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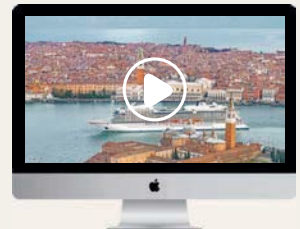
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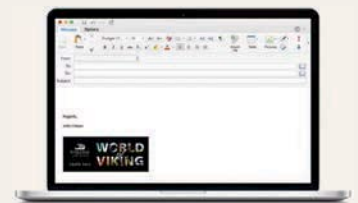
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Viking marketing kit

VIKING Cruises has launched a major World of Viking Sale, including a comprehensive marketing toolkit to support the Australian travel trade.

The promotion includes a range of offers on both river and ocean cruises, such as free or discounted flights, stateroom upgrades, free city extensions and savings of up to \$4,000 per couple, all available until 30 Nov.

The World of Viking campaign showcases the breadth of Viking itineraries and is being supported by an extensive multi-channel marketing campaign including TV advertising and a 32-page national newspaper insert.

Marketing assets for agents include customisable flyers, digital assets, social media tiles, a video and email signature.

The campaign will run until 30 Nov 2018.

For more information contact au.agents@vikingcruises.com or see the **cover page** of today's **TD**.

TG slashes Aust capacity

THAI Airways has confirmed a major cut to capacity on its flights to Australia, with services dropped across the eastern capitals and aircraft substituted.

The move has been blamed on "aircraft rotation and maintenance requirements", involving the carrier's Boeing 787, 777 and 747 machinery.

From the start of the northern winter scheduling period on 28 Oct, Thai flights from Bangkok to Sydney will be reduced from 11 weekly to a daily service using an ageing Boeing 747-400.

Brisbane frequencies will be

cut from daily to four weekly Boeing 787-800 services, while Melbourne flights will be reduced from double daily to 11 per week using an Airbus A350-900.

Perth services will remain daily but will switch from Boeing 787-8 aircraft to Airbus A330.

Other destinations are affected overseas, including Milan and Oslo which will increase services, and Munich and Paris CDG which have aircraft substitutions.

Passengers with bookings on affected flights can be rescheduled without charge.

Thai Airways documents issued in Australia also qualify for cancellation or refund if the passenger chooses.

Refunds may be auto-processed through BSPLink (via a Refund Notice) or GDS, with reference to YY29AUG18 as authorisation for any airfare penalty waiver.

Contact Thai Agency Desk for more details - 1300 651 960.

QF switches to EK Edinburgh c'share

QANTAS has announced it will remove its existing codeshare on British Airways operated flights from London Heathrow to Edinburgh, and will instead place the QF code on Emirates flights to the Scottish capital.

The change is effective for travel on/after 01 Oct when Emirates launches its new daily Dubai-Edinburgh route (**TD 08 May**), with fares for QF codeshare flights operated by EK to Edinburgh now available in GDS.

QF customers will continue to be able to earn points and status credits when travelling to Edinburgh on the QF code.

Existing bookings on BA flights from LHR to Edinburgh will remain unaffected, and Qantas will continue to codeshare on BA operated services to eight European destinations: Aberdeen, Basel, Belfast, Berlin, Pisa, Leeds Bradford, Marseilles & Toulouse.

Today's issue of TD

Travel Daily today has eight pages of news, including a front cover wrap for **Viking**, a photo page for **G Adventures** plus full pages from:

- TMS Talent/inPlace
- ANTO product profile page

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Aeroflot to Bali

RUSSIAN carrier Aeroflot, a member of the SkyTeam alliance, has announced new nonstop flights from Moscow to Bali.

The thrice weekly Boeing 777-300ER services will begin operation effective from 28 Oct.

Crystal joins QF loyalty

CRYSTAL Cruises has become the latest travel company to forge a partnership with the Qantas Frequent Flyer loyalty scheme, allowing its customers to earn points for purchasing itineraries aboard its ocean, river and expedition ships.

The tie-up was announced last night at the Sydney Opera House at an event to celebrate the upcoming introduction of *Crystal Endeavor*, billed as the largest and most luxurious purpose-built expedition ship in the market.

As of this month, Crystal will provide up to three Qantas points per US\$1 spent on Crystal Cruises, Crystal River Cruises and Crystal Yacht Expedition Cruises.

"Our members are looking for something different and the opportunity to do something different with Crystal - and with *Crystal Endeavor* in particular - is fantastic," said Qantas Loyalty executive manager commercial David Young.

"Crystal is our first choice in

terms of luxury cruising."

Set for introduction in Aug 2020, the 200-guest *Crystal Endeavor* will be the line's second expedition vessel and will operate its inaugural season in Asia and Australasia - including cruises from Hobart and Christchurch to Antarctica and the Ross Ice Shelf.

Crystal last night outlined further details on the ship, highlighting open spaces said to be much larger than traditional expedition vessels.

Among its features will be heated floors, personal warming closets for parkas and wet weather gear, two helicopters, two submersible vessels and a fleet of 18 Zodiacs to ensure all guests can explore off-ship at the one time.

See more in *Cruise Weekly*.

Nat Geo gets active

WORLD Expeditions has joined forces with National Geographic Expeditions to launch the brand's new Active Range of tours.

The new tours have been "crafted to take discerning travellers to some of the world's most incredible places", and include explorations to the Annapurna region of Nepal, treks to Everest Base Camp, visits to Machu Picchu via a "lesser known alternative" to the Inca Trail, and a trek to the summit of Mount Kilimanjaro.

For more info, [CLICK HERE](#).

Austrian Alps await

THE Austrian National Tourist Office is highlighting a range of itinerary ideas to the capital of the Alps, Innsbruck, or the Arlberg region with its mountains and lakes.

To learn more, see [page ten](#).




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Rocky sales mgr

BEN Gorman has been appointed to the role of sales manager, Australia and New Zealand, at Rocky Mountaineer.

Gorman has held senior roles at both Contiki and AAT Kings over the past seven years, and will help build existing relationships and seek new opportunities for Rocky Mountaineer in his new position.

LUFTHANSA GROUP



Economy Class

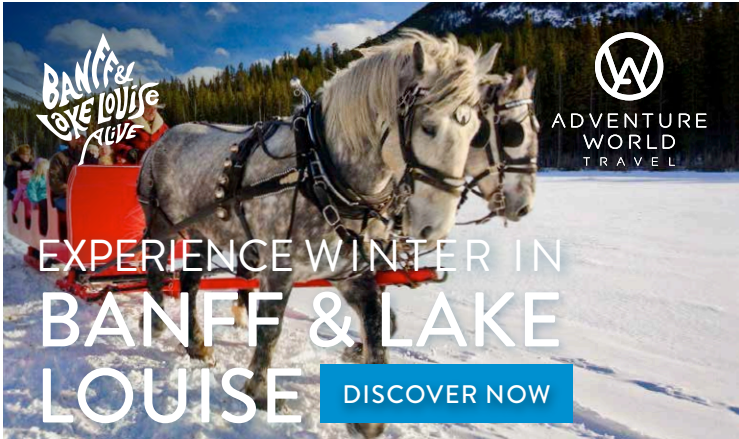
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[Fare Details](#)

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Samoa signs with BNE

A NEW partnership agreement between Brisbane Airport and Samoa Airways has been signed, allowing for the commencement of direct services between Brisbane and Samoa.

The twice-weekly service will begin operation from 13 Nov, taking passengers direct to Apia from Brisbane on Tue and Sun on board a Boeing 737-800 and offering more than 14,000 additional seats in the market.

Asia plan welcomed

THE Australian tourism industry has welcomed the Government's new campaign targeting high net worth Asian visitors.

The campaign aims to "refresh our image as a destination of choice for our neighbours and encourage them to explore the many amazing experiences we have further afield, especially throughout regional Australia", said Australian Tourism Export Council (ATEC) md Peter Shelley, who added that the market had "potential to deliver great return to Australia".

The agreement, signed by Samoa Airways ceo Seiuli Alvin William Tuala and Brisbane Airport Corporation ceo Gert-Jan de Graaff, aims to strengthen the "lasting and cooperative relationship that currently exists between the two nations", said de Graaff.

The new route comes almost a year on from the controversial knock-back of Virgin Australia's Auckland to Apia route, which saw the Samoan Government conclude their Virgin Samoa partnership and launch Samoa Airways (TD 31 Oct).

The new direct route will aim to "boost business, education, health care and trade opportunities" in both countries, de Graff said.



Window Seat

IT WAS a case of "the earlybird catches the pastry" at the TD office this morning when a delivery of tasty treats arrived courtesy of Emirates, just in time for morning tea (pictured).

The airline has announced a range of special Rare Release earlybird fares to Dubai priced from \$999, as well as to Europe from \$1,169, available to book until 04 Oct.

Call 1300 303 777 for info.



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Travel Daily

Tuesday 4th September 2018

Travel Daily

on location in
Hobart

Today's issue of *TD* is coming to you from Hobart, courtesy of Crystal Cruises.

HOBART is the scene for the filming of the final episode of the three-part *Travel Daily* and *Cruise Weekly* exclusive webinar series with Crystal Cruises.

Today we are in Hobart to learn about Crystal's new expedition ship, *Crystal Endeavor*, from the cruise line's local senior vice president and managing director Karen Christensen and the company's expedition expert, Mark Spillane.

First we will head to the picturesque Mt Wellington to find out about Crystal's move into the expedition space and the itineraries which will be offered by *Crystal Endeavor* before heading to MACq 01 Hotel to hear more about the ship itself.

The webinar will go live next Wed - to register for the event, **CLICK HERE.**

More from Crystal Cruises on **page two.**

SIA tops satisfaction

SINGAPORE Airlines (SIA) has topped the rankings of Roy Morgan's International Airline Customer Satisfaction survey for Jul 2018, recording an 88% approval rating.

The carrier improved its rating by two percentage points on the corresponding survey last year, delivering better results than Emirates (84%) and Cathay (84%).

"So far in 2018 only Singapore Airlines and Cathay Pacific have managed to win a monthly award and the winner of the annual award is likely to come from one of these two leading Asia-Pacific based airlines with Singapore Airlines a clear favourite," said Roy Morgan ceo Michele Levine.

The best performed Australian airline in the survey was Qantas, which finished in sixth place with 80%, fairs slightly better than Virgin Australia which improved by three percentage points to notch a score of 78%.

The news wasn't so good for last year's annual winner Air New Zealand which lost ground over the last 12 months, sliding nine points to a score of 82% and finishing equal fourth in the list.

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Luxury Escapes pop-up



LUXURY Escapes has teamed up with Qantas this month to unveil a new five-star hotel pop-up experience at the Sydney Qantas Club Lounge, inspired by Wes Anderson's film, *The Grand Budapest Hotel* (pictured).

The installation, taking the form of a concierge desk, will be operational throughout Sep and is intended to provide travellers with a flavour of a Luxury Escapes five-star holiday.

"The airport activation is a great

way to show passing travellers Luxury Escapes' unique offering of being able to book great deals in amazing places," said Luxury Escapes co-founder and chief executive officer Adam Schwab.

The pop-up will see Qantas lounge guests treated to complimentary Chandon sparkling wine and special promotions such as holiday giveaways, Luxury Escapes credit, and the chance to score bonus Qantas Points.

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Successful candidate can expect a competitive package including a generous sales incentive and health benefits. OTE approx. \$95,000.

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Please send a short cover letter and resume to: jobsau@vikingcruises.com

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



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Invictus partner

TRAVEL and events management company for the sports industry, ATPI Sports Events, has been confirmed as the official travel partner for the Invictus Games to be held from 20-27 Oct across Sydney.

The international sporting event celebrates the spirit of wounded, injured and ill defence personnel and veterans.

ATPI Sports Events is expected to handle the travel arrangements for up to 1,000 family members and friends.

Scenic Canada EBs

AGENTS are reminded that earlybird offers on the 2019 Canada, Alaska and USA program from Scenic end on 29 Sep 2019.

Travellers can save up to \$800pp on Scenic's Southern Belles & Caribbean cruise and up to \$500pp on the Historic Trails of the East land journey.

To view, [CLICK HERE](#).

Louvre double act

THE Department of Culture and Tourism - Abu Dhabi, Etihad Airways and Atout France have teamed up to give five travel agents the chance to experience Louvre Abu Dhabi and Musée du Louvre in Paris.

The Art Lover's Dream Famil from 08 to 15 Nov includes three nights in Abu Dhabi, two in Paris and Etihad Airways flights.

To enter, agents have to book the highest number of Etihad airways tickets between Australia and France and register their bookings [HERE](#) by 30 Sep.

SQ mobile passes

CUSTOMERS travelling with Singapore Airlines (SQ) can now save their mobile boarding pass on Google Pay, the digital wallet platform and payment system.

Other initiatives between SQ and Google include Google Flight, Google Now and Google Home.

France looks chic on clay



FIGURES from across the travel industry mingled with celebrities and sports stars last night at Sofitel Wentworth Sydney as part of Atout France's tennis-inspired gala dinner.

Dubbed soriee Roland-Garros, the Parisian grand slam tournament was the highlight of a convivial evening which saw Australian tennis legend and eight-time grand slam winner Ken Rosewall speak to the audience about his sterling career.

Other highlights from the night included a catwalk display by sporting fashion house Lacoste

as well as a thrilling act from the iconic Moulin Rouge.

Speaking with **TD**, Atout France director Patrick Benhamou said that over 450 people were at the gala dinner, one of the largest the organisation has ever staged.

The event is also an accompaniment to the French travel workshops being staged in Sydney and Melbourne this week.

Pictured is Patrick Benhamou (front) with Les Schirato, the ceo of Vittoria Coffee, and two Australian dancers from the famous Moulin Rouge cabaret house in Paris.

FREQUENT FLYER



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Earn QANTAS POINTS *with* CRYSTAL

Crystal guests have long known the benefits of sailing with The World's Most Awarded Luxury Cruise Line and now, Qantas Frequent Flyer members can enjoy the added benefit of earning Qantas Points on all Crystal Experiences – by Ocean, River, and Yacht Expedition. [View Flyer](#).

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*You must be a Qantas Frequent Flyer member to earn Qantas Points. A joining fee may apply. Membership and points are subject to the T&Cs of the Qantas Frequent Flyer program available at qantas.com/terms. All itineraries, fares, programs, promotions and policies are capacity controlled, subject to availability and to change at the discretion of Crystal Cruises. Crystal Cruises reserves the right to correct errors or omissions. For full T&Cs visit crystalcruises.com/legal. ©2018 Crystal Cruises, LLC. Ships' registries: The Bahamas and Malta.

PATA youth summit

THE next PATA Youth Symposium is set to take place on Wed 12 Sep in Langkawi, Malaysia, showcasing the theme “Inspiring Tourism Leaders of Tomorrow”.

The summit, which is designed to enhance the knowledge and skills of students seeking careers in the travel and tourism industries, offers attendees presentations on topics such as “Inspiring Stories: Bringing Concepts to Reality” and “Inspiring Global Experiences for success” - for info, [CLICK HERE](#).

Scream for Novotel

THE Novotel Imagica Khopoli in India has opened two new wings called Nitro and Scream, named after the most popular rides at the hotel’s adjacent theme park. Rooms in both wings overlook the nearby attraction and offer guests spacious balconies and contemporary design, with a range of connecting rooms providing extra space for families. The hotel also has an exclusive department for activities and animations for guests of all ages.

Sabre link boosts Grand Chancellor

THE Hotel Grand Chancellor has reported a 12% increase in room nights booked and a 9% growth in revenue across its Australia and New Zealand properties, just one year on from signing an agreement with technology provider Sabre.

Hazel Rigler, Hotel Grand Chancellor director of marketing and e-commerce, said the company was pleased with the results, stating the partnership offered “industry expertise, understanding and integrated solutions” for the hotel group.

Great Lake offer

AMERICAN cruise company Victory Cruise Lines is offering earlybird specials for Aussies booking travel on its nine-night *Victory II* cruise from Montreal to Detroit, departing 12 Jul 2019.

Bookings made by 30 Sep 2018 will save US\$2,000 per couple, and include all onboard meals and drinks, shore excursions and free onboard wi-fi.

[CLICK HERE](#) for more info.



MEMBERS of the Travellers Choice network are being encouraged to work with the company’s marketing team to revamp their corporate logos to “ensure it works equally well in the digital and offline worlds”.

The brand refresh service is offered as part of an agency’s membership with Travellers Choice, with more than 20% of members already utilising the add-on benefit.

“Sometimes a logo that was created a decade ago will look dated when incorporated into a website featuring a highly contemporary look and feel,” said Travellers Choice gm of marketing, Robyn Mitchell. “In those cases, members can then work closely with our in-house design team to give their brand a face-lift...it’s simply about ensuring every element of their agency’s marketing is fresh and best-positioned to attract customers,” she added.

City Beach Travel & Cruise in Perth is the latest agency

to refresh its branding, with marketing manager Greer Hancock saying the corporate update has generated plenty of positive feedback “because it now better reflects who we are and what we do”.

“Our old logo didn’t really communicate the fact that we are a boutique agency that appeals to a high-end clientele looking for luxury products,” she said.

Pictured are: City Beach Travel & Cruise’s Greer Hancock with Travellers Choice bdm for Western Australia, Tim Bolton.

In the last year Erin...

- Experienced cruising on the Mekong and the Rhine rivers
- Invested in her future by undertaking company dedicated specialist training to become a Valued Leader
- Was promoted to Assistant Manager
- Enjoyed nights out with her amazing team
- Helped out at the Adelaide Koala and Wildlife Hospital on company time
- Celebrated her success at a ritzy End of Financial Year awards dinner
- Made our clients travel dreams a reality (much to their delight)

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Flight price key

A NEW report released by travel search engine KAYAK has revealed that 56% of Aussies consider price as their most important factor when booking flights.

More than 1,000 people aged between 18 and 65 were interviewed as part of Kayak’s travel “Must-Haves” list, which reported that 34% considered a well-suited time & date departure important, while 24% sought direct flights when booking.

Ensuring that luggage is included in the fare was a priority for 19% of respondents, while only 12% considered collecting frequent flyer points when selecting their flights.



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AIR CANADA 

G Adventures celebrates new guide

G ADVENTURES celebrated the launch of its new Agent Guide, described by the travel company as a “first-of-its-kind agent bible”, with a series of launch events in Sydney, Melbourne, Brisbane and Auckland last month.

Travel agents were entertained with drinks and nibbles as they learned about how the Agent Guide can help change lives through the power of travel.

Four attendees also won a place on 2019 G Adventures international famil trips.



THE Eclipse Travel team enjoy the Agent Guide launch event at The Republic Hotel in Sydney.

WOW! Travel agents with Director of Sales Ingrid Kocijan and their new Agent Guides at Melbourne Cellar Door.



STA Travel Experts with NSW Global Purpose Specialist John Digiorgio at the Agent Guide launch party in Sydney.



STA Travel's Nicole Marinkovich, Laura Sargent and Hayley Willis at the Agent Guide event in Auckland.



VICTORIA Global Purpose Specialist Steph Beard and 2019 FAM trip winner Karlie Day, STA Travel Monash Clayton.

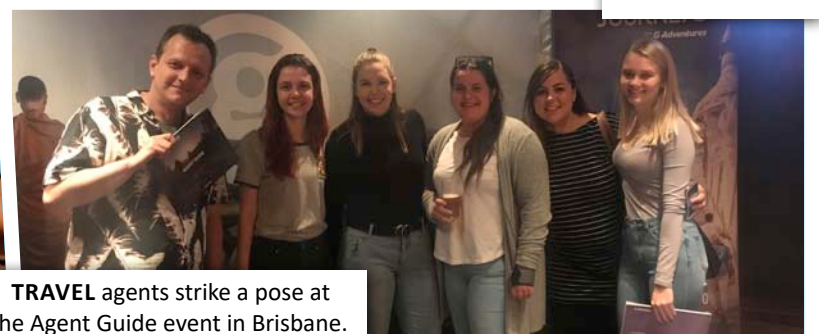
G ADVENTURES NSW Global Purpose Specialist John Digiorgio with Director of Sales Ingrid Kocijan and Travel Managers' agent Mamita Mishra, one of the winners of a G Adventures 2019 FAM.



DIRECTOR of Sales Ingrid Kocijan and Victoria Global Purpose Specialist Steph Beard entertaining the crowd in Melbourne.



HOUSE of Travel NZ agents Hemal Jani and Amanda McAllister celebrating their Agent Guide quiz winnings.



TRAVEL agents strike a pose at the Agent Guide event in Brisbane.



DO YOU know what the future holds? Do you know what will happen next? If so, please insert the chip and wait for the reaction. What am I talking about? The future of course. I have just spent a few days with Sabre in Singapore at the SabreSTX learning about what is next, what is going to happen in travel and how tech companies like Sabre are ahead of the curve. There are really exciting times ahead for everyone in travel and as the integration of technology and the delivery capabilities of humans are enshrined into the DNA of the future, I have come away feeling more confident about travel agents, travel companies and travel generally having participated in such an awesome event.

Travel and technology are intrinsically linked for several good reasons. The most important one being – the future traveller and their needs, which will require a smarter, faster, more coherent cohort of integration between tech and humans. For travel agencies to be successful going forward and to continue their important role in the travel value chain, these two aspects will come closer together. When a conference brings to life today's reality but at the same time shows you what can happen now but seems to be something of the future, your mind is definitely exercised and I send a big shout out to the team at Sabre for doing just that at their tech exchange last week.

The other thing that becomes very clear to me is that NDC and all that it wants to be and all that it might become will be delivered efficiently and eloquently by Sabre into the future so travel agents who are partnering with Sabre or are on their system, clearly have very little to worry about when it comes to NDC. This will be an interesting area to watch over the development phase in the coming years and it is good to know that Sabre and in fact the other GDS are all singing similar hymns when it comes to providing NDC source content in a rich environment on the desk top to the travel agent, without the world collapsing around us all. So the future holds good things when it comes to travel, technology and the interrelationship with us mere mortals, the humans doing the work.

Thai park ticketing

THAILAND'S Department of National Parks, Wildlife and Plant Conservation says it will soon introduce a new ticketing system to regulate visitors at top marine park destinations.

According to local media, Thai banks and 7-Eleven stores are being considered as selling agents for the ticketing system.

Pan Pacific sale

PAN Pacific Hotels is offering 30% savings on its best available rate at five of its Australian properties from 06 Sep - 11 Sep.

The offer also includes complimentary room upgrade and 3:00pm late check-out.

Air NZ iQIYI deal

AIR New Zealand has partnered with China's online video platforms iQIYI to provide Chinese language content for its global inflight entertainment system, set to launch this month.

The content will include episodes of *XFUN Foodie* and *Travel Club*, *i Beauty* which covers the latest fashion trends and episodes from Chinese reality show *Hot Blood Dance Crew*.

Air New Zealand's general manager customer experience Anita Hawthorne said this new content "is another example of the airline's efforts to continue to enhance the travel experience for its customers".



This month, Travel Daily and Evergreen Cruises & Tours are giving travel agents the chance to win a river cruise for two in a balcony suite along the Mekong river.

The prize includes an eight-day Majestic Mekong river cruise along with return economy flights from Australia.

To win this great prize, correctly answer the most daily questions and have the most creative answer to the final question. Send all your entries to evergreen@traveldaily.com.au

Q1. How many Staterooms and Suites does the *Emerald Harmony* have to offer?



Korean to Zagreb

KOREAN Air celebrated its inaugural flight from Seoul to Zagreb on Sat, the first regular service connecting Croatia and Far East Asia directly.

Flight KE919 was welcomed with a water cannon salute upon landing at Zagreb Int'l Airport.

The flights now operate three times weekly.

Village SIP week

VILLAGE Roadshow Theme Parks is supporting the Perry Cross Spinal Research Foundation's annual SIP week campaign from 03 - 09 Sep.

Visitors are encouraged to take a SIP Selfie to go in the draw to win a theme park holiday.

Virgin augments

VIRGIN Atlantic is introducing new training technology as part of its collaboration with IT provider SITA, allowing its cabin crew to familiarise themselves with new aircraft using augmented reality.

Using an iOS VR app, cabin crew can walk through and acquaint themselves with the layout of Virgin Atlantic's Boeing 787 aircraft and see the cabin projected in front of them.

"New technologies such as augmented reality hold out the promise to better manage our airline operations while providing an enriched experience to our increasingly tech-savvy passengers," said VS chief information officer, Don Langford.

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Travel Consultant - Brisbane \$45 to \$50K + super

Exciting position with a market leading travel brand located in the heart of Brisbane CBD. Known for their excellent service, you will advise travelers on exotic worldwide destinations & be rewarded with uncapped commission! **Call Sean or Click HERE**

European Specialist Consultant - Sydney \$45K to \$55K + super

Excellent opportunity to showcase your destination knowledge & travel skills for this european specialist. Create exciting, once-in-a-lifetime itineraries for a number of markets. Travel Consulting experience is essential. **Call Natasha or Click HERE**

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Mountain hideaways

Though the Austrian Alps boast some of the most renowned skiing destinations in the world, these regions also spring to life in summer, abounding with opportunities for outdoor adventure and cultural immersion.

KNOWN as the Capital of the Alps, Innsbruck in the heart of Tirol offers sights and activities that appeal all senses. For the more historically inclined, the Imperial

Palace, Imperial Church and Ambras Castle each offer a unique aspect of Austrian imperial history. Those who prefer the outdoors can take in the region's stunning scenery via a ride on the Nordketten Cable Car which takes you from the city centre onto Innsbruck's backyard mountain in 20 minutes. To find our 3-day Innsbruck itinerary **CLICK HERE**. Innsbruck's event calendar is packed with exciting cultural and sport events every year – from promenade concerts in summer to idyllic Christmas markets in winter.

Amidst beautiful mountains and stunning lakes, the Arlberg region provides a host of outdoor activities to keen adventurers. The Green

Ring hiking trail, which spans several peaks, is imbued with installations by artists and storytellers that explore the local lore of the region. The Verwall Valley near St. Anton is one of the locals' gems and is a playground for hikers and mountain bikers. To find out more about the Arlberg in summer **CLICK HERE**. The region also holds a variety of summer festivals - from yoga to culinary & arts and classic music.

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