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**MORE INFO**

## Scenic Eclipse is handed over

**SCENIC** Luxury Cruises & Tours yesterday confirmed that it took delivery of its highly anticipated *Scenic Eclipse* on 26 Jul, with the vessel now formally registered in Valletta, Malta.

"I'm very proud to say *Eclipse* has been successfully certified for passenger ship operations, has been officially registered, and we are now in the final stages of preparation for our inaugural voyage," said the company's founder and Chairman, Glen Moroney.

The ship is currently in the Atlantic Ocean, heading north towards Reykjavik, Iceland where it will undertake its first cruise departing in a week's time.

A newly released video showcases the two on-board helicopters, which are stored in special hangars - see it at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

More in today's *Cruise Weekly*.

## Expedia TAAP milestone

**THE** Expedia Travel Agent Affiliate Program (TAAP) is enjoying "massive support" from the Australian travel sector, with the scheme this month globally celebrating its 15 millionth trip booked via a travel consultant.

Australia is a key part of TAAP's success, with Expedia Director Retail Distribution Stuart Udy telling **TD** that the program's penetration of the local market had "outstripped all expectations."

"The most recent survey saw satisfaction with TAAP's product range and offering at 98%... more and more agents are using TAAP as their first 'go to' supply solution," Udy said.

Expedia TAAP features more than 600,000 accommodation options, along with car rentals from 175 providers and over 35,000 in-destination activities.

A formal update from Expedia today included several agent case

studies, including one highlighting the growth of Australian TMC 1000 Mile Travel Group since it started using Expedia TAAP.

"They have tripled their agent base, expanded to new markets in the UK and have plans for US expansion," Expedia said, quoting MD Ben Ross as saying the business regularly tests other booking platforms "but always chooses Expedia TAAP" due to consistent best rates and availabilities vs other partners.

Aussie agency HolidayXP was also featured, with 12 stores in Vic and NSW achieving 30% growth in 2019 through the use of Expedia TAAP as their primary booking platform.

Udy highlighted key features of Expedia TAAP including a customisable itinerary builder, instant booking confirmations and real-time reporting on transactions and earnings.

## Have you met Logan?

**TOURISM** New Zealand is today showcasing Logan, one of the country's specialist guides, whom agents on the upcoming 100% Pure New Zealand Specialist Famil will be able to meet in person.

For details see the **cover page**.

## Tripfuser update

**TRIPFUSER** is featured on **page seven** of today's *Travel Daily*, with a special update highlighting the company's tool which supports agents in constructing unique itineraries for their clients' individual needs.

## Today's issue of TD

*Travel Daily* today has nine pages of news, a front cover page for **Tourism New Zealand**, an update from **Tripfuser**, a photo page for **Hawai'i Tourism Oceania**, plus full pages:

- Albatross Tours
- Travel Trade Recruitment

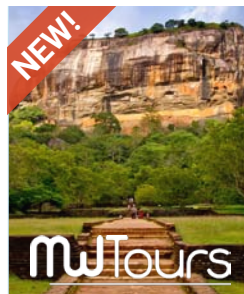
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Discover a new world of travel with *Silver Moon*, our newest all-suite, all-inclusive intimate ship. She pushes the frontier of luxury travel with personal butler service for every suite and cutting edge culinary experience (S.A.L.T - Sea and Land Taste) that changes with every destination.

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One year to go.





### Qantas appoints

**STEPHANIE** Tully has today moved into the role of Chief Customer Officer at Qantas, replacing Vanessa Hudson, who was named Chief Financial Officer earlier this year (**TD** 01 May).

Tully was previously Executive Manager of Group Brand and Marketing and will report directly to Qantas Group CEO Alan Joyce.

She joined Qantas 15 years ago and has worked in a variety of positions across the operational, commercial, customer experience, marketing and strategy areas of the airline and loyalty business.

### Albatross 2020 out

**ALBATROSS** Tours is urging agents to order its new 2020 Europe & UK Small Group Touring brochure.

New tours packed into the program include the 11-day Rhine Castles, Moselle Vineyards & Ancient Cologne - more details on **page 10**.

## Air Serbia slashes comm

**AIR** Serbia, represented locally by Aviation Online, has effectively turned its back on mainstream travel agency distribution by announcing it will no longer pay base commission on tickets issued in Australia.

The carrier, which is 49% owned by Etihad, issued a formal advice note to the industry yesterday, saying the change from 5% to 0% would be effective from 01 Sep.

"Agents who claim more than the BSP amount may be subject to an ADM," the carrier warned.

The current base commission rate of 5% will still be payable on all tickets issued up until 31 Aug 2019, it advised.

Air Serbia is the national airline of the Republic of Serbia, and currently operates flights to more than 40 destinations in Europe, the Mediterranean, the Middle East and the USA via its Belgrade hub, with a fleet of A330, A320, A319, B737 and ATR72 aircraft.

As recently as last week the airline was highlighting promotional fares from Australia to Athens, Belgrade, the Balkans, Berlin, Moscow and Venice leading in at just \$1,154 return.

The elimination of base commission applies to all tickets issued in Australia by authorised agents on JU (115) plates.

### UT launches today

**FLIGHT** Centre Travel Group's (FCTG) new youth-focused travel brand, Universal Traveller, has launched today, with all 52 Student Flights shops in Australia rebranded.

Universal Traveller's staff will be encouraged to become "travel influencers" by proactively using social media channels and will have access to fully paid unlimited annual leave and flexi-time programs.

Universal Traveller GM Sean Martin said the new brand would build on FCTG's Student Flights offering and aimed to be different to traditional travel agencies.

He said the brand's key differences were its people, shops and products.

Customers will have access to products in six categories: student flights, fully independent traveller & flash deals, small group tours, Topdeck, Contiki and Busabout, festivals and ancillary, which includes tailored insurance (UTrav), interest free (Skye) and value-added airfare (UFlexi) offers.

### One year for Moon

**SILVERSEA** Cruises has announced a range of design tweaks for its new *Silver Moon* which is now exactly 12 months away from her maiden cruise.

With an inaugural voyage departing 06 Aug 2020, the 596-guest vessel will "echo the whispered elegance" of Silversea's current flagship, *Silver Muse*, but with a range of enhancements.

A new culinary program dubbed S.A.L.T. (Sea and Land Taste) will adapt according to each destination visited, with *Moon* set to feature a new S.A.L.T. Kitchen venue as one of eight on-board restaurants, along with a S.A.L.T. Bar and S.A.L.T. Lab enabling passengers to learn about local ingredients through workshops, tastings and demonstrations.

Silversea said S.A.L.T. Kitchen would be the "first large-scale restaurant on board a luxury cruise ship," with an ever-changing menu and a regionally inspired wine list.

Existing restaurants Atlantide and Kaiseki on deck four will undergo an extensive redesign, with Atlantide on *Silver Moon* to be enlarged to accommodate up to 230 guests.

Signature eatery La Dame will also be expanded and positioned on Deck 8, and will also offer guests the opportunity to dine under the stars.

*Silver Moon* will also feature an enhanced pool deck, spa and fitness centre - for more see [silversea.com](http://silversea.com).

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Jake

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Find out why travelling Europe by rail is the best way to see the continent in the August issue of *travelBulletin*.

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

## Aviation sector sluggish

**GROWTH** for the Australian aviation sector is stagnating, leading to a dip in overall confidence in the market, Centre for Aviation (CAPA) Chairman Peter Harbison told attendees at the annual CAPA conference in Sydney this morning.

Harbison said the duopoly between Qantas and Virgin for domestic flights is leading to a “static balance” in the marketplace, dampening growth.

Internationally, Harbison claimed Australia was less attractive to foreign airlines “because of the lower Australian dollar” & suggested that Qantas was “being capacity conservative.”

“Fares and routes will stagnate,” Harbison stated, saying that this would result in “upward pressure on premium fares”.

Harbison predicted the current sluggishness in the aviation sector would last a couple more years.

It would impact upon airports

who’ll need to “find new ways of expanding revenues” and the tourism sector, which would need to “seek higher yielding travellers and market inbound more aggressively,” he said.

Data presented on stage showed Australia was out of step with other markets, with Harbison arguing that “Australia is transitioning from outbound to being inbound and in the meantime, what needs to happen is a really serious evaluation of where we’re at.

“We live on growth, we are used to growth and how are we going to change?” he added.

### APT Rieu concert

APT has added a concert with violinist Andre Rieu & the Johann Strauss Orchestra in Cologne to its 15-day Magnificent Europe cruise which will depart Amsterdam on 13 May 2020.

## Marriott all-inclusive

MARRIOTT International has launched a new platform to serve the increasingly popular all-inclusive vacation segment.

The new platform will provide the company’s 133 million Marriott Bonvoy members the option to earn & redeem points.

“Our new, all-inclusive resort platform...will provide the ownership community a game-changing value proposition for their luxury and premium resort projects,” said Marriott International’s Executive VP and Global Chief Development Officer Tony Capuano.

The hotelier also revealed plans to build five new all-inclusive resorts, investing more than US\$800 million, with the hotels scheduled to open between 2022 and 2025.

The properties will deliver Marriott more than more 2,000 rooms across the Caribbean and Latin America.



## Window Seat

A YOUNG koala from the Gold Coast has been crowned the country’s cutest following a nation-wide hunt by Tourism Australia (TA).

Tallow (**pictured**) was chosen from more than 70 entrants by TA, before being voted the country’s cutest by the public from a shortlist of 13 choices.

Competition was tight, but it is believed Tallow particularly excelled in the bikini segment.



### Set your sights on Wales' spectacular views

Find some of the world's most breathtaking scenery in Wales, a diverse landscape that showcases the best that nature has to offer. From the mountainous summits of Snowdonia and the Blue Flag beaches of Gower to the lush rolling green countryside in Carmarthenshire, Wales takes you on an unforgettable journey that inspires the mind and soul.

Fares per person from\*:

	from AUD	Economy Class	Business Class
Cardiff		1,219	6,519

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GOING PLACES TOGETHER

\*Offer valid until 26 August 2019, unless sold out prior. Fares (AUD) quoted above are the lowest adult return prices per person including taxes, fees, and airport charges departing from Perth to Cardiff. Other sale dates may be available. Other sale fares are also available departing from Sydney, Melbourne, Adelaide, and Canberra. Economy Class fares shown above are for departures from 1 September - 20 September 2019, and 30 September - 28 November 2019, 20 January - 3 April 2020, and 22 April - 31 May 2020. Business Class fares shown above are for departures from 3 August - 14 August 2019, 6 September - 5 December 2019, and 16 January - 31 May 2020. Inbound blackout dates apply in Business Class between 3 August - 31 August 2019, 15 September - 31 October 2019, and 10 December 2019 - 31 January 2020. All travel must be completed by 31 May 2020. Fares may vary due to currency fluctuations. Seasonal surcharges, weekend surcharges, and blackout periods may apply. For all other terms and conditions please review at time of booking.

Travel Daily

e [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

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page 3

## ATG giveaway

APT Travel Group (ATG) is giving agents the chance to win daily prizes throughout Aug as part of its #1 Giveaway incentive.

To be in the running, agents need to book and deposit any ATG brand holiday before 31 Aug.

The giveaway celebrates ATG's National Travel Industry Award wins in the Best River Cruise Operator and Best Tour Operator - Domestic categories (**TD** 22 Jul).

## DFAT Hong Kong

**SMARTTRAVELLER** has raised its level of advice for Hong Kong to "exercise a high degree of caution", and urged Australians in Hong Kong to avoid large public gatherings, as ongoing protests becoming less predictable.

The update warned there is a risk of violent confrontation between protestors & police, or criminally-linked individuals, particularly at unauthorised protests.

## SQ Perth aircraft

**SINGAPORE** Airlines will deploy a fourth new aircraft to service its four daily flights between Perth and Singapore from 01 Oct.

The carrier currently operates two Airbus 350-900 aircraft, a Boeing 787-10 and an A330-300 on the medium-haul route.

The airline will replace the A330-300 with an additional Boeing 787-10 configured with a capacity of 337 seats including 36 in Business class and 301 Economy class seats.

The new plane will provide an extra 38,000 seats annually on the route.

Singapore Airlines Regional Vice President Philip Goh said the decision to add the second Boeing 787-10 to the service reflected the carrier's commitment to the market.

The new aircraft will service the SQ224/225 flights, departing Perth at 6.25am, with the return leg leaving Singapore at 12.05am.

## James confirms sham Bestjet deal

**MICHAEL** James, the husband of Bestjet Travel founder Rachel James, has confirmed the sale of the now collapsed OTA to McVicker International last year (**TD** 06 Nov 2018) had a side deal which saw his wife retain 50% of the shares in the business.

Furthermore, an additional option was in place for Rachel James to take back a further 40% within 18 months to two years, according to Federal Court testimony in Brisbane this week.

The evidence from Michael James directly contradicts statements made to **TD** by Robert McVicker Junior last year, who at the time explicitly stated in writing that James would no longer have any stake in the firm.

Asked "does the James family retain an interest in the business?" McVicker responded by saying "this purchase is a 100% acquisition" - a statement now asserted by Michael James to be false, in accordance with previous indications from the liquidators of the business (**TD** 10 Jan).

Michael James also testified that until a few days prior to the Bestjet sale agreement was finalised, it was contemplated the deal would also include Bestjet Singapore - the separate company which received millions of dollars

in segment rebates from Sabre.

However ultimately the \$1.5 million sale covered only the Australian entity, of which Rachel James was sole director.

Michael James confirmed he was loading payments to be made by Bestjet in the days prior to the collapse, but said someone else had to authorise them.

He also insisted that he was not involved in the day-to-day running of the business under the McVickers' ownership, telling the court "any recommendations, advice or directions I tried to offer, Mr McVicker refused".

## Trav Partners leader

**INDEPENDENT** travel agency Travel Partners has appointed Charlotte Whelan as its dedicated Marketing Leader.

Whelan has previous digital marketing experience with the advertising agency AUK, the fashion brand Seafolly, as well as NRS Media.

The appointment follows a period of growth and expansion for Travel Partners, which, after its purchase by Flight Centre Travel Group in Aug 2017 (**TD** 07 Aug 2017), has seen a number of high level appointments made.

Whelan will be based in Sydney.



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### EW themed cruises

**EUROPEAN** Waterways is offering a wider range of themed cruises in 2020 to meet growing demand for experiential travel.

Available for booking is the Whisky Trail cruise aboard *Scottish Highlander*, dep 05 Apr from €3,890pp (AU\$6,485) with no single supplement, and the Golf Cruise aboard the *Spirit of Scotland*, dep 26 Apr from €4,150pp (AU\$6,917), both which traverse the Caledonian Canal.

Also on offer is a Wine Appreciation cruise aboard *L'Impressionniste* in Burgundy departing 12 Apr from €4,650 per person (\$7,798), and a Opera Cruise aboard *La Bella Vita*, sailing out of Venice on 16 Aug from €3,490 per person (\$5,853).

"Our guests don't want to be spectators of history and culture, they want to be participants... they seek immersive experiences that are both memorable and meaningful," said Derek Banks, MD of European Waterways.

### G Adv sixth yacht

**G ADVENTURES** has launched itineraries for its sixth yacht, *Reina Silvia Voyager*, which is due to debut in the Galapagos in Jul.

The 103-foot catamaran (**pictured**) will join the G Adventures fleet touring the islands and has capacity for 16 guests in 10 cabins across two decks.

The yacht will sail four separate itineraries with prices starting from \$7,499pp on the eight-day Galapagos - Central & Eastern Islands, and Galapagos - Western and Central Islands, and from \$8,349 for the 10-day Galapagos from Quito - Central and Eastern Islands, and Galapagos from Quito - Western and Central Islands sailings.



**TRAVELMANAGERS** recently sent eight Personal Travel Managers (PTMs) to hit the highs of Las Vegas on a five-day famil hosted by the Las Vegas Convention and Visitors Authority, in conjunction with Delta Air Lines.

The group were given the chance to shop on the city's Miracle Mile, enjoy an evening helicopter flyover of The Strip with champagne in hand and ride the world's highest observation wheel at Caesar's Palace.

They also visited tourist hotspots such as Treasure Island, the Hard Rock Hotel, the Golden Nugget, Trump International Hotel and the Mob Museum.

Venturing outside the city, the group also took a half-day Pink Jeep Tour to the engineering marvel that is Hoover Dam.

In addition the PTMs witnessed the quintessential Vegas experience - an Elvis-themed wedding at the Graceland Wedding Chapel.

**Pictured** about to embark on a bird's eye view of Las Vegas are, front row: TravelManagers' Lisa Metz, Tracy Cosgriff, Carolyn Burgmann, Karen Christie, Christine Poole, Sylvia Holland, Sue Wright, Lyndy Burston, and back row, Tania Myles, Bianca Hamilton, and Las Vegas Convention and Tourist Authority's Chris Tudehope.

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Dubai	\$1,199*	\$6,999*
Dublin	\$1,339*	\$7,249*
Manchester	\$1,339*	\$7,409*
Barcelona	\$1,389*	\$7,269*
Porto	\$1,429*	\$7,279*
Milan	\$1,429*	\$7,339*
Amsterdam	\$1,489*	\$7,279*
Munich	\$1,499*	\$7,349*

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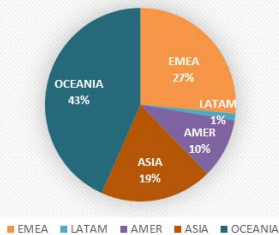
\*Advertised fares are for Business and Economy Class return travel departing from Melbourne inclusive of taxes and surcharges, correct as of 24 July 2019, subject to currency fluctuation and availability. Offer ends 26 August 2019. Business Class fares are for travel commencing between 21 August 2019 and 31 May 2020. Economy Class fares are for travel commencing between 2 September to 12 September 2019, 23 September to 30 November 2019, 13 January to 20 March 2020, and 30 March to 31 May 2020. Higher levels apply for other travel periods. Flight restrictions, day-of-week surcharges, inbound blackout periods, amendment and cancellation fees apply. Additional travel periods, destinations and fares are available from Adelaide, Brisbane, Sydney and Perth. Further terms and conditions apply. For full terms and conditions, please visit emiratesagents.com/au, see your GDS or call Emirates on 1300 303 777. Offer subject to change.

## HOT DESTINATIONS

THE TAAP TOP TEN  
Brought to you by Expedia

Vanuatu and Fiji are really HOT this month. Biggest bookers will win a trip.

Expedia TAAP Destinations JUL 19



Expedia TAAP reported terrific trading through July. TAAP agents booked over 20,000 different properties in 1,160 different destinations, across 140 Countries in July. Transfers continue to grow as more agents find how easy it is to upsell.

The top ten destinations booked last month were Sydney, Melbourne, Singapore, Brisbane, London, Bali, Perth, Gold Coast, Adelaide and Tokyo. Hong Kong, Cairns, Rome and Los Angeles were just outside the top 10.

Fiji, Switzerland and Vietnam showed tremendous growth. Japan, UK and Singapore all strong and a fabulous month for Greece. Regionally, EMEA down 1 to 27%, OCEANIA up to 43%, Asia steady at 19% and North America down 1 to 10% of the transaction mix.

Some of the out of the way destinations included Beckley WV, Dandenong Ranges VIC, Tashkent Uzbekistan, Siberia Russia, Tibet and Saitama Japan. Wherever they're going, we've got you covered.

Expedia TAAP, keep your customers coming Back.



## ATIC appointment

THE Australian Tourism Industry Council (ATIC) has appointed tourism, aviation and corporate executive Simon Westaway as its Executive Director, effective immediately.

Westaway was a founding executive with Jetstar Airways and was previously General Manager Corporate Affairs and Strategy at Tourism Australia.

ATIC Chairman Evan Hall said the board's appointment of Westaway recognised his experience in the Australian visitor economy and achieving successful outcomes at a Federal & State and Territory level.

## AMAN Saudi debut

AMAN Resorts will make its debut in Saudi Arabia in 2023, with the company revealing plans to develop three distinct locations in Al Ula.

After a partnership signed with the Royal Commission for Al Ula, the properties to be developed will include: a tented camp, a resort in close proximity to the city's heritage areas and a ranch-style desert resort.

The deal was signed by Saudi Arabia's Minister of Culture, Prince Badr bin Abdullah bin Mohammed bin Farhan Al Saud, and Chairman and CEO of Aman Vladislav Doronin.

## A&K solo on rise

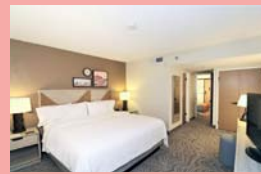
ABERCROMBIE & Kent (A&K) has reported an increasing number of solo travellers on both its luxury expedition cruises and small group journeys in recent years, with the sector now representing 15% of its total bookings.

For a limited time A&K is now waiving the single supplement for the first two solo travellers booked on a select range of the company's top-selling small group journeys.

The deal ends 31 Aug, for a full list of participating tours, **CLICK HERE**.

## 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).



The Embassy Suites Phoenix Tempe, Arizona, has recently completed a US\$4.2 million renovation. All 224 guestrooms at the property were completely reworked, including new beds, sofas, armchairs, televisions, carpeting, window treatments, wall finishing and other furniture. All bathrooms were also modernised, as were the lobby, front desk, fitness and breakfast areas, restaurant & bar, meeting spaces and outdoor pool deck.



Middle-Eastern/Mediterranean fusion bar and kitchen ZA ZA TA is opening today at Ovolo The Valley. The 242-seat venue is adjacent to the hotel's event spaces, and takes on a casual, yet refined dining experience, mixing traditional Victorian, cocktail and Queenslander aesthetics.

## NCL entertainment

NORWEGIAN Cruise Line (NCL) has revealed it will introduce *Six: The Musical* to *Norwegian Bliss*, *Norwegian Breakaway* and *Norwegian Getaway*.

The critically-acclaimed British pop show is about Henry VIII's six wives and shares the story of each lady.

The show will debut on *Bliss* on 01 Sep, *Breakaway* on 10 Nov and *Getaway* on 23 Apr.

## Emirates Eid menu

EMIRATES will pay homage to Islamic holiday Eid Al Adha with a special inflight menu from 11 to 14 Aug.

Services flying from these dates will include a menu featuring Arabic coffee, date cake, a selection of Emirati pastries, and chocolates served in a specially designed Eid box from local chocolatiers Forrey & Galland.

## Simmons, Crown

CROWN has rejected Australian basketball superstar Ben Simmons' claim that he was initially barred from the casino's gambling room on Mon night on racial grounds, before later allowing him entry.

"Crown strenuously rejects reports that it discriminated against a group of visitors," a Crown spokeswoman said.

"Crown's internal security policy requires our security officers to check identification of those persons they believe to be under the age of 25."

## Marriott Q2 drop

MARRIOTT International CEO Arne M Sorenson said the company's Q2 results "highlight resiliency of our business model", with the business recording a 65% drop in reported net income.

Marriott's reported net income totalled US\$232 million in the 2019 second quarter, compared to 2018 second quarter reported net income of US\$667 million.

During the period the company incurred \$22 million of expenses and noted \$22 million of insurance recoveries related to the data breach confirmed last year which compromised the personal details of up to 500 million customers (**TD** 03 Dec).

Marriott's adjusted Q2 net income came in at US\$525m, on the US\$619m in Q2 2018.

The adjusted figure includes a US\$119 million pre-tax of asset sale gains and excludes merger-related costs and charges, cost reimbursement revenue, reimbursed expenses.

The hotel company reported an addition of 16,000 rooms during the quarter.

## BT Krabi opening

BANYAN Tree Hotels & Resorts is set to open its first location in Krabi, and ninth in Thailand.

Banyan Tree Krabi, set on Tubkaek Beach, is scheduled for the second quarter of 2020, and features 72 pool suites and villas.

The resort will feature all-day dining, a kids' club, a gallery, ballroom, a fitness centre and will also play host to Banyan Tree Spa.



Content produced  
in collaboration  
with Tripfuser

**TRIPFUSER** has recognised that with the rapid increase of travellers seeking personalised travel experiences, agents are facing the challenge of providing high-quality custom travel solutions around their clients every need and fast.

Understanding the increased need for agents to connect directly with in-destination local suppliers, Tripfuser has purpose-built an easy to use digital travel platform that does just that.

The platform allows agents to have quick and easy insider access to unique local experiences, the best sights, activities, accommodations and restaurants at the click of a button.



## Supercharging tailor-made planning

### Access to quality suppliers

**TRIPFUSER'S** trusted local supplier network is growing, with the company now having over 220 local suppliers in more than 50 countries worldwide.

The best in their class, these in-destination local suppliers are handpicked and individually vetted to ensure they provide high quality, custom experiences.

One example is Roberta, a passionate, licensed Tripfuser local supplier in Italy and an experienced travel industry professional.

Roberta is a passionate foodie and sommelier and her services are sought after by agents from far and wide looking for wine and

gastronomic itineraries.

Local suppliers, like Roberta, are dedicated to showcasing and sharing their country and take pride in helping agents design unique travel experiences for their clients.

This Tripfuser service ensures agents can design custom trips around group size, price point, destination, accommodation type, activities, pace of travel, level of guidance and more.

Whether it is a three-week trip cycling through the heart of Vietnam, a long weekend away in Venice or a Greek Island birthday celebration for 30 people, the solution is easily accessible.

### Dedicated agent support

**ACCORDING** to agents, speed of service is essential.

Tripfuser has been told by agents that they can't afford to keep a client waiting five to seven days for a quote anymore; they'll have moved on and booked elsewhere.

For this reason, Tripfuser has made sure that their service supports rapid tailored travel planning through its industry-leading three-way chat function.

The company has now also introduced a dedicated agent support channel, called the Travel Concierge.

Available 24 hours a day, five days a week, the Travel Concierge

supports agents around the clock, making tailored travel possible for all of their clients from planning right through to travelling.

Not only that, Tripfuser's tailored trip itineraries are typically being delivered to travel agents within 24-48 hours of the enquiry being submitted.

The company has told agents not to be surprised if the quote they requested is sitting in their inbox when you get to work the next day.

Tripfuser is encouraging agents to let them help solve their tailored travel enquiries.

To get started today, join the Tripfuser platform **HERE**.

## WIN A \$5K CUSTOM TRIP

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T&Cs Apply.



## Aloha Down Under kicks off in Australia

**HAWAII** Tourism Oceania are spreading the spirit of Aloha throughout Australia and New Zealand, as it embarks on its annual Aloha Down Under roadshow.

Travel agents across Australia are attending Oceania's signature Hawaii roadshow, as it visits Brisbane, Melbourne, Sydney, Parramatta, Christchurch and Auckland between 05-13 Aug.

Representatives from accommodation, airline and activity suppliers across the Hawaiian Islands have joined the roadshow, educating agents on their products as well as the destination.

At each of the events, agents will enjoy live Hawaiian entertainment, receive the latest destination updates from Hawaii

Tourism Oceania and have the opportunity to win exciting holiday prizes to the Hawaiian Islands.

In Australia, the roadshow's five-day program also includes a dedicated B2B function, where attendees have the opportunity to network and learn more about the Aloha state.



**REPRESENTATIVES** from accommodation, airline and activities across the Hawaiian Islands have joined Hawaii Tourism Oceania for Aloha Down Under 2019.



**ATTENDEES** were welcomed with a traditional lei greeting on arrival.



**AGENTS** enjoyed learning and gaining insightful product knowledge on the Aloha state.



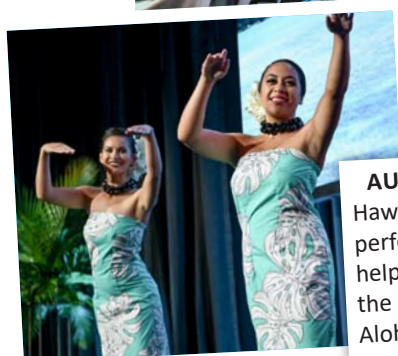
**TRAVEL** agents had the chance to meet face-to-face with industry representatives from the Hawaiian Islands.



**GISELLE** Radulovic, Country Manager Australia for Hawaii Tourism Oceania welcomed guests.



**AMID** the event, guests were treated to a specialty Hula lesson.



**AUTHENTIC** Hawaiian performers helped to ignite the spirit of Aloha.



**THE** Aloha Down Under Brisbane event was the talk of the town.



## Lido backs White Ribbon



**THE** Lido Group supported White Ribbon Night last week by dressing in white and hosting a morning tea in the office, raising over \$200 for the cause.

White Ribbon Night brings to light violence against women, raising critical funds for primary prevention.

**Pictured** is the Lido Group team doing their bit for the cause.

## SeaWorld earnings

**SEAWORLD** Entertainment has reported adjusted earnings before interest, tax, depreciation and amortisation (EBITDA) increased by more than a third in the first half of 2019 compared with the same period in 2018, to US\$166.1 million.

The company's CEO Gus Antorcha described the results as pleasing, but added "we will continue to refine our pricing and marketing strategies to drive revenue" and said he was confident the business could deliver "significantly improved financial results".

## IHG room growth

**INTERCONTINENTAL** Hotel Group has opened a record number of new rooms in the first half of 2019, the company said in a report to the London Stock Exchange.

IHG CEO Keith Barr said the business remained focused on expansion, with the group recording a 5.7% increase in net system size growth in the six months to 30 Jun, which was underpinned by its highest level of signings over the same period.

In China, IHG opened 36 hotels, delivering 13,000 new rooms, with a further 22,000 in the pipeline there.

However, the company noted that USD exchange rates in H1 2019 netted a US\$6 million negative impact.

## Vistara to Dubai

**INDIAN** airline, Vistara will launch its second int'l route, a daily Mumbai-Dubai route from 21 Aug, GDS displays show.

## DREAM BIG AND WIN!



Terms & conditions

The countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 October.

To celebrate the Australian deployment for the newest member of its fleet, Dream Cruises has partnered with **Travel Daily** this month to give one lucky reader the chance to win a 7-night Queensland coastal cruise in a balcony stateroom on board *Explorer Dream*.

To enter, all you need to do is share with us what dream feature you would include if you were involved in the design of a Dream cruise ship.

Perhaps liquid chocolate on tap in your cabin, or someone to hold your shade umbrella as you lie by the pool?

We're after creative entries in the form of a poem, photo, jingle, video or something else. Use your imagination!

*Explorer Dream*... Discover a New Dream!

Send your answers to [dreamcruises@traveldaily.com.au](mailto:dreamcruises@traveldaily.com.au)



**DREAM CRUISES**

## FCC Angkor open

**AVANI** Hotels and Resorts has announced the opening of its Foreign Correspondents' Club (FCC) Angkor resort.

The renovated FCC Angkor marks Avani's debut in Cambodia, with the former French colonial Governor's Mansion restored to give guests a taste of the resort's history as a meeting place for international journalists.

The renovated FCC Angkor features 80 rooms and suites, a Visaya Spa and two outdoor saltwater pools.

## FlyArystan pax

**AIR** Astana's budget carrier, FlyArystan has announced it has carried its 200,000th passenger, in its first three months of operation.

Since its launch on 01 May, FlyArystan has sold more than 280,000 tickets, with more than half sold for less than US\$26.

## WRD checklist

**WORLD** Resorts of Distinction (WRD) has launched a new "Conscious Travel Checklist" to help traveller to make more informed decisions.

The checklist was designed to help agents with environmentally savvy clients identify resorts that operate responsibly, and highlight the steps they are taking to positively impact their communities and ecosystems.

## Riviera special

**RIVIERA** Travel River Cruises is offering Australian guests the opportunity to be among the first to experience the *MS Geoffrey Chaucer*, from \$1,599pp with no supplement for solo travellers.

The all-suite ship will debut in Apr 2020, and will sail on five itineraries in 2020, including a five-day Amsterdam, Kinderdijk and Dutch Bulbfields Cruise.

**CLICK HERE** for more details.





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**Hidden Italy, the Lands of  
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**Belgium & Holland,  
Cobblestones and Windmills**  
10 Days - Brussels to Amsterdam



Watch the tour preview video

**Rhine Castles, Moselle  
Vineyards & Ancient Cologne**  
11 Days - Amsterdam to Frankfurt



Watch the tour preview video





*Working in partnership with the Australian Travel Industry*

### Corporate Travel Account Manager

South Sydney, to \$85k + Super, Ref: 4144PE1

Our client, an award winning boutique leading independent Business Travel Management agency providing a range of travel services to their clients within different vertical markets are looking for a Corporate Account Manager who possess good relationship building, analytical and travel product skills to join their team and nurture + grow a portfolio of small key accounts. You will be rewarded with career progression and development along with being part of a company with high staff retention

For more information please call Paul on (02) 9119 8744 or click **APPLY** now.

### Store Manager | Adventure Travel

Sydney, \$70k + Comms + Bonus, Ref: 7475AJ1

An exciting opportunity for an experienced and enthusiastic leader to join a well-established team in an exciting and rapidly growing company within their flagship store in the heart of Sydney. Lead the team while being in charge of the smooth day to day operations of the store. Enjoy working with a varied product offering to clients without the need to use any GDS or flight components. Sell a wide range of activities within Australia, New Zealand and the Pacific Islands direct to clients.

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

### Reservation Manager

Melb, High Salary + Bonus, Ref: 4138SJ2

I have a dream Sales Manager role available in Melbourne suitable for a travel industry professional who loves people management and sales management. Either senior managers or experienced consultants who have leadership aspirations can apply as the right culture fit is essential. Motivate and drive your team to success reporting on their progress and statistics and coach and mentor sales techniques. Great salary, monthly bonuses based on your teams performance and a growing travel company.

For more information please call Sarah on (03) 9988 0616 or click **APPLY** now.

### Luxury Travel Consultant

Gateway to the Sunshine Coast, Ref: 4121MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY \$40k + commission + super and close to the beach. If you're interested PLEASE APPLY NOW!

For more information please call Mark on (07) 3123 6107 or click **APPLY** now.

### Aviation Logistics Sales Consultant

SYD CBD, \$60k + Comms + Super, Ref: 4179RL1

Are you a strong sales consultant who loves the chase of the sale and loves to build those long lasting relationships whilst being rewarded very lucratively? Well this is the challenge you have been waiting for. We are looking for an energised outbound sales consultant who strives for excellence in sales and very results driven. A very successful company giving the right person a fantastic opportunity to join their movement. With a great supportive team no day is ever a dull one.

For more information please call Ronny on (02) 9119 8744 or click **APPLY** now.

### Luxury Groups Travel Consultant

MEL, Up to \$60k DOE + Super, Ref: 2258AB1

Do you only want to sell luxury tailor made trips? Do thrive on providing excellent and unforgettable customer service? Live your best work life (Mon-Fri only) every day, surrounded by people who share your passion for luxury travel. We're on the hunt for a Groups consultant (min 2yrs in retail or wholesale) with Africa product knowledge being advantageous. You'll be rewarded with a lucrative salary, ongoing training, & getting your weekends back. Interested? Contact me ASAP and APPLY NOW.

For more information please call Anisha on (03) 9988 0616 or click **APPLY** now.

### Operations Manager

ADL, Circa \$100k, Ref: 4216AW1

The role involves working away from home for periods of time, responsible for the overall management & delivery of on board Guest Experience. Manage all aspects of on board crew service delivery throughout a journey, including budgets per journey, staff performance, waste management & guest experience. If you enjoy & have had experience with maintaining communication and relationship with tour operators, & communicating with guests & staff - then this is the role for you! APPLY NOW!

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

### Online Cruise Consultant

BNE, Salary + Bonus + Famils, Ref: 3978AW2

Deliver B2B sales and service and join the Online Travel Trend! Sell Australia's number 1 holiday - CRUISE! The ideal candidate will be ready to step away from face to face consulting and happy to work within a supportive and driven team! Utilise your cruise and travel knowledge and earn UNCAPPED commission! Ready for a new challenge? Only want to work one weekend a month and look forward to ship inspections and FAMILS?! Work in this dynamic and fun call centre team and APPLY NOW !!

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