

## \$250 gift card offer

**ALBATROSS** Tours is offering a \$250 Coles gift card for agents who book clients on its Italian Lakes & Tuscany trip departing 12 Aug.

Bookings must be paid in full before 21 May to qualify.

To find out more see **page six** of today's issue of *Travel Daily*.

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## Ensemble's new local GM

**TRISH** Shepherd has stepped down as General Manager Australia and New Zealand of Ensemble Travel Group, to be replaced by Kayt Muyt.

Shepherd has led the Australian and New Zealand business since Ensemble made its move into the local market (**TD** 28 Oct 2014).

Her departure, which is effective immediately, comes just three weeks after the organisation's Australasian members' forum in Sydney (**TD** 04 Apr), attended by the group's US-based Co-President, Libbie Rice.

Muyt steps into the role after three years as the organisation's local Senior Director of Sales and Supplier Relations.

Rice acknowledged the contribution of Shepherd since she established Ensemble locally, saying her "knowledge and perseverance have been

instrumental in the growing presence of Ensemble Travel Group in Australia".

Ensemble describes itself as a "leading global member-owned international network of approximately 850 selected top-tier travel agencies that offers travellers special benefits and savings".

Local members include South Australia's Phil Hoffmann Travel and the TravelManagers network of home-based consultants, with representatives of both among 70 members at the recent forum.

According to Australian Securities and Investments Commission records, Shepherd remains a Director of Ensemble Australia Pty Ltd which is a wholly owned subsidiary of New York-based Ensemble Travel Inc.

Ensemble in North America also recently appointed David Harris to the newly created position of CEO (**TD** 18 Mar).

## Japan roadshow

**REGISTRATIONS** are now open for Japan National Tourism Organization's Japan Roadshow 2019, taking place next month in Melbourne, Sydney & Auckland.

Register **HERE** for the Melbourne event, which will be held on 20 May at the Intercontinental Melbourne The Rialto.

Click **HERE** to register for the Sydney event, which will take place on 21 May at the Hyatt Regency, and **HERE** for the Auckland session on 23 May at the Pullman Auckland.

## Today's issue of TD

*Travel Daily* today has five pages of news and photos, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

The next issue of **TD** will be published this Fri 26 Apr, with no newsletter tomorrow due to the ANZAC Day public holiday.

## New Starling role

**JASON** Starling has joined Leisure Group Travel as part of a significant expansion plan for the business, which is parent company to Discover Queensland, Hightide Holidays and Global Explorer.

Starling moves into his new role from Express Travel Group, which has also welcomed Leisure Group Travel as a new member of its Independent Travel Group.

In his new role Starling will develop the newly launched Global Explorer brand as the private equity-backed business expands into the international market.

## Namibia: Masterpiece of Nature

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## Emirates, SpiceJet

EMIRATES is set to add six new destinations to its network, pending government approval of its Memorandum of Understanding with Indian carrier, SpiceJet.

The reciprocal codeshare deal would give Emirates access to Amritsar, Jaipur, Pune, Mangalore, Madurai and Calicut, while providing Emirates passengers with seamless domestic connections from the airline's existing Indian gateways.

The agreement will also provide SpiceJet passengers with connectivity to Emirates flights.

## NT Govt funding

THE Northern Territory Government has pledged an additional \$62.8 million to boost tourism in the territory over the next two years.

Following the success of the Turbocharging Tourism campaign, the government has launched Turbo2, allocating an extra \$27.7 million to promote the NT over the next two years, with an additional \$20 million to be used for major events, and \$15.1 million to improve visitor experiences.

## GBT expands Booking range

AMERICAN Express Global Business Travel (GBT) has today announced a significant expansion of its accommodation offering, boosting inventory available through its existing partnership with Booking.com.

The move gives companies and business travellers access to more than two million properties worldwide, available through GBT's online booking tool (OBT).

Options include major chain hotels, independent properties, extended stay options and non-traditional lodging, while GBT said its relationships with major groups and third party travel partners provided clients access to loyalty member rates and additional rate discounts across a range of inventory sources.

"With the expansion of the accommodation program, they can now also access special Booking.com discounts at thousands of properties worldwide," the firm said, including Booking.com "Genius" rates which offer savings of at least 10% on every booking.

Amex GBT Vice President of Global Supplier Relations

Wesley Bergstrom said "we are determined to give clients and travellers access to the widest range of accommodation choices, with a vast range of properties and property types, all bookable through OBTs".

Bergstrom said the expansion meant business travellers now had no reason to search for accommodation anywhere else.

"They can find everything they want in one place, and confirm their accommodation and transportation in a single booking.

"It means more choice and convenience for the traveller; more value and improved compliance for the client," he said.

## Election hits Accor

ACCOR Hotels has reported a slight contraction in its Asia-Pacific business during the first three months of 2019, citing a range of factors including the upcoming Federal election which has "affected prices and occupancy rates".

The company also blamed an oversupply of hotel rooms in major Australian cities as well as weakness in Chinese outbound travel for a 1.6% decline in revenue per available room.

Overall the global business reported a 34.2% increase in revenue for the three months to 31 Mar 2019, with the total of €987 million including the impact of last year's local Mantra acquisition (TD 01 Jun 18).

During the quarter Accor opened 71 hotels comprising 8,300 rooms, with the current pipeline totalling 1,135 properties with 200,000 rooms.

## TripPLUS program

THE international brand of Ctrip Group, Trip.com, has launched a new rewards program "TripPLUS".

Trip.com members will be able to accumulate loyalty points called "Trip Coins" whenever they book flights and hotels or write a review on Trip.com platforms.

With the TripPLUS rewards program, members can now earn 25 Trip Coins for every US\$100 spent on flight bookings, 80 Trip Coins for every US\$100 spent on hotel bookings, and up to 120 Trip Coins for every hotel review.

Trip Coins can then be used to gain discounts on purchases.

"We want our customers to feel that they are making the right choice for their online travel needs," said VP of Product & Marketing Lynn Qu.

## Four Seasons jet

FOUR Seasons Hotels and Resorts has unveiled plans for a new Four Seasons Private Jet that will take flight in early 2021.

A new A321LR aircraft, part of the Airbus NEO family, is being fully customised by Four Seasons.

Four Seasons Hotels and Resorts President Worldwide Hotel Operations Christian Clerc said the move built on the success of the Private Jet program.

"Our drive to continuously innovate and push the conventional limits of travel has led to this new opportunity to experience Four Seasons like never before," Clerc said.

Key features include 48 custom seats and a new lounge area, which also becomes a space for interactive workshops with mixologists, chefs, and wellness experts - watch a video [HERE](#).



### A-LEAGUE WINNER R26

Mark is the top tipper for R26 of the TD A-League tipping competition. He's won a \$250 travel voucher from Keith Prowse Travel.




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Highlights from the 18th annual CLIA cruise industry awards in the April issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**



## Auckland port upgrades

**AUCKLAND** Council has approved the construction of two temporary dolphin moorings at Auckland's Queens Wharf, which will allow the port to cater for vessels of all types.

Cruise Lines International Association (CLIA) Australasia said the move would allow the cruise industry to continue to grow.

"As the international gateway to New Zealand, Auckland's current berthing restrictions are hampering cruise operations and threatening to limit economic growth both locally and in other regions," CLIA Australasia MD Joel Katz said.

"The decision to increase the capacity of Queens Wharf will mean larger ships can safely berth in Auckland and make onward visits to ports all over the country, bringing enormous economic benefits."

Katz noted that the solution

planned for Queens Wharf was a relatively common technique used in ports around the world "and provides for an increase in capacity without having to extend the pier.

"It will allow Auckland to join other cities internationally in welcoming all types of cruise ships and ensures New Zealand's cruise tourism sector continues to thrive while long-term facilities are developed."

Queens Wharf is currently unable to accommodate cruise ships longer than 294m.

Vessels up to 330m in length are forced to berth at Princes Wharf, but this is dependent on wind conditions and does not involve a dedicated terminal.

Ships longer than 330m are unable to berth in Auckland and must anchor in Waitemata harbour and transfer pax & crew to shore aboard tender boats.

## Virtuoso Incubator

**US-BASED** travel network, Virtuoso, has named the four travel tech businesses to be part of its 2019 Incubator program.

The Virtuoso Incubator provides businesses with a platform to test their products in real-world settings and get feedback from travel agents.

The 2019 Incubator businesses are Groupdesk, an automated administration tool for advisors and Trips.app, a platform where agents can create websites with an itinerary planner that allows businesses to market and sell inventory, process payments and track commissions, Emadri, a tool that generates relevant personalised suggestions to improve users' travel experiences; and SION, a system that allows agents to organise bookings and track open invoices.

Once the trial is over, Incubator companies are considered for full Virtuoso partnership.



## Window Seat

**OWLS** are notoriously wise, however, the nesting spot of one Aussie owl may challenge that perception, after Virgin Australia's ground crew found it sleeping in an engine.

The crew discovered the snoozing stowaway during a pre-flight inspection last week, noting it "didn't give a hoot where it napped".

Virgin boss, Sir Richard Branson said he thought he'd "seen it owl", before congratulating the team for safely rescuing the bird from the Boeing 737-800 jet engine.

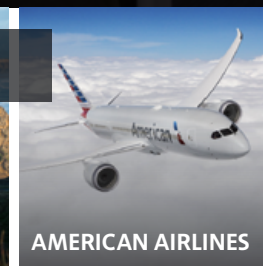
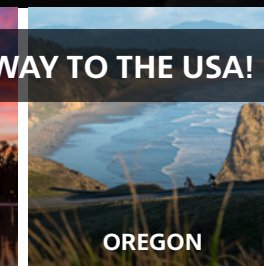
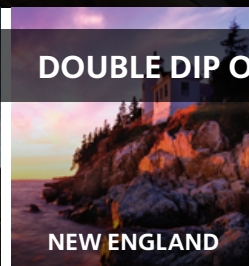
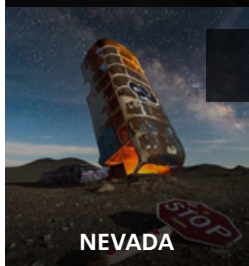


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## FTG celebrate anniversary



**FIRST** Travel Group (FTG) agents celebrated their 20th "First By Design" anniversary conference in Queenstown, New Zealand earlier

this month.

The gala awards dinner took place at the Hilton Queenstown, with agents, suppliers, FTG head office team and the Express Travel Group senior management (pictured) all in attendance.

### A&K Sri Lanka

**ABERCROMBIE & Kent** has expressed condolences at the "senseless attacks in Sri Lanka over the weekend with hearts going out to the victims and families affected".

A&K has an office in Sri Lanka and confirmed all its guests in the country are accounted for & safe.

The company continues to monitor the developing situation and will be reaching out to future travellers and their travel professionals as more information comes to light.

### Emirates to Male

**EMIRATES** is set to deploy its latest Boeing 777-300 ER aircraft fitted with the "Game Changer" First class suites on its Dubai-Male route from 01 Jun.

The Maldivian capital will become the first destination in the south Asian region to be served by the new aircraft.

Emirates will also operate the 777-300ER aircraft to Kuwait from 01 Jun.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Pebblebrook Hotel Trust has renovated **The Hotel Zags Portland**, previously Hotel Modera in downtown Portland. The 174-room hotel underwent a full transformation and rebranding. The Hotel Zags Portland is now the sixth "Z" Hotel in the "Unofficial Z Collection," the company's individually curated portfolio of urban lifestyle hotels, and the first "Z" Hotel located outside of San Francisco. Guestrooms have been redesigned and completely renovated, and the hotel features six suites, with vibrant colours mirroring the nearby Columbia River Gorge.



**The Diplomat Beach Resort's Spa + Wellness** in South Florida has reopened after an upgrade, featuring a new treatment menu, increased daily fitness programs, a Wellness Market Place, a waterfront sanctuary, a Chrysalis for healing lifestyle rituals and more. For fitness, the resort recently partnered up with Core Fitness Training (CFT) and launched the CFT Studio, where guests can choose from annual memberships with unlimited classes, class packages, drop-in rates and personal training sessions.

### Thai flights update

**THAI** Airways' flights to Lahore and Islamabad, Pakistan remain cancelled until 15 May.

Thai Airways International Executive VP of Commercial Wiwat Piyawiroj said that cancellation of Thai roundtrip flights from Bangkok-Lahore and Bangkok-Islamabad had been extended from 30 Apr until 15 May, due to partial opening of Pakistani airspace and restrictions on some routes.

To facilitate passengers travelling to Lahore and Islamabad, the airline has issued a ticket change waiver for those who reroute travel to Karachi.

The carrier continues to fly roundtrip from Bangkok-Karachi via Oman airspace.

### RCI Cuba update

**ROYAL** Caribbean International (RCI) has released an update on the US Government's announcement of new travel restrictions on Cuba, including limiting nonfamily travel (**TD** yesterday).

RCI said "We're reviewing the recent statements to evaluate their impact on our guests and our company.

"For now, we are sailing our Cuba itineraries as scheduled and will keep our guests updated if anything changes."

### Fiji Cruise 25% off

**CAPTAIN** Cook Cruises is offering 25% off adult cruise fares and no single supplement for solo travellers on three, four- and seven-night Mamanuca, Yasawa Islands and remote Discovery cruises.

The deal runs 01 May to 30 Jun with travel until 31 Mar 2020.

Sale fares for the three-night Mamanuca and Southern Yasawa Islands cruise start from \$1,196.25ppts, with solo fares from \$1,496.25pp.

### Tourism policy

**AUSTRALIAN** Chamber of Commerce and Industry has welcomed Labor's \$25 million to boost Tourism Australia's budget.

Australian Chamber-Tourism Executive Chair John Hart said "Tourism is one of Australia's greatest success stories.

"Australia needs to capitalise on massive expansions in key overseas markets, including our Asian neighbours China, India, and Indonesia," he said.

### CCL Spa & Bar sale

**CARNIVAL** Cruise Line has extended its "Spa & Bar Dollars" sale until 02 May, offering discounted rates & up to \$400 onboard credit across 2019/20.

For more info, **CLICK HERE**.

### Journalist

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## Wendy woos latest winner



**WENDY** Wu Tours has crowned the latest winner in its "Five Senses" incentive, which will see 10 of its top selling agents plus 15 lucky draw entrants win a spot on a series of mystery Asian famils.

Recent lucky winner Josh Henriquez from Flight Centre Burwood was presented with his invitation letter by a Wendy Wu rep, which revealed he will be jetting off to India.

### Samoa on sale

**SAMOA** Airways has launched a new sale on flights to Apia from Brisbane or Sydney that are booked before 12 May.

Passengers can fly from Brisbane or Sydney to the capital from \$259 one way, with return fares starting from \$289 to Brisbane and \$278 to Sydney.

Travel and blackout periods apply, **CLICK HERE** for the Brisbane fares and **HERE** for the Sydney fares.

As part of the incentive, agents meet in Singapore for an evening of food and cocktails before parting ways to experience their winning destination.

**Pictured:** Famil winner Josh Henriquez from Flight Centre Burwood receiving his surprise destination package to India.

### ATEC social push

**AUSTRALIAN** Tourism Export Council (ATEC) is ramping up its social media presence in the lead up to the election, with the organisation launching a series of interviews on its LinkedIn page with Party leaders about their plans for the industry along with a hashtag - #tourismdrivesgrowth.

ATEC has also developed a new website dedicated to the push, where industry can find data, policy submissions, news and resources.

**CLICK HERE** to view the site.



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.

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16. How many routes does Acacia offer to climb Mt Kilimanjaro?  
Hint: **CLICK HERE**

### Club Med's record

**CLUB** Med enjoyed a record-breaking month for trade famils in Mar, whisking 65 agents away to a total of eight resorts across six famil trips.

The experiences included a four-day VIP event to the Maldives, a series of Japan ski incentive trips to both Tomamu and Hokkaido, a Mauritius Delights journey, as well as a French Alps trip.

### Bali volcano erupts

**BALI'S** Mount Agung has erupted once again, sending clouds of ash more than two kilometres into the air and sparking fears of flight delays and cancellations.

The Indonesian holiday island, is currently under surveillance until the activity settles.

Ngurah Rai International Airport continues normal operations.

### NZ cycling boost

**HAWKE'S** Bay in New Zealand is set to receive an additional 34.5km of new cycle ways for its Hawke's Bay Trails Great Ride, following a NZ\$1.3 million investment from the New Zealand Cycle Trail: Enhancement and Extension Fund.

The Great Rides of Nga Haerenga – the New Zealand Cycle Trail is a network of 22 trails across New Zealand, for more information **CLICK HERE**.

### Air Malta Cairo

**AIR** Malta has announced the return of flights to Cairo, set to operate from Malta from 01 Sep.

Flight KM710 will depart Malta at 11.40pm on Thu and Sun, while the returning flight KM711 will take off from Cairo at 3.15am on Mon and Fri.

For more info, see your GDS.

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\*Pricing is in Australian dollars and are per person twin share for the land tour only. Airfares are additional and can be arranged by your travel agent. This tour is not suited to anyone who has mobility issues. This promotion is valid for any NEW bookings made on the 12 August 2019 Italian Lakes & Tuscany tour between 23 April to the 31 May 2019. Tour booking conditions can be found on page 127 of the Europe & UK Small Group Touring 2019 brochure. Clients must book and pay in full by 31 May 2019 for the agent to receive one (1) \$250 Coles digital gift voucher per person booked. The agent's email address must be provided to enable Albatross Tours to send the digital Coles gift voucher.



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### Head of Client Services

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For more information please call Antony on (02) 9119 8744 or click [APPLY](#) now.

### Groups Travel Consultant - Ski Focus

BNE CBD, OTE MIN \$60k + Famils, Ref: 1842AW6

Are you a Travel Consultant who loves to sell ski? Want to challenge yourself and consult for adventure, school and social GROUPS? Want to focus your energy and sales ability to a niche wholesale brand? Then this role is for you! Work in wholesale and Earn top \$\$\$ I am looking for ski enthusiasts who have already hit the slopes & looking to share their ski knowledge & passion! Working Mon-Fri with occasional Saturday in a NON face to face role! Your chance to hit the slopes! APPLY NOW!

For more information please call Amanda on (07) 3123 6107 or click [APPLY](#) now.

### Travel Consultant | Boutique West Melbourne

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Do you want to work for a boutique travel agency with an amazing tight knit team and earn a great salary with bonuses and have a piece of the business? APPLY NOW!!! This is an amazing opportunity for a 2 year experienced travel consultant to create luxury travel packages for a large client base. You will be working from Monday to Friday with the occasional Saturday. You will also be working towards targets and in turn will be rewarded by earning an uncapped commission structure.

For more information please call Mark on (03) 9988 0616 or click [APPLY](#) now.

### Corporate Travel Consultant - Temp Role

Perth, Up to \$65k + Super, Ref: 4439JB1

Our client is seeking an experienced Corporate Travel Consultant for their office in Perth CBD! You will have the ability to organise and book business travel arrangements whilst delivering an unparalleled level of client care. You will ideally possess a background in corporate travel, have strong experience using a GDS (Galileo or Amadeus preferred) and be able to work autonomously. This temp role is Monday to Friday and the successful candidate will enjoy a competitive base salary.

For more information please call Jacqueline on (02) 9119 8744 or click [APPLY](#) now.

### Wholesale Cruise Consultant

Sydney, Up to \$55k + Super, Ref: 2045JB1

My client is seeking an experienced Cruise Consultant for their office based not far from Sydney CBD! The successful candidate will be able to work in a fast paced environment as this is a call centre role. Responsibilities include striving to exceed sales targets, taking in excess of 30 calls per day and providing an unparalleled level of customer service at all times. A strong background in cruise, an understanding of cruise line booking portals and a passion for the industry is a must!

For more information please call Jacqueline on (02) 9119 8744 or click [APPLY](#) now.

### Experienced Travel Consultant

Townsville, Competitive Salary, Ref: 1420CGA1

Our client is seeking an experienced Travel Consultant for their office in Townsville. You will ideally have worked in a retail travel agency, have strong experience using a GDS, ability to organise and book worldwide travel arrangements and must be able to work autonomously. There is competitive salary plus uncapped earning potential and you should have a passion to succeed and be keen to continue your career as this role evolves. APPLY NOW this is a very rare opportunity in Townsville!!!

For more information please call Courtney on (07) 3123 6107 or click [APPLY](#) now.

### Travel Consultant | LUXURY East Melbourne

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