

SRI LANKA MEGA FAMIL 2019

We're back in 2019 with a **MEGA FAMIL** to beautiful Sri Lanka!

45 lucky agents will be travelling with
Bunnik Tours and the *Small Group Touring Co.*
experiencing the pearl of the Indian Ocean for themselves.

To register your interest and find out more [click here](#).



BunnikTours®



**Small Group
Touring Co.**

Sri Lanka mega-fam

BUNNIK Tours and the Small Group Touring Co have announced a major initiative in which 45 lucky travel consultants will experience Sri Lanka.

The 10-day trip departs Australia in early Oct and will take in Colombo, Negombo, Kandy, Galle and more.

Top sellers from each state will get a spot, alongside winners of some bonus lucky draws - for more details see the **cover page**.

NCLH set to expand res

EXCLUSIVE

NORWEGIAN Cruise Line Holdings is boosting its customer service operations, with a major project under way to offer 24/7 reservations support to travel agents in Australia and NZ.

Speaking to *Travel Daily* this week during an NCLH top achievers event, the company's Senior Vice President, International, Harry Sommer, confirmed the initiative which will seamlessly link the local contact centre to operations in Southampton in the UK and Sao Paulo in Brazil, which are all being migrated to a common platform.

Sommer noted that unlike some other cruise companies, NCLH call centres utilise the company's own staff rather than being outsourced, so agents can be assured of always speaking to an expert in Norwegian, Oceania or

Regent Seven Seas Cruises.

"It's a major investment, but we believe it's worth it," he said.

Currently Australia is the second largest international market for the company after the UK, but is edging close to the top spot.

"We see the Asia-Pacific region as a whole having huge growth potential," Sommer said.

Europe is the most popular destination for Aussie cruisers, but Norwegian has also seen exceptional growth for its voyages in Hawaii and now Alaska, and this year booking patterns have seen an increase in short lead-time bookings.

That said, 2020 is "tracking off the charts," with reservations for next year currently significantly ahead of levels at the same time in 2018.

The company aims to highlight its expertise in fly-cruise, with its wide array of itineraries and products across the globe providing significant opportunities for agents.

Sommer flagged a further increase in marketing activity for 2020 across all three brands.

Richards to Silversea

SILVERSEA has appointed Steve Richards as its new Director of Sales - Australia and New Zealand.

Richards' former roles include heading up Best Western in Australia as well as a stint as General Manager of Wendy Wu Tours (**TD** 05 Jul 2018).

He takes the Silversea role after a short career break to spend time with his young family, saying he was "incredibly proud to be joining this successful team".

 **G Adventures**

OMG WOOHOO WOW

Book 5 travellers to earn your one free tour.

1 July - 19 August 2019

5 FOR ONE

REGISTER NOW >

Today's issue of TD

Travel Daily today has six pages of news, a front cover page for **Bunnik Tours**, plus a full page from:

- TMS Talent


aurora
expeditions

Become a Greenland expert!
Sign up for our webinar

Register today!


ADVENTURE
WORLD
TRAVEL


BANFF & LAKE LOUISE
Live

**WINTER IN
BANFF
& LAKE
LOUISE**

**ENQUIRE
NOW**

**GET TO KNOW
TASSIE
LIKE A LOCAL**


**Tassie
Specialist
PROGRAM**

Turn your client's enquiries into bookings

Complete the online course and receive:

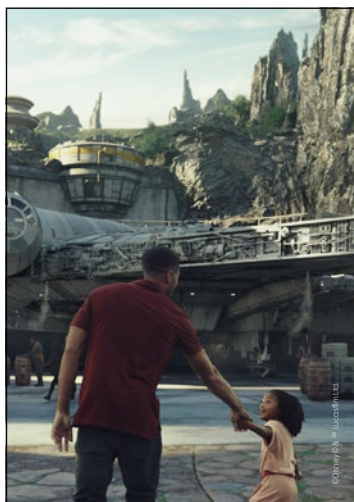
- A welcome pack
- Regular Tassie Specialist newsletters
- Invitations to Tourism Tasmania trade events
- Marketing tools and resources

**START
TODAY**
tassietrade.com.au

FJ ditches Adelaide

FIJI Airways looks set to cease flying non-stop services between Adelaide and Nadi, with GDS now indicating the suspension of the route effective 20 Jul.

FJ currently operates the South Australian service twice weekly using Boeing 737 aircraft.



Disneyland RESORT CALIFORNIA | STAR WARS GALAXY'S EDGE

**WANT TO WIN
A SPOT ON
THE JOURNEY
TO STAR WARS:
GALAXY'S EDGE
MEGA-FAM?**

Visit journeytogalaxysedge.com.au
to register and for more info

Disney DESTINATIONS | australia | DELTA

Seven Oceans' Neptune

HELLOWORLD offshoot Seven Oceans Cruising has launched a new cruise and package booking system designed to make it easy for agents to access and manage all their cruise needs.

Called Neptune, the new portal is based on the Odysseus platform and offers the ability to book cruises online 24-hours a day, seven days a week.

Agents will also have the opportunity to add pre- and post-cruise accommodation to all bookings when using the system,

FCTG appoint CMO

FLIGHT Centre Travel Group (FCTG) has appointed Kmart Head of Digital Marketing Joachim Holte as its new CMO for its leisure travel brand.

Holte will be responsible for leading Flight Centre's marketing and digital experience departments in Australia.

He brings 18 years of experience in Australia and overseas across the travel, retail, finance and media sectors to the role.

Holte has held positions for both Wotif.com and Yahoo!, headed up marketing at two start-ups, Ratecity.com.au and Wayfair Australia and worked with comparison site Wego.com.

He was previously Executive General Manager for Australia and New Zealand for Wotif.com.

Holte will report to Allisa O'Connell, Flight Centre's Executive General Manager.

as well as flights.

"The launch of Neptune is an exciting next step for our Seven Oceans business" said Steve Brady, General Manager Sales.

"We've delivered a platform that is truly focused on helping our travel agent partners sell efficiently and effectively."

Other highlights of the system include a user-friendly search feature, a Ports of Call option, the ability to upload client details for easier access on future bookings, and the chance to choose from more than 40,000 cruise options.

To coincide with the launch, Seven Oceans is also offering agents a Neptune Launch incentive, with every new booking made before 31 Jul earning double TRIP Dollars, along with a weekly prize draw.

For more information about the new portal or to find out more about the agent incentive program, [CLICK HERE](#).



Travel Daily on location in Wolgan Valley

Today's issue of *TD* is coming to you courtesy of Norwegian Cruise Line Holdings, which is hosting its Top Achievers Retreat at Emirates One&Only Wolgan Valley Resort & Spa.

AFTER a stunning, sparkling winter's day at Wolgan, the NCLH industry partners were last night treated to a Christmas in Jul dinner before retiring to their cosy individual villas.

Today after a business session from NCLH Head of International, Harry Sommer and Marketing Chief Ben Angell, the group is set to experience some of the local activities including bushwalking, horse riding and mountain biking.

Check out all the pics at facebook.com/traveldaily.

**More flights, more often
from 17 June 2019**

Daily direct ex Sydney
Five days a week ex Brisbane, including
one Brisbane direct to/from Santo

Air Vanuatu
airvanuatu.com/agents



Royal Caribbean
INTERNATIONAL

MORE WAYS TO PLAY

THE NEW VOYAGER OF THE SEAS® SAILING FROM SYDNEY NOVEMBER 2019

[LEARN MORE](#)

Thai Airways 747

THAI Airways will operate seven weekly Boeing 747-400 aircraft on the Bangkok-Sapporo New Chitose route for the winter 2019/20 season.

The planes will replace the originally planned 777-300s.



SALARY & EMPLOYMENT SURVEY

Have your say in the industry's biggest salary & employment survey

Prizes up for grabs include:
2 x Google Home Minis
20 x EVENT movie tickets
20 x travelBulletin subscriptions

[CLICK HERE TO TAKE PART](#)

Travel Daily

HLO sells Insider Journeys

HELLOWORLD Travel has revealed it has parted ways with its Insider Journeys business, after it made the decision to sell the company to Eight at Work Holding Pty Ltd (**TD** breaking news yesterday).

The new owner is a member of an inbound tour operator group with multiple DMC operations in Southeast Asia.

Helloworld CEO and MD Andrew Burnes said the decision to let go of the business was made "due to it not being core to Helloworld Travel's future strategy".

He also noted that a preferred supplier deal had been agreed with the purchasers.

WA cruise boost

CRUISE & Maritime Voyages (CMV) has joined forces with Tourism Western Australia in a new marketing partnership designed to boost the state's cruise tourism industry.

The agreement will see the introduction of a new range of WA-focused fly, cruise, rail and stay packages that will be promoted nationally.

"This partnership acknowledges CMV Australia's contribution to growing cruise shipping in WA and shows the State Government...is serious about pursuing opportunities to market the State as an exciting cruise destination," said West Australian Tourism Minister, Paul Papalia.

The Insider Journeys business, previously known as Travel Indochina, was founded by Paul Hole and Mark Bowyer, and changed its name to Insider Journeys in 2015.

Last year Insider Journeys moved to the Calypso wholesale res system (**TD** 11 Sep 2018).

Amundsen debuts

NORWEGIAN-BASED cruise operator Hurtigruten officially launched its new *Roald Amundsen* vessel last night, the first battery powered hybrid expedition ship ever constructed.

The purpose-built polar vessel is set to pick up her first passengers today in the Norwegian city of Tromsø.

The ship combines spacious cabins, three restaurants and public areas with a dual viewing deck, a science centre and tech to minimise its environmental footprint.

"*MS Roald Amundsen* is the first cruise ship equipped with batteries, something deemed impossible just a few years back," said Hurtigruten Chief Executive Officer Daniel Skjeldam.

Roald Amundsen's maiden season is scheduled to include expedition cruises along the Norwegian coast, as well as jaunts from Svalbard and Greenland, before she becomes the first hybrid powered ship to traverse the Northwest Passage.



Window Seat

THINK you can handle being whisked away to 20 destinations around the world, staying at 20 hotels, in 2020?

Choice Hotels Asia-Pac is offering one lucky traveller just that - the chance to create their own global adventure.

The prize, valued up to a whopping \$30,000, offers the winner a ticket around the world, with suggested itineraries including a stroll through New York's Central Park, a chopper flight over the Grand Canyon, a cruise along a French river, or sampling the suspension bridge over the treetops of the Capilano River.

To be in the draw, wannabe globe trotters must book online with Choice Hotels before 31 Jan - [CLICK HERE](#) for info.

Swiss SuperStar

AGENTS interested in learning more about the Swiss travel system, Switzerland Tourism, and the Rail Europe sales network across Australia and New Zealand can join in the Swiss Travel Pass SuperStar Program.

The three-month long training sessions will run until 27 Sep, offering agents six educational modules to complete, with the chance to win a range of prizes.

For more info, [CLICK HERE](#).

P&O CRUISES

FUTURE YOU SALE

BOOK NOW FOR A \$1 DEPOSIT PP*

CRUISE 2020 = UP TO \$900 ONBOARD SPENDING MONEY PER ROOM*

[LEARN MORE](#)

*#Terms and Conditions apply

CREATIVE CRUISING

Welcome to **OCEAN LUXURY**

French champagne for you & your client!*

SILVERSEA

AGENT EXCLUSIVE

*T&Cs apply

BOOK BY 31 JULY

Cruise Express steams ahead

CRUISE holiday specialists, Cruise Express, has expanded its portfolio after signing a contract with UK-based company, The Steam Dreams Rail Co.

Under the new agreement, Cruise Express can now offer Australian and NZ customers a new range of "rail and sail" products, as well as promote Steam Dreams' "Holidays by Steam" packages, and the company's other global tours.

"This partnership has great synergy for us as we have developed a range of successful Australian heritage rail products over the past three years," said Cruise Express Director, Clive Heath.

"Steam Dreams has a strong presence in the UK heritage rail market and we share similar values of customer service and care," he added.

Initial product offerings to Cruise Express' Australian and

New Zealand clients will include tours to Ireland in 2019, around the UK in 2020, and New Zealand in 2021.

For more information about the new trips, call Cruise Express on 1300 766 537.

Famil en France

SCENIC Group is offering agents the chance to win a self famil in France as part of its latest campaign on France river cruises.

To be in the running, agents will need to book and deposit two Europe or France river cruise products on either Scenic or Evergreen this month, and explain why they would recommend a river cruise with either line in 25 words or less.

The famil prizes will be drawn on 14 Aug, with the winning agent contacted via email.

Log your Scenic entry **HERE** or Evergreen entry **HERE**.



Kalimera from Greece



Contact the experts

1300 661 666 www.greecemedtravel.com.au

Canada celebrates birthday



CELEBRATIONS were held in Sydney yesterday by the team from Destination Canada to mark 152 years since Canada's confederation.

The event saw dozens of trade partners gather to share in the unique stories about the destination with Donna Campbell,

MD of Destination Canada GSA saying "travellers today want more than an experience, they want to be transformed and moved and Canada will leave a lasting mark on your heart."

Campbell is **pictured** left alongside Maureen Riley, VP Int'l at Destination Canada.

RECRUITING NOW

We are expanding and you can join our global tribe of highly skilled crews, innovative sales, marketing and operations teams and driven experienced leaders.

Sales Director Australia & New Zealand

A key leadership position responsible for establishing Hurtigruten as the world leader in sustainable expedition travel.

Regional Sales Manager Brisbane, Melbourne, Sydney

Responsible for maximizing the sales and cultivating strong relationships and driving brand awareness.

Inside Sales Leader, Sales & operations staff

Creating Sales, contract and service solutions for the trade and travellers.

Marketing Manager

Responsible for executing marketing programs and drive business from our travel agent partners, digital market and direct consumers.

PR & Communications Executive

Will be a trailblazing, ambitious and commercially oriented PR and Corporate Communications Lead.



HURTIGRUTEN

At Hurtigruten we give our guests the opportunity to travel with meaning. We give employees the opportunity to work with a purpose; to innovate, to develop and to be challenged. Building on our explorer heritage dating back to 1893, we offer unique experiences and focus on sustainable expedition travel that leaves a environmental footprint to be proud of.

GO TO WWW.HURTIGRUTEN.COM.AU/ABOUT-US/CAREERS

Choppers for cruise champs



A SELECT group of lucky agents yesterday arrived at Emirates One&Only Wolgan Valley Resort & Spa in style, with five helicopters airlifting them from Sydney Airport to the secluded property west of the NSW Blue Mountains.

The 45-minute journey saw them take a soaring spin above Sydney Harbour, before heading west on a picture-perfect day courtesy of Norwegian Cruise Line Holdings, which is hosting a retreat for top sellers of Oceania, Regent Seven Seas and Norwegian Cruise Line voyages.

The three-day trip includes several business sessions, one-on-one meetings and plenty of opportunities to explore the great outdoors, courtesy of the range of activities at Wolgan Valley - complemented by fine cuisine and lots of networking.

Pictured above after their chopper briefly alarmed hundreds of local kangaroos are: Nicole Costantin, Norwegian Cruise Line VP Sales; Phil Smethurst, Bicton Travel; Amanda McClelland, Cruiseco; Grant Campbell, TravelManagers; and Brett Dudley, eCruising.

Want to move up but need a helping hand?

Win a TIME scholarship

from Travel Daily



Travel Daily

Travel Daily is offering readers the chance to receive a scholarship to the Travel Industry Mentor Experience, valued at over \$2,000.

[Click here to find out how to apply](#)



AFTA UPDATE

from Jayson Westbury



TODAY, the 46th Parliament of Australia will sit for the first time, and there is no doubt the key issue for this first sitting is tax cuts.

If ever there was a subject almost every Australian would want, it's a tax cut.

You would have to go a long way to find people who really enjoy paying tax, but more importantly, paying more tax than is either expected, or required of them.

That said, the Australian workforce pays a big load of personal tax, and on top of that, we have the GST.

So while the topic is boring, today is actually very exciting, as tax will take centre stage when the two houses sit for the first time.

There are many new members of both the House of Representatives and Senate, and they are in for an eye opener as the shouting match begins, the tic-tac-toe and back and forth continues, but in the end, we all hope the tax cuts pass both houses and working Australians get a little more in their pockets.

What is being proposed by the Govt is not just a tax cut for the sake of it, but rather a reform to the tax bracket creep challenge, in that as people earn more, they pay more; but because the tax bracket

is static, the amount of tax they pay does not slide with the cost of living, and other related costs.

There are many informed reports available outlining how the Australian worker will be better off once reforms are settled and a system is enshrined in legislation that can last until 2030.

This gives confidence and allows us all to plan, but equally allows business to plan with a clear understanding of what personal tax expectations will look like.

For the travel industry this is a very important aspect to a stable economy, which in turns keeps people thinking and feeling it is okay to go on holiday and to save for whatever experience overseas or at home they may want next.

Given it is likely today will also see interest rates at a record low of 1%, there are few more levers the government can pull to ensure our economy remains on a positive trajectory, and for those who can recall a recession, it's not something any of us want.

The tax package before the parliament this week is a key element to keeping Australia on the right track and allowing people to remain confident about the future.

We all know this is critical for a strong and prosperous travel industry.

Let the games begin, as the 46th Parliament kicks in.

Rocky cuts route

ROCKY Mountaineer is cutting its Coastal Passage route between Seattle and Vancouver.

In a statement, the company confirmed the move, and reasserted its focus on its three most popular routes: the First Passage to the West, Journey through the Clouds, and Rainforest to Gold Rush.

UK tourism deal

OUTGOING UK Prime Minister Theresa May on Fri announced a Tourism Sector Deal under the Government's Industrial Strategy which will prepare Britain for an additional nine million visitors per year, with a commitment to build 130,000 new hotel rooms by 2025.

British Tourist Authority Chair Steve Ridgway said the deal was a "game-changer for tourism".

CZ's first A350

CHINA Southern Airlines has received a new A350-900 (B-308T), which is the first of 20 new A350s for the airline.

CZ's A350-900 is configured in a three-class layout, with 28 Business class seats, 24 Premium Economy and 262 Economy.

China Southern will initially operate the aircraft on its domestic routes from Guangzhou to Shanghai and Beijing, followed by international routes.

MSC's 20 millionth

MSC Cruises has hit a milestone, welcoming its 20 millionth cruiser on board *MSC Seaside*.

Gianni Onorato, MSC Cruises' Chief Executive Officer, said, "reaching our 20 millionth cruiser is...a representation of how far we've come while building a global brand".

Tourism WA, SQ pact continues



MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US0.697

A DREAM week for the Australian dollar has come to an end, falling in value against the US dollar for the first time in nine trading sessions.

The Aussie has slipped as traders were cautious ahead of an expected interest rate cut, in addition to disappointing economic data from China.

The AUD rose 1.4% last week, marking a second consecutive week of gains.

Wholesale rates this morning.

US	\$0.697
UK	£0.551
NZ	\$1.043
Euro	€0.617
Japan	¥75.51
Thailand	฿21.35
China	¥4.773
South Africa	9.848
Canada	\$0.915
Crude oil	US\$66.55

SINGAPORE Airlines and Tourism Western Australia (TWA) yesterday signed a joint marketing agreement.

The AUD\$5 million, three-year pact will see SQ and TWA jointly fund marketing campaigns to promote travel to Western Australia in 10 key international markets, including China/Hong Kong, Germany, Switzerland, India, Indonesia, Japan, Malaysia, Singapore, the United Kingdom and United States by way of the airline's services to Perth.

"Singapore Airlines and Tourism Western Australia have been close partners for 20 years...we are grateful for TWA's confidence in our relationship," said SQ Senior Vice President Sales and Marketing Campbell Wilson.

Pictured celebrating the deal are: TWA Director Markets Kelsie Johnston; Flight Stewardess Melody Liew Yi Hiong; Western Australia Tourism Minister Paul Papalia; SQ's Campbell Wilson; Flight Stewardess Tracee Chua Yu Ling and SQ Senior Manager - Brand and Marketing, Ranjan Jha.

WIN A TRIP TO morocco

This month Gate 1 Travel is joining Travel Daily to give agents the chance to win a trip to Morocco for two. The 11-night Kaleidoscope of Morocco trip takes in ancient wonders such as the UNESCO-listed Roman ruins of Volubilis, the ancient desert city of Ait Benhaddou, the imperial city of Fez and the bustling medina of Marrakesh. Click here for more trip details.

To win you need to correctly answer one question each week in July, and at the end of the month tell us in 25 words or less why you should be the person to win this prize. Send your answers to gate1@traveldaily.com.au.

Q1. What is the name of the currency used in Morocco?

More of the World for Less
GATE1
TRAVEL™



Enchanted debut

PRINCESS Cruises has commenced its one-year countdown to the launch of its new ship, *Enchanted Princess*, which debuts on 30 Jun 2020.

Sister ship to *Royal, Regal, Majestic & Sky*, its maiden voyage will be a 10-night sailing to Rome, calling at Bilbao, Lisbon, Gibraltar, Barcelona, Toulon and Tuscany, departing on 01 Jul 2020.

A&K into Indonesia

ABERCROMBIE & Kent has launched its first itinerary in Indonesia, with a new offering from Bali to the Komodo and Moyo Islands.

The 12-day Hidden Indonesia: Bali to Komodo journey features seven nights aboard *Aqua Blu* and is priced from \$18,260 per person twin share, with the itinerary commencing on 07 Apr.

SPTO annual report

TOURISM in the South Pacific enjoyed a strong year in 2018, with 3.16 million visitor arrivals, according to the South Pacific Tourism Office's Annual Visitor Arrivals Report, released 01 Jul.

The report also noted visitor spending in destinations contributed USD\$3.8b, or 11.1% to the region's GDP, and generated 131,010 jobs, placing tourism as a key regional driver.

Africareps account

MARKETING representation company Africareps has won the account for the Madagascar Classic Collection (MCC).

Featuring two luxury properties, Mandrare River Camp and Manafiyah Beach & Rainforest Lodge, MCC also functions as the country's DMC.

Rates for a three-night package at Mandrare start at USD\$1,780, & stays at Manafiyah at US\$520.



TMS INSIGHTS

Travel Agency Manager - Mornington \$50K to \$65K + super + incentives

Great opportunity to step up into a management position within 6 to 12 months. This renowned retail agency is known for their mid to high-end travel itineraries and their repeat and referral business. Galileo and Crosscheck required. [VIEW JOB](#)

Online Travel Consultant - Sydney \$60K to \$65K + super

Exciting new role with this growing travel brand who specialise in travel for millennials. Think music festivals, sporting events, Hawaii, California, Bali, the South Pacific & more! Dynamic company with a great team environment. Amadeus preferred. [VIEW JOB](#)

Groups Travel Consultant - Sydney \$60K to \$70K + super

Arrange corporate groups to domestic and international locations. You'll love working for this successful corporate agency, award winners for outstanding service and employee benefits. Sabre & Tramada ticketing experience required. [VIEW JOB](#)

VIP Retail Consultant - Launceston \$50K to \$60K + super + commission

Our client is a luxury retail travel agency with over 30 years of experience. They are looking for a leisure consultant to work with VIP clientele & create luxury itineraries worldwide, including ocean & river cruising. Sabre preferred. [VIEW JOB](#)

Business Development Executive - Sydney \$50K to \$55K + super

Great role for a passionate ski enthusiast with a successful travel sales background. Work for this large ski travel wholesaler and represent amazing ski destinations across the globe. A lucrative incentive scheme & inspiring famils on offer. [VIEW JOB](#)

Leisure Travel Consultant - Sydney \$65K to \$70K + super

Work within this boutique corporate office and arrange high-end leisure itineraries. Located in stunning offices on the city fringe, this award-winning agency is a 5 min walk to the station. Sabre & ticketing experience is essential for this role. [VIEW JOB](#)