

Air Italy lifts comm

TRAVEL agent base commission for bookings of Air Italy flights will increase to 5% effective from 01 Jan 2020, according to the carrier's local GSA, Airline Marketing Australia (**TD** 03 Dec).

The 5% IATA BSP rate applies to all published fares - for more information call 1300 804 334.

Uniworld ship burns

UNIWORLD Boutique River Cruises has been forced to delay the debut of its much-anticipated Super Ship on Egypt's Nile River, with the *S.S. Sphinx* reportedly catching fire at the shipyard in Cairo where it is currently under construction.

The *S.S. Sphinx* was set to enter service in just over two weeks' time, on 06 Jan 2020, but Uniworld now says it will delay the launch by about nine months, until 26 Sep next year.

Uniworld is working with agents to accommodate disrupted pax.

CVFR enhances platform

CVFR Consolidation Services' new TickeTech-Connect system (**TD** breaking news) promises to significantly expand the company's travel agent offering, building on its existing platform to offer low-cost carrier (LCC) and NDC channel fares.

MD Ram Chhabra stressed that the enhancements were not a replacement for CVFR's current ticketing platform "which is market leading and the foundation of our ticketing service to agents".

He told **TD** the TickeTech system was the outcome of six months of research, planning and development, and would empower customers to "effectively compete on an increasingly competitive stage".

The platform connects to all three major GDS suppliers, while discussions are currently under way with other regional GDS providers and consolidators.

Chhabra said the first stage of the technology would be deployed by Feb 2020, and had been designed specifically for online travel agents.

However it is "equally applicable to any travel agent wishing to take control of their inventory and pricing," he said.

The CVFR MD promised that NDC content would be available on TickeTech-Connect by the end of Mar next year.

CVFR's announcement follows yesterday's confirmation that the Express Travel Group is the launch customer for the Aeronology platform developed by former Air Tickets and QBT chief, Russell Carstensen (**TD** 19 Dec).

Jetstar codeshare

JETSTAR Airways will partner with KLM on four routes from Denpasar to Australia, while Jetstar Asia will codeshare with Air France and the Dutch carrier on 12 Southeast Asian services through Singapore.

The codeshare arrangements will provide seamless travel experiences, with single ticket itineraries and through-checked baggage for passengers.

The deals extend Qantas' long-established partnership with the European airlines, Jetstar Asia CEO Bara Pasupathi said.

Air NZ resignation

AIR New Zealand's acting Chief Financial Officer Stephan Deschamps will step down during the second quarter of next year, according to an ASX update issued this morning.

Deschamps will take up another CFO role at "a New Zealand company," the airline said.

Today's issue of **TD**

Travel Daily today has six pages of news, a photo page for **Savenio** plus a full page:

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EXP chopper chop

EXPERIENCE Co Limited (EXP) has announced the outcome of its strategic review (**TD 07 Nov**), which will see it offload a number of assets including Great Barrier Reef Helicopters, which is being sold to the Morris Group.

EXP will also sell Raging Thunder Adventures and hot air balloon operations in Cairns, Byron Bay & the Hunter Valley, under a plan by CEO John O'Sullivan to improve return on invested capital.

Imperium, Intrepid deal

IMPERIUM Capital Group has acquired Adventure Tours Australia (ATA) from Intrepid, in order to grow the footprint of its Discovery Adventure Group business (**TD breaking news**).

Discovery Adventure Group currently operates businesses on Queensland's Fraser Island as well as near Byron Bay in NSW, with the deal seeing it expand into Central and Western Australia.

As well as ATA, Imperium will hold a stake in Outback Tour Services (OTS) and is taking on some Kimberley Wild Expeditions assets, which will be used to run west coast and Kimberley trips.

Intrepid CEO, James Thornton, said the divestment was part of a strategy to simplify the Intrepid global brand portfolio.

The acquisition is effective immediately, with Imperium/Discovery Adventure Group owner Andrew Cox saying the deal would "ensure our guests

receive the same fantastic experience wherever in the country they are."

ATA Brand Product Manager, David "Thommo" Thomson, will transition to Discovery Adventure Group, along with Rebecca Hargrave and OTS General Manager, Pieter Bosch.

Tour guides and operations staff in Alice Springs, Yulara, Darwin and Perth will continue to work for OTS and operate ATA trips under the new structure.

ATA became part of Intrepid during its four-year partnership with UK travel giant TUI.

Product and pricing is already in place for 2020, meaning it will be business as usual for agents, partners and suppliers of ATA, OTS and Intrepid, the firms said.

oneworld lounge

ONEWORLD and Domodedovo Moscow Airport have agreed to open the first oneworld-branded lounge for member airline customers.

The airport is home to oneworld member S7 Airlines, Russia's biggest domestic carrier, with an opening date and further details to be provided in 2020.

"Thanks to the joint project of the airport and oneworld, our passengers will receive exclusive world-class service," said Domodedovo Moscow Airport Director Igor Borisov.

"We are confident that this will have a positive impact on strengthening the alliance's brand in the Russian market, and Domodedovo will become even more attractive for frequent flyers of the oneworld alliance."

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New TAFE program

TAFE NSW, Cruise Lines International Association (CLIA) Australasia and Apprenticeship Support Australia (ASA) have teamed up to establish the Cruise Sector Traineeship Program under the NSW Government Fee Free Traineeship Initiative.

The program allows trainees to begin immediate employment in the cruise sector and receive on-the-job training over 12-24 months while completing a "fee free" Certificate III in Travel.

Employers may be eligible for payroll tax exemptions and incentive payments of up to \$2,000 - **CLICK HERE** for more.

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Macquarie Park, Sydney

The Business Publishing Group is looking for the services of a proactive Advertising Coordinator to work across our industry leading titles.

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Get them to read all about river cruising in the Summer edition of *Travel & Cruise Weekly*

AA tampering

AN AMERICAN Airlines mechanic has pleaded guilty to sabotaging a plane in Miami, according to the *New York Post*.

The plane never left the ground, and the mechanic faces prison.

Club Med growing strongly

CLUB Med has experienced a huge year in the local market, with sales surging almost 25% in the last 12 months.

The strong growth for 2019, which saw 27,000 local Club Med guests, follows an even bigger increase the previous year, while Club Med GM Australia/NZ, Rachael Harding, said forward bookings we tracking at similar growth levels for 2020.

The figures were unveiled during an event yesterday in Sydney, where Xavier Desaulles, Club Med CEO Asia-Pacific, detailed the ongoing evolution of the company including a host of new resort openings worldwide, and a strong focus on the premium family market.

Over the last 15 years Club Med's portfolio has "profoundly changed," Desaulles said, with 85% of the resorts now in the "premium to luxury" segment.

Ongoing investments in this region include the planned refurbishments of Club Med Phuket and Club Med Cherating Beach, while the company is determined to "accelerate its mountain leadership" with the development of ever more all-inclusive ski operations, including the company's first resort in Quebec, Canada.

Desaulles also detailed Club Med's €20m annual investment



in digital technology, including the ongoing enhancement of its travel agent portal as well as a host of tools allowing guests to plan and manage their holiday.

Harding told *Travel Daily* the 11 existing "Club Med Boutiques" inside the stores of some of the company's travel agent partners were seeing great success, with plans to double the number of outlets in the next couple of years.

She's pictured above with Xavier Desaulles and Club Med Sales Manager, Tony Soden.



Window Seat

SOME hotel guests like to keep "souvenirs" from their visit to their temporary lodging, particularly if it is a fancy or memorable stay.

While some of us like to swipe the amenities or slippers, many luxury hotel guests enjoy larger keepsakes - specifically, mattresses.

A recent survey conducted by hotel and spa reviewer Wellness Heaven has revealed guests at five-star hotels are more likely to steal more premium items.

Wellness Heaven's Chief Executive Officer Tassilo Keilmann said travellers often attempt their larger thieveries at night, when the reception desk isn't manned.

He also told that swankier hotels were less likely to report theft, leaving thieves tempted.

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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

Which 2 camps make up our Spirit of Zimbabwe?

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

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Academy is taking you and a guest on a 7 night Canada & New England roundtrip New York onboard our flagship Sky Princess!

Minor Prize: 12 x \$200 AUD Visa Gift Cards

Become a Commodore by 22 December 2019, 11.59pm AEDST, for the chance to win!*

[CLICK HERE TO LAUNCH ACADEMY](#)

*T&Cs apply

WRD's "Bawah Believers"



THE World Resorts of Distinction (WRD) team celebrated Christmas in sustainable style this year at Bawah Reserve in Indonesia.

The team spent three days at the Reserve, located in the country's Anambas Islands Regency, a small archipelago northeast of Batam Island.

The trip was designed to reward the team for a busy and fruitful 2019, and to experience the group booking capacity of the resort - a sector which WRD plans to focus on in 2020, specifically

through multi-generation, corporate and retreat bookings.

The group experienced the best the island has to offer, including treatments at Aura Spa & Wellbeing; yoga classes; hiking; an Indonesian cooking class; a permaculture tour; a sunset boat cruise; a marine biology class, and an exploration of the region's marine life, via kayak, standup paddleboard and snorkelling.

Pictured at the Bawah Reserve Castaway Picnic are: Annie Kelly, Narelle Langton, Nina Coulson and Tess Willcox.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Savings of up to 25% are available on selected **Contiki** trips worldwide. Deals are valid from Boxing Day until 06 Jan, with up to 25% off trips in Europe, 20% off itineraries in Australia & New Zealand, and 15% off United States and Canada tours. For a full list of deals, **CLICK HERE**.

Adventure Canada's new Heart of the Arctic cruise in Jul is offering savings of up to \$18,000 per couple. Valid for bookings before 28 Feb, fares for the 12-night cruise from Iqaluit in Canada to Kangerlussuaq to Greenland start from \$9,690ppts - for more info, call 1800 507 777.

G Adventures is offering 15% off its 05 Apr Mekong River Experience from Siem Reap to Ho Chi Minh City. Travelling for eight days, the trip is now available at a special price of \$2,243 per person. Book before 10 Dec to take advantage. **CLICK HERE** for more.

Uniworld Boutique River Cruises has released a 30% savings deal, available on select itineraries until 03 Jan. The sale includes the eight-day Paris & Normandy cruise, with fares leading in at \$5,459ppts. The deal applies to the 19 and 26 Jul departures. Call 1300 608 682.

One of the most comprehensive cruise selling tools is here!



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CRUISE WEEKLY **travelBulletin**

Travel Daily

Seabourn White Isl

SEABOURN has cancelled shore excursions to White Island for the 2020 season, the cruise line has confirmed to **Travel Daily**.

Seabourn Encore was scheduled to offer the excursion through three port calls, in Jan and Feb, but Seabourn Director Global Public Relations & Strategic Initiatives Brian Badura told **TD** passenger and crew safety was the line's top priority.

"We would not take our guests and crew to a port - or operate a shore excursion - where we had any indication there may be an undue risk to safety and security," he said.

"We coordinate closely with scientific and weather experts, as well as local officials and many others, to make sure we have the latest intelligence on a wide range of safety-related topics before we schedule and sail our ships into any of more than 400 destinations around the world."

Indigo Hakone date

JAPAN will open its first Hotel Indigo on 24 Jan, with the debut of Hotel Indigo Hakone Gora.

The property includes 88 rooms and 10 suites and all rooms feature a modern Japanese-style tub filled with mineral-rich hot spring water.

Also on location is an all-day dining restaurant, a lounge, spa and fitness centre.

Prices per room start from \$650.

Spain DFAT update

THE Department of Foreign Affairs and Trade has issued an update via Smartraveller regarding ongoing demonstrations in Spain.

The protests are taking place in Barcelona and wider Catalonia, with violent clashes having occurred between demonstrators and police, resulting in injuries.

Travellers can expect transport disruptions, and are encouraged to avoid demonstrations, monitor the media and follow local advice.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by ReadyRooms



It's been a big year for the ReadyRooms platform. After a complete rebuild and relaunch in 2019 the team worked hard behind the

scenes to deliver enhancements throughout the year, publishing enhancements to the site on average every two weeks. This constant release cycle has seen us deliver a steady stream of agent focused improvements to the site.

Just some of the deliveries through the year included; enhanced site usability through developments on the map and location search, clustered map search, a simpler payment flow, a mobile responsive site, increased maximum number of passengers in a booking/search, instant predictive search name drop down results and a greater and the ability to filter rates by inclusion types.

On the content side we brought on several new hotel feeds during the year. This saw us increase the overall volume of product available as well as a broader variety of rate types. We integrated a new activities feed as well rewriting and enhancing the entire transfer booking process with a new provider. These developments resulted in even greater variety of product being made available to agents.

It's been another successful year for ReadyRooms. Thanks to all our agents booking with us for your support over 2019. Thanks for choosing an ATAS Accredited supplier. We look forward to working with you in 2020.

And finally wishing you all a very Merry Christmas and Happy New Year from the Ready Rooms teams.

Steve Brady, ReadyRooms



Savenios gather at Brisbane Symposium

Fri 20th December 2019

SAVENIO affiliates from across the country gathered at Brisbane's Customs House last month to celebrate another year of success.

They were updated on product, took part in learning and development workshops and networking events over three days, with the highlight of the weekend the "Crystalized Private Dinner", hosted by Crystal Cruises.

The annual Symposium event is an opportunity for affiliates to connect face-to-face, get guidance from the management team, gain inspiration and gather new tools to support their business success.

Business coach Jayne Arlett spoke about business growth and strategic development through defining values, setting goals, and building strong marketing channels for sales conversion.

Savenio Symposium's "Travel Mart" provided affiliates with the latest information on over 20 luxury travel products while the peer-to-peer session and the senior management team updates inspired the group.

The final evening was spent atop the Emporium Hotel with views across the Brisbane River where Cathy Tee from Crystal Cruises helped celebrate the strength of the Savenio network.



LYNNE Ireland, Inspired Luxury; Jason Polley, Aussie Travel Cover & CHI Travel Insurance; and Brent Hevey, Savenio advisor.



SAVENIO affiliates gathered at Symposium.



SAVENIO affiliates Donna Philips, David Brandon, Robyn Sinfield, and Libby Orrock in the Panel of Peers.



CATHY Tee from Crystal Cruises updating Savenio affiliates.



SAVENIO affiliates Brent Hevey, Craig Stepnell, Simon Cordeiro, Alex Prez, David Brandon, and Adam Bold.



SAVENIO affiliates Kisane Salib & Ariana Wong.



SAVENIO Managing Director David Brandon officially opening the Symposium.



CATHY Tee, Crystal Cruises and Jo Oldfield, Savenio affiliate.

Wu Hainan itinerary

WENDY Wu Tours has released a new eight-day package to Hainan Island, allowing travellers to experience the best of China's largest tropical island, including unspoilt beaches, rainforests, volcano park and rich cultural history and traditions.

Guests will fly Hainan Airlines with direct flights from Sydney and Melbourne to Haikou.

The Best of Hainan package starts from \$2,540 per person twin share, including accommodation, international flights, transfers, most meals, English speaking guide and tour/entrance fees.

CLICK HERE or call 1300 727 998 for more information.

QF Solomons waiver

QANTAS has announced that customers who purchased tickets on or before 19 Dec for flights to or from the Solomon Islands between 19 Dec and 09 Jan can rebook to an alternative Qantas marketed service between Brisbane and Honiara, or request a refund.

The move follows the Solomon Islands Ministry of Health and Medical Services (MOHS) declaring all passengers entering the Solomon Islands are required to complete a new health declaration form regarding immunisation against & exposure to measles in light of the measles outbreak (**TD** 19 Dec).

On The Go goes loco!



ON THE Go Tours (OTG) headed to Mexico earlier this month for its Leaders Conference and annual Global High Achievers Conference, which acknowledges all the OTG team who achieved their KPIs for the year.

The group enjoyed day trips to Chichen Itza, the Mayan ruins of Tulum and local beaches, finishing up the week with an "M" themed party on the beach - some of the creative costumes are **pictured** inset.

OTG revealed its 2018/19 financial year results were up 17% on the previous year, with

strong growth in Egypt, Turkey and Morocco.

"We're very proud of the hard work and passion of the team, who helped produce excellent results for 2018/19," said OTG General Manager Australia/New Zealand Natalie James.

Pictured: The team in Mexico.



Club Med
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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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- A wide range of included sports & activities
- 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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Sydney, \$70k + Super, Ref: 4322PE1

An exciting opportunity has presented itself for a Pricing, Systems & Operations Specialist to join this award winning Cruise line. The purpose of this role is to be the specialist for promotion & pricing in the region my clients business. The position is responsible for reporting, pricing analysis and distribution & effective internal communication of pricing changes & promotions internally and externally. If you have previous experience in these areas within travel or hotels please apply today.

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

Wholesale Travel Consultant | Canada

Sydney, \$45-60k, Ref: 43135J3

I'm looking for a travel industry professional who wants to step away from face to face sales & work for a leading travel provider who has excellent knowledge in Canada & Alaska. You will be booking packages & tailor making holidays and utilising your geographical knowledge in these destinations. A fun & vibrant team in luxurious offices & a real chance for career progression. A great base salary is on offer & the chance to work for an industry leader. Call me for a confidential chat.

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

BDM | Niche Travel (Open to Relocates)

BNE, Competitive Salary Package, Ref: 6043AW3

My client is a Niche Travel Specialist looking for a BDM to drive agent enquiry. If you have worked with key account relationships, are a confident & articulate communicator & comfortable in Networking to create new leads - then this Niche Travel BDM role is for you! This is a diverse role, where you will win new business, provide training & host famils! If you have travelled to, or have previous sales experience of the region of Japan, then RELOCATE for a new challenge for 2020 - APPLY NOW!

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

Team Leader - Retail Consultant

MEL, Competitive Salary Package, Ref: 3251A01

Are you an experienced Team Leader in retail travel looking for your next opportunity? Working for a boutique luxury travel agency, you will be responsible for the day-to-day operations of the agency, as well as providing exceptional customer service and growing your clientele base. Work alongside experienced staff, this role provides flexibility and freedom. Provide your clients with expert destination and product knowledge. Monday-Friday hours with weekends by appointment only.

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

Product Executive

SYD, Competitive Salary Package, Ref: 4213RL1

Australia's leading Latin America Adventure travel company is looking for a product executive to join their team! MUST have previous travel experience to Latin America and travel to Antarctica is advantageous. Looking for candidates who have a minimum of 3 yrs experience in Product/Contracting in Latin American region. What an opportune time to be part of this fast moving adventure travel brand. This role will not be on the market for much longer so don't miss out and apply now!

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

Sporting Travel BDM

Sydney, Up to \$70k + Comms, Ref: 4111AJ2

Take advantage of this exciting opportunity to join a market-leading company specialising in group sports tours. You will be responsible for identifying potential clients, driving business and outlining the fantastic service offering available. My client provides fully tailored travel packages for schools, clubs and associations, priding themselves on their product offering and going the extra mile. If you are passionate about Travel and Sport this is the perfect role for you!

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

Experienced Travel Consultant

Sunny Coast, Competitive Salary, Ref: 4230MT2

Do you want to work in an award winning travel agency, with very specialised, luxury products! Our client is located in an affluent area in the sunny coast and looking for an experienced travel consultant to join their exclusive ranks. Our client 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 HIGH BASE SALARY up to \$55k + commission!! Apply Now !!

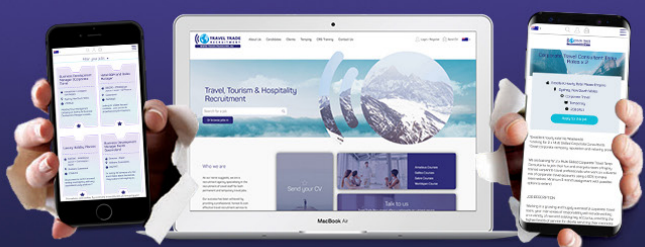
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Corporate Consultant | After Hours

MEL, VIC, Attractive Package, Ref: 0001AB1

Due to continued business growth, my clients are looking for a multi-skilled Corporate consultant to join the office based After Hours team. You'll be working under urgent circumstances so your ability to work under pressure will put into practice. If you love Corporate travel & have extensive experience but need flexibility, now's the time to join this award winning team. Want to be part of an evolving TMC and work hours that suit your lifestyle? Contact me ASAP & APPLY NOW!

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



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