

Travel Daily First with the news

Proj Sunrise update

QANTAS completed its third and final Project Sunrise trial flight, from New York to Sydney yesterday, amid speculation the airline is planning a direct route to Frankfurt, Germany.

However, the airline has played down reports it is planning to launch direct flights from the east coast of Australia to Paris and Frankfurt, telling *Travel Daily* its focus remained on non-stop services to London and New York.

Yesterday's trial coincided with the 116th anniversary of the first ever flight, achieved by the Wright brothers for a total time of 59 seconds.

QF's flight took 19 hours and 31 minutes, slightly longer than the first trial of the route (**TD** 21 Oct).

Having named the Airbus A350-1000 as its preferred aircraft to operate non-stop services from the east coast of Australia to London and New York (*TD* 13 Dec), yesterday's trial was conducted using the airline's newest Boeing 787 Dreamliner.

Experience Ireland

TOURISM Ireland is urging travellers to fill their hearts with Ireland and soak up the Emerald Isle's rich history.

Visitors can experience the wonder of the island's Stone Age monuments, Viking heritage and Belfast's *Titanic* experience, as they travel along Ireland's Ancient East.

See page eight for more.

Express Aeronology deal

EXCLUSIVE

EXPRESS Travel Group's (ETG) new agreement with the Peter Lacaze-backed Aeronology (*TD* breaking news) promises to allow the agency group to "leapfrog our competitors", according to ETG CEO Tom Manwaring.

The new travel technology platform, developed by Aeronology CEO Russell Carstensen who formerly headed up Helloworld's Air Tickets and QBT corporate travel operations, has been developed from the ground up to be compatible with the latest systems including IATA's NDC (**TD** 05 Dec).

"This agreement complements our truly independent business model," Manwaring said, with the systems to be available to all ETG members in Australia as well as exclusively for members of NZ's First Travel Group (FTG).

"The ETG/FTG strategy is to ensure our customers' hard work is rewarded with excellent returns.

"Our aim is to ensure our customers stay relevant and have their cost of sale the lowest in the market by using our tech and distribution...2020 heralds a new and exciting direction for

Today's issue of TD

Travel Daily today has seven pages of news, a photo page for **Excite**, plus full pages from: • Tourism Ireland

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us and our partners," Manwaring said, noting that the platform even allows travel businesses in Australia and NZ to trade together on a single system.

Carstensen said he was proud to be working with the ETG/FTG team and Manwaring.

"I found his dedication to run a business with integrity and based on family values match my own.

"Tom has invested in some of the best travel technology in the world and we, at Aeronology, are ecstatic to support his business vision," he added.

Carstensen said the new services would be rolling out in the first quarter of 2020, with the ETG/FTG deal with Aeronology covering a range of applications including ticketing, robotics, wholesale booking and payment services.

GBT eyes growth

Thursday 19th December 2019

www.traveldaily.com.au

AMERICAN Express Global Business Travel (GBT) has signed a deal for an equity recapitalisation, with investors led by private equity group Certares.

GBT CEO Paul Abbott said the business was ready for expansion, having secured new long-term investors, including Singapore's sovereign wealth fund, GIC; investment firm, The Carlyle Group; health fund, Kaiser Permanente; and the University of California Office of the Chief Investment Officer of the Regents.

"We are poised for the next phase of organic growth and M&A activity, fuelled by continued investment in breakthrough technology and our unwavering commitment to putting our customers and their travellers at the centre of everything we do," Abbott said.

RIVERNOTES DECEMBER 2019 UNIWORLD'S EXPERIENCES, HIGHLIGHTS & LATEST UPDATES

100TH ANNIVERSARY celebration event Last chance to save up to 30% on selected 2020 voyages, during The Travel Corporation's 100th Anniversary Celebration Event. HURRY! Offer ends 3 Jan 2020.



2020 SOLO TRAVELLER SAVINGS

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INTRODUCING A NEW ADVENTURE

in the Peruvian Amazon We are excited to announce that in 2020, Uniworld will be setting sail in South America on two brand new itineraries!

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25 & 26 Dec: Closed

27 Dec: 9am-6pm

28 Dec: Closed 30 Dec: 9am-6pm 31 Dec: 9am-3.30pm 1 Jan: Closed 2 Jan: Return to normal

For more information visit uniworld.com or call 1300 780 231.



Thursday 19th December 2019

Chile visas waived

CHILE'S National Tourism Service has advised between now and 09 May, Australian passport holders will not be required to hold a visa at all when entering the country.

The call comes in response to the delay of an electronic visa system the country was planning to introduce on Tue (*TD* 10 Dec), which will now be introduced on 09 May.

The administrative reciprocity charge of US\$117, which the electronic visa was set to replace, has now also been waived.

Further details about visas and entering Chile will be made available early next year, with the changes part of wider measures to speed up processing at Arturo Merino Benítez International Airport.

Smartraveller continues to warn of the ongoing potential for "demonstrations, protests and violent clashes in major cities" in Chile (*TD* 16 Dec).

APT has confirmed the

promotion of Mladen Vukic to the newly created senior role of GM Kimberley Outback Wilderness Adventures (KOWA), Small Ships and Botanica.

The appointment, effective this week, follows a significant reshuffle within the business as it evolves to be "relevant for the changing customer and markets," according to Chief Commercial Officer, Deb Fox.

Fox confirmed that the evolution of APT had in recent months "seen us invest in new roles and skill sets.

"Whilst we have removed some roles in recent times that are not part of our future requirements, these have been offset by the investment in a large number of new roles and skill sets across the business that will help us continue to be the leading brands and organisation well into the future," she said.

Fox told **TD** a search would commence late next month for a new APT brand CEO to replace the departed Steve Reynolds (**TD** 29 Nov), and also confirmed the departure of Angus Tandy, who has headed up KOWA since 2016.

CLICK to read

trave Bulletin

Along with the changing roles within the business, APT continues to invest in infrastructure and client experiences, Fox said, with projects including the rebuild of Bell Gorge camp in the Kimberley to offer APT's "best in class glamping product," the building of the *AmaMekong* on the Mekong River, and expansion of the APT Croatia cruise product including a new luxury vessel set to debut in 2021.

She also noted that acquisition remained a key focus for APT.

"We remain active and on the hunt, looking for the right opportunities for our business."

VRL takeover?

VILLAGE Roadshow, the owner of Sea World and Movie World on the Gold Coast, has today confirmed an "indicative takeover proposal" from private equity firm Pacific Equity Partners.

Wanting to know how to travel solo? Read

the December issue of *travelBulletin*.

The company's shares have been placed in a trading halt, with the suitor holding an option over 19% of VRL shares.

Pacific to Europe

PRINCESS Cruises has announced the addition of the *Pacific Princess* to its Europe 2021 season, bringing its total number of ships for the season up to six, including the line's two newest vessels, *Enchanted Princess* and *Sky Princess*.

Pacific Princess will sail new Mediterranean voyages between Venice and Rome, including the 11-night Mediterranean Connoisseur cruise departing 02 Oct, with Best Value fares priced from \$4,639ppts.

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Travel & Cruise

Weekly

Thursday 19th December 2019

Pacific measles

SEVERAL Pacific countries, including American Samoa, Solomon Islands and Marshall Islands, have announced stricter entry requirements in light of the measles outbreak, with some governments declaring a state of emergency (*TD* 09 Dec).

Smartraveller has advised Australians travelling to the Pacific to ensure their vaccinations are up to date, talk to their doctors before travelling pregnant or with children, and to read the travel advice for their destination.

CLICK HERE for more details.

Royal Brunei push

ROYAL Brunei Airlines has launched a new brand campaign in Australia under the slogan "It's the little things we do that make our service special".

The campaign, which highlights the airline's "exceptional attention to detail", will kick off with a four-month print, digital and television campaign that aims to "lift its consumer and trade profile in the region". **GLOBAL** luxury and experiential travel provider, Ensemble Travel Group (Ensemble), has inked a new agreement with Travel Advocates New Zealand in a move that aims to offer the agency group an edge.

Travel Advocates will be granted access to Ensemble's portfolio from 01 Jan, including its global range of luxury travel product.

"Our business will now have access to an expanded range of luxury hotels, villas and homes, apartments, extensive hosted and amenity cruise options and other flexible luxury products which will enable our Personal Travel Managers to offer a more diverse and high-end range of competitive travel products," said Travel Advocates General Manager Mike Southcombe.

In return, members of Ensemble will benefit from the use of a customisible supplier and marketing support structure, which will allow them to choose the suppliers they want to engage with, as well as which marketing programs they would like to

participate in.

Travel Adv join Ensemble

Members will also have the chance to take part in a series of ongoing training opportunities.

"Ensemble's extensive portfolio of luxury accommodation around the globe is unparalleled as are our cruise and experiential options, and we continue to invest in new relationships to keep it that way," said Ensemble GM Aus/NZ Katy Muyt.

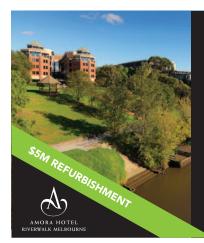
"Our members tell us they value the diversity and sophistication of Ensemble's products and experiences, our market-leading technology and support, and the flexibility of member choice...we are proud to be leading the way in today's marketplace," Muyt added.

Shipping proposal

THE International Chamber of Shipping has announced a new proposal to form the world's first collaborative shipping R&D program that will aim to help eliminate CO2 emissions generated from the international shipping industry.

The statement was released on behalf of a number of organisations, including Cruise Lines International Association (CLIA), and covers core funding from shipping companies across the world of around US\$5 billion over a 10-year period.

View the full document HERE.





THERE'S few things worse than a delayed flight, especially over the holiday period, so Burger King is doing its best to turn a big negative into a whopping positive.

Until the end of the year, the burger restaurant will be giving out free Impossible Whoppers to those in the United States who have had their flights delayed, under the Delay Your Way promotion.

Simply report your flight delay on the Burger King application to receive a coupon for the free burger, which can be redeemed at any participating restaurant in the US.

However, the offer is only valid before your flight departs, so get in line quickly!

Insight \$899 flts

INSIGHT Vacations is offering an \$899 return air offer on all of its 2020 Europe & Britain tours.

Available for a limited time or until sold out, travellers can also take advantage of a similar \$499 Economy airfare deal when booking with sister brand Luxury Gold.

The company's 2020 European and Britain collection contains over 70 itineraries across different travel styles.

See the itineraries HERE.

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Noosa gets inspired



Thursday 19th December 2019

Six Senses to UK

SIX Senses London is slated to open in 2023 in the art deco heritage building of former department store Whiteleys, located in Bayswater, West London.

The property is in close proximity to Hyde Park and Kensington Palace, and will offer guests 110 rooms and suites across 14 branded residences, a cosy lobby bar and lounge, all-day dining restaurant and courtyard seating area.

Guests will also have access to the spa, which features a fitness area, indoor pool, relaxation room, and an Alchemy Bar, where guests can create their own hair and skin care products.



THE LAST ELEPHANTS

This week *Travel Daily* and Swagman Tours is giving a lucky reader the chance to win a copy of *The Last Elephants* coffee table book. Perfect for your agency or a great Christmas present.

The Last Elephants – is the name prophetic? We hope not, but the signs are worrying. This book is a narrative and photographic backup to the Africa-wide Great Elephant Census of 2016. Each chapter has been written by different elephant experts from Africa and beyond reflecting the range of views regarding the future prospects of these majestic creatures. Close on two years in the making, this book has a forward written by HRH Prince William, Duke of Cambridge.

To win, the person who answers the 4 daily questions correctly and has the most creative response to the final question will win. Send your answers to **lastelephants@traveldaily.com.au**

How many National Pars are visited on the **Migration Seeker**?

Hint: Answers can be found in the new Swagman Africa 2020/21 brochure or on the Swagman website.

Air NZ readies

AIR New Zealand is preparing for its busiest day of the year as holidaymakers in New Zealand and across the globe set off on their Christmas break tomorrow.

The airline is anticipating more than 60,000 customers on more than 600 flights across its network - which is 20,000 more compared to the carrier's busiest day last year - with Auckland-Christchurch the most popular route.

Air New Zealand General Manager Auckland Airports Todd Grace advised travellers to allow additional time and be "as patient as possible" towards staff.

MEANWHILE, the airline has hired 120 candidates from more than 1,800 applicants for its temporary cabin crew roles to fly across the peak summer period (*TD* 19 Jul).

The summer cabin crew group will be operating the airline's Boeing 777-300 and 777-200 aircraft from Dec-Mar across the peak summer period.

BW South Coast

BEST Western Hotels & Resorts has added Lincoln Downs Resort, Batemans Bay BW Signature Collection to its network.

The addition marks Best Western's second branding and distribution partnership with Mandala Asset Solutions after Best Western Plus Ambassador Orange joined the brand in Feb (**TD** 06 Feb).

Israel development

ISRAEL Ministry of Tourism and the Israel Land Authority have announced the construction of four new hotels, as well as a new shopping centre and a 40,000m² conference centre in the Dead Sea area.

The development plan will add approximately 1,000 new rooms to the destination and is expected to "transform the Dead Sea into an attractive area on an international scale".



THE newly refurbished Hastings Street Visitor Information Centre was officially unveiled today by Qld Minister for Innovation and Tourism Industry Development Kate Jones, under the new name of The Noosa Inspiration Centre, which aims to be an information hub for locals and visitors.

The concierge team will be supported by more than 100 volunteers, with the centre hosting weekly activations from local artists, indigenous basket weaving, activities for children, and tastings from many local producers, in addition to selling locally made wares.

"Our goal is to firstly welcome, and then inform and inspire people to get out and discover what they don't know about our amazing region," said Noosa Inspiration Centre Manager Jasmin Boyd.

Pictured: Drew Pearson, Chair Tourism Noosa Board; Melanie Anderson, CEO Tourism Noosa; Kate Jones, Qld Minister for Innovation and Tourism Industry Development; Sandy Bolton, Independent Member for Noosa; and Tony Wellington, Mayor Noosa Shire Council.

United Dublin daily

UNITED Airlines has announced the launch of a new daily nonstop service from San Francisco (SFO) International Airport to Dublin, Ireland, beginning 05 Jun, making it the only US airline to offer daily flights direct to Dublin from the US West Coast.

The Boeing 787-8 Dreamliner will operate the service, which will depart SFO at 3.55pm daily.





Thursday 19th December 2019

Agents enjoy diverse Hawaii



TEN of Travel Counsellors' best performing agents recently travelled to the islands of Kauai and Oahu in Hawaii for a jampacked famil trip hosted by Hawaii Tourism Oceania.

The adventure included an ATV waterfall tour, adrenalinefuelled zipline and helicopter experiences, as well as opportunities to relax at Kauai's Koloa Landing Resort at Poipu, Autograph Collection.

Also on offer while visiting Kauai was a stay at Sheraton Kauai

Resort's Aulii Luau, as well as a visit to the Kilohana Plantation to take part in a rum safari tour. The group flew with Hawaiian

Airlines from Sydney to Honolulu. **Pictured** enjoying Hawaii's

golden beaches are: Hawaii Tourism Oceania's Charis Ricafuente (fifth from the left), along with Travel Counsellors agents from Simone Murnane, Patricia O'Brien, Hamish Naicker, Hannah Foster, Andrea Davey, Lani Vaughan, Clare Hardie, Tamsin Catto & Michaela Jones.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily*'s Thu 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.

The International Air Transport Association has recently made several changes to its leadership team which will be effective o1 Jan. These include **Aleks Popovich**, who is now the manager of its newly formed Customer and Business Services division. The Board has also recommended an extension to the term of Director General and CEO **Alexandre de Juniac** beyond his current term ending Aug 2020.

Belinda Condon has been promoted to Sales Manager, Leisure and Tim Wallis to the position of Sales Manager, Corporate at United Airlines. Condon has managed both Global TMC and Leisure portfolios at the carrier, with a key focus on leisure over the past two years, while Wallis' background is in corporate account acquisition in Sydney & Melbourne.

Princess Cruises Australia has announced the shuffling of its executive decks, appointing **Shaun Kavanagh** as Key Account Manager, **Lachlan Brett** as its new National Account Manager, and **Brett Wendorf** to the role of Head of Sales Operations.

Business Publishing Group has appointed **Jessica Smith** to be its fulltime Marketing Assistant. She has completed a Bachelor of Business at UTS and a marketing internship at Sydney Harbour Marriott.



VN ups Denpasar

VIETNAM Airlines will expand its Ho Chi Minh City to Denpasar service from 29 Mar, boosting the number of services offered on the route from five a week to daily operations.

The airline deploys an Airbus A321 to fly the route, which only launched in late Oct.

Scenic winner named

SCENIC Cruises and Tours has revealed Emma Sillato from Helloworld Macarthur Square in western Sydney has taken out its Ultimate Scenic Experience incentive.

She has scored herself a 26-day adventure touring and cruising to Canada, France and Southeast Asia, with all flights included.

More details in today's edition of *Cruise Weekly*.

Thai resort opens

KAPUHALA has unveiled the opening of the Kapuhala Koh Samui Tropical Farm and Training Retreat on Samui Island, marking the debut of the company's brand in Thailand.

The property features five tented villas and four detached seaview farmhouses, an indoor fitness studio, a 25-metre outdoor swimming pool, and 100% plant-based restaurant.

The resort's management says the property is designed to promote an eco atmosphere, driven by "thoughtfully curated holistic experiences".

Verisk integration

DATA analytics company Verisk has announced that Insurance Geeks has adopted its Travel Black Box Version 3.0 underwriting solution to support the expansion of its travel insurance brand Zoom.

The product will aid Zoom customers in completing online forms about their pre-existing medical conditions prior to travel.

CHECK OUT THE 2020 CRUISE GUIDE

CRUISE traveBulletin



Today's Travel with Purpose is brought to you by Intrepid Travel



It's as good a time as any to reflect on the year that was.

Time made Greta Thunberg their Person

of the Year and appears 2019 will be remembered as the year when we started waking up to the impacts of climate change.

My personal highlight of 2019 was seeing the frozen continent, Antarctica, with Intrepid. The wildlife and vastness of the place was breathtaking. Never have I been as inspired nor as determined to protect the fragility of our planet.

We made the decision this year to double carbon offset all our Antarctica voyages, in order to pay homage to the privilege of visiting a place so sensitive to changing climate. 2020 is a huge year for us at Intrepid, as we will become climate positive. Not only will we continue to offset all our carbon emissions as we have done for a decade, we will now positively offset so our travelers will be creating a benefit for the environment.

I'm also incredibly proud to work for a company that has pledged to be net zero emissions by 2030 at the COP25 conference. That may seem far away, but a bright decade starts with the actions we take today. Have a safe and relaxing festive period.

See you in 2020.

Brett Mitchell, Chief Commercial Officer, IntrepidTravel



Agents live "like Crazy Rich Asians"

TO CELEBRATE their Explorer's Guide To Singapore, Excite Holidays and Singapore Tourism Board gave 10 Australian agents a luxury insight into the Asian city-state, with an exclusive VIP-themed trip.

After flying into Changi Airport from all over Australia, the agents were greeted for a special check-in experience at the incredible Fairmont Singapore.

They were quickly whisked up to level 25 for check-in at the exclusive Fairmont Gold Lounge, before getting to their individual rooms with sweeping views of Marina Bay.

Over the four days, the agents were treated to some of the most exclusive dining experiences in Singapore, dining at Michelin-starred Braci, Stellar at 1-Altitude, members-only club Straits Clan and the Tiffin Room, in the iconic Raffles Hotel.

They also had a chance to visit some of the world's best bars, including the eighth ranked Atlas Bar, and the iconic Long Bar at Raffles Hotel where they enjoyed a classic Singapore Sling.

It wasn't all eating and drinking however, with a range of great experiences including luge and segway adventures on Sentosa Island, a private gin-making class, tours of historic districts, shopping on Orchard Road, luxurious 45-minute massages, and a unique sidecar experience that took the agents through the city before finishing at Gardens by the Bay.

Other events included an exclusive private event at Rabbit Hole on Dempsey Hill where the agents arrived in style, dressed to impress and had a great night at one of Singapore's hidden gems.

And whether they were nature lovers, history buffs, or city trippers, regular visitors or first-timers, it is safe to say that everyone returned with a fresh perspective on what Singapore can offer their clients!



Travel Daily

Thu 19th December 2019



AGENTS receive their personalised luggage

tags at an event at The Rabbit Hole.



AGENTS explore Haji Lane.





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Thursday 19th December 2019

Captain Cook 2020

CAPTAINCookCruises hasreleased the 2020 departuredeparturedates for its seven-night Upperseven

Murraylands cruises that will take place aboard *PS Murray Princess*. The sailings will operate once a month and visit the historic towns of Waikerie, Morgan and

Swan Reach, with guided tours of each destination included in the trip.

Also included on the cruise is a hot buffet breakfast daily, an Aussie-style barbecue dinner and bush dance on the riverbank, and all coach transfers.

Earlybird prices from \$1,984pp.

Quest rallies help

QUEST Apartment Hotels has called on the accommodation sector to support the forpurpose organisation Housing All Australians, a group which champions the cause of affordable housing for people on low incomes.

"All hotels trade off the livability of our world-class cities, so it's in the industry's best interest to ensure all Australians have a roof over their head," said Quest Apartment Hotels COO David Mansfield.

Quest has also made a direct donation to the organisation.



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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- Nightly entertainment

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

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business events news Pharmacy

CRUISE

We love Christmas!



THE travel industry is well and truly getting into the Christmas spirit in the lead up to the holidays, with a few brands even sharing their office joy publicly with *Travel Daily*.

MW Tours team (**top**) chose to cheers their way to the holiday break during their Christmas party, while the Railbooker and Amtrak Vacations teams had the opportunity to sit down for a chat with Santa (**right**).

Below is the Sun Island Tour team gathering to wish the travel sector a very merry Christmas.





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IT'S A NUMBERS GAME REVENUE MANAGER ADELAIDE- UP TO \$100K PKG

We are seeking a talented revenue manager to join a busy and successful property in Adelaide. Working with dept, heads you'll be able to drive and implement sales strategies to increase room and F& B revenue whilst managing a small team and keeping abreast of market trends. A strong salary package and long term career stability on offer. Previous hotel revenue management experience a must.

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