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### Ovation OBC

**PASSENGERS** aboard Royal Caribbean's *Ovation of the Seas* have been provided with on-board credit as compensation for missing the last part of the vessel's current NZ itinerary due to the White Island volcanic tragedy (**TD** 10 Dec).

The ship has now left Tauranga and is docked in Wellington today, but some RCI staff and crew have remained behind with guests impacted by the eruption and their relatives.

The missed ports of call necessitated by the disaster response mean the next *Ovation* voyage is expected to depart as scheduled from Sydney next Mon.

### QF Jetstar policy

**QANTAS** has issued a commercial policy for customers impacted by planned industrial action at Jetstar, which could see pilots disrupt travel between 13 and 20 Dec.

Customers with tickets validated to QF (081) can rebook or reroute to an alternate Jetstar service, retain ticket value in credit or obtain a full or partial refund.

### Today's issue of TD

*Travel Daily* today has six pages of news, a front cover wrap for **Silversea**, a photo page for **Switzerland Tourism** plus full pages from:

- AA Appointments jobs
- Fan+
- Wirecard product profile pg

## NTIA 2020 promises more

**NEXT** year's National Travel Industry Awards will feature some "truly tremendous surprises", following feedback from participants this year which will see AFTA "give guests more of what they want", according to CEO Jayson Westbury.

Yesterday AFTA confirmed that the 2020 National Travel Industry Awards would take place on Sat 18 Jul, with the massive event once again being held at the International Convention Centre Sydney's Grand Ballroom.

"The NTIA has industry-wide representation and a strong history of recognising and celebrating businesses and personnel who demonstrate outstanding service, marketing excellence and business acumen within the travel industry," Westbury said.

He said the award format would remain largely unchanged, with a survey conducted revealing that 90% of participants believe the judging process to be fair and ethical.

Qantas is continuing its unwavering commitment to AFTA via its Platinum Partnership with the organisation, and the carrier is also again the Major Sponsor of the NTIAs, with finalists in judged categories to undertake their presentations at the Qantas Mascot Campus in Sydney.

QF Executive Manager Global Sales & Distribution Igor Kwiatkowski said "in

our centenary year, we are celebrating the growth and innovation of Qantas, and in the travel industry as a whole".

"The awards recognise the great achievements of agents across Australia, and we encourage everyone to get involved in the nomination process...our teams look forward to another year of collaboration and partnership in 2020," he said.

Key dates for AFTA 2020 are:

- Nominations open 20 Jan
- Nominations close 14 Feb
- Category nomination submissions due 13 Mar
- Nominees announced 23 Mar
- Voting opens 24 Mar
- Ticket sales open 27 Apr
- Finalists announced 18 May
- Judging 10-19 Jun

### Industry mourns Narelle Winchester

**THE** Australian travel sector has "lost one of the best" with the death of Narelle Winchester, who passed away peacefully last week surrounded by her family.

She started her career at American Express in the 1980s, with subsequent roles at CTS, ETM, Plan B and most recently Executive Edge.

A celebration of her life will take place at the Port Melbourne Yacht Club this Sun 15 Dec from 2pm, with attendees asked to wear something royal blue.

Donations in her honour can be made to the Alfred Hospital.

### Silversea Black Fri

**SILVERSEA** Cruises is reminding agents that time is running out to take advantage of its Black Friday sale, offering pax the chance to save 50% off a second suite on select voyages.

The deal is available to book until Fri 13 Dec, see **cover page**.

costsaver.




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## AABH assists Wel-Travel

**AUSTRALIA** and Beyond Holidays (AABH) has taken over all forward unpaid bookings previously held by collapsed inbound operator Wel-Travel Australia (**TD 02 Dec**).

AABH has been working with the company's liquidator, Kim Wallman from HLB Mann Judd Insolvency WA, since Wel-Travel ceased trading.

"Whilst AABH has no responsibility for previous bookings by the now liquidated company Wel-Travel, we are here to assist in new bookings and rebooking of existing cancelled bookings," the company said.

The scale of the Wel-Travel collapse is yet to be determined, with the operator placed into

## QF in NZ reshuffle

**QANTAS** has appointed Rebecca Slee to a newly created Sales Manager New Zealand role as part of a restructure that has seen Commercial Manager David Cant exit the business.

She has been with QF for 18 years & was most recently the Manager Agency Partnerships NZ.

administration just days after its director, Edwin Kwan, stepped down as a Director of the Australian Tourism Export Council (**TD 03 Dec**) and having just appeared as a presenter during last month's ATEC conference.

Former Wel-Travel Australia customers are being advised to contact Lisa Hrastovec, who has been appointed as AABH's new Gold Coast-based Senior Executive, Sales & Marketing.

Hrastovec was previously in a similar role with Wel-Travel, with her new contact email now [lisa@aabh.com.au](mailto:lisa@aabh.com.au).

## Burnett out at HLO

**HELLOWORLD** Travel Limited today announced the resignation of outgoing CFO Michael Burnett (**TD 29 Oct**) as Company Secretary, effective from today.

His replacement, David Hall, will take over the regulatory role, with the Helloworld Board expressing its appreciation for Burnett's support and commitment to the company over the last three and a half years.

Burnett is joining Intrepid Travel.

## Powell joins Aurora

**ANNA** Powell has been appointed as BDM for Aurora Expeditions, working with trade partners in Qld, SA and WA.

Her experience includes roles ranging from travel consultant to hotel manager & airline sales rep.

More appointments can be found on **page four**.

## A4ANZ roasts Govt

**AIRLINES** for Australia and New Zealand (A4ANZ) has lashed out at the Australian Government, with the industry group saying its refusal to act on the worsening behaviour of the country's "monopoly airports" and their profits would lead to "more disputes, court action and hurt the wider Australian economy" next year.

The statement comes after the Government said that the ACCC needs to "monitor the airports more" as part of the inquiry into the Economic Regulation of Airports Final Report.

"The Govt's response does nothing to ensure our airports can be the best & fairest in the world," said Chief Executive Officer Alison Roberts.

## Travel Daily on location in Kona, United States

Today's issue of *TD* is coming to you courtesy of Norwegian Cruise Line, which is this week hosting its 2019 Legends famil.

**FOR** her penultimate day exploring the Island of Hawaii, *Pride of America* is gearing up to visit Kona, where attendees of the 2019 Norwegian Cruise Line Legends famil will enjoy a range of fun water activities such as a premium snorkeling experience to get up close and personal to a kaleidoscope of tropical marine life, as well as the opportunity to take some surfing lessons with experts.

Passengers can also take a kayaking trip, or those who are a touch more adventurous can head out to much deeper waters for some deep-sea fishing.

The scheduled activities are thanks to Hawaii Tourism and Seaquest Hawaii.

At night, the cruise will depart for Kauai, where she will dock overnight.



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# Travel Daily

Thursday 12th December 2019



Reflect with us on the year that we've had in 2019 in the December issue of *travelBulletin*.

[CLICK to read](#)

travelBulletin

## FAN+ instalments

PEOPLE can now turn their Christmas list into easy bite-size instalments with FAN+ and Payright, with buy now, pay later options for purchases of up to \$5,000 for travel experiences - see **page eight** for more details.



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## Traveleague cheers rural Oz



OVER 900 attendees converged at the Crown Palladium Ballroom in Melbourne yesterday for the travel industry's annual Christmas Traveleague event.

As proceedings got underway, Entire Travel Group BDM Craig Hunt and The Kimberley Collection's Matthew Fleming (pictured with Santa) took the opportunity to thank sponsors and asked attendees to dig deep this year in support of the nominated charity BlazeAid.

A whopping \$33,500 was raised on the day by attendees which will help communities in rural Australia to rebuild fences after natural disasters impact farms and properties.

"With the proliferation of fires in recent weeks, we thought it was time to support our regional areas," Fleming said.

"I'm sure many of our rural

travel agents will attest to the importance of farming communities in supplying business to them, so Blaze Aid is a really important charity which we're trying to give as much to," he added.

A swathe of lucky door prizes including tours and flights were won at the event, with attendees revelling on into the late hours of the night.

See more photos from the event at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## STA hunt local chief

STA Travel is currently seeking to appoint a Country Manager to lead the Australian market.

The role will report to the Group Sales & Distribution Director and will be charged with driving and diversifying the local commercial strategy for the business.

## Window Seat

ANYONE who has worked in the aviation sector will sympathise with employees at Washington Dulles International Airport, who have spent the last two months searching for a missing cat.

The fractious feline named Milo was one of two tabbies being transported on a Lufthansa flight from Munich to Washington in Oct by 26-year-old Molly McFadden.

The creatures' crates were too large to fit in the aircraft cabin so they were placed in the pressurised cargo hold.

Once McFadden got to the baggage claim after landing she saw an airline attendant waiting with both crates - but Milo's one had been damaged in transit and he had escaped.

The crisis sparked a massive search involving drones, CCTV, tracking dogs and "humane traps" but no sign of Milo was found and it was presumed he had run away, never to return.

Airport officials didn't give up, however, and with the assistance of the US Wildlife Services, Milo was reunited with his owner this week after about eight weeks in the wilderness.

McFadden particularly thanked a firm called Pure Gold Pet Trackers for helping.



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Travel Daily



22 April 2020

## Emirates Xmas cheer

**EMIRATES** will be bringing the Christmas spirit on board select flights from now until 31 Dec by way of a “delicious festive menu”, classic holiday films and kids’ treats, which Australian guests in all classes will be able to enjoy.

Christmas-themed dishes, drinks and snacks will also be available across all 41 Emirates lounges, while the EmiratesRED duty-free shopping channel will be packed with last-minute gift ideas.

## Trafalgar reminder

**TRAFALGAR** is reminding travel agents that its 10% early payment discount on USA & Canada, Latin America, Asia, Europe & Britain and Australia & New Zealand itineraries for 2020 will end next Wed 18 Dec.

Every sale made will give agents the chance to secure their place on Trafalgar’s all-expenses-paid Acclaim Rewards Trip, which will take place in Ireland in 2020.

[CLICK HERE](#) for bookings and further information.

## Legends ready to make it Big



**THE** Big Island of Hawaii was the next call for the 2019 Norwegian Cruise Line Legends famill aboard *Pride of America*, stopping in Hilo yesterday and visiting Kona today.

The state’s second-largest city, Hilo saw agents drop in on the Hilo Farmers Markets, Big Island Candies and a number of nature and national park destinations on the island.

Today in Kona, agents will enjoy

a premium snorkel experience with Seaquest Hawaii, with all shore excursions organised by Hawaii Tourism.

**Pictured**, the group drops in on Reeds Bay Beach Park in Hilo for a photo in front of *Pride of America* before re-embarking.

## FCM achieves more

**FCM** Travel Solutions and its parent company, Flight Centre Travel Group, have become the first global travel management company to achieve NDC Level 4 certification by the International Air Transport Association (IATA).

The achievement means FCM can provide “Full offer and order management” to support NDC bookings and flight disruption.

## IATA gender push

**THE** International Air Transport Association (IATA) has welcomed 59 airlines to its “25by2025” campaign, which seeks to address the issue of gender imbalance in the aviation industry.

Launched on 26 Sep, participating airlines have committed to increasing the number of women in senior positions by 25% by 2025, boosting the number of women in “under-represented jobs” by 25% in 2025, as well as report annually on the diversity metrics.



## SUSTAINABILITY MATTERS

Today’s Sustainability Matters is brought to you by Tourism NT



Last month we hosted the NT Brologa Tourism Awards in Alice Springs. The events celebrate and recognise excellence

across our industry here in the NT. The 2019 winner of the Ecotourism was World Expeditions for their Classic Larapinta Trek hosted on the signature Larapinta Trail in Central Australia.

The team at World Expeditions have operated on the trail since 1995 and are a showcase of sustainable tourism development in one of the most majestic and pristine environments in the country. Their commitment to working with traditional owners and Parks management to ensure a minimal footprint and shared benefits from their operation is to be commended. These partnerships have seen the establishment of low impact, semi-permanent campsites that provide an unexpected level of comfort in this remote area.

The tour also provides an immersive introduction to the culture, flora and fauna of the region. Local Aboriginal businesses have partnered on the tour to provide a genuine and authentic experience.

To see more about this tour visit <https://worldexpeditions.com/Australia/Trekking-Hiking/Classic-Larapinta-Trek-in-Comfort>

The NT is proud to host many amazing tours and operators who showcase our spectacular environments in a respectful and meaningful way every day to our visitors from across the globe.

**Scott Lovett, Executive General Manager, Tourism NT**



NORTHERN TERRITORY



NORTHERN TERRITORY GOVERNMENT

## APPOINTMENTS



**WELCOME** to Industry Appointments, *Travel Daily’s* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Dreamworld** has appointed **Nicole James** to the role of Entertainment Manager, bringing more than 29 years of experience to the role. She was previously a theatre artist with Royal Caribbean, a leading cast member at Draculas on the Gold Coast, as well as a show manager for the Great Moscow Circus.

**Andrew (Drew) Crawley** has been appointed as Chief Commercial Officer for **American Express Global Business Travel (GBT)**, taking effect on 01 Apr 2020. He is currently the Chairman and Chief Executive Officer of the Avios Group, the loyalty company owned by International Airlines Group (IAG) and a member of the IAG management committee.

Former Senior Executive of Flight Centre Travel Group, **Michael Friend**, has stepped into a new role of Business Consultant at **Evolution Travel Collective**. Friend returns to the business following a two-year retirement, with the new consultant role supporting the development of ETC’s strategic direction and future business growth.

**The Nanuku Auberge Resorts Collection** has welcomed **Logan Miller** as its new General Manager. Miller was most recently Director of Operations for Calistoga Ranch, Auberge Resorts Collection in Napa. In his new role, he will be tasked with overseeing all facets of Nanuku, including the more than 50 “Auberge Adventures” available to guests.



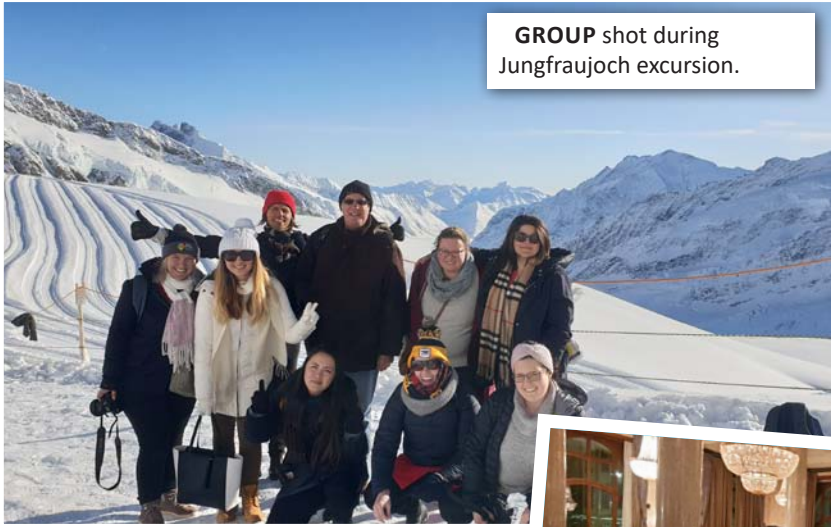
## Agents becoming Swiss Superstars

RAIL Europe, Switzerland Tourism and Swiss Travel System recently hosted eight top-selling agents, who had aced the yearly Swiss SuperStar Program on a famil to Switzerland.

Hosted by Kaitlin McDowell from Rail Europe, participating agents included Brandon Norton, Byron Cruise and Travel; Christine D'Agostino, Flight Centre; Vita Pryimak, Flight Centre; Christopher James, Travel Associates Belconnen; Jessica Falzon, Jetaway Travel; Kathy Thomaidis, MTA Travel; Stephanie Phillips, Where2Travel; and Emily Rickell, TravelManagers.

With their First class Swiss Travel Passes (courtesy of Swiss Travel System AG), the group explored Zurich's Old Town, discovered Lucerne and the "Dragon mountain" Mount Pilatus, and also took in the classic Swiss alpine views at Interlaken and atop Jungfrauoch, the highest railway station in Europe.

Christmas markets and wine tasting were also enjoyed in Montreux and Lavaux in the Lake Geneva Region, before history and entertainment at Chillon Castle and Chaplin's World were had, with an exclusive gala night in Basel wrapping up the famil.



**GROUP** shot during Jungfrauoch excursion.

**THE** Australian delegation at the Swiss Travel Pass SuperStar gala dinner.



**VITA** Pryimak admiring the scenery enroute to the Jungfrauoch.



**POSING** by the lake in Montreux.



**GROUP** shot at Jungfrauoch, on top of Europe.



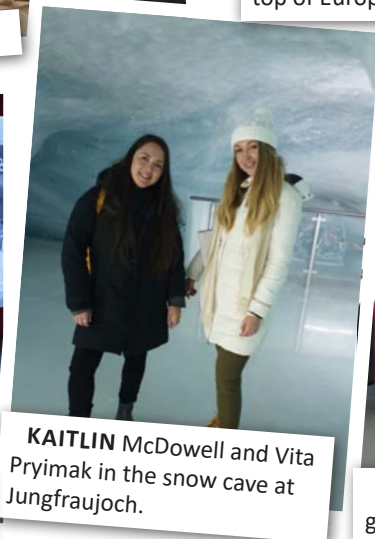
**STEPHANIE** Phillips keeping warm at Illuminarium Light Show in Zurich.



**LUNCH** on the lake in Lucerne.



**KISSING** at the Chaplin's World in Vevey.



**KAITLIN** McDowell and Vita Pryimak in the snow cave at Jungfrauoch.



**KATHY** Thomaidis enjoying the gondola ride up to Mount Pilatus.



**LISTENING** to guide Hanny on walking tour in Lucerne.



## W Brisbane talent

**W HOTELS** Worldwide has showcased work produced by students from the Queensland University of Technology (QUT) at the W Brisbane.

Fine Arts student Lyle Duncan was the first to have his work used in the hotel, having developed a new W sign for the hotel's rooftop bar WET Deck, inspired by the Brisbane River.

Creative Industries students have also been tasked with reimagining the hotel's High Tea experience, as well as creating a new menu for the property's popular Living Room Bar.

## NSW best beaches

**NEW** South Wales' Cabarita Beach on the state's north coast has taken the number one spot in the list of Australia's Top 20 Beaches for 2020.

Shellharbour's Minnamurra Beach took third place on the list, while Wagga Beach became the first inland beach to be included in the annually compiled list, storming in to ninth spot.

Fingal Bay in the Hunter region, Diamond Head in Crowdy Bay National Park and Lord Howe Island's Ned's Beach rounded out NSW's representation among the nation's best beaches.

## Silversea cracking Australia



**LAST** night Silversea hosted trade partners and media at a special dinner, followed by a performance of the ballet, *The Nutcracker*, at the Sydney Opera House.

This is the third year of Silversea's partnership with the Australian Ballet and the company has been able to take the collaboration further recently, with soon-to-retire Artistic Director of the Australian Ballet, David McAllister to host a cruise on *Silver Muse* next year, Senior Vice President and MD Silversea Adam Armstrong told guests.

Armstrong also revealed that 2019 was the biggest year ever in

the company's history in Australia, with more Australian and New Zealand passengers cruising with the line than ever before, and the highest NPS satisfaction scores.

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## Airport predictions

**HAVING** embraced biometric security and mobile check-in services in the 2010s, air transport tech company SITA has predicted airports will adopt even more in the decade to come.

The company believes airports will become "highly automated" in the 2020s, with artificial intelligence set to become "the secret sauce for airports".

5G technology will drive a new era of connected airport improving pax experience, while security will be integrated into a frictionless journey, with checkpoints being replaced by "sensor corridors", as we enter what SITA predicts will be a "golden silicon-infused era of air travel".

There is no doubt that 2020 is going to be biggest year yet! So to help you have something to look forward to in the new year, Club Med are giving you the chance to win a stay at the Club Med resort of your choice in Asia or the Indian Ocean.

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To win, tell us in 50 words or less the most creative way you will grow your Club Med business in 2020. Send your entry to [clubmed@traveldaily.com.au](mailto:clubmed@traveldaily.com.au)

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smartphone app, enjoying more flexibility and convenience.

The travel card is a customisable white-label solution where companies can tailor-make individual travel credit cards and set up the local currencies available depending on the intended purpose and destination. With better exchange rates and optimized monitoring of revenue, companies can unlock significant value and drive higher sales.

Companies can also use the travel card for their cross-selling campaigns and loyalty programmes, where users will be awarded with loyalty points or attractive discounts for making transactions abroad. This serves as a great way to retain and attract existing customers, who will

definitely be back for further travel-related products and services that will make their life on the road safer and more enjoyable.

Having a technology partner like Wirecard can help to ease the smooth integration of these travel cards into existing systems. With Multi-Currency Travel Cards, companies can now offer their customers a modern and innovative payment experience, no matter where in the world they are!

### **FIND OUT MORE**

For more information on the Multi-Currency Travel Card, [CLICK HERE](#).