of Aussies who visited in 2015 and helped lift Bali's overall international visitors to 4.9 million last year, up 22.5%.

But China is challenging Australia's position as Bali's biggest tourism market, with arrivals growing more than 43% to 986,926 during the past year.

New US travel ban

AMERICANS arguing the merits of President Trump's travel bans may face restrictions of their own under powers soon to be wielded by US tax officials.

The country's Internal Revenue Service (IRS) has posted a warning on its website saying it is about to begin cancelling the passports of Americans who have a "seriously delinquent tax debt."

The power to revoke passports on tax grounds was created by President Obama in 2015, but is only now being put into action.

The IRS says from early this year it will begin notifying the State Department of citizens who have serious tax debts that have not been paid "in a timely manner."

The State Department may then decide to cancel passports.

The measures affect those with debts of more than US\$50,000.

Finnair ups Russia

FINNAIR will double its services between Helsinki and Moscow from 10 Apr, offering 14 flights per week.

Services from Helsinki to St Petersburg will rise by six to 20 each week from 23 Apr.



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New Resort for Sydney's west?

WESTERN Sydney may soon be home to a new 11-storey resort hotel (pictured), under a new proposal flagged by Twin Creeks Golf and Country Club.



If realised, the \$99 million resort would be located in Luddenham within the Twin Creeks Golf and Country Club and feature a day spa with outdoor plunge pool, three private karaoke rooms, a resort boutique, gymnasium, two lounge areas and function spaces.

"The lagoon pool will be the centrepiece - it will have a beach like at Wet'n'Wild," Twin Creeks

chief executive Grant Martin told the *Daily Telegraph*.

Other features include a floating bar and an outdoor dining area "which straddles the pool," Martin said.

Martin hoped construction for the project would commence at the end of 2017.

The proposal will be seen before by the Penrith Council before proceeding to the Joint Regional Planning Panel.

Down Under 2017

THE Destination Australia conference will this year be held on 16 Mar at Doltone House Hyde Park in Sydney.

Top executives from companies such as Google, Facebook, Skift and Tourism Australia will lead talks on travel trends effecting the industry today.

CLICK HERE to register your attendance.

Qantas hols new brox

QANTAS Holidays has released its first dedicated China brochure.

The 2017/18 program features a range of extended group touring options as well as short stays, accommodation, stopovers and day tours all aimed at the independent traveller.

Itineraries include the nine-day China's Golden Triangle, eight-day Walls, Warriors & Pandas, 13-day Glimpse of China, 13-day Yangtze Explore and much more.

CLICK HERE to download the new brochure.

Discover LA push

DISCOVER LA's latest global brand campaign invites travellers experience an 'LA moment'.

The new push, which veers away from promoting the city itself but rather the feel of the city, debuted during the Super Bowl, with the ad to roll out on 20 Feb in Mexico and the UK, followed by China, Australia and Canada later this year.

Other spots allocated to the 14-week push include the GRAMMY Awards and Academy Awards; a four week takeover of the 14th Street/Union Square subway station in New York City, videos on YouTube and Hulu, and on social media channels.

Princess explosion

A MEMBER of *Emerald Princess'* crew was fatally injured in an incident on board the ship while it was at Port Chalmers in NZ yesterday.

The accident happened during technical work on the hydraulic launching system on a tender vessel when, according to *SMH*, a gas canister exploded.

Princess Cruises said in a statement it was assisting local authorities in their investigation and the vessel "will only depart Port Chalmers once cleared to do so by local authorities pending the completion of their inquiries".

Window Seat

CLIMBERS heading to Mt Everest will soon be able to share, tweet and live stream their conquest from a base camp located 5,360 metres up the mountain.

The free wi-fi hot spots will be installed along Lukla-Everest and Annapurna Base Camp, ending an era of using expensive satellite phones.

"We will expand this service in other areas too," said Digambar Jha, chairman of state-run Nepal Telecommunications Authority (NTA).

The free wi-fi zones will also be used to facilitate communications and to aid rescue efforts in the event of any emergencies.



AAT launches NZ brox

TWO new seven-day holidays covering Auckland, Rotorua and Queenstown plus a five-day family adventure are the headline acts in AAT Kings' newly released 2017-18 NZ brochure.

Book by 23 Apr and receive 10% off - See aatkings.com.au.

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Explore Malaysia's Langkawi and Penang in the February issue of *travelBulletin*.

CLICK HERE to read **travelBulletin**



HAL Oprah p'ship

HOLLAND America Line has partnered with *O The Oprah Magazine* to present a range of cruise itineraries inspired by the theme of wellness.

New voyages include the 11-day Southern Caribbean Wayfarer from Ft Lauderdale and seven-day itineraries Eastern Caribbean roundtrip from Ft Lauderdale, Alaska roundtrip from Seattle and the Western Caribbean.

The inaugural program was put together by editor at large Gayle King, alongside editor in chief Lucy Kaylin and creative director Adam Glassman.

CLICK HERE for more details.

eNett intern scheme

STUDENTS attending Swinburne University of Technology and Royal Melbourne Institute of Technology can now gain real life experience in the work place under a new deal struck with eNett International.

eNett md and chief executive officer Anthony Hynes said the internship scheme would help the company identify future employees.

Queen Vic Amazon

CUNARD'S luxury vessel *Queen Victoria* arrived on the Amazon this week, making her the largest passenger ship ever to sail through the river.

Guests on board disembarked for excursions including a city tour to see sights such as the Teatro Amazonas opera house and the municipal market.

The cruise ship departed Southampton on 05 Jan and will return on 05 May.

CX Valentines deal

IN CELEBRATION of Valentines Day, Cathay Pacific has released a series of special fares to over 60 cities across Asia.

Fly Economy class from Perth to Beijing from just \$715 return. More information **HERE**.

Air Canada spruces up uniform



AIR Canada has reimagined its uniforms, yesterday introducing a sleek new look (**pictured**).

Pilots, flight attendants, mechanics and customer service representatives will don the elegant new threads, which are coloured charcoal grey and black with red accents and accessories.

The carrier's staff members aren't the only ones who have undergone a makeover, with its entire fleet of 300 aircraft also slated to sport a bold new livery. Air Canada's president Benjamin

Smith said the redesign of the livery (**pictured** inset) signalled a pivotal inflection point in the carrier's 80-year history.

"With our new livery, new uniforms for our employees, the award-winning international cabin standard introduced with the launch of our Boeing 787 aircraft, and enhanced onboard offerings, the future Air Canada represents is the strength of our nation and the future-looking spirit of our airline," he said.



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TTC knuckles down on CSR



THE Travel Corporation (TTC) has stepped up its corporate social responsibility (CSR), calling on the travel trade to support the ME to WE social enterprise it joined forces with last year.

Speaking exclusively with *Travel Daily* this week, TTC president and global ceo Brett Tollman said the ME to WE program, launched in 2008, has raised millions of dollars to support initiatives such as schools, women's rights, animal rights and fighting child slavery.

The program aligns with The Travel Corporation's not-for-profit Treadright Foundation.

To boost awareness, The Travel Corporation is now including ME to WE activities in a number of itineraries in India, Ecuadorian Amazon and Kenya, the latest of which is with Adventure World.

"These ME to WE programs can see guests go away for a week, help build a school and help teach - it's a truly immersive, authentic, volunteering program," he said.

Tollman on travel ban

THE Travel Corporation's global chief Brett Tollman has backed away from making any direct comments about US President Donald Trump and his travel ban aiming at preventing nationals of seven mainly Muslim countries from entering the United States.

Instead, Tollman said the TTC believed in "open borders".

"I do believe that travel is a remarkable force for good.

"Travel generates peace and understanding. The more people can travel and go to destinations and understand and embrace cultures, I think there is a better understanding and that creates more goodwill and less war."

Guests can book ME to WE Immersive Volunteer Trips as extensions of set departure dates as either a pre- or post- Uniworld, Trafalgar, Insight or Contiki trip.

Tollman (pictured left) stressed the program is genuine and gives back to the community.

"There's a lot of volunteering that's out there which you go and build a wall. And then the next day they tear it down and someone else comes along the next day and builds the wall or paints the wall again," he said.

"These are truly authentic experiences," he told *Travel Daily*.

Tollman said the program, which sits in the four- to five-star range, has been endorsed by the likes of Sir Richard Branson and actress Natalie Portman.

"There's nothing in it for us but it's our opportunity to help them by promoting these ME to WE trips for our travel trade partners to be aware of so hopefully they'll book them," he said.

"Trips are run in safe areas, and we just want to help fill up all their programs as it will generate more profits for the communities they are run, helping fund more schools, more education and more medicine."

MEANWHILE, Tollman said TTC would continue to engage and encourage staff to be involved in volunteer programs.

The Travel Corporation provides employees with two paid days annually to help out with initiatives.

Local ceo Jon Veitch (pictured right) has led two programs, but Tollman said he was keen to get more staff involved, with take-up here only around 20%.

"We'd personally like to get that figure up," Tollman said.

Cityjet cuts LCY/ORY

CITYJET is ending London City to Paris Orly operation next month.

The route, currently operated by Avro RJ85, will end on 25 Mar GDS displays show.

Amadeus Chinese new year



AMADEUS hosted its seventh annual Chinese New Year dinner in Sydney on Wed with over 230 travel agents and suppliers.

"We always enjoy celebrating this vibrant festival with our valued Chinese, Vietnamese and Thai customer community," Amadeus managing director Tony Carter said.

Sydney guests took part in a traditional Chinese New Year banquet at East Ocean Restaurant, with some lucky agents taking home door prizes including a Microsoft Surface Pro.

Amadeus also held an event for 30 customers in Melbourne on 31 Jan and for the first time they will celebrate the occasion with customers in Perth over dinner this evening.

MCY airport partner

SUNSHINE Coast Council has chosen Palisade Investment Partners to operate the region's airport under a lease agreement worth more than \$600 million.

Palisade will operate the Sunshine Coast Airport under a 99-year lease and contribute \$290 million towards the cost of a new runway in 2022.

The company will also take responsibility for \$28 million in future terminal developments.

Mayor Mark Jamieson said the council would retain ownership of the airport and overall responsibility for its expansion, which will be part funded with a \$181 million Federal loan.

Latitude 33 new tours

LATITUDE 33 is celebrating its first year of operation by launching four fresh itineraries in hopes of upping its passenger load by 50% over the next year.

One of the new departures is a culinary escape through the South of France hosted by well-known chef Serge Danserau of Bathers Pavilion in Sydney.

Another is a tour to South America which will be led by BBC TV presenter and adventurer Nigel Marven.

W Hotels Prague

W HOTELS has announced it will be opening W Prague in Wenceslas Square in 2020.

The 154-key property will be housed inside a resort and extended version of the former Grand Europa Hotel.

Tahiti Travel brox

TAHITI Travel Connection has launched its new 67 page brochure dedicated to the islands of Tahiti.

New for this year is the five-star property Conrad Bora Bora Nui located on Motu To'opua, an islet off the coast of Bora Bora.

The brand new hotel opens to the public on 01 Apr (*TD* Tue).

Also fresh for 2017 is the new cruising product Windstar Cruise featuring the luxurious 148-guest yacht *Wind Spirit*.

CLICK HERE to download the new brochure.



Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

The luxurious **Paperbark Camp** on the NSW South Coast is offering a three-night Easter package for stays from 14 Apr. The special includes a complimentary, deluxe welcome pack, breakfast and dinner. Prices lead in at \$1,845 per couple. Phone 1300 668 167 for more.

Tempo Holidays is slashing 25% off bookings made on Celestyal Cruise Cuba. The eight-day Cuban sailing starts at \$1,820 per person including all meals and shore excursions. **CLICK HERE** to book.

Australian eco operator **Majestic Whale Encounters** is offering a complimentary night's accom and a free island tour on two of its Tongan whale swim holidays when booked by 31 Mar. The 9-night packages are priced from \$4,000 ppts. See www.majesticwhaleencounters.com.au.

Trafalgar has savings of up to \$600 per person available on select departures to Paris, Italy, Vienna, India and Hawaii until 14 Feb. Trips on sale include the Paris Explorer from \$2,662 per person, Great Italian Cities from \$2,900 per person and the Hawaiian Explorer from \$3,412. To snag one of the Valentine's Day deals **CLICK HERE**.

oneworld turns 18

ONEWORLD is this month celebrating its 18th birthday.

The alliance started in Feb 1999 with five founding partners: American Airlines, British Airways, Cathay Pacific, Qantas and Air Canada.

It now has 14 members and around 30 affiliate members with a combined fleet standing at some 3,500 aircraft.

oneworld ceo Rob Gurney said looking forward he was aiming to position the group as the "undisputed alliance leader, offering an unmatched combined network by the best collection of travel providers".

CA back Bombardier

THE Canadian Government has announced it will provide a \$372.5 million interest free loan to aerospace company Bombardier in order to support the development of the Global 7000 business aircraft program and the CSeries passenger jet.

"The investment I'm announcing today is the right solution for the time and in terms of innovation, jobs and long-term competitiveness for the company," Canadian Innovation Minister Navdeep Bains said.

Cathay fine dining

CATHAY Pacific has introduced fine Italian inflight dining in collaboration with Michelin-starred Restaurant Tosca.

The menu will be served to First and Business class passengers from now until 30 Apr on board select Cathay Pacific flights from Hong Kong to a variety long-haul destinations, including Australia, Canada, Europe, New Zealand, South Africa and the US.

Dishes on the menu include octopus terrine, beef short ribs with tomato pizzaiola sauce and eggplant, and lobster with almonds, romaine and pink pepper dressing.

Abu Dhabi Louvre

AN OPENING date for the long-delayed Louvre Abu Dhabi museum is set to be made public shortly, according to a report in *Arabian Business*.

"Construction of Louvre Abu Dhabi is in its final stages. The building will then enter an important preparation phase, essential for a museum of this magnitude that includes testing," officials told the publication.

Located in Saadiyat Cultural District, the museum will display historically significant artworks.

AF to the Maldives

AIR France has opened reservations for its new twice weekly Paris Charles de Gaulle to Male service, which will start operation from 01 Nov.

South American cook up!



THE flavours of South America were the focus of a recent cooking class hosted by LATAM Airlines Group at VIVE Cooking School in Sydney.

VIP members of the travel industry took a culinary journey to Latin America, learning how to cook a number of tradition dishes

including empanadas & ceviche.

The event was a way to celebrate LATAM's new service between Melbourne & Santiago, Chile which kicks off on 05 Oct.

Pictured above (from left) are Bruno Da Motta, VIVE; Patricio Aylwin, md of Asia Pacific for LATAM & Julien Vasseur, VIVE.



This month Travel Daily, Tempo Holidays and Tourism Ireland are giving agents the chance to win a trip for two to Ireland.

The winner will travel on a luxury coach around Ireland for a week, and the prize includes return flights.



To win, show your Irish spirit by dressing up in your best St Patrick's Day outfit and send a photo through. Best photo wins! Get your whole office involved! Send entries to tempo@traveldaily.com.au

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An Inbound Travel Consultant deals with overseas travel agencies arranging land content for passengers coming into Australia. Are you passionate about Australia & do you want to make a difference to an overseas visitor's holiday? If you love putting together different itineraries for people or groups coming out to Australia and have worked on Tourplan along with excellent geographical knowledge of Australia & its tourism attractions then this is an exciting opportunity not to be missed!

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

Music & Touring Travel Specialist
Melbourne, Attractive Salary Package, Ref: 2702KF1

Do you love Music? Want to bring your passion for music and entertainment and your travel experience together? This is the role for you! Seeking a music lover or entertainment guru that wants to work in a travel reservation position. You will need to bring with you a positive attitude, fantastic customer service skills and travel industry knowledge. Most importantly you should love all things music and touring and have a good understanding of national and international events and destinations.

For more information please call Katie on (03) 9988 0616 or click [APPLY](#) now.

Travel & Cruise Consultant
Adelaide, \$40-45k + Commission, Ref: 2559HC1

This travel agency based in Adelaide is known for its excellent customer service & their holidays to stunning destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers. No day will ever be the same in this travel consultant role, from booking complex airfares, organising transfers to selecting the perfect accommodation for your clients. The role will be heavily customer service focused offering your expertise on worldwide destinations.

For more information please call Hannah on (08) 6365 4313 or click [APPLY](#) now.

Back Office Support Administrator
Gold Coast, Competitive Package, Ref: 2137SZ5

Enjoy a working environment where you no longer have to deal with the customers & focus solely on administration and some basic finance duties. General knowledge of Tramadra would be preferable however not essential. Your duties will include but not limited to all payment, including following up on deposits & final payments plus other ADHOC administration duties. If you are a travel consultant wanting to specialise in a niche product then this role could be for you.

For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

Travel Consultant – Special Projects
Sydney, Circa \$50-55k + Super, Ref: 2672SO9

Working for a highly innovative leisure and corporate boutique agency shortly to move in to lovely brand new offices in the CBD, a consultant is required to manage worldwide trips and special projects. You will have excellent communication skills and will provide exceptional customer service skills. The office is ahead of its time and supportive place to flourish and succeed. Join an agency that is going from strength to strength and you will never look back!

For more information please call Sasha on (02) 9119 8744 or click [APPLY](#) now.

Online Cruise Consultant
Melbourne, \$42k + Uncapped commission, Ref: 2690HC1

Would you like to become a cruise expert and specialise in this niche travel product? If you have a passion for cruising and for travel sales then apply now. You will be working towards targets and earning an uncapped commission in return within in a sales and service focused environment. You will ideally be experienced within the travel industry, have GDS skills and have been on several cruises yourself. Long term career progression, a great salary & a CBD location are perks to this role.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

Business Development Manager
Perth, Competitive Salary + Bonus, Ref: 2226SJ1

Do you have sound understanding of Corporate Travel Sales, BD experience and a proven sales record? A leading Travel Management company are looking for a new BDM to assist with their ongoing expansion across the travel market. You will be sourcing new leads, building rapport and developing relationships with key prospects. Targeting the SME market there is fantastic earning potential and this is a great chance to develop your managerial and corporate travel experience with a leading TMC.

For more information please call Sarah on (08) 6365 4313 or click [APPLY](#) now.



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