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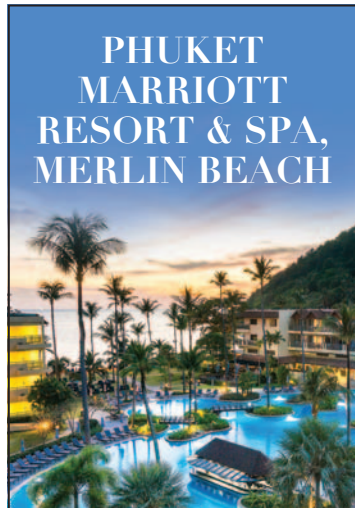
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For more details, see the **cover page** of today's edition.



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## NSW upgrades target

THE NSW Government has upgraded its target for the visitor economy, setting an ambitious goal to triple the 2009 overnight visitor spending to \$55b by 2030 under a new Visitor Economy Industry Plan.

Minister for Tourism and Major Events Adam Marshall said the NSW Government would work with industry to aggressively pursue the new target.

"Marketing Sydney as the gateway to Australia is key to growing the visitor economy in NSW," Marshall said.

"International visitor markets like China and India represent significant growth opportunities for Sydney and rural and regional NSW, which is why we're working on campaigns and strategies to fly more tourists to the State."

The move follows an independent review of the NSW Government's 2012 Visitor Economy Industry Action Plan, which was targeted at visitor expenditure of \$36.6b by 2020.

"Since 2011 the NSW

Government has turned around performance in the visitor economy - we've overseen growth of 36% in overnight visitors and 54% in visitor expenditure," Marshall said.

The Visitor Economy Industry Action Plan 2030 identifies six key focus areas, including a new team NSW Taskforce comprising industry leaders and an industry training rep and a formal agreement between the Minister for Tourism and Major Events and the Destination NSW Board.

Key areas include putting the visitor first, supporting, bolstering and encouraging the visitor economy, investing in infrastructure, backing regional NSW, and making opportunities to support growth.

Actions outlined include providing inclusive and accessible tourism, addressing low quality tours and operators, investing in the new Western Sydney Airport and aerotropolis and a focus on new regional flights.

For more information, head to [www.industry.nsw.gov.au/veiap](http://www.industry.nsw.gov.au/veiap).

## Vale Clementson

THE industry is mourning the death of prominent NT tourism figure Tony Clementson, who passed away last Fri.

Clementson held a number of high profile local positions, including general manager of Tourism Top End & development manager of Tourism NT.

## Today's issue of TD

*Travel Daily* today has seven pages of news, including a front cover wrap for **Tourism New Zealand**, a photo page for **Thai Airways** plus full pages from:

- One&Only Wolgan Valley
- AA Appointments jobs

## One&Only spring

**ONE&ONLY** Wolgan Valley is today promoting its spring specials, with deals starting at \$895pp per night, twin share.

For more information on the deals, check out **page eight** of today's issue.



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## NCL looks to Aus season

**NORWEGIAN** Cruise Line (NCL) is considering additional deployment in local waters as it prepares for its 2020 program, with its 2,000-guest *Norwegian Spirit* set to operate year-round within the wider region.

In Australia ahead of the Cruise360 conference tomorrow, NCL president and ceo Andy Stuart said the line was considering new itineraries for Australian waters as part of an increased presence in the Asia-Pacific region.

"Once we get into the winter of 2020, we're planning a year-round deployment of *Norwegian Spirit* to the region," Stuart told *TD*.

"We haven't defined exactly where she'll be sailing but it will be across Asia with a part season in China and possibly a season in Australia," he said.

The line might also opt for additional local sailings by its 2,400-passenger *Norwegian Jewel*, which will return to Sydney in Nov after an extensive refurbishment.

*Jewel* is already scheduled to return in 2019/20 as part of a season of cruises from Honolulu, Papeete, Sydney, Auckland,

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NCL has also released 2019/20 cruises aboard the 2,400-guest *Norwegian Jade* sailing from Singapore and Hong Kong, a deployment Stuart said had been part-prompted by confidence in the Australian market.

He said sales from the Australian market had doubled since NCL opened a local office three years ago, and that he expected up to 20% of passengers from Singapore and Hong Kong to come from the Australian market.

## CX boss to QF board

**FORMER** Cathay Pacific ceo and International Air Transport Association (IATA) chief Tony Tyler is set to join the board of Qantas as a non-executive director, the airline has announced.

"His industry knowledge runs deep and so does his experience of doing business in Asia, which is a key market for the Qantas Group," said Qantas chairman Leigh Clifford.

Subject to a shareholder vote, Tyler will join the board in Oct.

## Travel Daily on location in Vis, Croatia

Today's issue of *TD* is coming to you courtesy of APT aboard the new *Queen Eleganza* which will cruise Croatia in 2019.

**VIS** is one of Croatia's less-discovered islands, with a key claim to fame being that the movie *Mamma Mia! Here we Go Again* was filmed here last year.

That means it's been visited by Cher, Andy Garcia, Colin Firth, Meryl Streep, Pierce Brosnan and Benny & Bjorn themselves - plus thousands of ABBA fans wanting to get their fix of the fictional Greek island of Kalokairi.

A military base until 1989, Vis has now been opened up to residences and tourism, but is less frequently included in Croatian island itineraries than many other ports.

The lucky VIPs on board *Queen Eleganza* are being treated to an impromptu screening of the new film in an outdoor amphitheatre on Vis tonight, organised by ABBA fan number one, APT sales manager Susan Haberle.

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## Statendam sea trials

**HOLLAND** America Line's *Nieuw Statendam* has successfully completed two sets of sea trials, returning to Fincantieri's Marghera shipyard in Italy ahead of its 01 Dec debut.

*Statendam's* inaugural cruise will explore the Caribbean & Europe.

## Icelandair ceo gone

**PRESIDENT** and ceo of Icelandair Group Bjorgolfur Johannsson has resigned after 10 years in the role following "worse than projected" 2018 results.

Johannsson said "Icelandair's passenger revenues will be 5-8% (US\$50-80 million) lower than expected this year".

He attributed the results to structural changes at the company's sales and marketing department that had "not been implemented well enough" and "an imbalance between Europe flights and North America flights".

## Virgin upgrades MAX

**VIRGIN** Australia has upgraded part of its order for 23 new Boeing 737 MAX aircraft, opting to introduce the larger MAX 10 variant as part of its upcoming fleet renewal.

The carrier had originally ordered the 737 MAX 8 (**TD** 05 Jul 2012), but yesterday confirmed it would switch 10 of the orders to the larger and longer-range MAX 10 option.

Virgin Australia chief financial officer Geoff Smith said the larger aircraft would begin joining the fleet in 2022.

"The addition of the 737 MAX 10 will provide us with additional flexibility and capability to support our network and operations," Smith said.

"We are proud to become Australia's first operator of the 737 MAX and we look forward to the opportunities that operating this type of aircraft will open up."

Boeing says its MAX 10 will offer the lowest cost per seat mile of any commercial aircraft and fly 370km farther than existing Next-Generation 737s, which form the backbone of Virgin Australia's current fleet.

At the moment the carrier has 80 of the Next Generation Boeing 737s in its overall fleet of more than 130 aircraft.

Virgin's MAX 8 aircraft will begin joining the fleet ahead of the Max 10s and are scheduled to be introduced from Nov 2019.

**MEANWHILE** Virgin Australia ceo John Borghetti may depart the airline ahead of his planned retirement in Jan 2020.

"I'm staying here for another few months or thereabouts," he is quoted saying in *The Australian*.

"The company is conducting a search and when they find someone and a proper handover is done, then I'll go."



## Window Seat

**THE** folks at the South Australian Tourism Commission (SATC) have come up with an innovative concept to help Sydney commuters get home this afternoon.

SATC has transformed two large SUVs into Australia's first wine and cheese commuter vehicles (**pictured**).

Adorned with a giant block of cheese and grapes and with Masterchef judge Gary Mehigan riding shotgun, commuters will be able to sample cheese and wine from McLaren Vale.



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# Travel Daily

Thursday 30th August 2018

## Contours webinar

**AGENTS** are invited to participate in a series of free webinars on the Galapagos Islands and Ecuador, courtesy of Contours Travel.

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**AIR CANADA** 

## Ormina Italy/France

**ORMINA** Tours has added a 14-day itinerary across Sardinia and Corsica to its 2019 program.

The itinerary offers travellers the chance to visit Sardinia's Carthaginian and Roman archeological ruins, the village of Castelsardo, and the Maddalena Archipelago, as well as Corsica's ancient city of Bonifacio.

To request a copy of the 2019 brochure, **CLICK HERE**.

## QF satisfaction win

**QANTAS** has taken out the top spot in a recent customer satisfaction survey delivered by Roy Morgan, knocking rival Virgin Australia into second place.

According to the *Roy Morgan Domestic Airline & Domestic Business Airlines Customer Satisfaction* report for Jul 2018, Qantas received strong customer support with an overall domestic satisfaction rating of 84%.

Virgin Australia wasn't far behind, with a rating of 83%, followed by REX with 77%, and Qantaslink with 76%.

In terms of domestic business travellers, Qantas was also victorious, leading in at 79.4%, 1% higher than Virgin.

The results indicate continuing customer satisfaction, with ceo for Roy Morgan, Michele Levine stating Qantas was in "a strong position" to take home the 2018 Domestic Airline of the Year award, after winning the title for four consecutive years previously.



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## Calombaris back on board



**QATAR** Airways has expanded its tie-up with Aussie chef George Calombaris, who will create a range of Greek-inspired in-flight dining options for the carrier.

From 01 Sep, the new additions will be available to First and Business class passengers travelling to Doha from Sydney, Perth and Adelaide, with Melbourne to follow from 01 Oct.

The carrier will also roll out Calombaris' "signature touch" menu in Economy in Q1 2019.

Every quarter, new dishes will be integrated with Qatar Airways' in-flight menus, with options including bastourma beef shortrib with onions and potato a la Grecque, and mousakka.

The deal marks the second time Qatar has collaborated

with Calombaris, following a partnership for a new in-flight menu in 2017 to celebrate the introduction of the A380 service on the Melbourne-Doha route.

"We are excited to be able to bring Calombaris' signature dishes to more Australian passengers this time around with our year-long partnership, and are certain his flair for creating dishes showcasing classic Greek flavours accompanied by fresh local produce will once again be a hit with our passengers," Qatar group chief executive Akbar Al Baker said.

Calombaris is **pictured** with Qatar Airways catering svp Aaron Claxton (left), Qatar Airways senior manager Australasia Adam Radwanski (right) and cabin crew.



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## Sustainability is key for cruise



**SUSTAINABILITY** is set to be a key theme at Cruise Lines International Association (CLIA) Australasia's Cruise360 event in Sydney tomorrow.

CLIA Global's president and ceo Cindy D'Aoust told *Travel Daily* that while preserving the physical environment was clearly an important objective for the cruise industry, the concept of "sustainability" cast a wider net.

"It is also the culture of the destinations we are visiting we need to look after because if you ask people why they take the cruises they do, destinations tend to be the number one factor in choosing," D'Aoust said.

"So we work with local mayors, local politicians, as well as all the tourism leaders to find out what the challenges are and the opportunities we have to work together for a better outcome." Part of the challenge of

emboldening sustainability also extends to busting some common misconceptions surrounding cruising, according to CLIA Global's svp, global strategic communications and research Megan King.

"The biggest myth to undo is that cruise is responsible for 'unbalanced tourism', and as ships get larger it's very easy for people to point to them as the big billboard in the harbour for that issue," King said.

"Cruise is only a small part of overall tourism – less than 2% - so that is not the reality but we also do have a big responsibility to the destinations we visit & if they are not a good place for the residents then they are not a good place for our guests either," she added.

**Pictured:** CLIA Global's president and ceo Cindy D'Aoust and svp, global strategic communications and research Megan King.

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Applications close Friday 14 Sept 2018. Only successful applicants will be contacted.



## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Marriott International** has welcomed **Rebecca Gollan** to the role of Director of Sales and Marketing at Surfers Paradise Marriott Resort & Spa. Gollan has over 15 years of hotelier experience and was previously the National Sales Manager for Meriton's 18 Australian properties.

**Gavin Maloney** has joined **Softel Sydney Darling Harbour** as Director of Sales and Marketing. Maloney has worked for several luxury hotels across four continents and brings extensive experience to the role.

**Next Hotels & Resorts** has appointed senior roles across the group, including **James Coleman** to General Manager at Sage Hotel Ringwood. **Craig Syphers** is now the Area General Manager and will oversee Next Hotel Brisbane and Sage Hotel James St. Chifley Apartments in Newcastle will be co-managed by **Jason Morrow** and **Lauren Scott**, who will share the responsibilities of General Manager. **Justin McConnell** has also stepped into the role of General Manager for Sage Hotel Adelaide and Chifley Terrace Adelaide.

**ONYX Hospitality Group** has brought on **Phan Ing Pai** as VP, Operations – Greater China. Based in Shanghai, Pai brings over 20 years of experience in the hospitality and serviced apartments industries.

**Outrigger Enterprises Group** has welcomed **Brad Logsdon** as Area Director of Sales and Marketing for the Outrigger Waikiki Beach Resort and Outrigger Reef Waikiki Beach Resort and **Michelle Wee** as Senior Sales Manager for OHANA Hotels by Outrigger.

### Luxperience 2018

**THE** 2018 Luxperience event at Sydney's ICC is set to welcome 40% new exhibitors this year, including the Rwanda Development Board, the Korea Tourism Organisation, plus a range of new hotels - more **HERE**.

### Marriott acquisition

**MARRIOTT** Vacations Worldwide Corporation's acquisition of Interval Leisure Group (ILG) has been approved by both companies' shareholders.

ILG is the exclusive global licensee for the Hyatt, Sheraton, and Westin brands in vacation ownership and its operating businesses include Aqua-Aston Hospitality, Hyatt Vacation Ownership, Interval International & Vacation Resorts International.

### Gate 1 itineraries

**GATE** 1 Travel has released two new European river cruise itineraries, the 11-day Eastern Danube to Bucharest and 15-day Rhine River cruise.

The company will also be running self-guided famils over the next year, and has put out a call for interested agents heading to Europe - contact Gate 1 for agent deals and the famil **HERE**.

### Allianz rebrand

**ALLIANZ** Worldwide Partners has confirmed the company is reviewing its global commercial and corporate brand strategy.

A representative from Allianz Worldwide Partners' local office told *Travel Daily* "We will consider our position in the local Australian market once this activity has been finalised".

### BA ups London

**BRITISH** Airways has confirmed it will launch a new year-round service to Rome from London City Airport from 11 Nov.

A fifth daily service will also be added to the Zurich route on week days.

### Evergreen earlybear

**EVERGREEN** Cruise & Tours is offering "Earlybear" deals for Canada until 30 Sep.

The Evergreen Cruises & Tours 2019 Canada and Alaska Touring program specials include the 18-day Canadian Rockies & Alaska Inside Passage Cruise from \$5,345pp; 18-day Rockies Grandeur & Alaska Inside Passage Cruise from \$7,495pp; and 24-day Canada, Alaska and Glaciers Voyage Cruise from \$10,695pp. For bookings call 1300 383 747.

# Thai Airways hosts networking lunch

THAI Airways International (TG) recently hosted key trade partners at a networking lunch at the harbourside Park Hyatt Hotel in Sydney.

Senior Thai executives from Bangkok joined the local management team to celebrate THAI Skytrax Awards, the introduction of Live TV and to farewell retiring commercial manager Australia, Marie Bubniw.

The event also brought together Thai Airways' new general managers from Brisbane, Melbourne, Perth and Sydney to meet with the local trade partners.

Thai Airways' general manager Australia, Sern Chupikulchai welcomed and thanked the attendees for their support over the past 47 years since Thai first landed in Sydney.

"We look forward to many more years of successful co-operation," Chupikulchai said.

Thai Airways' director, Prin Yooprasert also asked attendees to join the team in thanking Bubniw for 38 years of dedicated service.

The managing director at Destination HQ Stuart Ingram also thanked THAI for its support of the trade.



**DESTINATION HQ** managing director Stuart Ingram with Thai Airways gm Australia Sern Chupikulchai and Amadeus gm Australia Justin Montgomery.



**THE** group pose for a shot on the boardwalk at Park Hyatt.



**THAI** Airways' commercial team, Amanda Wildie and Marie Bubniw.



**SERN** Chupikulchai, gm Australia with Viroj Sirihorachai, senior vp revenue and yield; Nond Kalinta, vp sales; Marie Bubniw, commercial manager and TG's Prin Yooprasert.

**CHRIS** Goddard from Magellan's Maxim's Travel/Max Q asks a question at Q&A.



**CONSOLIDATED** Travel's Dennis Alysandratos catches up with CVFR Travel Group's Ram Chabra and TG's director, Prin Yooprasert.



**ATTENDEES** catch up over lunch.

## In the swim with APT in Croatia



THE sun was shining, a gentle breeze was blowing and the sparkling Adriatic Sea was beckoning.

That's all it took for the captain of APT's new *Queen*

*Eleganza* to cruise to a secluded cove today and drop the anchor for those on board to enjoy a delightful after-breakfast swim.

The crew of the 18-cabin vessel, undertaking the Croatian Island Discovery itinerary, quickly blew up the pool toys and then everyone was over the side, frolicking in the azure ocean for several hours.

The ship's owner, Marko Mandic, also treated guests to a spin in his Zodiac, taking them speeding off to view some of the local ruins and explain the simple life of the Croatian fishermen - from whom he occasionally purchases the daily catch to feed those on board.

Mandic has a long term partnership with APT and Noble Caledonia which underpins the small-ship APT Croatian cruising product for years to come.

Guests **pictured** above in the water behind the ship include: Louise and Brett Dann, Hunter Travel Group; Stan and Sharon Scott, Helloworld Travel; Christian Hunter, Travellers Choice; Nick and Tracey Lucock, Flight Centre; Greg Thorn, ICE Vacations; Michelle Mickan, Phil Hoffmann Travel; and Susan Haberle & Mladen Vukic, APT.

**Inset** is the enthusiastic Greg Thorn from ICE Vacations enjoying a ride after he finally managed to tame his unicorn.



## WIN A LUXURY RIVER CRUISE

This month, *Scenic* and *Travel Daily* are giving readers the chance to win a luxurious river cruise. Experience a 15-day cruise in a balcony suite. The prize includes:

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**Q22.** How many Scenic Enrich experiences does the Wondrous Europe itinerary include?

### Design additions

**DESIGN** Hotels has added eight fresh properties to its portfolio across Europe and Africa.

New additions include the Perianth Hotel in Athens, the Istorina and Vora hotels in Santorini, Zakyntos' Olea All Suite Hotel & Spa, Germany's Hotel Freigeist Gottingen, Switzerland's Spedition, Nairobi's Trademark Hotel, and the Tanzanian Zuri Zanzibar.

### Hawaii hotel stats

**HAWAII** hotels reported a 3.6% rise in RevPAR to \$248 in Jul 2018 and a decline in occupancy -1% points to 83.8% due to the Kilauea volcano eruption, according to the recent Hawaii Hotel Performance Report.

The positive results were driven by the performance of properties in Maui County, Kauai and Oahu.

### Jetstar spring sale

**JETSTAR** has today launched a domestic and international spring sale which will run until 04 Sep, unless sold out prior.

Special fares include Sydney to Bali from \$209 one way and Melbourne to Honolulu from \$239 one way.

**CLICK HERE** for more details.

### China training

**TOURISM** Tribe, an online community specialising in digital technology and coaching for the tourism industry will conduct a training program for businesses looking to capitalise on the growing China market.

The course will be delivered online from 06 to 13 Sep and will include a live panel session and workshop, Q&A sessions, and a China-ready business assessment. To register, **CLICK HERE**.

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**ATTENTION INBOUND MANAGERS**

**OPERATIONS MANAGER  
SYDNEY – STRONG PACKAGE**

Our client is looking for an inspiring leader with experience preferably in the Inbound Travel Market. You will be responsible for the overall success of the team including development & delivery of strategy, leading the team & enhancing relationships & agreements to achieve sales & revenue goals. You will be rewarded with a great salary and career progression.

**PASSIONATE ABOUT PRODUCT**

**PRODUCT MANAGER  
BRISBANE & GOLD COAST – PKG DOE**

Are you experienced in developing relationships & have strong negotiation skills? We are looking for experienced Product Managers to be responsible for the delivery of the product plan along with the negotiation of rates, contract management & ensuring all targets are achieved. Educate agents & build relationships with internal/external stakeholders. Strong analytical, negotiation & time management skills required.

**GLOBAL ROLE**

**CORPORATE ACCOUNT MANAGER  
SYDNEY-STRONG SALARY PACKAGE**

As a global Corporate Account Manager you will be responsible for the regional program with the objective of growing revenues, increasing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to executives. Interviews to commence this week.

**TRAIN & DEVELOP**

**TRAINING SPECIALIST  
GOLD COAST SALARY DOE**

We are looking for an outstanding trainer to join this leading travel company. You will be responsible for induction & leading training for all new recruits & staff, develop online learning platform, create training materials & content & work closely with all departments on staff development. Great benefits & salary DOE. Experience in a similar role preferably within travel. Cert IV essential. Excellent communication & presentation skills along with a positive attitude required.

**LEAD & INSPIRE**

**GENERAL MANAGER  
MELBOURNE – DOE + SUPER + BONUS**

Experienced General Managers required for properties in Tasmania & Melbourne. You will be responsible for overseeing all aspects of the property, lead a capable management team, & focus on customer service, budgeting & forecasting & delivering results. Previous experience in a similar role. Great salary plus super plus bonus. In addition a House and car is provided. Good career progression plus a great team environment. Apply today!

**AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM**

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