

Flybe to drop jets

BRITISH regional carrier Flybe has announced the cessation of jet operations after the current summer season, along with the closure of two bases as part of measures to improve profitability.

The remnant of operations will be based on Q400 turboprops operating out of Exeter, which will continue to service current jet bases Cardiff and Doncaster when they are closed down in Oct.

A range of redundancies are expected as a result, with the changes following Flybe's recent takeover by a consortium including Stobart Group and Virgin Atlantic (**TD** 15 Jan).

The news of the wind-back coincided with a day of crisis for the airline which was forced to cancel about 30 flights due to a shortage of pilots.

APT & TM incentive

APT and Travelmarvel have launched a "cash or cabin" for agents who book and deposit selected itineraries between now and 31 May.

For more information on the incentive, see **page eight**.

Ensemble's local focus

ENSEMBLE Travel Group is set to make greater strides within the Australian market with the US headquartered office declaring a greater focus on the local office and its members throughout the year ahead.

Speaking at the annual members' forum for 2019 this morning, Ensemble's US based Co-President, Libbie Rice emphasised plans to invest in data insights, marketing, product and training.

Rice said the heavy lifting done by the US head office on areas such as contracting, technology development and marketing would help the Australian office and its members benefit significantly.

"The data and insights we

gather from transactional data from both our suppliers and members is allowing us to have better conversations on market opportunities and this is something we're aiming for in Australia," Rice said.

"Marketing is a huge engine for us in the North American market and we're now talking about how we can better leverage that by bringing more into the Australian market," she added

The group's hotel program has grown extensively for 2019 with 124 new properties across the globe added, including five from the Australian and NZ region.

The Ensemble cruise portal has also been developed, with members now able to select from new amenity offers from preferred cruise partners.

"We're building out a lot of analytics, product and marketing on the US side and our goal is to get this to the Australian market," Rice enthused.

"As we reach out beyond our boundaries, we want to make sure we're supporting Australia with products and programs that are relevant and help drive your bottom line," Rice concluded.

Today's issue of TD

Travel Daily today has seven pages of news including a photo page for **Excite Holidays**, plus full pages from:

- APT
- AA Appointments jobs
- Globus

Globus is hiring

GLOBUS is expanding its sales team with a number of open positions available.

For more details about the positions, see **page 10**.

Yesterday's TD

A NUMBER of **TD** subscribers have reported trouble receiving yesterday's issue or having it treated as spam, due to a technical issue related to a change in email server.

To catch up, **CLICK HERE**.



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Discover the delights of the Mekong River in the April issue of *travelBulletin*.

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travelBulletin



Wu Brazil deal

TRAVELLERS heading to Brazil with Wendy Wu Tours can save \$300 per person on any of the South American country's group tours, when booked by 31 May.

To find out more, visit the website [HERE](#).

Travel auction site to go live

A NEW Australian-based online platform that connects customers and travel agents via a "reverse auction" bidding system is set to launch this month.

Called Bid Cloud, the new portal will invite travellers to submit their preferred itineraries online before registered travel partners step in to make bids in order to win their business.

The site, which presents itself similar to a comparison website, allows users to input their travel plans before opening up the tender to agents to place their bids over a 48-hour period.

The agent who inputs the lowest bid at the end of the auction period will "win" the sale, with the site then allowing the agent to proceed with the booking process.

Co-founder Todd Napaver said the site is about giving customers the chance to say "give me your best price", while at the same time receiving some "genuine assistance from a trusted advisor" rather than an algorithm.

"It's never a good feeling as a customer when you find yourself wincing as you buy a flight, knowing that you are overpaying," Napaver said.

"It's about simplifying the experience for the customer, while giving travel partners access to customers they otherwise may not have served."

For more information on the website, [CLICK HERE](#).

P&O bids farewell

P&O Cruises has bid a fond farewell to its ships *Pacific Jewel* and *Pacific Eden*, which have completed their final cruises before departing from the fleet.

Together the ships carried more than one million guests on a total of 646 cruises – 830,000 passengers for *Jewel* over her more than nine years with the fleet and 290,000 during *Pacific Eden's* more than three years with the cruise line.

"Both of these ships have been wonderful members of our fleet and while it is always sad to say farewell, adventure literally awaits in every sense of the word with the arrival of *Pacific Adventure* in 2020 and a second Grand-class vessel in 2021," President of P&O Cruises, Sture Myrmell said.



on holidays to Northern Territory, Tasmania, South Australia, Victoria and New Zealand.



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Contiki's new tours

TOUR operator Contiki Holidays has launched five new trips to Patagonia and Colombia, along with 13 improved trips across Latin America.

Highlights in Patagonia include a boat safari through Patagonia's Perito Moreno Glacier fields, a hike through the wilderness of Torres del Paine and Ice Climbing at Los Glaciares National Park.

Travellers to Colombia can paraglide in San Gil or trek to the "Lost City" of Perdida.

For more information on the program, [CLICK HERE](#).

APT's charity launch

CRUISE and touring specialists APT Travel Group has announced the launch of its new charitable foundation, "One Tomorrow".

"With the introduction of One Tomorrow we can continue to grow our giving program, benefitting our greater community and forging meaningful connections with our guests that are preserved long after their return home," said APT Travel Group Dir Robert McGeary.

The newly formed business aims to create "an immediate and long-term positive influence in environmental and humanitarian causes" and will focus on operational sustainability and empowering communities.

ATL appointment

APOLLO Tourism & Leisure (ATL) has appointed Karl Trouchet to the newly created role of Executive Director - Strategy & Special Projects.

Trouchet was previously the company's Executive Director and Chief Financial Officer, where he was "instrumental in the listing of Apollo on the ASX in Nov 2016, and the subsequent successful acquisitions in the group", MD and Chief Executive Officer, Luke Trouchet said.

For more appointments, see [page five](#).



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Hilton campaign

HILTON has debuted a new campaign "Expect Better. Expect Hilton." in Australia which it said is aimed at addressing the "frustrations consumers face when booking their hotel stay".

Hilton's new promise to "Expect Better" includes a price match guarantee for guests who book at Hilton.com, through the Hilton Honors app or through other Hilton channels.

If a traveller finds a lower rate, Hilton will match the price and then discount the stay by 25%.

By booking as a Hilton Honors member, guests will also receive Hilton Honors Points and perks.

"At Hilton, we're not just a hotel company, we're a hospitality company – and we feel strongly that our job of taking care of guests starts the moment they decide to travel," said Heidi Kunkel, VP Operations, Australasia, Hilton - [CLICK HERE](#).

Aqua's coastal expansion

BOUTIQUE luxury river cruise line Aqua Expeditions has today revealed it intends to "diversify its business operations and enter the coastal cruises market as part of its global expansion plan".

The growth strategy includes the launch of three new coastal destinations in Q4 of this year as well as to double its fleet from two to four vessels.

From Nov, Aqua Expeditions' first superyacht cruiser will ply three new destinations.

"As with all Aqua Expeditions vessels, we will be partnering with a renowned designer and also a critically acclaimed chef to deliver a world-class dining experience," said Aqua Expeditions Chief Executive Officer Francesco Galli Zugaro.

Aqua Expeditions has also refreshed its brand imagery to reinforce its "key brand promises

of delivering personalised luxury experiences centred around design, cuisine, tailored personal service and immersive wildlife and cultural excursions".

The details on the new vessel names, destinations and itineraries will be released in early May.

Trade partners can view Aqua Expeditions' new destinations video by [CLICKING HERE](#).

Explore family brox

ADVENTURE travel company, Explore Worldwide has launched its first family brochure to the Australian market.

The small group holidays are designed specifically for families, with dates during school holidays, along with kid-friendly hotels, transfers and experienced guides.

Itineraries include the nine-day Taj, Tigers and Palaces itinerary which covers the areas of Delhi, Agra, Jaipur, Pachewar and Ranthambore National Park.

Families will also visit a hilltop fortress, with the opportunity to stay in a village on the desert plains of Rajasthan.

Additionally, Explore will match kids on trips with others of the same age so they can "make friends and share experiences with other families".

Explore's family group holidays are capped at a maximum of two families.

[CLICK HERE](#) for more information on the program.

Window Seat

KAYAKING down the rapids of the iconic Grand Canyon recently were five blind veterans who decided to take on the adventure as part of the Team River Runner challenge.

The purpose of the event was to provide all veterans and their families an opportunity to find health, healing and community through adaptive paddle sports.

The event follows the efforts of seasoned kayaker Lonnie Bedwell who became the first blind kayaker to ever paddle the Grand Canyon.



Retail Consultant

Looking for a sea change – a boutique travel agency in Sutherland Shire is looking for an experienced **Retail Consultant**.

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or call (02) 9541 4199

Agency located within easy walking distance of Sutherland train station



JFK runway closure

ONE of four runways at New York's John F. Kennedy International Airport has closed from this week until Nov for reconstruction to ensure its "long-term safety and viability".

Runway 13L-31R, which handles about one-third of arrivals at JFK, will be closed for repaving which will see the runway widened by 33%.

The project also includes the installation of lights, signs, cables, navigational aids & high-speed taxiways for a faster aircraft exit.

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- 2018 Airline Of The Year by Air Transport World

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Scenic Sth East Asia

SCENIC Luxury Cruises & Tours has launched its 2020 pre-release brochure for South East Asia river cruises, with prices at 2019 rates for bookings made prior 30 Jun.

Itineraries include the 13-day Treasures of the Mekong, Ho Chi Minh City to Siem Reap, starting from \$7,695pp, travellers will discover Wat Hanchey and Silver Pagoda in Phnom Penh.

Additionally, on the 18-day Journey along the Mekong, Ho Chi Minh City - Bangkok, starting from \$10,595pp, guests will be able to enjoy Laos and spend three nights in Luang Prabang.

View promo offers [HERE](#).

Azamara Grand

AZAMARA Club Cruises has released 21 Grand Voyages for 2019 and 2020 that allow guests the chance to select back-to-back cruises through different regions.

Grand Voyages consist of two, three or more consecutive individual voyages - featuring combinations of more than 25 "popular & lesser-known" ports.

The voyages range from 26 to 124 nights and include the 35-night Alaska to Asia adventure, where guests travel from Vancouver to nine Alaskan ports before visiting Petropavlosk in Russia.

View more details [HERE](#).

THE 2019 Ensemble Travel Group members' forum is underway in Sydney today, with members, suppliers and partners gathered for a full day conference at the Hyatt Regency Sydney.

Across the day attendees will hear from a number of speakers through keynote addresses and informative panel sessions.

The special guest for the day

is Libbie Rice, Ensemble's Co-President based in New York who provided insight into the evolution of the brand and its vision for the future.

Pictured are: Trish Shepherd, Senior Vice President & General Manager; Libbie Rice, Co-President Ensemble Inc and Katy Muyt, Director of Sales and Supplier Relations.



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Do you want to use your skills and experience to nurture a bespoke suite of cultural themed small group journeys from inception to delivery?

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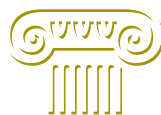
Academy Travel creates approx. 70 academic led, cultural themed tours per year primarily to Europe and the US.

Key skills are the demonstrated ability to effectively negotiate with potential and existing suppliers, strong ability to write creatively for marketing purposes, ability to comfortably engage with suppliers and colleagues at all levels, strong focus on efficiency and time management and the ability to multi task and set priorities.

Travel management experience is essential and significant travel experience to Europe and the USA is desirable.

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HA puts the icing on the cake



HAWAIIAN Airlines is celebrating today's launch of its new five-day-a-week service between Honolulu's Daniel K. Inouye International Airport (HNL) and Boston Logan International Airport (BOS) by spreading some sweet messages around Australia.

The carrier's National Account Manager Andrew Best was spotted handing out some specially crafted cupcakes to the Spencer Travel team, while the **Travel Daily** team were also lucky enough to receive some sweet delights this morning.

The new route is accessible for Aussies travelling on Hawaiian's non-stop services from Sydney Airport and Brisbane Airport to HNL to make same-day connections.

Pictured: The Spencer Travel team preparing to celebrate the news by enjoying some Hawaiian Airlines cupcake treats: Tina Killeen, Kate Pollard, Heather del Vecchio, Lucy Vieira, Makai Beaumont, Louise Brown,

Danielle Reilly, Theresa Reynolds, Stewart Petersen, Divinity Kefu, Miriam Lorenz with Andrew Best, National Account Manager for Hawaiian Airlines.

TIME scholarship

IMAGINE Cruising's Regional Aviation Manager Christopher Allan has been named the recipient of the Travel Industry Mentor Experience's (TIME) 2019 Cover-More scholarship.

He will join the 34th intake that takes place later this month.

"The Cover-More scholarship removes that barrier to entry, provides invaluable support and an incredible opportunity for ambitious professionals like Christopher," said TIME founder Penny Spencer.

Virgin Cook Is deal

VIRGIN Australia is offering return airfares to the Cook Islands from \$549 per person.

The deal is available until midnight 07 Apr.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which is brought to you by **Travel Trade Recruitment**.

If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.



The **ATPI Group** has appointed Virginia Fitzpatrick as Head of Consulting and Supplier Relations of its Australian business. Fitzpatrick was most recently Head of Corporate Relations at CAPA - Centre for Aviation and will take the helm this month.

Emporium Hotel South Bank has named Charles Martin as its new General Manager. At 27, Martin is one of the youngest General Managers of a five-star luxury hotel property in the nation.

Margaret Bowler has stepped into the newly created role of Director, Global Hotel Strategy at **American Express Global Business Travel**. Bowler has more than 18 years at HRG, where she served as Global Director of Hotel Relations.

Paula Phillips has been promoted to Marketing Manager at **Magellan Travel Group**. Phillips' role has been expanded from her previous position as Magellan's Member Services & Events Coordinator.

Ittai Chorev will now oversee **Agoda's** global marketing functions in the position of Chief Marketing Officer. Chorev was previously Vice President of Marketing at Agoda.

Guy Heywood has joined **Six Senses Hotels Resorts Spas** as Chief Operating Officer. For the past eight years he has held the position of Chief Operating Officer at Alila Hotels and Resorts.

Laetitia Law-Lai has been appointed the new General Manager of **Asian Trails Laos**. She replaces Virginie Kury in the role who has moved to Phnom Penh to head up Asian Trails Cambodia.

ACI customer push

AIRPORTS Council International (ACI) World has launched two new programs aimed at helping airports improve customer service and experience.

One program provides a framework for customer experience, while the other focuses on employee education.

Cruising hotcakes

PRINCESS Cruises' 2021 World Cruise has become the fastest-selling World Cruise in the company's history.

Opening for sale on 27 Mar, the sailing saw a record-setting day of sales in the first 24 hours.

Cape Lodge sale

CBRE Hotels has been appointed to facilitate the sale of Cape Lodge resort, located in Western Australia's Margaret River region.

The property is set upon a private vineyard producing shiraz and sauvignon blanc and features 22 rooms, a restaurant, swimming pool, tennis court, spa, and conference facilities.

"The opportunity exists for an owner-operator or an investor with operator relationships to create a boutique branding presence within the popular tourism region," said CBRE Commercial Negotiator Chloe Mason.



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Excite takes agents on an Indonesian Adventure

ON 15 Mar, Excite Holidays and Wonderful Indonesia treated 13 agents to an intimate six-day tour of this tropical paradise, showcasing that there is more to Indonesia than Bintang singlets and board shorts.

Agents kicked off the trip with sunset drinks at OMNIA - one of the island's most glamorous day clubs - on the south-western tip of the Bukit Peninsula in Uluwatu, before settling into their accommodation at Sudamala in sleepy Sanur village.

While the temptation to spend a week luxuriating in these traditional Balinese villas in the cultural heart of Indonesia would have been strong, those who ventured from the venue were showcased a secret side of the island.

Among the most eye-opening of these adventures were trips to Kintamani's Trunyan, an isolated island where a macabre collection of skulls and bones symbolises the practice of Balinese Hindus laying their dead out in bamboo cages to decompose; the Jatiluwih rice terraces, where over 600 hectares of rice fields follow the flowing hillside topography of the Batukaru mountain range; Ubud's Penglipuran village, a traditional countryside with winding panoramic roads and a unique social & cultural life & Tabanan with the mild mountain town of Bedugul.

But it was off the beaten Bali path that agents were truly able to experience the untouched icons of Indonesia. While Komodo Island was particularly memorable - with its local lizards (the largest on earth) and pink sands, an honourable mention was also extended to nearby Padar - which offered untouched beaches and stunning views of the cluster of islands that surrounded it.

The group then spent the final few nights of accommodation at the recently opened Ayana Komodo Resort. The first and only five-star resort on Labuan Bajo's Waecicu Beach, the property features a yoga deck, private 250-metre jetty and ocean views from every room. Agents concluded their trip by making the most of a real opportunity to relax prior to the flight home.



THE group at Komodo Island.



TAKING a dip at Pink Salt Beach.



TAKING on the steps at Padar Island.



CELEBRATING reaching the top at Padar Island.



ENJOYING their private cabana at OMNIA.

SUNSET at Plataran Komodo Beach Resort.

SUNSET at Ayana Komodo Resort.



CLIA is on tour



ABOUT 90 agents took part in two CLIA LIVE events this week, held at the Pullman Adelaide, along with more than 20 CLIA cruise lines.

The expanded travel agent training series, hosted by Cruise Lines International Association (CLIA) Australasia, kicked off last month in Perth (**TD** 11 Mar).

There are six two-day sessions scheduled around Australia and New Zealand this year.

The next CLIA LIVE event is booked out and will be held in Sydney on 09 and 10 Apr at Rydges World Square, with others

to follow in Auckland, Brisbane and Melbourne.

Pictured on day one in Adelaide are: Troy Ashman, CLIA; Elizabeth Johns, Hastwell Travel & Cruise; Wade Eastburn, Atlas Travel & Cruise, NT; Jane Eastburn, Atlas Travel & Cruise, NT; and Marita Nusic, CLIA.

In the front row: Deb Hanley, TravelManagers; and Sarina Carter, Phil Hoffmann Travel.

WTTC best practice

THE World Travel & Tourism Council has launched a Global Best Practices Recognition Initiative, which it said would arm policy-makers with insights into proven strategies to boost tourism.

The toolkit promotes policies designed to generate “quick wins” and “game changers” in the areas of securing and facilitating travel, prioritising the sector, and planning for sustainable and inclusive growth for the future.



WIN A TRIP TO AFRICA

This month Acacia Africa and *Travel Daily* are teaming up to give two agents a 14-day Southern African Magic open age Small Group Safari. You can also take a friend for 50% off the tour price.

Visit www.acacia-africa.com for your chance to win a trip to Africa. To win, answer each question correctly and have the most creative final answer. Send your entries to acacia@traveldaily.com.au

Acacia
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Hint: [CLICK HERE](#)

Crafty tax hinders tourism: MP

FEDERAL Government tax policies are watering down the potential benefits craft distilleries could bring to regional and rural tourism markets, according to SA MP Rebekha Sharkie.

Speaking in the House of Representatives yesterday, Sharkie called on the Government to review taxes imposed on distilleries, saying “the levying of excise payments on tastings and samples is limiting opportunities for tourism”.

“Craft distillers are a significant tourism attraction and have a significant multiplier effect on the wider economy, particularly in rural and regional areas,” the South Australian MP said.

She said easing the excise requirements would have a trickle down effect to other businesses.

Bris to host ATEC

BRISBANE will host ATEC’s (Australian Tourism Export Council) Meeting Place event for the first time this Nov.

The three-day event, from 25 to 27 Nov, will attract over 400 leaders to the city to hear from key industry decision makers about plans for inbound tourism.

TC out and about

ALMOST 200 Travellers Choice (TC) agents will have embarked on exclusive famils before the end of the 2018/19 financial year, up 28% on 2017/18, the company has revealed.

Throughout Apr alone, 20% of TC agency owners will take part in a series of exclusive educational experiences that are designed to give them the opportunity to experience key destinations.

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**RETAIL TRAVEL TEAM LEADERS x 2
BRISBANE INNER SUBURBS – \$85K PKG + BONUSES**

Are you an assistant manager sick of waiting in the wings? Or a retail travel manager in need of a new challenge? We are currently looking for experienced travel team leaders to step into successful agencies in Brisbane and take charge. Along with consulting with five star clients, you'll manage a team including hiring, training and motivating along with creating local marketing initiatives to grow the business.
Top \$\$ and benefits on offer

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

executive@aaappointments.com.au

NSW & ACT - 02 9231 2825 VIC, WA, SA & TAS - 03 9670 2577 QLD & NT - 07 3229 9600

FOR ALL THE BEST EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com.au

Our family is growing

come and join us



At Globus family of brands, our success is driven by our people; not only do we strive to make travel enriching for our clients, we also shape the careers of our people. Built on a solid foundation of integrity, collaboration, passion, accountability, courage and service—the Globus family of brands experience is challenging, rewarding and fun.

We are expanding our Sales Team and are scouting for new talent to join the family.

REGIONAL SALES MANAGER NSW/ACT

PRIMARY JOB DUTIES

- Responsible for all aspects of managing an efficient sales team
- Build and maintain relevant networks and relationships with travel industry professionals
- Continually monitor sales activity and effort
- Recruit, develop and mentor a sales team

WHO ARE WE LOOKING FOR?

- Minimum 5 year's experience in sales
- Exposure to managing and motivating a sales teams
- Well-developed verbal and written communication skills
- Strategic thinking and forward planning skills
- Flexible to travel domestic & international as required

NATIONAL ACCOUNT MANAGER BRISBANE BASED

PRIMARY JOB DUTIES

- Manage strategic relationships with key agents
- Build and maintain relevant networks and relationships in the industry
- Represent Globus family of brands to a high standard
- Develop new opportunities in the promotion and sales of all our products

WHO ARE WE LOOKING FOR?

- Minimum 5 year's experience in sales and marketing
- Extensive experience in developing and implementing account sales and marketing programs
- Demonstrated experience in the creation, development and execution of sales promotion initiatives
- Strong negotiation, presentation and interpersonal skills

BUSINESS DEVELOPMENT MANAGER QLD SOUTH

PRIMARY JOB DUTIES

- Achieve sales targets
- Work towards a strategic plan
- Build and maintain rapport with travel agencies and consultants
- Conduct regular seminars, film nights and consumer promotions

WHO ARE WE LOOKING FOR?

- Minimum two year's experience in sales
- Comprehensive knowledge using a CRM System
- Excellent verbal, written communication and presentation skills
- Self-motivated and achievement orientated

BUSINESS DEVELOPMENT MANAGER VIC NORTH

PRIMARY JOB DUTIES

- Achieve sales targets
- Work towards a strategic plan
- Build and maintain rapport with travel agencies and consultants
- Conduct regular seminars, film nights and consumer promotions

WHO ARE WE LOOKING FOR?

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- Comprehensive knowledge using a CRM System
- Excellent verbal, written communication and presentation skills
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If you are interested, please apply today!

For all applications please visit our Careers page via <https://www.globus.com.au/why-globus/careers>

For any further enquiries regarding these positions, please contact hr@globus.com.au