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Australia no. 3 for NCL

AUSTRALIA is now the largest international market for Norwegian Cruise Line (NCL) outside of North America, Norwegian Cruise Line Holdings Senior Vice President Steve Odell told *Travel Daily* over the weekend onboard the inaugural US sailing for newly renovated *Norwegian Joy*.

Although official figures are yet to be released, Australians make up around 10-15% of NCL's total passengers, making it the third largest market behind the US and Canada and surpassing the UK market for the first time in 2019.

"It's a huge achievement for the local office who still consider

themselves the new kids on the block in Australia, and the end isn't in sight," Odell said.

"We're still realising big growth in Australia and still growing."

NCL homeports *Norwegian Jewel* in local waters, but only about 10% of the company's Australian business is on the ship.

Odell said cruises in Hawaii had contributed to the growth of the Australian market, but the company was also now working to drive more interest in cruising in Alaska and Europe.

"Hawaii is still such a huge part of what we do, but the longevity for us is going to come from these new ships [*Joy* and *Bliss*]," NCL Vice President Sales, Australia and New Zealand Nicole Costantin said.

"The potential of fly-cruise is limitless," she said.

For more news from the inaugural US sailing, see **page two**, **page three** and **page four**.

Today's issue of TD

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

- One&Only Wolgan Valley
- Travel Trade Recruitment

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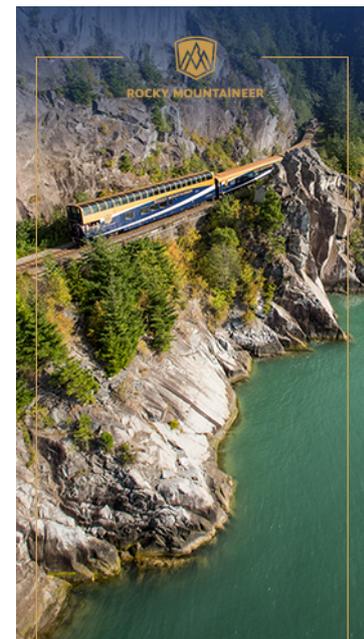
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viva! holidays

NCL Hawaii comp

NORWEGIAN Cruise Line has launched a month-long "learn and win" competition for Australian and NZ travel agents, which will give away weekly prizes.

There's a total prize pool valued at nearly \$5,000, for more details, see www.nclpromo.com.au.



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Travel Daily on location in Los Angeles

Today's issue of *TD* is coming to you courtesy of Norwegian Cruise Line which is this week hosting partners onboard *Norwegian Joy* on her inaugural US cruise.

WE'VE made the most of the few days we've had on board *Joy* to experience some of the great activities on offer.

On Sat we jumped in a go-kart and sped around the racetrack and yesterday we headed into the Galaxy Pavilion to play some virtual reality games.

Of course our cruise has involved lots of food, with *Norwegian Joy* boasting over 16 restaurants to choose from, as well as numerous bars and lounges.

See more from our trip on Facebook [HERE](#).

Best Western SureStay

BEST Western Hotels & Resorts has revealed the first six hotels within its SureStay and soft brand "SureStay Collection by Best Western" portfolio in Australasia.

The properties include Blue Diamond Motor Inn, Dubbo; The Karinga Motel, Lismore; Hospitality Carnarvon; Hospitality Esperance; Hospitality Geraldton.

"All hotels within the new soft brand receive the full service of Best Western's worldwide brand network and benefit from sales and marketing services of the global hotel group," said Best Western Hotels & Resorts Managing Director for Australasia Graham Perry.

"Our soft brand offers hotel operators with very individual properties solutions for marketing and distribution; all SureStay and SureStay Collection hotels are bookable via GDS code UR."

Perry added, "With extras like

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&
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WEEKLY
present



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free wi-fi, our newest hotels provide travellers economical options in Dubbo and Lismore NSW and across four locations in Western Australia".

SureStay Hotel by Best Western and SureStay Collection by Best Western properties are positioned in the economy and upper economy accommodation categories to provide for travellers who like to "travel simply and rest in comfort".

Cruiseabout impact

FLIGHT Centre's decision to remove the Cruiseabout brand has had some impact on sales for Norwegian Cruise Line (NCL), the cruise line revealed.

"We certainly have noticed the difference," said NCL Vice President Sales for Australia and New Zealand Nicole Costantin.

"I think it's certainly a transitional time for that space. "It will be interesting to see how that plays out, but I think it speaks volumes to the need for specialists in that field".

Both Costantin and Steve Odell, Senior VP and MD, Asia Pacific, Norwegian Cruise Line Holdings, noted that the lack of a clearly cruise-branded store has had an effect on consumer behaviour.

"I think it was an interesting decision when you look at the growth of the cruise industry and when you look at where cruise is going as a specialist area of travel," Odell said.

SQ PER update

SINGAPORE Airlines 2-class regional configuration of A350 will replace Boeing 777-200ER service on the Singapore-Perth route, operating as SQ213/226 from 03 Jun.

The airline operates this route four times a day.



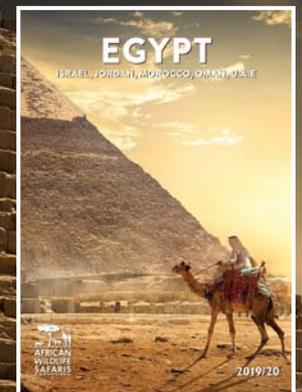
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Read about the benefits and wonders of small group touring in the April issue of *travelBulletin*.

CLICK to read
travelBulletin



Vale Peter Windsor

THE industry is mourning the passing of World Holidays founder Peter Windsor, who died on the evening of 26 Apr.

Windsor started World Holidays with the intention of being a niche player in the travel market.

He concentrated on organising tours such as WW2 Ex-POWs to Kanchanaburi (The River Kwai) and the newly discovered Hellfire Pass through to Burma.

Retiring in 2000 after a career that spanned over 40 years, Windsor was involved in "the development of tourism in its infancy & instrumental in bringing so many destinations within easy reach of the travelling public".

Windsor is survived by his wife Silvana, their four children Mark, Kim, David and Catherine, and eight grandchildren.

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NCL's Aussie ambitions

NORWEGIAN Cruise Line would love to bring more ships to Aussie waters, but is restricted by capacity, particularly in Sydney, Norwegian Cruise Line Holdings SVP Steve Odell told **TD**.

"We would bring more capacity to Australia, no question, but the infrastructure issue is the main problem," Odell said.

"We'd ideally like to bring a big ship like *Joy*, but with the big ships there's no space [for them]".

Odell told **TD** the company would "absolutely bring more ships" if there was a berthing solution in Sydney.

"It has to be in Sydney, because we're internationally-minded, and there's no more room in the inn to bring big new ships.

"We've accepted that a solution is probably five years away at least and we just have to put our resources elsewhere in the meantime," Odell said.

Next year the cruise line is homeporting *Norwegian Spirit* in Asia-Pacific waters year-round, but Odell confirmed it would not visit Australia due to not being able to secure space in Sydney.

Odell assured that *Norwegian Jewel* would remain in Australia

Sri Lanka suffers

A SURGE of cancellations has hit Sri Lanka following last week's terror attacks, according to ForwardKeys, which forecasts travel patterns by analysing over 17m flight booking transactions.

ForwardKeys highlighted that three days after the bombings, cancellations of existing bookings grew 86.2%, while new bookings decreased.

Forward bookings for Jul and Aug, which had been running 2.6% ahead of 2018 as of 20 Apr, fell to 0.3% behind as of 23 Apr.

Prior to the attack, Sri Lanka's tourism was showing healthy growth with flight bookings during 01 Jan-20 Apr up 3.4% compared to 2018.

during the summer season, but he ruled out homeporting her year-round in local waters for the moment.

"Between Apr and Oct we can have a ship in Alaska or Europe earning twice as much," he said.

"If you ask a travel agent if in Aug they'd rather sell a cruise out of Sydney for around \$100 a day or a cruise out of Europe including flights, travel insurance, accommodation, car hire and a seven-night cruise, I know which they'd prefer," added NCL VP Sales Australia and New Zealand Nicole Costantin.

"Fly-cruise are more lucrative travellers."

Airport IT outage

AN IT outage has caused significant delays in processing inbound and outbound pax at Australia's international airports.

The **ABC** has reported that international arrivals were forced to wait for around 90 minutes in Sydney and Melbourne.

The Australian Border Force (**ABF**) in a statement said it was working with the Department of Home Affairs to resolve an "IT systems outage" and "additional **ABF** staff have been deployed".



Window Seat

HAS your pooch got what it takes to become the next face of Booking.com?

The platform has launched a quest to find Australia's most "travel-savvy pet" to help animal-loving holidaymakers pick their next getaway destination.

In this new role, one lucky pup will be awarded with the most novel job - Booking.com's world-first Canine Travel Advisor.

Pet owners can nominate their pooch by visiting the Pet Pawtal - [Booking.com/PetPawtal](https://www.booking.com/petpawtal).

One fluffy candidate, Peaches, is pictured posing for the camera.



Join the team at Business Publishing Group - Journalist

We are looking for a talented go getter to join our team of writers to produce content for our portfolio of publications – Travel Daily, Pharmacy Daily, *travelBulletin*, Cruise Weekly and Business Events News.

You will be required to prepare, write and edit copy for the daily publications ensuring deadlines and quality standards are achieved. Your role will also involve conducting interviews and providing coverage of industry events for the generation of content.

We are looking for someone with a minimum of three years' experience in journalism, PR or communications, a sound knowledge of Adobe InDesign and social media. Experience within the travel industry would be an advantage. The role is based at our Macquarie Park office, offering a competitive salary commensurate with experience.

A full job description is available on request. To apply email your confidential CV with cover letter to jobs@traveldaily.com.au before 30/4/2018.



business events news



CRUISE
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Travel Daily



travelBulletin



Pharmacy
Daily

Travel partners enjoy



THESE lucky travel partners from Australia were hosted by Norwegian Cruise Line (NCL) on the inaugural US sailing of

Norwegian Joy over the weekend.

Pictured at the Cellars, one of the many bar venues on board *Joy*, the group enjoyed a drink together one evening before heading to dinner at speciality restaurant La Cucina.

The group included representatives from 7travel, APT, CruiseGuru.com.au, Express Travel Group, Flight Centre New Zealand, Dreamlines, Cruise1st and Ignite Travel Group along with their partners, and are **pictured** with Steve Odell, Senior Vice President and Managing Director Asia Pacific of Norwegian Cruise Lines Holdings (far right back row) and Nicole Costantin, Vice President Sales, Australia and New Zealand, NCL (far right front row).

Over the three-night sailing, the group joined around 2,500 other passengers to check out all the newly renovated ship has to offer.

Joy was refurbished last year and is now almost identical to her sister-ship, *Norwegian Bliss*.

MGallery Kyoto

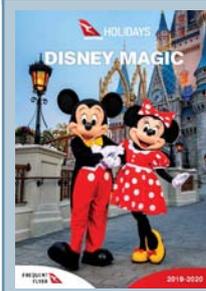
MALLERY Kyoto Yura Hotel has officially opened in Kyoto, Japan, featuring 144 rooms.

The property also contains an all-day dining restaurant, 54th Station Grill, and a bar serving a range of traditional and modern cocktails, mocktails and wines.

The hotel is walking distance from the famed geisha district.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Qantas Holidays - Disney Magic 2019-20

Qantas Holidays has released its 2019-20 Disney Magic brochure, showcasing the Disney Theme Parks and Resorts in California, Florida, Hawaii, Paris and Hong Kong. New features to the brochure include "What's New" at each park, including the new *Star Wars: Galaxy's Edge* attractions at both Disneyland Resort and Walt Disney World Resort Park. Additionally, the program features 'Insider Tips' to provide travellers with information and advice to get the most out of their visit to the World of Disney.

Vanuatu Melb exp

AIR Vanuatu welcomed two new appointments to its Melbourne team on 23 Apr, including Amanda Board as Regional Sales Representative, Southern Region and Allan Hutchison as Airport Services Manager.

"This year is set to be one of the most monumental in Air Vanuatu's history, with the launch of new thrice-weekly direct flights from Melbourne to Port Vila and we're confident the expanding Melbourne team will drive positive results for the airline into the future," said Paul Forbes, Air Vanuatu's Manager Commercial for Australia.

Agents in for Tweet

TWEET World Travel and Vietnam National Administration of Tourism are working together to promote its nine-day famil trip for Australian travel agents.

The itinerary will take 11 Aussie agents to experience Ho Chi Minh City, Hoi An, Danang, Hanoi, and Ha Long Bay.

The famil includes four and five star accommodation, with fully inclusive domestic flights, all meals, transfers and sightseeing.

"Vietnam had experienced a remarkable increase in Australian visitors in 2018 and was expecting a further 15% increase in 2019," said Vietnam Tourism Marketing Department Director General Dinh Ngoc Duc.

"We would like to further promote Vietnam for travel agents who haven't been to Vietnam yet so they can experience the charms of our country and what it has to offer."

Avalon 2020 cruises

AVALON Waterways has released new special interest cruises for its 2020 program.

The cruises include the World in Red & White for aspiring sommeliers and wine enthusiasts, along with Adventure is Brewing, where travellers will visit beer scenes across Europe.

New for 2020 is the "A Picture-Perfect Itinerary", led by Brenda Tharp, photographer and author.

Pax will learn from Tharp & enjoy the scenes of France.

Travellers can save up to \$6,800 per couple for bookings made by 30 May.

Etihad Economy

ETIHAD Airways has launched a new Economy transformation program starting with the upgrade of 23 narrow-body Airbus A320 & A321 aircraft.

The update is set for completion in Aug and will include wireless streaming entertainment to smartphone and tablet devices.

The airline is also introducing a new Economy dining concept on all its flights.

Thai coronation

THAILAND will celebrate the coronation of H.M. King Maha Vajiralongkorn as King Rama X from 02-06 May.

During the period, many roads, particularly near the Grand Palace and some parts of the Chao Phraya river will be closed.

Asian Trails Thailand has advised all excursions around the Grand Palace will be cancelled and that it will be offering alternative tour options during the period.



**NRL
R7 WINNER**

Congratulations

JOHN PIRRECA

from *Creative Cruising*

John is the top point scorer for Round 7 of *Travel Daily's* NRL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



Travel Daily NRL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

Jetstar Ramadan

JETSTAR Asia has added 46 services between Singapore and Medan, Surabaya, Kuala Lumpur and Penang to meet the increased travel demand over Ramadan and the Hari Raya Puasa holidays in 2019.

AFL

AFL R6 WINNER

Congratulations

PAUL COLEMAN

from Phillip Island Grand Prix Circuit

Paul is the top point scorer for Round 6 of *Travel Daily's* AFL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.

Expedia TAAP

Travel Daily AFL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



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Crystal releases

CRYSTAL Cruises has released a selection of new options categorised into Crystal Grand Journeys and Crystal Getaways.

Grand Journeys range from 14 to 27 days in length and combine existing worldwide itineraries.

The departures feature multiple overnights and are available in 2019 and 2020.

Three new Crystal Getaways are available in 2020 and range from seven to 14 days, targeting time-poor guests.

Ritz to Bangkok

MARRIOTT International has signed a deal to open its first Ritz-Carlton hotel in Bangkok.

The planned 259-room hotel is expected to open in 2023 and will be part of the 50-storey One Bangkok development, which is currently under construction in the centre of the city's commercial district.

The hotel will include 32 suites, four restaurants and bars, fitness facilities and a spa.

New China routes

SCOOT has added Wuhan, Changsha, Kunming and Fuzhou, to its list of Chinese destinations available from Singapore.

The airline is now offering flights to 23 Chinese cities, after the routes were transferred from Scoot's sister airline, SilkAir (TD 14 Dec).

The Singapore-Wuhan route will be the first of the new flights to take off, starting on 22 May, with the other routes commencing in Jun and Jul.

WIN A TRIP TO AFRICA



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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.

Acacia is Africa

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

18. How many days in duration is the Mountain Gorilla Express?
Hint: [CLICK HERE](#)

WA cooks up deal

TOURISM WA has signed a deal with *MasterChef Australia* to film a week of episodes in Western Australia to highlight the state's culinary temptations.

The episodes will air in Jul accompanied by ads which highlight travel offers developed with Tourism WA's trade partners.

WA Tourism Minister Paul Papalia said the show's international reach made it an ideal partner for Tourism WA.

Commission bonus

ISLAND Destinations Travel Group is offering agents up to 16% commission on bookings and travel to French Polynesia made before 15 Dec.

Agents who become an ID Ultimate Star can also earn extra commission for trips booked during their "birthday month".

Singita opening

SINGITA Sasakwa Lodge will open its Hillside Suite this Jun with rates starting from US\$4,500 per night for two adults.

Guests who stay in the suite will have access to a butler, a private game vehicle and Field Guide, and return road transfers from the Sasakwa airstrip and the lodge.

Packages include all meals, drinks & twice-daily game drives.

NT AR Megafauna

ALICE Springs' Megafauna Central has launched a new Augmented Reality (AR) experience and a new HoloLens headset experience.

Using HoloLens headsets and the Indigital AR Smartphone App, visitors can stroll down Alice Springs' Todd Street Mall alongside creatures that have been extinct for millions of years.

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CRUISE WEEKLY

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Working in partnership with the Australian Travel Industry

Corporate Travel Consultant

Sydney, Up to \$65k + Super, Ref: 3334JB1

Our client is seeking an experienced Corporate Travel Consultant for their office in central Sydney! 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. The 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.

Senior Consultant | Boutique Agency

Sydney, Up to \$70k + Perks!, Ref: 7895AJ1

Join one of Australia's most successful Retail Travel Agencies! Enjoy industry high salaries + Benefits including Business class flights EACH YEAR! An exciting opportunity to join one of Australia's most successful and award winning Retail Travel Agencies. You will enjoy servicing high end clientele and putting together once in a lifetime itineraries. In addition to this, you will be well looked after, working a Monday - Friday working week for an industry high base salary and perks!

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

Account Manager/Business Development

Brisbane, Circa of \$90k, Ref: 1416CGA1

An exciting opportunity is available for someone experienced within the hotel sector, tourism or travel industry. You will manage existing accounts and have the ability to think analytically to increase revenue and exposure to the business. This role will be both strategic and personable, where the Account Manager must have people and communication skills to build on relationships. Ability to work autonomously without supervision is important in this role. RARE opportunity, APPLY NOW!

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

Marketing Specialist / Manager

Melbourne, \$80k + Super, Ref: 4024HC1

This travel company are looking for a Marketing Specialist to grow their business within Australia. They're looking for someone with the creative flare to help market the brand and be a vital player in taking the brand to the next level. This is an integral part of the company's future development and also success in the Australian market. There is a salary on offer of \$70k-\$80k + Super depending on experience + travel perks & discounts. As a stand-alone role, you can really make it your own!

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

Travel Recruitment Consultant

Sydney, OTE of \$82k, Ref: 5432SJ1

Join one of Australia's leading travel recruitment companies & by utilising your strong travel industry experience & superb sales skills enjoy earning a fantastic salary package with a realistic OTE of \$82k but many earning over \$100k. No two days are the same in this diverse role. You will need to be a people person, confident communicator & self-motivated. CBD offices with Mon-Fri working hours & a fantastic team environment with the autonomy to run your own desk with great rewards.

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

Senior Travel Consultant - Central Coast

Central Coast, Salary + Commission, Ref: 4453JB1

My client is seeking an experienced Travel Consultant with a minimum of 2 years experience for their high end agency located in the Central Coast! The ideal candidate will have a passion for luxury travel, enjoy building tailor made itineraries and be able to provide exceptional customer service to new and existing clients. Experience using a GDS, preferably Galileo, is essential. The successful candidate will enjoy a competitive base salary plus a generous commission structure.

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

Corporate Role - Travel Consultant

Brisbane, OTE MIN \$75k, Ref: 1961AW2

Exciting position exists for a highly experienced Corporate Travel Consultant. You will excel at providing a range of travel options while delivering exceptional customer/client service. Fantastic team environment, travel perks and great salary package! What are we looking for? Demonstrated Corporate Travel experience with a high level of competency, Fares and ticketing and GDS knowledge. Confidence, flexibility and ability to work in a fast paced environment! Sound like you – APPLY NOW!

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

Account Manager

N. Melbourne, \$75k OTE + Super, Ref: 3730HC12

I am looking for an Account Manager for a leading & reputable company who is passionate about developing relationships in a niche area of travel. This business is going from strength to strength and they are seeking an Account Manager to join their international & domestic travel division to promote their brand to their existing clients. Ideally 1 year experience in account management/business development. Strong Travel consultants will be considered looking to move into this field.

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



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