

# Travel Daily

First with the news

Wednesday 14th August 2019



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## Europcar \$350k card fine

CAR rental firm Europcar has been ordered to pay a \$350,000 penalty for excessive credit card payment surcharges.

The Federal Court this morning announced the penalty after Europcar admitted that in 2017 it charged Visa and Mastercard users fees that were higher than Europcar's costs to accept payments from those cards.

Australian Competition and Consumer Commission Deputy Chair Mick Keogh said the excessive fees affected more than

63,000 customers.

"As a large and sophisticated business, Europcar was well aware of its obligations to comply with the law prohibiting excessive surcharges," he said.

Each customer was overcharged an average of just over \$1, with the firm having subsequently provided refunds to most clients.

## SeaLink agt portal

SEALINK Travel Group has launched a new agent portal to make it easier for its partners to access product information.

The portal provides instant access to contracts, rates, guest fact sheets, timetables, suggested itineraries, brochures, images, videos and the group's latest media releases.

Over the coming weeks info on SeaLink North Stradbroke Island, SeaLink Magnetic Island, SeaLink Northern Territory and SeaLink Bruny Island will be added to the portal.

All existing contracted agents have been provided a login to the new portal, which can be accessed **HERE**.

## Tripfuser Japan

TRIPFUSER is highlighting its newly launched Japan offering, with agents making genuine enquiries going into a draw to win a \$5,000 trip to any Tripfuser destination - see the **last page**.

## Today's issue of TD

Travel Daily today has eight pages of news, a famil in focus for Skimax, plus full pages:

- Albatross Tours
- Travel Trade Recruitment
- Hamilton Island jobs
- Tripfuser product profile

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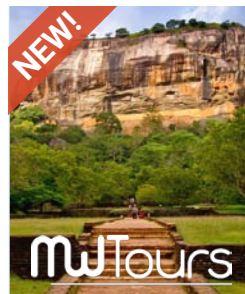
OFFER ENDS 31 AUGUST 2019

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### Hamilton Is jobs

**HAMILTON** Island is undertaking a major recruitment drive, with a range of jobs being offered on the "island of opportunity" in the Whitsundays - for details see **page 11**.

### Hawaiian to fly Maui-Las Vegas

**HAWAIIAN** Airlines has announced a new non-stop Airbus A321neo route between Maui and Las Vegas.

The service from Maui to the popular so-called "ninth island" in Nevada will operate four times a week from 15 Dec.

The A321neo aircraft is also enabling HA to expand capacity on the Seattle-Honolulu route, as well as add a seasonal service between Maui and Los Angeles.

HA's A321neo features 16 First class "luxurious leather recliners," as well as 44 Extra Comfort Premium Economy seats and 129 passengers in Economy class.

## CX warns staff protesters

**CATHAY** Pacific CEO Rupert Hogg warned the company's employees on Mon of a "zero tolerance" approach to participation in Hong Kong's protest movement, saying anyone who supports the civil unrest would face disciplinary action that "may include termination of employment".

Demonstrations again closed Hong Kong International Airport for departures last night, with hundreds of CX services across the globe impacted in recent days.

The Civil Aviation Administration of China (CAAC) had earlier said that any CX staff supporting the protests would be banned from flights going to, from or transiting via mainland China.

The regulator has ordered the airline to submit identification details of crew operating services using mainland Chinese airspace.

The CAAC also said that a failure by Cathay to act against staff taking part in demonstrations

"gravely threatened aviation safety, created negative social consequences and increased the risk of flying from Hong Kong to mainland China".

Hogg's warning to employees is a backflip from earlier CX statements, including one last week by the airline's Chairman, John Slosar, who said the company would not intervene.

"We certainly wouldn't dream of telling [our staff] what they have to think about something."

However Hogg has since asked staff not to "support or participate" in the airport protest.

The airline's share price yesterday plummeted to its lowest level in over a decade.

A ForwardKeys analysis of bookings to Hong Kong from 16 Jun-09 Aug, found long-haul flights dropped 4.7% on the same period last year, while bookings from Asia (excluding mainland China) are down 20%.

### Contiki changes

**CONTIKI** Holidays Managing Director Katrina Barry will take maternity leave from 13 Sep, with her role being filled by former G Adventures exec Belinda Ward.

Ward joins Contiki from her most recent role as GM of Sales for Evolution Travel Collective, leading the Contiki Australia business until Barry's planned return in mid-2020.

### QFFF dining deal

**THE** Qantas Frequent Flyer program has launched a new partnership with restaurant booking platform Quandoo, allowing members to earn 100 points per person when making a reservation.

The pact is effective from tomorrow and covers 18,000 restaurants in 12 countries.

To earn points, the bookings must be made through the Qantas mobile app or via the Qantas Restaurants website.

### Treasures of Persia & the Caucasus

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## Tourism growth outpaces

**THE** Australian travel and tourism sector is growing significantly faster than the rest of the economy, according to new figures released today by Tourism Research Australia.

The *State Tourism Satellite Accounts* analysis indicate tourism GDP was up 7.1% to \$57.3 billion in 2017-18 - well ahead of the 4.7% growth in national GDP.

The report highlights a range of key trends, including breaking down "consumption share" for various states and territories based on visitor category.

Over the last decade there has been well-above average growth in day trips in Tas, NT, WA and SA, while WA also saw strong increases in domestic overnight tourism consumption and the ACT, Vic and Tas experienced healthy international growth.

By contrast, the day trip market share for the ACT and

NSW dropped, while domestic overnight growth for Qld slipped behind and international growth fell in the NT, WA and Qld.

Employment effects of tourism are also examined in the report, highlighting the key role of the sector, particularly in Tas and the NT, where almost one in 10 workers are directly employed in tourism and travel.

Over the last 10 years the number of workers in the tourism sector has grown by 26%, with the biggest expansion in Vic, ACT, WA and Tas.

For more, see [tra.gov.au](http://tra.gov.au).

### New Norfolk route

**NZ CARRIER** Air Chathams has announced the launch of non stop flights from Auckland to Norfolk Island.

GDS screens indicate a once weekly Convair 580 service operating effective 06 Sep 2019.

## NZ, SQ boost AKL

**AIR** New Zealand and Singapore Airlines have announced capacity increases on their joint venture route between Auckland and Singapore.

An additional 35,000 seats will be deployed on the services between Mar and Oct 2020, with Air NZ boosting frequencies from 12 weekly to twice daily.

Singapore Airlines will also replace its 777-300ER with a larger Airbus A380 on some services during peak periods.

Nick Judd, Air NZ Chief Strategy Networks and Alliances Officer, said the changes would meet strong demand from customers at both ends of the route.

"These increases will allow customers the option of three daily, year-round flights between Auckland and Singapore, giving customers more options to travel point to point, as well as onwards to a range of destinations throughout India, Europe and South East Asia," Judd said.



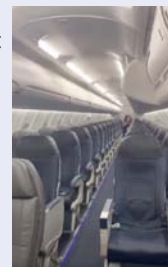
## Window Seat

**MANY** well-heeled travellers fly from Aspen, Colorado on their private jets - but one person on a Delta Air Lines flight from the upmarket enclave had a similar experience last week, after it turned out he was the only passenger on board.

Vincent Peone was travelling from Aspen to Salt Lake City on flight DL3652, and documented the unique trip on Twitter.

The crew joined in the fun, with a fully personalised boarding announcement and safety briefing.

The full video recap is available for viewing at [twitter.com](https://twitter.com).



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## Thai's turnaround plan

**THAI** Airways has released a plan to cut costs and increase revenue in response to "external crises" which have seen a decline in tourists, reduction in customer purchasing power and delayed engine repairs.

The carrier listed the strong baht, US-China trade war, sluggish global economy, and temporary closure of Pakistani airspace as key factors which have led to the corporate group to incur an increased net loss in the last quarter.

Under the strategy, Thai Airways will work to "better serve the online customer" through regular digital media promotions.

The carrier said these would particularly benefit passengers who use its mobile app.

Thai Airways will also ask its passengers to suggest solutions for the company through a "#SaveTG" campaign and ask its staff to propose ideas and suggestions to management.

A zero waste strategy has been presented, with Thai currently cooperating with FoodInnoPolis to develop an action plan and in the fourth quarter, a new marketing strategy will be implemented to launch direct flights to Sendai, in Japan.

A business alliance to collaborate with Cafe Amazon to expand business in Thailand and the Asian region was flagged, along with a stronger route network to be implemented in Q4.

Thai Airways President Sumeth Damrongchaitham said "I have been President of Thai for 11 months and there was never a day without a problem.

"With these aforementioned strategies, we believe that Thai will return to its position as one of the top world class airlines although not as soon as we hoped," he added, calling on Thai passengers to fly with the airline and use its services.

## HLO goes bush bashing



**A TEAM** of SA Helloworld Travel (HLO) agents are currently taking part in the Variety Bash.

Julie Kite, owner/Manager of HLO Marion and Robyn Buteyn, owner of HLO Brighton are joined by their crew Lyn Townsend and Laurn Weatherall, who is a 22-year Bash veteran.

In support of children's charity Variety, the ladies departed in their car "BB1 - Dora the Explorer" from Mawson Lake last weekend, making for Murray Bridge, where they will finish on 17 Aug.

The group has already raised \$22,000 for the cause.

**Pictured** are the team next to their trusty automobile.

## AAT short breaks

**AAT** Kings this morning unveiled nine new short break trips in Central Australia, which are available for departures from Apr 2020 to Mar 2021.

Each itinerary combines must-see highlights of each destination, along with a choice of accommodation, including the guidance of a specialist Driver Guide.

AAT Kings Managing Director Matt Cameron-Smith said the new series was in response to requests from trade partners to create a simplified selection that makes it easier to sell, understand and book.



## Visit the castle capital of the world

Dotted across the ancient landscape of Wales are more than 600 castles, dating as far back as the 11th century. From Cardiff to Conwy to Caernarfon and Caerphilly, these magnificently preserved castles retrace the vast heritage of Wales and bring the country's rich culture to life.

Fares per person from\*:

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

Book by 26 August 2019.

[qatarairways.com](http://qatarairways.com)



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.



## What happens in Virtuoso



**MEMBERS** of the MTA – Mobile Travel Agents team were part of the thousands of travel advisors, wholesalers and suppliers who converged on Las Vegas this week to check out the latest trends in luxury travel at Virtuoso Travel Week 2019 (**TD** yesterday).

**Pictured** in Sin City are Ally Kilpin; Deborah Clarke; Finalisa Sacco; Rhona Rodgers, Cruise & Wholesale Product Manager; Clare Kearns, Business Development Manager Victoria/Tasmania/SA/WA; Jo McFadyen and Julia Campbell.

### Explorer relocation

**DREAM** Cruises' *Explorer Dream* relocation cruise from Australia to Asia is now on sale.

The 21-night Wonders of Asia itinerary from Sydney departs 01 Mar on its journey to Hong Kong.

The cruise visits 11 ports, including Gladstone, Cairns, Darwin, Bali, Lombok, Surabaya, Singapore, Kota Kinabalu, Palawan, Coron and Manila before passengers will disembark in Hong Kong.

Fares for the full 21-night voyage start from \$3,335ppts, with two abbreviated options available - 14 nights from Sydney to Singapore, from \$2,267 per person, or seven nights from Singapore to Hong Kong priced from \$1,219 per person.

### QF Fly Away sale

**QANTAS** is hosting a Pacific and New Zealand Fly Away Sale this week, ending midnight on Sun.

Destinations on sale include Fiji, Hawaii, New Caledonia and New Zealand, with one-way flights leading in at \$199.

**CLICK HERE** for full details.

### NBA Experience

**DISNEY** Chairman and Chief Executive Officer Bob Iger and NBA Commissioner Adam Silver joined Mickey and Minnie Mouse and a slate of pro hoopers to unveil a new NBA Experience at Walt Disney World Resort.

NBA Experience features 13 immersive basketball-related activities, such as being selected in the NBA Draft and throwing down a slam dunk, and displays to learn more about NBA and WNBA history.

### PER digital wallets

**PERTH** Airport retailers will now accept digital wallet applications WeChat Pay and Alipay to accommodate Chinese visitors.

Teaming up with local artificial intelligence software business OpenDNA, the Airport will also create a shopping app allowing Chinese tourists to buy products whether they are down under or back home in China.

## 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 **Hide Hotel** has unveiled its new spa, located on the second floor of the Swiss Alps-based accommodation. The new development is spread over 1,000m², and features a steam room, sanarium, rain showers, relaxation room, a private double treatment room, a fitness suite, a Finnish-style sauna and floor-to-ceiling windows provide views of the Grison Alps.



A luxurious hillside suite has just opened at **Singita Sasakwa**, set on the edge of a cliff overlooking the plains of Tanzania's Serengeti. Frameless glass doors and windows, extended outdoor wooden decks and a private rim-flow pool are just a few of the features of this butler-serviced suite, which also comes with a private game vehicle and field guide.



**Anantara Uluwatu Bali Resort** has unveiled its refurbished accommodation and spa pavilion. The 72 newly-refurbished luxury suites, private pool villas and penthouses are set on a cliff above the Indian Ocean, while the resort's new spa garden pavilion comes with seven treatment rooms.

### Tampa's Celebrity

**CELEBRITY** Cruises has revealed *Celebrity Constellation* will call the Floridian city of Tampa home in 2020.

Three unique itineraries will be offered out of the port next year, including a 10-night Eastern Caribbean escape including Puerto Rico, St Kitts and Nevis, an 11-night Southern Caribbean trek featuring Bonaire and Aruba, and an 11-night Touch Canal itinerary visiting Mexico, Costa Rica and the Panama Canal.

*Celebrity Constellation* is scheduled for a makeover in 2020 as part of "The Celebrity Revolution" (**TD** 18 Jul 2018), while Tampa's Water Street waterfront district is undergoing its own US\$3b revitalisation & will feature retail, hotels and culture.

### Peregrine earlybird

**PEREGRINE** Adventures has launched a worldwide earlybird sale for tours departing between 12 Aug and 15 Dec 2020.

Travellers can save up to 10% off small group tours, with itinerary highlights including the Amalfi Coast, Tatra Mountains and Pyramids of Giza.

To take advantage of these specials, bookings must be made and deposited before 30 Sep.

**CLICK HERE** for more.

### MedallionNet adds

**PRINCESS** Cruises will bring its MedallionNet wi-fi to six more ships in 2020.

*Grand Princess* will be hooked up on 21 Feb, *Diamond Princess* on 15 Mar, *Majestic Princess* on 18 Apr, *Star Princess* on 12 Jun, *Enchanted Princess* on 15 Jun and *Sapphire Princess* on 27 Jul.

MedallionNet is currently available on nine of the line's ships, and will be installed aboard *Sky Princess* this Oct.

### G is for Good

**G ADVENTURES** and its non-profit partner Planeterra have teamed up with Australian conservation group Reef Ecologic to launch a new "G for Good" project in the Whitsundays.

The tie-up aims to promote coral growth and conservation in the Great Barrier Reef and will see Planeterra provide Reef Ecologic with a grant to expand its coral gardening program, which grows fragments of coral on frames to be replanted into robust colonies, and receive donations from G Adventures travellers who visit.

The pact is the latest in the range of G for Good projects (**TD** 06 Mar), which aim "to advance social and environmental causes across the adventure touring company's global itinerary".

## New NSW rental regulations

A **STATE-WIDE** public register of properties providing short-term rental accommodation is among proposals being considered by the NSW Government as part of regulations around the rise of providers such as Airbnb.

Officials are seeking community feedback on a new regulatory framework governing the sector, including a mandatory Code of Conduct and new planning instruments to control the sector.

NSW Minister for Better Regulation, Kevin Anderson, said the Code of Conduct would facilitate oversight, including provisions for the resolution of complaints regarding the conduct of hosts and guests.

"The proposed Code will allow for disciplinary action to be undertaken - including the issuing of warning notices and directions,

recording a 'strike' against a host or guest - and the creation of an exclusion register to deal with serial offenders," he said.

Obligations of hosts under the arrangements would include a requirement for public liability insurance, and providing neighbours and owners corporations with contact details.

Anderson said the proposals would make the industry responsible for funding, developing and administering the proposed register, which would cover all short-term rental accommodation properties including those let through online booking platforms.

Accommodation Association of Australia CEO Dean Long welcomed the release of the draft regulations, saying unregulated accommodation was one of the greatest challenges currently being faced by the sector.

"The proposed regulations start the process of creating a level playing field for our members," Long said.

Feedback can be submitted until 11 Sep at [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au).

## Seabourn jet set

**SEABOURN** has announced the launch of "Seabourn Private Air" offering private jet transportation to and from Seabourn cruises globally.

Bookings for the new service open tomorrow, with Seabourn using a global network of operators to provide up-front comprehensive pricing and in-flight service comparable to what the line provides on board.

Guests pay by the aircraft, rather than by the seat, with the Private Air packages offered in addition to cruise fares.

## Sydney Corp show

**THE** inaugural Sydney Corporate Travel Show will take place tomorrow, with travel consultants invited to join in an industry session from 6pm at the Grand Ballroom of the Westin Sydney.

Organisers have promised that the Veuve Clicquot will be flowing amid opportunities to meet with key suppliers including Air NZ, Choice Hotels, Jayride and more - to register **CLICK HERE**.

## Jabiru transition

**FEDERAL** Environment Minister, Sussan Ley, has joined with other officials in Jabiru in the Northern Territory today to sign a formal Memorandum of Understanding which will "secure the town's future as the tourism heartland of the World Heritage Listed Kakadu National Park".

The MoU will support Jabiru's transition from a mining town to a tourist town, with local miner Energy Resources of Australia set to cease operations at the Ranger Mine by 2021.

Other parties to the pact will include local traditional owners from the Gundjeihmi Aboriginal Corporation and Selena Uibo, NT Minister for Aboriginal Affairs.

The transformation will be supported by over \$170m in Federal and State funding.

## AGENTS GET A TASTE FOR THE SLOPES WITH SKIMAX



**SKIMAX** Holidays recently hosted Sydney-based travel agents to the Ultimate apres-ski session to announce its 2020 Skimax Canada Snow Travel Famil.

Agents dusted off their ski legs on state-of-the-art indoor simulators at the Off-Piste Ski & Snowboard training centre.

The night was a fun evening had by all, with attendees learning about all things Canada with the experts from Destination BC, Destination Canada & Air Canada.

Skimax are hosting nine agents on its Canadian Snow Famil from 24 Feb-03 Mar 2020.

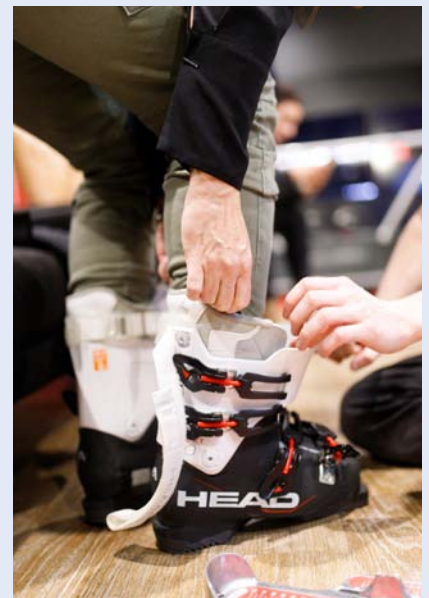
The famil will feature a mountain adventure in Banff, Lake Louise and Panorama Mountain Resort, along with fun in the city in Vancouver, plus Air Canada return flights.

For more information, **CLICK HERE**.

**Top:** Over 35 agents attended the event, held in Sydney.

**Right:** Agents getting fitted for ski boots.

**Below:** An off-piste demonstration of the Ski and Snowboard simulators.



**FAMIL IN FOCUS** is our feature showcasing some of the photos from recent industry famils. If you want your famil to be featured, email [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au).



## TravelManagers celebrates success

A RECORD 400 delegates attended the annual TravelManagers conference this past weekend held at Perth's impressive Crown Towers.

The theme for this year was "Customer", with three full days devoted to unpacking the notion of what it means to service a customer, how to enhance the customer experience, what future customer expectations will look like and how best to capture them with personalised and progressive marketing.

Away from the conference hall, there was time for attendees to mix and mingle at one of Perth's trendiest pop-up bars, Embargo, as well as test their hand and palate, at a wine blending class at Sandalford Estate.

Sponsors delivered a series of informative stage presentations and TravelManager's National Partnership Team kept attendees chuckling with energetic song, dance and stage theatrics.

The conference also took the opportunity to draw attention to some worthy causes including the Ronald McDonald House and Love Your Sister charity, co-founded by actor Samuel Johnson.

Next year's conference will be held on Hamilton Island.



**SOME** of the Personal Travel Managers that scooped awards at the gala dinner.



**WINE** blending at Sandalford Estate got convivial as the night progressed.

**KEYNOTE** speaker Samuel Johnson of charity Love Your Sister.



**MEMBERS** of the TravelManagers NPO team lending a hand at Ronald McDonald House.

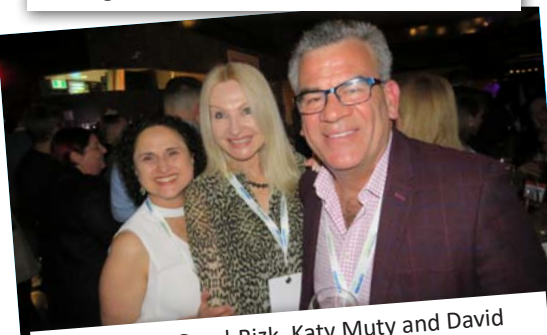


**THE** 2019 conference ended with a spectacular gala dinner and awards night with these ladies among the best dressed.

**GALA** dinner attendees were all smiles for the camera.



**JULIANNE** Gazal-Rizk, Katy Muty and David Farrar get the party started.



**GREG** McCallum of Entire Travel Group showing his product expertise.



**SHAUN** McIntosh and Alexa Papoulias of the Globus family of brands at their stand.



**TAMBA** Lebbie of Wendy Wu Tours conversing with a Personal Travel Manager.



**THE APT** team.



## Denton is off to Hua Hin!



**KELLY** Denton from Flight Centre Garden City is the lucky winner of the **Travel Daily** and Centara competition in May. She won seven nights' accommodation in a deluxe bedroom at Centara Grand Beach Resort and Villas Hua Hin.

On her trip, Denton will also be treated to a daily American breakfast for two.

Denton is **pictured** claiming her prize from Charlie Ridout, Complete Travel Marketing.

## Marriott GMs

**MARRIOTT** International has appointed five new General Managers for properties across Australia and the Pacific.

Krister Svensson has been appointed General Manager for Sheraton Grand Sydney Hyde Park, Gaurav Wattal will head up Melbourne Marriott, Kelvin Ramm is now in charge of Brisbane Marriott.

Romain Chanet will head up both Le Meridien Noumea Resort & Spa and Le Meridien Ile des Pins, and Brian Nathan will run Sheraton Samoa Aggie Greys and Sheraton Samoa Beach.

## Silversea Polar deal

**SILVERSEA** Cruises has enhanced its all-inclusive "Polar Package" to simplify bookings for its cruises to the Arctic and Antarctica.

Combinable with air promotions, the package includes a one-night pre-cruise hotel stay, in-country flights when required by the itinerary, a polar parka, one post-cruise day use hotel and transfers plus luggage handling between airports, hotels and the ship.

Polar itineraries are now on sale - more info on 02 9255 0600.

## Amtrak "share fare"

**US RAIL** operator Amtrak has expanded its "Share Fares" program which offers savings of up to 45% for groups of up to six people travelling together.

The offer requires reservations two days in advance of travel and is available on some of the country's most popular trains including the California Zephyr, City of New Orleans, Southwest Chief, Coast Starlight, Silver Star and Crescent, but not Acela.

For more information, visit [amtrak.com](http://amtrak.com).

## 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**

## TM Christchurch

**CHRISTCHURCHNZ** and Tourism NZ are claiming a coup after securing the 14th annual TravelManagers Conference for Christchurch in 2021.

Over 600 travel sellers are expected to attend, with the NZ event announced during last weekend's conference in Perth.

More from this year's TravelManagers conference on **page seven**.

## NSW Parks & Rec

**THE** NSW Government is calling for construction workers and businesses to register their interest in working on the State's iconic National Parks.

As part of a \$149 million commitment, successful applicants will renew walking tracks and other facilities, and enhance visitor information, experiences and accessibility at national parks across the State.

## TSA wait times

**SALT** Lake City International and Newark Liberty International hold the shortest and longest TSA wait times respectively for travellers, according to research from rewards information website Upgraded Points.

Drawing directly on data compiled from the TSA, the study ranks 10 of the 25 busiest US airports for wait times during specific times and days of the week.

Those travelling through Utah's capital will only wait an average of 9.1 minutes, with the best time to join the line on Wed between 6pm and 7pm, where travellers will wait around two minutes.

Those looking to travel to the US east coast's tri-state area may do well to avoid New Jersey's Newark Airport, where flyers can expect to wait an average of 23.1 minutes, and at its worst, up to an hour on Mon between 12pm and 1pm.



## Christmas Agent Incentive: Winner Announcement

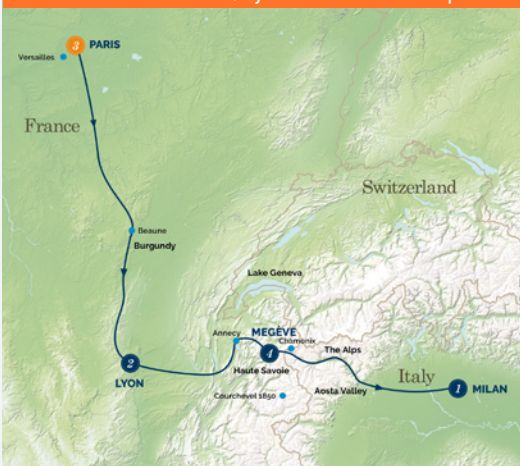
Albatross Tours are excited to announce the lucky winner of our Festive program booking incentive is **OLIVIA BRAICA**, from Wyndham Vacations (QLD).

Olivia will be enjoying the Albatross Tours 11 Day Paris, Lyon and the French Alps Christmas Markets tour with her fiancé on their very first European holiday together. Olivia is excited about experiencing the Christmas markets and hopes to see snow in the French Alps.

Stay tuned for more on Olivia's travels later in the year!



Join Olivia on the Paris, Lyon & the French Alps tour



### Paris, Lyon & the French Alps

11 DAYS | PARIS TO MILAN  
DEPARTS 7 DEC 2019

- Spend 3 nights in vibrant Paris be enchanted on a special 'Paris by Night' illuminations drive
- Stay 2 nights in the centre of beautiful Lyon
- Explore 4 Christmas Markets in Paris, Lyon, Annecy and Milan
- Stay 4 nights in beautiful Megeve surrounded by the soaring peaks of the Mont Blanc massif
- Visit lakeside Annecy and Courchevel 1850
- Explore world famous Chamonix and take the glacier train to the dramatic Mer du Glace
- Enjoy ice curling and a romantic horse drawn carriage ride

[Find out more](#)



### Salzburg & Christmas in Bavaria

11 DAYS | MUNICH TO MUNICH  
DEPARTS 18 DEC 2019

- Celebrate Christmas over 5 nights in the Bavarian village of Oberammergau
- Savour the Christmas Markets in Munich, Salzburg, Innsbruck and Garmisch-Partenkirchen
- Stay 2 nights in the centre of baroque Salzburg
- Visit Neuschwanstein Castle and Wieskirche
- Relax on a horse drawn carriage ride in Oberammergau
- Experience the funicular and cable car rides up to the summit of Zugspitze Mountain
- Visit Linderhof Palace, Kloster Ettal and the Oberammergau Passion Play Theatre

[Find out more](#)



**ALL AVAILABLE 2019 EUROPEAN CHRISTMAS, NEW YEAR  
& WINTER WONDERLAND TOURS ARE NOW  
100% GUARANTEED TO DEPART**



*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.

## Senior Consultant | Boutique Travel

Canberra, \$50-\$55k + Comms, Ref: 3323AJ1

A rare opportunity to join one of the most sought after Retail Travel Agencies in Canberra has just presented itself. This well-established and friendly agency is now on the lookout for an experienced Travel Consultant to join the ranks in order to deliver high levels of customer service to their large and loyal client base. Salary is negotiable depending on experience and the range on offer is up to one of the highest agencies in ACT! A lucrative commission structure is also on offer!

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

## Corporate & Leisure Travel Consultant

Perth, \$60-70k + Super, Ref: 4138SJ1

To tie in with ongoing success across the Perth corporate travel industry we are on the lookout for a Corporate & Leisure Travel Consultant to join a boutique travel management company in their luxurious offices in Perth. Dealing with SME accounts as well as high end leisure bookings, using your travel industry experience and excellent customer service skills, this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & reap the rewards!

For more information please call Sarah on  
(08) 6365 4313 or click **APPLY** now.

## Luxury Holiday Planner

Sunny Coast, Competitive \$\$, Ref: 3794MT1

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.

## USA Travel Specialist

Sydney, \$50k + Bonuses + Super, Ref: 1188RL2

Do you have a strong passion for USA and all it has to offer? A recognised brand across the USA travel market, they are in search for an additional team member to join their ranks in continuing on the path of their already established success. They have a loyal repeat/referral client base whom they work with very closely as well as attract new customers on a daily basis. Candidates must have 2 years experience as a travel consultant and a high level of customer service and attention to detail.

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

## Corporate Role - Travel Consultant

Adelaide, OTE Min \$75k, Ref: 4183AB

Exciting position exists for an experienced Corporate Travel Consultant. You will excel at providing a range of travel options while delivering exceptional customer/client service. Fantastic team environment, and great salary package! What are we looking for? Demonstrated Corporate Travel experience or strong leisure experience with a high level of competency, Sabre GDS Knowledge. Confidence, attention to detail, and ability to work in a fast paced environment! Sound like you - APPLY NOW!

For more information please call Anisha on  
(08) 6365 4313 or click **APPLY** now.

## Travel Consultant | Flexible Hours

Launceston, \$50k + Super + Comms, Ref: 4852AW2

Want to get your work/life balance back? Want to offer sales through service with pride & passion? Want to provide outstanding customer service to valued customers? Want to work autonomously and confidently within a supportive team environment? Want to share your passion for travel? Do you have the ability to create customised travel itineraries including flights, accommodation, transfers and stopovers? Then THIS is the role for YOU! Work in a World Class established Agency and APPLY NOW!

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

## Business Development Manager

Auckland, Salary + Car + Bonus, Ref: 4187MT1

I'm looking for someone who has the X factor. They're able to sell anything to anyone and build strong lasting relationships with everyone they come across. There is no challenge you can't face and overcome. You'll be growing the business and brand awareness by building strong client relationships. You must have 2+ years in Sales or Business Development Roles, established solid network within the travel industry. You'll be rewarded with a car and a competitive salary package!!

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

Find your ideal travel job at [www.TravelTradeJobs.com.au](http://www.TravelTradeJobs.com.au)  
**online... on mobile... in branch**



## FIND YOUR CAREER ON HAMILTON ISLAND

With pristine beaches, a 300 berth marina and a wide variety of bars, restaurants, events and activities, Hamilton Island is much more than a great place to holiday – it is an amazing career opportunity. Grow your skills and experience in the heart of the Great Barrier Reef through accredited training and spend your days off making the most of the island life.

### **Spa qualia Therapist**

Spa qualia is a luxurious, world-class sanctuary nestled in the heart of adults-only qualia. The spa is seeking a highly qualified Spa Therapist who is committed to providing a high standard and has a passion to offer deep, sensory experiences to every guest.

[Apply now.](#)

### **Assistant Manager Island Concierge**

Hamilton Island is looking for an experienced Island Concierge Assistant Manager to assist in tasks associated with the arrival and departure of VIP guests. Must hold current Drivers Licence.

[Apply now.](#)

### **Electrical Engineer/Project Manager**

This role involves overseeing and coordinating the compliance, maintenance and installation of electrical infrastructure, as well as project managing high and low voltage works. A passion for ensuring a high standard of quality and safety is required.

[Apply now.](#)

### **Systems Support Specialist**

This is an exciting opportunity for an experienced Systems Support Specialist to provide help desk, level 1 and level 2 support to systems applications and hardware. Must have excellent customer service skills.

[Apply now.](#)

### **Housekeeping Supervisor**

This is a hands on position that requires a high attention to detail involving overseeing and training a team of service attendants, plus inspecting guest rooms and public areas.

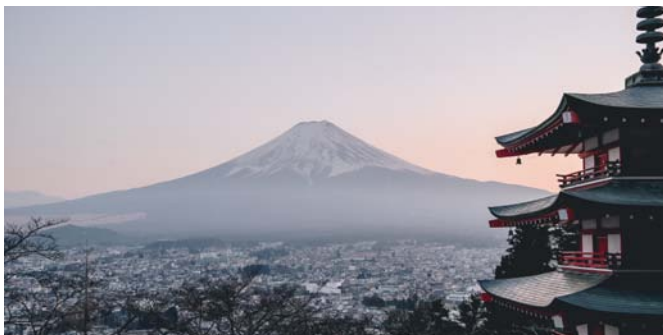
[Apply now.](#)

### **Painter**

Hamilton Island is currently seeking an experienced painter to join the Maintenance team. This role includes ensuring all buildings, fixtures and fitting are maintained and painted as directed, ensuring a high standard of quality.

[Apply now.](#)





## Tripfuser Solves Tailored Travel in Japan

**Tripfuser has just launched its easy-to-use tailored travel service in Japan, one of the most popular destinations for agents and their clients at the moment.**

**WHILST** extremely popular, it is very difficult to service tailored trips in Japan. Until now. With Tripfuser's gallery of trips ready for agents to customise for their clients, designing and booking tailored travel in Japan just became so much easier!

A must-see country for many travellers, the demand for tailored trips to Japan is growing by the day and with the endless list of incredible things to see and do, you

can understand why. From exploring the bustling metropolis of Tokyo and marvelling at Buddhist temples in Kyoto to discovering the enduring traditions of the Samurai and the history of the Geisha; all of this and more is possible with Tripfuser. A land of ancient traditions, stunning scenery, cultural complexity and unique food; Japan has it all!

With Tripfuser, agents can instantly chat with in-destination experts in Japan, with unparalleled insider access to the best sights, activities and restaurants. Design trips quickly and easily for any clients needs; from a first-time traveller wanting to see it all, to the cherry blossom seekers or the adventure traveller wanting a week in the snow. Tripfuser's trusted Local Suppliers and Travel Concierge are with you every step of the way,

giving you the confidence to deliver the perfect Japan experience.

Explore Tripfuser's Japan trip gallery today. Tailored travel doesn't need to take weeks anymore, with Tripfuser, itineraries are typically delivered to Agents within 24-48 hours!

View the Japan Trip Gallery **HERE**.

### **EXCLUSIVE TRIPFUSER OFFER**

Submit a genuine enquiry on the Tripfuser platform and go into the draw to win a \$5k Custom Trip to any Tripfuser destination! Sign up or log in **HERE**.