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Monday 13th February 2017

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Cover-More margins up

LISTED Australian travel insurer Cover-More Group has reported a 6.5% increase in net revenue of \$111.1 million for the six months ending 31 Dec, propping up pre-tax profit to \$20.8 million - up 2% compared to last year.

Group ceo Mike Emmett today said the company has achieved a "solid start" to FY17, adding "we are seeing margins recover in our

Australia business where we hold a market leadership position.

"We expect earnings to continue to build momentum in the second half as we integrate our business in the US and focus on global opportunities for our medical assistance business."

Cover-More said its US growth strategy having acquired Travel Insurance Services was beginning to deliver anticipated returns, while gross sales were up in India and New Zealand.

Emmett said Cover-More would continue to execute on key strategic points in the second half of the FY, predicting to deliver a FY17 EBITDA of \$54 to \$57 million.

GA SYD, MEL boost

GARUDA Indonesia is jacking up frequencies on routes from Jakarta to both Melbourne and Sydney by one weekly service, nudging up to five per week.

GDS displays show the increase will take effect on 01 Jun for MEL and 04 Jun for SYD.

Tokoriki re-opening

SHERATON Resort & Spa, Tokoriki Island in Fiji will reopen tomorrow having completed a \$25 million renovation.

The property has been closed since Cyclone Winston struck parts of Fiji nearly 12 months ago.

All 101 guest rooms, suites and public areas have been refurbished, while a new Sunset Bistro and cultural centre have been added.

Today's issue of TD

Travel Daily today has six pages of news and photos, plus full pages from: (**click**)

- Consolidated VA/DL promo
- AA Appointments jobs
- Air Tickets incentive
- Abercrombie & Kent
- Women for Women

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Ensemble expands

ENSEMBLE Travel Group has announced the appointment of David Smith as its new director service delivery.

Smith's most recent role was as commercial analyst with CT Partners, and he also worked at Stella Travel Services between 2008 and 2011 as well as holding previous positions at Air NZ, Qantas and Flight Centre.

Ensemble senior vice president Trish Shepherd said the group's Australian and NZ membership base "has grown rapidly and will continue to do so throughout 2017, and David's appointment reflects our commitment to securing the best in the business to support our members".

Ensemble is a member-owned buying network numbering about 850 agencies globally.

Magellan growth promise

THE Magellan Travel Group says it expects to continue to deliver revenue growth to its suppliers, with a further six agencies to join the group in the coming months.

It's also understood Tasmanian agency Andrew Jones Travel, which was sold to Corporate Travel Management last year (**TD** 14 Dec 2016), will continue to procure land content through Magellan under its new ownership by CTM.

Magellan last week contacted its existing portfolio of land suppliers, advising them to continue business as usual with Andrew Jones Travel, despite the CTM takeover.

Magellan Travel Group (MGT) ceo Andrew MacFarlane said "It is fantastic that our partnership with Andrew Jones Travel, as part of CTM, will continue.

"The future of the Magellan Travel Group continues on an extremely positive trajectory and I am very optimistic that we will continue to forge strong and mutually beneficial industry partnerships such as the one we have with AJT and CTM," he said.

The fine print of the CTM

takeover of Andrew Jones Travel confirmed AJT contributed \$43 million in TTV to Magellan in 2015/16 - about 5% of the group's 2015/16 revenues.

It's not clear what proportion of this was land content, but the impact on Magellan's overall TTV is likely to be lower than the \$43m as a result of the land deal.

When the CTM acquisition was announced, Andrew Jones (who co-founded MGT) said he would remain the group's chairman and that he was "looking forward to being more able to focus on Magellan's growth and development going forward".

Encore breaks free

SEABOURN has confirmed its newest ship, *Seabourn Encore* "impacted" with a cargo ship while docked in Timaru in New Zealand yesterday, after high winds caused the vessel's aft mooring line to part & break free.

A Seabourn spokesperson told **TD** no injuries were reported and the 600-guest ship was "fully operational" and had been cleared to continue sailing.

More Visit USA shows

ORGANISERS of the Visit USA Australia Annual Expo which kicks off next week say there are limited spaces available for agents wishing to participate.

Over 50 USA based tourist offices and suppliers will join local operators to meet with agents at the events.

Expos will be held in Brisbane on 20 Feb, Melbourne on 21 Feb and Sydney on 22 Feb - for times and location, **CLICK HERE**.

Furthermore, additional venues and dates have been announced for Adelaide and Perth, scheduled for 21 and 22 Mar.

Breakfast events are planned for Newcastle and the Gold Coast on 02 and 03 May, and an evening show will be held on the Sunshine Coast on 03 May, with a Parramatta event to be finalised.

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QF change fees up

QANTAS will increase name change and cancellation fees on QF domestic and QantasLink Red eDeal and Flex fares, for tickets issued on or after 14 Mar 2017.

From that date the existing \$88 fee will become \$99 (including GST) per passenger per ticket, applying to new Red eDeal and Flex tickets and also to subsequent reissues of existing retail and wholesale tickets purchased prior to 13 Mar which are reissued on/after 14 Mar.

The new \$99 fee level will also apply to Group Saver bookings and to customers who are on a Qantas corporate fare agreement.

Where a change fee applies the ticket must be reissued and is not permitted to be revalidated.

Qantas said the adjustment was the result of it constantly monitoring its fares, surcharges and operating costs.

The last increase to the fees was in Dec 2014.

Disney Paris takeover?

THE Walt Disney Company is bolstering its stake in Euro Disney in Paris to 85.7% (from 76.7%) after announcing it will acquire 90% of Kingdom Holding Company's shares.

Disney further revealed plans to launch a tender offer to scoop up the remaining shares of Euro Disney as part of a strategy to take full control of the business.

The firm said it was committed to invest up to US\$1.6 billion in Disneyland Paris to improve its financial situation which has been "significantly and negatively impacted by the Nov 2015 events in Paris and the challenging business conditions that continued through 2016 in France and throughout Europe".

Disneyland Paris is celebrating its 25th anniversary this year and injected heavily into the upgrade and revitalisation of the park's hotels and other amenities in 2014 ahead of the milestone.

Airnorth promo fares

REGIONAL carrier Airnorth is now offering travel agents full access to its suite of promotional fare classes through the GDS.

Launched this month, the move enables agents to sell fares from its lowest promotional levels (P, F and Z class).

Consultants can now search for and book all Airnorth fare families and classes on the GDS when they are released for sale.

HAM gets gassed

HAMBURG Airport was forced to temporarily close its terminals yesterday after pepper spray was understood to have been inadvertently released at the central security checkpoint.

Close to 70 people complained of nausea & breathing difficulties and were treated by medical staff.

Fourteen flights were cancelled and several were diverted to other airports due to the incident.



Window Seat

WHAT does a destination do when its tourism assets aren't quite as striking as its rivals? Well, in the case of Lithuania, you nick a few.

Lithuania's tourism chief has been forced to resign after admitting his department used photographs from other countries to promote the Baltic state, the *BBC* reports.

Among them were scenes of Finland and Slovakia, used on social media under the slogan "Real is Beautiful."

Images were sourced online from Shutterstock and Flickr, with tourism officials explaining they had been sufficient to "communicate emotion."

Mockers are now using the hashtag #realisbeautiful to post other foreign locations.



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Discover the pure simplicity of the Solomon Islands in the February issue of *travelBulletin*.

CLICK HERE to read **travelBulletin**



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WWT, Shaanxi exchange



WENDY Wu Tours (WWT) hosted an exclusive dinner at Hilton Sydney last week to facilitate an exchange of ideas with visiting delegates from China's Shaanxi Tourism Administration (STA).

The officials were in Sydney participating in the Australian/China National Tourist Office event held last weekend to kick off 'The China-Australia Year of Tourism 2017' (TD 06 Feb).

The event with STA centred on tourism links between Australia and Xian, a city which welcomed 115,000 tourists from Australia in 2016, up 18% year-on-year and projected to welcome a further 10% increase in 2017.

Australia is now Xian's seventh highest international market.

Pictured are WWT director Alan Alcock (left) and Shaanxi Tourism director Yang Zhongwu.

Eurostar with Hahn

E-TICKETING platform Hahn Air has added rail operator Eurostar (9F) to its portfolio of products which agents can now ticket on the company's HR-169 document.

Eurostar is Hahn's third rail partner and the first to use its HR-169 product via an interline deal.

Agents in the US, Germany, the Netherlands, France and Belgium are currently unable to use Hahn Air to issue tickets for Eurostar services, the company said.

10 new A320s for BL

JETSTAR Pacific has contracted Aviation Capital Group in the US for a sale & lead-back agreement of 10 new Airbus A320-200 jets.

CEO of Jetstar Pacific Nguyen Quoc Phuong said the deal with ACG will mean the Vietnam-based LCC would continue to modernise its fleet as it expands.

Two of the new A320s will be delivered in Jun with the others coming online later in 2017.

Splendor Long Beach

CARNIVAL Cruise Line has introduced a new 14-night round-trip voyage from Long Beach, California to Alaska on 25 Aug 18.

The cruise aboard *Carnival Splendor* will include a full day at Hubbard Glacier and Icy Strait Point, and stops at Ketchikan, Skagway, Juneau & Sitka in Alaska and Victoria, British Columbia.

HA backs the Giants

HAWAIIAN Airlines has signed a two year deal of GIANTS Netball for the inaugural season of the Suncorp Super Netball League.

The pact sees HA become the Official International Airline partner for GIANTS Netball which includes giving members and fans the chance to win a taste of the carrier's Hawaiian hospitality with a seat upgrade to the 'Best Seats in the House' at games at Sydney Olympic Park and Qudos Bank Arena in NSW and the AIS Arena in Canberra.

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Athens	\$1,429*	\$7,089*
Paris	\$1,449*	\$7,169*
Dublin	\$1,489*	\$7,249*
Manchester	\$1,509*	\$7,299*
Birmingham	\$1,509*	\$7,500*
Glasgow	\$1,709*	\$7,699*

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*Return airfares are based on departure from Melbourne and include taxes and surcharges as of 31 January 2017. Small variations in prices may occur as a result of differences in airport taxes and charges. More travel periods, destinations and fares are available from Sydney, Perth, Adelaide and Brisbane. Offer ends 21 February 2017, unless sold out prior. Economy Class low season travel periods: 9 February to 28 March and 1 October to 30 November 2017. Business Class travel period: 23 February to 13 December 2017. Seats are subject to availability. Day of week surcharges, flight restrictions, cancellation and change fees apply. For full terms and conditions, see your GDS, visit emiratesagents.com/au, or call Emirates on 1300 303 777. Other conditions apply and offer subject to change. [^]Services to Zagreb commence 1 June 2017.



Brochures

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Acacia Africa - 2017 Africa Travel Catalogue

A condensed version of the traditional brochure, the 2017 catalogue's 32-pages cover the complete collection including camping and accommodated overland tours, small group safaris, short safaris and treks and city breaks and short stays. Six new accommodated overland options include the four-day Kruger Safari, seven-day Kruger, Swaziland & Beach, 12-day Coast, Lesotho and Cape Town, 19-day Kruger to Cape Town, 40-day Southern Africa Adventurer and the 46-day Southern Africa Explorer.



APT - New Zealand 2017/18

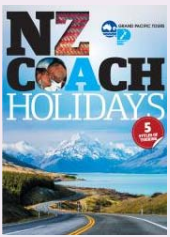
Detailed inside this new New Zealand brochure are popular land touring itineraries including the 23-day New Zealand Splendour and the 18-day Royal Tourer New Zealand as well as APT's rail and cruise journeys and the 25-day New Zealand Voyager ocean cruise. On every New Zealand tour, APT's Freedom of Choice Inclusions allow guests to pick activities at select locations. For example, on some itineraries

in Queenstown movie lovers can visit The Lord of the Rings filming locations, while thrill seekers take a Shotover Jet Boat ride.



Adventure World - USA Tailor-Made Collection

Adventure World and its partner Brand USA have launched their inaugural USA brochure. Itineraries detailed inside include the 14-night Alaska Active departure, the 14-night Pacific Coast Sampler and the 13-night Lone Star Tail across Texas. The brochure encourages travellers to go beyond 'the bright lights of the county's world famous cities' and try unique travel experiences from "soul-stirring landscapes, quaint towns, desert skies and seaside villages".



Grand Pacific Tours - New Zealand Coach Holidays

This 64-page brochure for the 2017/18 touring season features over 200 guaranteed departures. It includes itineraries from 01 Sep to 31 May 2018, with a wide range of tours to suit all travellers' tastes and budgets. Categories of coach tours range from the eight- to 10-day Affordable Coach Tours, the nine- to 19- day Escorted Coach Tours, Ultimate Small Group Tours with less than 20 travellers on a deluxe coach

and Cruise and Luxury Coach tours including a cruise aboard *Celebrity Solstice* to special Interest Tours such as South Island Garden and Warbirds Over Wanaka.

Busabout recruiting

BUSABOUT is on the hunt for a global brand ambassador and video producer to travel Europe.

The ambassador will be the face of the brand, producing weekly travel-themed vlogs for the YouTube channel, blog posts for Blogabout and social content across Instagram and Snapchat.

The other role of video producer will require attention to detail, proven editing skills and a creative mind.

CLICK HERE to apply by 05 Mar.

QR new Biz reveal

QATAR Airways will premier its brand new Business class product at this year's ITB Berlin exhibition to be held from 08-12 Mar.

The carrier's group chief executive Akbar Al Baker said he was looking forward to sharing QR's "revolutionary new patented Business class seat with the travel industry and worldwide media".

The new seat will be unveiled during a ceremony set to be held on the opening day of the event in Berlin.

AirAsia confirms HNL

AIRASIA X has officially announced its new four times weekly Hawaii route from Malaysia to Honolulu via Osaka, Japan starting 28 Jun (*TD Tue*).

CLIA celebrates cruise stars



THE star players of the cruise industry came out in style on Sat night as Cruise Lines International Association Australasia held its annual Cruise Industry Awards.

Bicton Travel in WA took top honours for the sixth time, winning the Australian Cruise Agency of the Year Gold award ahead of silver winner Phil Hoffmann Travel of SA and bronze recipient Cruiseabout Kew in Vic.

It became a double celebration for Bicton as owner Carole Smethurst was inducted to the CLIA Hall of Fame, recognising her contribution over two decades.

The awards were announced at a gala dinner for 500 people at The Star in Sydney, where CLIA Australasia chairman Steve Odell highlighted the growth in cruising

since the first awards were held in 2005.

"Thirteen years ago we were on the cusp of a new growth trajectory," Odell said.

"We knew numbers were going to increase, but I don't think we had any idea just how much cruise business would grow in this time," he said.

Odell also paid tribute to Ann Sherry and Gavin Smith who stepped down from the CLIA Australasia board last year, and to Brett Jardine who departs this month after 10 years as commercial director.

Pictured at the awards are, from left, Bicton Travel's Phil Smethurst, Carole Smethurst and Michael Middleton with Uniworld's Fiona Dalton.



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Crystal full steam ahead



CRYSTAL Cruises' ceo Edie Rodriguez was in Sydney on Fri, inviting media on board *Crystal Symphony* for a tour and lunch.

The cruise line will double its ocean presence in 2022, when the first of two new "game changing" ocean builds will join the fleet.

Featuring 900-1,000 cruise guests on an itinerary and one floor of up to 48 private apartments, Rodriguez said the new ship will mark the first time that residences at sea will happen concurrently with regularly scheduled cruise departures.

"I know there's that other vessel floating out there that are residences, but travel agents tell me that ship has the nickname of "the ghost ship" because there's never more than perhaps 40 people on board there, and there's not a daily program of activities," Rodriguez explained.

Bookings for the residences will

open in Dec, but there is already 250 people on the wait list.

The company is also adding to the Crystal Yacht Expedition fleet, with the 200-pax *Crystal Endeavor* (named after Captain James Cook's *HMS Endeavour*) to be delivered in Aug 2018.

The more casual style of expedition has lowered the age demographic of the guests.

"More young people and multi-generation are joining because it's very active, very water-sports intensive," she said.

Crystal embarked on a massive brand expansion in 2015 and as a result, the past three years have been the most profitable.

"We're not worried about oversaturation, because the reality is still, around the world and particularly in Australia, a small percentage of the population has ever cruised and that's the bottom line," she said.

Karen Christensen, local md & svp, Crystal Cruises is **pictured** (left) with Rodriguez.

Norwegian Argentina

LOW-COST carrier Norwegian is planning to start flights to Argentina later this year.

The airline is looking to open two to three operating bases in the South American country to have flights in the air by Nov.

While the routes are yet to be finalised it is believed DY will be operating commercial services out of Buenos Aires, Cordoba and possibly Mendoza.

Back-Roads bag pact

BACK-ROADS Touring is collaborating with premium luggage brand Samsonite to offer a free B Lite suitcase to select customers.

The campaign is available for all new bookings paid in full by the 31 Mar.

The premium suitcase is valued at \$449; **CLICK HERE** for more.

Eiffel bulletproof

THE Eiffel Tower is getting a 2.5 metre bulletproof glass barrier at its north and south ends later this year in a bid to protect the Paris icon against terrorist attacks.



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.



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Qantas' Rainbow Roo



QANTAS has displayed its support for the Sydney Gay and Lesbian Mardi Gras Parade by adding a dash of rainbow colour to the livery on its Airbus A330-300 VH-QPJ (**pictured** above).

The Flying Roo on the plane's tail is carrying a rainbow flag while the word Qantas has also been

painted with the colourful theme.

The aircraft first took to the skies with its new look on Fri, on flight QF433 from Sydney to Melbourne followed by QF37 from Melbourne to Singapore.

Qantas will again have its Gay380 float in the Sydney Mardis Gras on 04 Mar.

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CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 01-28 February 2017 on VA/DL International itineraries ex Australia plated on VA (795) & DL (006) ticket stock on the Consolidated Travel IATA only. Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The top three national agents who have the highest Virgin Australia/Delta Air Lines net ticketed sales during the campaign period will win the major prize, minimum 20,000 in net international sales. The prizes are open to all full time international selling agents only. Consolidated Travel, Virgin Australia & Delta Air Lines reserve the right to alter or cancel the promotion any time. All claims must be emailed to promotions@consolidatedtravel.com.au by COB 7th March 2017. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791. Date of issue 31 January 2017.





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Between 30 January and 26 February 2017 simply sell at least one trans-Pacific United® flight between Australia and the USA and register online with your ticket number to tell us in 30 words or less why you should be selected to experience United PolarisSM business class for the chance to win:

- 2x return **United Polaris business class tickets** from Sydney or Melbourne to the USA and a **\$1,000 Viva! Holidays voucher!**
- Bonus: All registered consultants will also go in the weekly prize draw to win **1 of 4 Apple iPads.**

To enter, please visit flyunited.com.au/POLARIS.
The more you ticket, the more chances you have to win!



Plus...

The agency with the highest growth will win:*

- 2x return **United Polaris business class tickets** from Sydney or Melbourne to the USA and a **\$1,000 Viva! Holidays voucher.**
- Runner-up agencies with the 2nd, 3rd and 4th highest growth will win 2x return **United Economy Plus® tickets** from Sydney or Melbourne to the USA and a **\$500 Viva! Holidays voucher.**



Terms & Conditions: Incentive period 30 January - 26 February 2017 inclusive. Valid on all United trans-Pacific marketed flights ex Australia issued on UA (016) stock via Self Plate or Air Tickets. *The prizes will be awarded to the top four agencies with the highest percentage growth versus the same period last year. A minimum of \$10,000 in United Airlines sales revenue in both years during the incentive period is required to qualify. Infant, cancelled, group bookings and refunded tickets are ineligible. Prizes are non-transferable and any FBT implications are the responsibility of the winning agency. Sales will be automatically tracked by United Airlines and helloworld who reserve the right to cancel or alter the conditions of the incentive at any time. Winners will be notified within 60 days after the incentive period expires. All winners must be an international travel consultant and full time employee of the agency. This incentive is open to helloworld for Business, helloworld Branded, helloworld Associate and My Travel Group members and Air Tickets customers.

EARN QANTAS POINTS ON OUR HOSTED SMALL GROUP JOURNEYS

Abercrombie & Kent

For over half a century, Abercrombie & Kent has been a pioneer in the world of luxury travel. Using the expertise of over 52 offices and 2,200 staff worldwide, we're pleased to share our portfolio of Hosted Small Group Journeys. This series of small group journeys is creatively designed with educational elements that broaden the mind and foster an in-depth knowledge of the destinations, their people, wildlife and culture.

Group sizes are from 14 - 18, with your tour hosts entertaining and charismatic travelling companions.



May, Sep & Oct 2017

THE STANS
'Ancient Trade Routes of Central Asia'

The mountains and deserts of Central Asia make the perfect backdrop for this extraordinary adventure to the heart of the ancient Silk Road.
15 Days | From \$11,995 per person twin share



Jun 2017

LADAKH
'Nature, Festivals and photograph with Palani Mohan'

Traverse the remote landscapes of Ladakh, whilst being escorted by award-winning photographer and author, Palani Mohan.
12 Days | \$9,795 per person twin share



Oct & Nov 2017

ICELAND
'Iceland & The Northern Lights'

Experience the highlights of Iceland's southwest with the chance to see one of the world's most stunning visual experience- the Northern Lights.
9 Days | \$9,595 per person twin share



Nov 2017
Feb & Nov 2018

NORWAY
'Winter Wonderland'

Experience the highlights of northern Norway including exhilarating sleigh rides, majestic landscapes and the breathtaking Aurora Borealis.
10 Days | \$11,995 per person twin share



May, Sep & Oct 2017

IRAN
'A journey through Persia'

Plot a course through Iran's unique heritage discovering a vast and fascinating country with a 5,000 year old history.
16 Days | From \$11,350 per person twin share



Sep 2017

CHILE, BOLIVIA & PERU
'Treasures of the Andes'

Combine the highlights of northern Chile with the extraordinary Bolivian salt flats and high altitude wonders of Lake Titicaca and Cusco.
17 Days | From \$16,395 per person twin share

SPECIAL OFFER

Book any Hosted Small Group Journey of seven nights or more before 31 August 2017 for travel anytime and earn 1 Qantas Point per dollar spent.*

Call **1300 851925** or your local travel agent for more information ■ abercrombiekent.com.au/hostedgroups

*Terms and Conditions: You must be a Qantas Frequent Flyer member to earn Qantas Points. A joining fee may apply. Membership and Qantas Points are subject to the Qantas Frequent Flyer Terms and Conditions, available at qantas.com/terms. Qantas Frequent Flyer members can earn 1 Qantas Point per AU\$1 spent on any Hosted Small Group Journey itineraries created by Abercrombie & Kent Australia Pty Ltd of seven nights or more, booked before 31 August 2017. Excludes flights. Qantas Points shall be awarded to you based upon the final amount spent on the Hosted Small Group Journey. Not valid for existing bookings or quotes.

FREQUENT
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WOMEN FOR WOMEN ON INTERNATIONAL WOMEN'S DAY



An initiative to help drive more female leaders in our industry.

An entire day dedicated to personal development for females.

400+ amazing women in Travel Hospitality & Tourism are invited to a fun packed day to hear inspiration, motivation and build confidence from these inspiring female leaders.

Male supporters of female leaders are also welcome to attend.

Dockside Venue Cockle Bay Wharf, Sydney - 8th March 2017 - 9.30am until 5.30pm

SPEAKERS

 <p>Penny Spencer Managing Director Spencer Travel</p>	 <p>Jennifer Vandekreeke Vice President ANZ Carnival Cruise</p>	 <p>Alex O'Connor Managing Director Insight Vacations</p>	 <p>Anna Guillan Regional Director Sales & Marketing One&Only</p>	 <p>Turia Pitt Motivational Speaker</p>	 <p>Michelle Beveridge CIO Intrepid Group</p>
 <p>Kaylene Shuttlewood Managing Director Pacific Travelport</p>	 <p>Katrina Barry Managing Director Contiki</p>	 <p>Laura Ruffles Global COO/CEO ANZ Corporate Travel Management</p>	 <p>Lisa Akeroyd Managing Director Carlson Wagonlit Travel</p>	 <p>Lynne Clarke Managing Director MSC Cruise</p>	 <p>Kathryn Robertson Regional General Manager Air New Zealand</p>

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