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Evergreen brochure

EVERGREEN Cruises and Tours has unleashed its full 2018 Canada and Alaska program, featuring 17 new tours.

New additions include the 14-day Rockies Revealed, 16-day Rockies Highlights and Alaska Glacier Cruise with Rocky Mountaineer and the whopping 39-day Canada Revealed, Alaska and New England Cruise plus East Coast USA.

"Earlybear" offers are available until 30 Nov such as two-for-one airfares, dollar discounts of up to \$900pp and early payment discounts up to \$400pp.

For more information, see the cover page of today's edition.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover wrap for Evergreen plus full pages from:

• Albatross Tours

Sabre

AA Appointments jobs

))) PONAN

World Exclusive:

DISCOVER NOW

TRAVEL Counsellors has committed to an ambitious growth plan, aiming to almost double its worldwide network and expand its Australian operations over three years. At the group's Australian

conference in Melbourne on the weekend, Travel Counsellors ceo Steve Byrne outlined a recruitment strategy to boost international membership from its current level of 1,600 to more

More BA strikes

CABIN crew working for British Airways at London Heathrow who are members of the union Unite will take further stoppage action over continued pay disputes.

The strike will take place from 0001 on Fri 16 Jun until 2359 hours on Mon 19 Jun. British Airways said all customers would be able to fly to their destinations.

than 3.000.

Travel Daily

Monday 5th June 2017

TC outlines growth plan

First with the news

The Australian division, currently involving 140 homebased Travel Counsellors, was earmarked for growth between 250-300, including an additional 50-60 new recruits this year.

"We expect a disproportionate amount of our global growth to come from Australia," Byrne said.

"So if Australia is 8% of our numbers at the moment and we're going to double our numbers globally, we don't expect to just double our numbers here - we'd expect to do more growth proportionally in Australia than the other markets."

Having recently expanded its Melbourne regional HQ, the UK-based group has embarked on a three-pronged strategy it calls RR²P, focussed on Recruitment, Referrals & Rebookings, and the expansion of its in-house technology platform Phenix. See more on page four.

MÖVENPICK save up to 30% Book online^{*} S-VOUP \$20 <u>summer</u> . /oucher

My Emirates Pass

EMIRATES passengers flying to or through Dubai between 01 Jun and 31 Aug can use their boarding pass to access a range of exclusive offers and discounts in the city.

Dubbed the 'My Emirates Pass', passengers can use their boarding pass at restaurants, eateries and cafes to save up to 30% off their bill and/or obtain a discount of up to 40% on spa treatments.

A variety of leisure businesses including Dubai Parks & Resorts. Ski Dubai & Wild Wadi Waterpark are also involved - details HERE.

Win flights to London!

TRAVEL Daily has partnered with China Southern for the rest of Jun to celebrate the carrier's 20th year of service to Australia by giving away return flights to London in a new competition.

For a chance to win Business class flights to London or China flying with China Southern, see page seven of today's issue.

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ibis Styles Hobart

A \$50 million new-build ibis Styles Hobart is in the final stages of development on the Tasmanian capital's Macquarie St.

Set to open next month, the 296-room property comes after an agreement was struck between AccorHotels and Singapore developer, Fragrance Group.

The 10-floor hotel will be the largest in Hobart and offer a rooftop indoor heated lap pool, two saunas, a gym and free wifi.

A ground-level bar and restaurant called Mr Good Guy will serve up Asian street food and the hotel will also offer a meeting room.

TRAVELMARVEL

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New China-Australia flts

XIAMEN Airlines (MF) is adding another route to Australia with the carrier filing to begin new Boeing 787 *Dreamliner* services between Xiamen and Melbourne, via Hangzhou starting Dec.

In an application to the China Civil Aviation Authority (CAAC) last week, Xiamen Airlines said it intended to introduce the new roundtrip service on a thrice weekly basis, using a mix of 787-8 or 787-9 *Dreamliners*.

The Chinese carrier launched direct services from Xiamen to Melbourne in Jul last year, initially as twice weekly before increasing to thrice in early Dec (*TD* 25 Aug). MF's Melbourne operation follows the launch of services to Sydney in late 2015.

MEANWHILE, in a separate application to the CAAC filed late last month, Hainan Airlines has sought approval for new flights between Shenzhen and Cairns.

Hainan Airlines' Cairns service is slated to commence in Jan 2018, operate three times weekly and use a combination of Boeing 787 *Dreamliners* and Airbus A330s.

HU is owned by Chinese giant HNA Aviation Group, and is one of a number of airlines that Virgin Australia is seeking a reciprocal codeshare agreement with on flights between Australia & China.

It's likely the Cairns service would come under the umbrella Alliance Framework Agreement between VA & HNA, which last week gained a favourable draft determination for five years from the ACCC (*TD* Fri).

oneworld chairman

FINNAIR chief executive Pekka Vauramo has been named as the chairman of global airline alliance **one**world for a two-year term, replacing Cathay Pacific Airways' former ceo Ivan Chu.

The role will see Vauramo oversee the alliance's governance and work closely with **one**world chief executive officer (& former Helloworld boss), Rob Gurney.

Vauramo has been Finnair's chief exec officer since 2013.



New name for HNL

HONOLULU Int'l Airport has been renamed Daniel K. Inouye Int'l Airport in recognition of the state's late senior senator.

The name change coincides with a massive modernisation project. The airport's three letter designation code remains HNL.







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Monday 5th June 2017

Qantas FF points bonus

QANTAS is offering up to 40% bonus Frequent Flyer points for transfers of reward points from credit or card charge schemes.

Transfers of up to 1.25 million Qantas Points will attract a 25% bonus, with the 40% level

Severgreen

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11 Day Deluxe Cruise with Barcelona from \$5,045pp*

Save \$2100 per couple



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applying to transfers over 1.25 million Qantas Points. The limited time offer is valid for

transfers to 30 Jun.

MEANWHILE, the Qantas smartphone app has been updated to allow Frequent Flyers to see how many Status Credits are required to reach the next tier, and examples of how they can get there.

Travellers can also now use the Qantas App to check out movies playing on upcoming flights, as well as check on live flight status and manage check-in and seating preferences.

Other enhancements in the works include "two-factor" authentication so users will receive an SMS verification code to confirm account changes.

New RACT Tas vessel

RACT has announced it will invest in a new state-of-the-art vessel for its Gordon River Cruises experiences in Tasmania.

To be built locally, the new boat will replace *Lady Jane Franklin II* which has been in operation for the past 14 years.

The new vessel is being designed specifically for the Gordon River environment to reduce its impact on its surrounds.

It will feature a 180-degree rearviewing seating area and larger outside viewing decks, including a 360-degree view rooftop deck. RACT took over operation of

Gordon River Cruises in 2014.

NEW Northern Europe Itineraries for 2018

7-15 night itineraries starting from $$5,227^*$ pp twin share

Kiel Canal -Scandinavia – Arctic Circle – Faroe, Shetland & Orkney Islands

Thrifty GC2018 deal

THRIFTY has been assigned as the official car rental supplier of the Gold Coast Commonwealth Games being held next year.

The tie-up will see the NRMAowned Thrifty provide some 1,400 new or nearly new vehicles spanning 14 categories (including cars, light commercial vehicles, mini buses, press trucks & cycling team vehicles) for the event.

Following the Commonwealth Games, the vehicles will become incorporated back into Thrifty's pool of rental cars.

QR Monacair transfer

QATAR Airways is introducing helicopter flights between Nice and Monte Carlo under a new partnership with Monacair.

The new arrangement is timed to coincide with QR's launch of five weekly flights from Doha to Nice, set to debut on 04 Jul.

Monacair's flight from Nice Int'l Airport to Monaco takes just six minutes aboard an Airbus H130.



RESIDENTS of the small Swiss village of Bergun-Bravogn have passed a law which bans tourists from taking photos because it might make people who don't live there jealous. New signs (pictured) are

planned warning of 5 franc fines because "it is scientifically proven that beautiful holiday photos on



social media make the viewer unhappy because they cannot be there themselves".

Instead local officials are urging people to come and experience the picturesque destination in person.





Monday 5th June 2017

TC scores 10 for Aus at the MCG



TRAVEL Counsellors marked its 10th Australian conference at the weekend, using the Melbourne Cricket Ground as the stage for an upbeat message to its local team.

The group's ceo Steve Byrne said the Australian operations had recorded a turnover of \$8 million when launched in 2008.

Since then, it had grown to a turnover of just under \$60 million, with the Australian branch forecast to deliver growth at a higher rate than other markets over coming years.

Byrne said much had changed at Travel Counsellors since an investment by private equity firm Equistone over two years ago.

"We've professionalised the business, we made it more corporate some might say, and it has more structure," Byrne said

"In the course of those two and

a half years we've doubled the size of the company and trebled the value of it," he said.

Byrnes highlighted several factors indicating Australia would out-strip growth in other markets over coming years, including its propensity to travel, longer travel habits, higher booking values and a taste for tailor-made travel.

Other positives included the booming cruise market, a comparatively sound economy, lower levels of online penetration and a large pool of experienced, entrepreneurial travel agents.

"It's got all the ingredients to say we should be, and will be, doing much better," Byrne said.

"And being much better also includes being much bigger." **Pictured** at the 'G are Travel Counsellors ceo Steve Byrne, left, with md Australia Fred van Eijk.

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TC mobility strategy

TRAVEL Counsellors is aiming to become a specialist in accessible travel, allowing it to pursue new and potentially lucrative markets.

At the group's Australian conference on Sat, ceo Steve Byrne said Travel Counsellors would specialise in "making the world accessible" for those with mobility needs, including disabled and aging populations.

He said the group already had several specialist counsellors and was analysing hotels, transport, and destinations to create a database of suitable suppliers.

"It's the right thing to do and it's commercially lucrative - there's a demand for it, there's a gap in the market, so why not," Byrne said. See **travelBulletin** for more on

accessible travel - **CLICK HERE**.

Counsellor appointed

TRAVEL Counsellors has created an Australian-based counselling service to provide confidential assistance to its local team.

Therapist Monika Polemicos will assist with mental health support.



TAUC

Discover more

VISIT California has launched a new cash incentive promotion in the lead up to the end of the financial year.

The promotion gives agents the opportunity to win a \$200 Visa card for either completing the California STAR online training program or encouraging a colleague to become a STAR by 30 Jun.

Australian and NZ agents are eligible to participate in the program which will run for four weeks, between now and 30 Jun.

Each week, one graduating agent will be selected at random to win one of 28 gift cards.

To sign up for the California STAR program, **CLICK HERE**.

Sofitel Dubai Wafi

ACCORHOTELS has announced the largest Sofitel property in the Middle East will open in 2019 at Dubai's Wafi shopping precinct.

Sofitel Dubai Wafi will have 501 rooms and complement the brand's four operational hotels in the UAE, including three in Dubai.



Manager - Phil Hoffmann Business Travel

A rare opportunity to lead Phil Hoffmann Travel's Business Travel team has become available. A fulltime role based at the South Australian headquarters in Glenelg.

PHT is looking to further grow this division to a new level of excellence through the strong and innovative leadership of a new manager.

The successful candidate will have a proven ability of meeting and exceeding sales targets, of leading and growing a dynamic and motivated team whilst offering support, direction and motivation. A commitment to technology and an analytical mind are critical, along with a passion and drive for success within a positive environment.

This position includes a negotiated salary based on experience and qualifications. Only applicants who have the right to work in Australia and can clearly demonstrate the above criteria, are selected for an interview and will be contacted.

> For more information please refer to https://www.pht.com.au/about-us/careers Applications submitted by COB Thu 15 June.

Humpty Dumpty Balmoral Burn



HELLOWORLD Travel Limited traded in their Sun sleep-in for their sneakers on 28 May for the annual Balmoral Burn event in support of the Humpty Dumpty Foundation.

Two corporate teams from Helloworld Travel and Qantas Holidays competed in the "Burn" up Awaba St in Balmoral, one of the steepest streets in NSW.

Staff and their families also participated in various events throughout the day. Over \$2 million was raised for lifesaving medical equipment for children's wards across Australia. **Pictured** are Colin Dunne,

Team Helloworld Travel; Emma East, Team Qantas Holidays; Kealan Kelly, Team Helloworld Travel; Maryluz Escandor, Team Qantas Holidays; Benn Hartung, Team Helloworld Travel; Andrej Dopud, Team Qantas Holidays; Mark Brownlee, Team Helloworld Travel and Jim Milazzo from Team Qantas Holidays.

The snow comes to Melbourne



SNO'N'SKI and reps from 24 ski resorts took over the new Flight Centre Headquarters in Southbank,Brisbane, recently for a training event with Flight Centre Travel Group (FCTG) staff.

Small group training sessions were followed by an "Apres Party" where Sno'n'Ski staff donned their flashiest 80's style ski clothing and FCTG employees could go in the draw for two major prizes.

The first highly coveted prize was a ski trip for two to Vail and Beaver Creek courtesy of Vail Resorts and Virgin Australia, while the second major prize was a seat on the Sno'n'Ski Canada Mega Famil in Mar 2018.

Agents tucked into a ski-themed menu and beverages, including a s'mores station, DIY ice-cream station and build-your-own poutine station, mini-burgers, corn dogs and gyoza.

Participants also had the chance to strike a pose in a snow-themed GIF photo booth decked out with props and ski gear.

Attendees are **pictured** above at the after party.



Monday 5th June 2017



ELEVEN agents were shown around Northern California last week by Visit California as part of Adventure World's USA brochure launch activity.

The team embarked on a condensed version of Adventure World's 'Icons of California' tour visiting San Francisco, Napa Valley and Lake Tahoe.

Highlights of the trip included a food walking tour of the Ferry Building in San Francisco, a hot air balloon ride in Napa Valley and fishing on Lake Tahoe. **Pictured** in the back row: Patrick Lijinders, Helloworld Travel Ferntree Gully and Andrea Morgan, Adventure World.

In front are Peggy Chan, Peggy Travel; Chelsea Badger, Jayes Travel; Rochelle Goldsmith, Stepnell & Turner Travel Assoc; Angela Johnson, Flight Centre Helensvale; Teal Keegan, Escape Travel Greenhills; Elana Watson, Helloworld Travel Hobart; Peter Blundell, You Travel Takapuna; Amelia Robinson, Helloworld Travel Maroochydore; Russell Mein, World Travellers Roccarton & Melanie Mayer, Visit California.

Regional tourism meetsImage: Image: Im

THE new Destination NSW, Destination Network Country and Outback Board came together mid-last month in Broken Hill to meet NSW Tourism Minister Adam Marshall. The group (**pictured**) included: Rob Mason, Rhonda Taylor, Minister Marshall, Marie Russell, Russell Holden, Steve Bartlett, Col Hughes and Wincen Cuy (absent from the photo).



Monday 5th June 2017

Helloworld immersed in WEHO



A GROUP of Helloworld Travel Specialists was recently treated to a famil to West Hollywood, courtesy of Delta Air Lines and



Round 13 Winner Congratulations CARLY O'BRYAN from Travel and Cruise Belrose Carly is the top point scorer for Round 13 of Travel Daily's NRL footy tipping competition. She's won a \$100 travel voucher courtesy of Expedia.



Gate 7.

The agents had the opportunity to explore the Los Angeles suburb, located within close proximity to the famous Sunset Boulevard - a haven of the hippest and trendiest rooftop bars in WEHO.

Staying at Le Parc Hotel for four nights, the group had access to The London Hotel which backs onto the Viper Room and Whisky a Go Go bar nearby, plus The Mondrian which has a rooftop pool & bar which converts to a dance floor during Halloween.

Down the road at the V Wine Room, participants sampled some local wines and cheeses.

Their West Hollywood itinerary also included an inspection of the Lakers' Locker room. a treat hosted by Delta Air Lines.

The group also experienced Delta's Main Cabin flight product between Sydney and Los Angeles.

Pictured at the Delta Suites at the Staples Centre from left are: Tara Fenning, Helloworld Travel Lisarow; Lyn Carlson, Helloworld Travel Waurn Ponds; Dianne Cook, Sylvania Travel & Cruise; Krista Cain, Helloworld Travel Helensvale; Elisha Mansour, AM World Travel; Kylie Wilson, Delta Air Lines host; Amanda Kavanagh, Helloworld Travel Gladstone Central; Kristen Liebman, Helloworld Travel host; Suzanne Lane, Helloworld Travel Kawana and Tracy King, MTA Travel.



Brochures

THIS week's Brochures of the Week is brought to you by DriveAway Holidays. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.





DriveAway Holidays - France Driving Guide DriveAway Holidays brochure contains details on hiring cars in France. There's info on important road rules, licence requirements, driving laws in France, handy rental tips, attractions, events & road trip ideas. There are self drive tours in Paris, Picardy Nord Pas-de Calais in northern France, Provence Alpes-Cote d'Azur in southern France and Normandy.



Adventure World - Canada & Alaska 2017/18

Adventure World's Canada & Alaska Winter Collection for 2017/18 focuses on non-ski winter activities like seeing the Northern Lights and staying in log cabins. There are winter rail packages or the active adventurer can participate in dog sled racing. A new addition, the 'Call of the Wild' package, gives guests the chance to don snowshoes & view wildlife including wolves, deer, moose, caribou & cougar in the Cariboo Mountains.

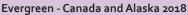


Contiki - Latin America 2017/19 Contiki has six new trips and departure dates through to 2019 within its Latin America- 2017-2019 offering. Three new itineraries have been introduced in Bolivia and Chile, as well as a Munch Mexico food focused trip to Central America. The Lava line and Ecuador and Galapagos Island Hopper trips include working with social enterprise ME to WE at its project deep in the Amazon jungle, accessible only by boat.

Scenic - France River Cruising 2018



Scenic's river cruising brochure for 2018 features upgrades to five-star Scenic Diamond and Scenic Sapphire 'Space-Ships'. Scenic Culinaire is a new feature where guests can be taught by experts in private cooking areas and enjoy seasonal produce. There are also sample itineraries and Freechoice options ranging from active, moderate and relaxed depending on people's preferred style of travel.





Evergreen Cruises & Tours explores Canada, offering various itineraries on Canada's east coast including sailings up close to Niagara Falls or cruising the waters of New England past villages, rugged islands. Guests stay at the five star Fairmont Chateau Lake Louise hotel - offered on most west coast tours. "Discover More" are extra sightseeing options such as a guided bear viewing or whale watching tour.

Friendly Beach opens

THE Friendly Beach resort on Tanna Island, Vanuatu was last week opened by Vanuatu's **Deputy Prime Minister & Minister** for Tourism, Joe Natuman.

Australian Joanne Wade and her son Lucas Rotteveel rebuilt four unique villas and rebranded as a boutique luxury adventure resort, following Cyclone Pam in 2015.

Belgrade check-in fee

AIR Serbia has begun charging a €30 check-in fee at Belgrade Airport for passengers who have not checked-in online.

The fee applies only to those travelling Economy class tariffs T, E, U or V and excludes other fare levels, Business class pax and certain Frequent Flyer guests. Online check-in remains free.

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To celebrate 20 years of flying into Australia, the launch of new direct service between Melbourne and Shenzhen and the increased capacity between Guangzhou and London, China Southern Airlines is offering Travel Agents in Australia the opportunity to win a return Business Class ticket to any China Southern Airlines destination in China or to London!

To win, correctly answer each daily question in June and have the most inspired response to the final question.

The best response will be the winner of the CZ return Business Class ticket from Australia to London and the second best one will be awarded with the return Business Class ticket from Australia to

1) When did China Southern Airlines launch the direct service between

Melbourne and Shenzhen?

any CZ destination in China. Send vour entries to

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Van-tastic time for Infinity



IN MAY, Vanuatu Tourism Office Australia co-hosted a five-night trip to the main island of Efate and capital Port Vila with Infinity Holidays, taking 10 Flight Centre group consultants from Victoria.

The agents went horseback riding, ziplining & jungle exploring. Pictured front is Ben Chambers,

Infinity Dream Melbourne. In the centre: Jasmine Kathage, Flight Centre Kew; Corey Lyons; Flight Centre Epping Plaza; Catherine Bateman, Flight Centre Lilydale; Penelope Murphy, Escape Travel Ballarat; Kathryn McInnes, Flight Centre Mornington; and Jessica Luxton, Vanuatu Tourism Office Australia. Back row: Joel Pettas, Flight

Centre William St; Victoria Glenn, Infinity Melbourne Downtown.

GNTB to Dresden

THE German National Tourist Board (GNTB) has awarded the next year's German Travel Mart to Saxony's capital, Dresden.

GNTB ceo Petra Hedorfer said with almost 900,000 international overnight stays in 2016, Dresden was one of the most requested destinations in the country.

"We are sure that Dresden will use the opportunity as host of the GTM to firmly create an impact for this unique cultural city and its charming surroundings."

The GTM is the largest incoming travel trade workshop for Destination Germany, with around 300 German suppliers meeting 500 account managers from around the world.

PG/HX codesharing

BANGKOK Airways has entered into a codeshare partnership with Hong Kong Airlines on services between Thailand & Hong Kong.

The arrangement enables HX passengers to travel with PG on its multiple daily domestic flights from Bangkok to Koh Samui and its twice daily Hong Kong-Koh Samui route, effective this month.

Global traffic pax

THE International Air Transport Association's (IATA) global passenger data for Apr showed Asia-Pacific traffic was up 10.7% on revenue per kilometre (RPK).

Data from the Middle East showed an increase of 10.8% for RPK for Apr, IATA said was lower than average and possibly due to the laptop ban.

Overall the global RPK was up 10.7% in Apr, Europe increased by 14.0% and the US was by 6.7%.

Intrepid saving

AS THE end of the financial year approaches, Intrepid is offering 20% off all Intrepid Travel Adventures departing in Jun. The deal covers itineraries including safaris, taco crawls in Mexico and cycling around Italy. Prices start from \$851ppts for a

nine-day Vietnam tour.



Yankees tickets

BROADWAY Inbound says it has access to net rates for FIT tickets to select New York Yankees home games between now and 29 Sep.

Major League Baseball runs until 01 Oct, with the World Series from 24 Oct to 01 Nov.

Broadway Inbound are dedicated to the group and FIT ticketing needs of the travel trade sector.

For travel agents wishing to book Yankee tickets for clients, Broadway Inb suggests contacting a preferred wholesaler.





Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.

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Publisher/Editor in Chief: Bruce Piper Managing Editor: Jon Murrie Editor: Guy Dundas Contributors: Jasmine O'Donoghue, Rebecca Le Bas, Matt Bell, Jenny Piper - info@traveldaily.com.au Advertising and Marketing: Sean Harrigan and Lisa Martin - advertising@traveldaily.com.au Business Manager: Jenny Piper - accounts@traveldaily.com.au Part of Business Publishing Group.



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For YOUR chance to win a trip for 2 on any Albatross Pre-Christmas tour all you need to do is book and deposit your customers on any 2017/18 Pre-Christmas, Christmas, New Year or Winter Wonderland tour before 31 July 2017.

You will receive one entry for each passenger booked. The winner will be drawn at random on 2 August and will be notified by email. Good luck!

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LEAD & MENTOR

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Our client is looking for a dynamic manager to join them overseeing the operations of the team. You will be responsible for the day to day operations, motivating & developing the team, ensuring sales targets are being met, looking for improvements to increase productivity, business planning & working closely with other departments. Great salary + bonus. Experience in a similar role is essential along with strong leadership & people management skills.

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If you're well connected within the VIC travel market and looking for a first class product to represent – don't miss out on this challenging BDE opportunity. Along with managing and growing existing leisure accounts you'll be confident in identifying and building new business opportunities to increase revenue, experienced in presenting and have strong negotiation skills. Previous experience in a similar industry sales role is a must. Top package & benefits on offer.

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Work at the elite level with a focus on the academic market. You will have impeccable standards in presentation skills along with the professional communication skills to be able to build long term relationships. Your previous experience in the corporate travel market along with tender presentations and dealing with complex data will be a winning tool. Enjoy a long term sales career when you join this leading TMC and earn a lucrative salary package.

A FRESH START FOR THE NEW FINANCIAL YEAR TRAVEL INDUSTRY BDM SYDNEY - SALARY PACKAGE \$80K

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TROPICAL DARWIN GENERAL MANAGER

DARWIN – UP TO \$130K PKG+ BONUS

Are you an innovative General Manager looking for a new challenge? Come join this growing hotel brand & be responsible for overseeing all hotel operations, lead the team with a focus on providing an exceptional guest experience & growing the bottom line. Experience as a GM in 4-5 star hotel is essential along with exceptional leadership, communication & interpersonal skills. Strong salary package on offer for the right candidate.

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

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