

## Win a scholarship

THE clock is ticking, with applications for the second annual **Travel Daily** TIME scholarship closing on 31 Jul.

The recipient will be the benefactor of a mentoring experience valued at over \$2,500.

The scholarship is for the intake commencing 04 Sep, with the program designed to help aspiring leaders within the travel industry supercharge their career through a structured mentoring program with access to mentors drawn from senior ranks within the travel industry.

To apply, [CLICK HERE](#).

## Globus incentive

**GLOBUS** family of brands has launched a "Book 8 and Escape" trade incentive.

The promotion offers agents the chance to earn an Escapes by Globus tour when they book and deposit eight Globus, Cosmos or Monograms passengers between 15 Jul-15 Sep.

Escapes by Globus is a compilation of the company's top low-season European itineraries, designed for Aussies who want to see Europe at a lower price.

## Eclipse set for NY debut

**SCENIC'S** highly anticipated *Scenic Eclipse* "Discovery Yacht" will be formally christened in a ceremony in New York on 10 Sep.

The company overnight reconfirmed that the inaugural voyage would take place as planned, departing Reykjavik, Iceland in less than three weeks' time, on 15 Aug 2019.

Scenic founder and Chairman, Glen Moroney, announced that Academy Award-winning actor Dame Helen Mirren would officiate as the ship's godmother.

"*Scenic Eclipse* is a unique ship that requires an equally unique person to act in this role," he said.

"We are delighted to welcome Helen Mirren as *Scenic Eclipse* godmother - her style, beauty and spirit of adventure are true to those embodied in the design and ethos of *Scenic Eclipse*."

After the official ceremony the ship will undertake a series of cruises on the US East Coast, including some new itineraries due to the Trump administration's ban on travel to Cuba.

The ship features 114 all-verandah suites along with 10

dining options, a large spa and gym with a separate yoga studio, plus two six-guest helicopters and one six-passenger submarine.

Scenic also highlighted a range of technology innovations on *Eclipse*, including oversized "zero-speed stabiliser fins," a Polar Class 6 rating, GPS dynamic positioning meaning the ship can remain stationary without an anchor, and redundancies in propulsion, navigation, safety systems and food refrigeration.

The ship has been repeatedly delayed due to the bankruptcy of the Croatian shipyard where it was being built, but Scenic has pulled out all stops to ensure the revised delivery date is achieved.

## Virgin says thanks

**VIRGIN** Australia is today thanking its travel agency partners for voting the airline Best Domestic Airline at the National Travel Industry Awards (NTIAs) held on Sat.

The carrier said it strives to "be advocates for our joint customers", for more details, see [page eight](#).

## Booking VAT probe

**ONLINE** accommodation behemoth Booking.com is being investigated over claims of unpaid taxes relating to private holiday rentals booked via its websites.

According to reports from Europe, authorities in Italy have suggested the outstanding amount could be as much as AU\$270m.

Normal hotel bookings made through Booking.com are not included in the probe, because in those cases the accommodation providers are registered to pay VAT like other businesses.

However in the case of rental properties advertised by private individuals, Booking.com considers itself to be an intermediary, allowing direct transactions between its customers & the property owners.

The *UK Financial Times* says the matter may be referred to a formal European Investigation Order.

## Today's issue of TD

*Travel Daily* today has seven pages of news and photos, plus full pages from:

- Virgin Australia
- Travel Trade Recruitment

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### HKG protest alert

SEVERAL countries, including the UK and Singapore, have issued warnings to travellers planning to fly to Hong Kong today, with protest organisers believed to be planning a demonstration in Terminal 1 this afternoon.

### Ritz-Carlton knockback

STAR Casino's plan for a \$500m Ritz-Carlton hotel development at Pyrmont has been knocked back by the NSW Department of Planning, Industry and Environment overnight.

The department determined the proposed new tower (render pictured) would "not appear appropriate for its context" and "result in unacceptable visual impacts due to its scale".

The report went on to say the modification was not in the public interest.

"The modification request would introduce a new tower form that is incompatible with its existing and planned future built form context and would appear isolated, dominant, and visually intrusive in local and distant views to the detriment of the established character of Pyrmont and the wider cityscape," the report says.

The Star lodged a formal



development application in Aug for the 237m tower which would have added 220 hotel rooms to Sydney's hotel stock, along with 204 residential apartments, a neighbourhood centre and function spaces (TD 15 Aug).

The plan will now be considered by the independent Planning Commission, with a spokesperson from The Star telling *The Daily Telegraph* "We will continue to push ahead to seek approvals for the tower given the benefits it will create for tourism and the state of NSW".

### New FAA chief

STEPHEN Dickson has been appointed as the new head of the US Federal Aviation Administration.

Dickson is a former Delta Air Lines executive, with his tenure approved on party lines by the US Senate in a 52-40 vote.

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## Hilton teases lifestyle push

HILTON Hotels & Resorts has flagged its intentions to add two more lifestyle brands to its portfolio, the company's President and CEO Chris Nassetta revealed during a conference call this week.

Nassetta did not reveal specific launch dates for the two brands, however he said one had already been soft launched to its development community, garnering a "spectacular" response from guests.

"One...is a very large-scale opportunity on a global basis, which I would say is sort of upscale lifestyle," Nassetta said.

"I would describe it as sort of a click above Hilton Garden Inn...it has a huge amount of potential in terms of hundreds and hundreds of hotels around the world."

Nassetta added that the brand would likely launch over the next six months, once Hilton had further refined the product

offering through market testing.

A second luxury lifestyle brand was also alluded to by Nassetta, describing it as a brand project that has been "on Hilton's mind for about a decade".

Despite the verbal sneak peek, he added that the brand would not feature for a little while yet, with the hotelier electing to channel resources into other short-term projects.

"We are not going to be launching three brands every year, to be clear, I think in the next year we'll probably do one... and a luxury lifestyle in the next couple of years," he clarified.

The addition of the two new brands would bring Hilton's total portfolio to 19, something Nassetta said was needed to resource expansion, needing plenty of "brand bandwidth" for the company to keep going.

In Q2, Hilton approved 28,100 new rooms for development.

## Chimu + Paul Kelly

LATIN America and Polar specialists Chimu Adventures will welcome Paul Kelly as a special guest aboard its next fundraising cruise in Mar 2021.

Celebrating its 15th birthday last night in Sydney, group co-founders Greg Carter and Chad Carey confirmed exclusively to *Travel Daily* the Australian musician would be aboard *Ocean Endeavour* for the trip.

"We've worked with a lot of great celebrities over the years, and we're looking for the next person who gels with our culture," Carter enthused.

"Paul will be doing a 21-day departure on 11 Mar 2021 to the Falkland Islands and South Georgia, with a lead-in price of \$17,995ppts".

The group later confirmed the details to an excited room of special guests at the anniversary celebrations last night, with an official release to come Mon.



## Window Seat

THE true spirit of travel and adventure was coursing through French inventor Franky Zapata's veins when he recently attempted to cross the English Channel on a jet-powered board.

But unfortunately for the ex-jet ski champion, his unusual travel efforts were ill-fated, plunging into the water halfway through the adventure as he attempted to refuel on a boat.

A drenched Zapata told reporters after the effort that he was already planning a second attempt to cross the Channel.

Personally, we'd fly Economy.



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## Travel Daily on location in the Hunter Valley

Today's issue of *TD* is coming to you courtesy of AAT Kings, which is hosting agents on an immersive experience in the Hunter Valley.

IT'LL be a day of indulgence as we head off with media and the team from AAT Kings on a day tour to the Hunter Valley.

The itinerary will see visits to a number of renowned cellars for private tastings.

On the list includes Tintilla Estate in Pokolbin, a family run boutique vineyard, winery and olive grove.

A delicious lunch will be dished up at the renowned Bimbadgen Winery followed by further tastings at Leogate Estate.

The day tour is part of the new AAT Kings gourmet experience of the Hunter Valley.

## Riviera takes a walk

**RIVIERA** Travel has launched a new "Walk and Discover" program of guided tours for active passengers on the line's river ships in Europe.

Up to 20 passengers can join each walk, which will be led by local experts.

The experiences are priced from \$55pp for three walks and are in addition to the complimentary excursions available in every port.

## Regent theatre

**REGENT** Seven Seas Cruises has released details of five new theatre performances to debut on *Seven Seas Splendor* when the vessel launches in Feb 2020.

The performances include *Bohemian Soul*, *Diamond Run*, *Crossroads*, *Boogie Wonderland* and *Discos & Divas*.

RSSC CEO said the shows were created and produced by the line's team of Broadway choreographers and directors.

Want to move up but need a helping hand?

## Win a TIME scholarship

from Travel Daily



## UK Flight Centre brand push

**FLIGHT** Centre has this month unveiled a "multimillion pound" marketing campaign in the UK, including the company's first ever British TV ads.

Currently, Flight Centre has 82 shops in the UK along with a range of digital channels, with the new collateral aiming to reinforce the expertise of its consultants.

"We'll Tailor-Make it Easy" and "All Travel, No Worries" are the key tag lines of the promotion, which aims to reposition Flight Centre as more than just a cheap flights specialist.

"Our marketing has traditionally been product and price-led, but pivoting from being known as a specialist in cheap flights to a tailor-made holiday specialist is a big step so we need to tell a different story," said FCTG Head of Marketing Yvonne Hobden.

She said the company had "huge growth ambitions" from the new approach, saying it plays

heavily on Flight Centre's scale and expert consultants.

Flight Centre UK Brand Leader, Liz Mathews, said "for too long we have kept our incredible company and our true identity hidden away, enjoyed by those who work for us but invisible to our customers.

"That changes today, as we start to tell our story externally as well as internally," she added.

The campaign also aims to differentiate Flight Centre from online rivals, with the company highlighting that its consultants are "real-life, flesh and bones people - not chatbots".

## BA cutting Iceland

**BRITISH** Airways will reduce frequencies between London Heathrow and Reykjavik in Iceland over the upcoming winter season, with GDS indicating flights down from 11 to 7 a week.

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## Leaf the trees to us

**WORLD** Resorts of Distinction (WRD) has unveiled a new environmental initiative that will see the company plant a tree for every booking made at any of its properties.

The company said its new Travel for Trees "P-reservation Program" represents an important step in its sustainability strategy, and replaces its previous incentive program involving gifts.

"In line with our refined brand which we launched last year and which prioritises sustainable travel, we have decided to replace the gift component...with a gift that keeps on giving," said WRD CEO Tess Willcox.

"This program allows us to take measures to neutralise the impact that travelling has on the planet," she added.

## Euro rivers run dry

**THE** ongoing heat wave in Europe has lowered the water levels in several European rivers - affecting a select number of sailings for Viking Cruises.

The cruise line recently released a statement confirming that "some upcoming sailings will be impacted", implementing several contingency plans to bypass affected areas in response.

The Danube and The Elbe River have been impacted the most by the warm weather.

Meanwhile, Scenic Luxury Cruises & Tours said the low levels had "the potential" to impact its cruising itineraries, stating it "is a situation we monitor continuously".

Last year several river cruise lines were forced to cancel cruises in Oct (**CW** 23 Oct 2018).

## Hoffmann mission possible



**THE** management team from Phil Hoffmann Travel banded together yesterday for their annual leaders conference with the theme this year dubbed Mission:Innovation.

Across the organisation members including senior management, department heads and team leaders workshopped concepts and ideas on how best to adapt to the changing business environment.

Speaking with **Travel Daily**, Michelle Ashcroft General Manager at Phil Hoffmann Travel said that along with focusing on where and how the company can innovate over the next 30 years,

the pillars of people, planet and profit remained a key part of its purpose.

The day was made possible with support from Princess Cruises and CoverMore, with James Thornton CEO of Intrepid Group delivering a keynote speech on the topic of purpose beyond profit and how to make decisions in relation to your purpose.

Next year marks 30 years of Phil Hoffmann Travel with Ashcroft telling **TD** there will be "something special planned" in celebration.

Ashcroft is **pictured** alongside James Thornton together with the leadership team.



### Product Executive

This position would suit a self-motivated, enthusiastic and highly organised individual with a strong passion for detail and computer skills. It encompasses the loading, maintenance and accuracy of product information and pricing in our internal reservations system and the generation of reports and competitive analysis.

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# Thankyou!

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## South Korea creates allure



**THE** Korean Tourism Organization recently held an information lunch in Sydney in a bid to lure more tourism and business events to the country. The two-hour presentation, organised in conjunction with Destination Marketing Services, saw speakers from Seoul deliver speeches on the attractions available for visitors to the bustling city, including its many food, shopping and vibrant cultural experiences. Multiple Korean-inspired prizes were also up for grabs for

attendees on the day, such as lamps, tea sets, and traditional Korean drinks. The major prize saw one lucky winner receive a return Economy ticket to Seoul courtesy of Asiana Airlines along with a day tour experience. **Pictured:** Thea Mendes, Events & Administrative Executive at Destination Marketing Services; Ara Ko, Korea Tourism Organization and Michelle Muscat, Director of Sales and Marketing for Destination Marketing Services.

## 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](mailto:specials@traveldaily.com.au)

Sydney's **Metro Apartments Darling Harbour** is offering savings of up to 20% on accommodation booked in advance until 08 Sep. Guests will receive complimentary wi-fi, early check-in at 1pm and extended check-out at 11am. Call 1800 114 321.

Savings of 50% are available on **Intrepid Travel's** USA Basix trips departing prior to 30 Nov, for bookings made between 19 Jul and 09 Aug. For more details, see [www.intrepidtravel.com](http://www.intrepidtravel.com).

**All Nippon Airways** has launched its largest sale for cities in Asia and Australia, including flights from Sydney and Perth to Japan. The five-day promo kicked off yesterday & offers discounts on Economy class flights from 17 cities in Asia and Oceania to Japan. For more, **CLICK HERE**.

Savings of \$1,000 per couple are available on **Viking Cruises'** 30-day Mumbai to Mediterranean Passage, departing 03 Apr and priced from \$12,995 per person in a Veranda stateroom. Book by 31 Aug, call 138 747.

**Adventure World Travel** is offering savings of up to \$2,100 per person on its 13-day Handpicked Sri Lanka Special itinerary. Must be booked by 30 Sep and valid for travel between 01 Sep-31 Oct. Call 1300 363 055.

## Dreamy snapshots

**DREAM** Cruises has announced that noted photographer Michael Yamashita will join guests on board *Explorer Dream* for a 21-night sailing from Shanghai to Sydney as part of its Dreamscapes program.

The sailing departs 06 Oct and provides passengers with the opportunity to participate in a masterclass covering topics such as camera basics, essential equipment checks, shoot planning and lighting.

More information **HERE**.

## WA conf program

**THE** full program has been released for the 2019 WA Regional Tourism Conference, featuring a range of social events, key speakers, panel sessions and networking opportunities.

To be held in Karratha, the event will begin on 16 Sep with the new Aboriginal Tourism Conference, to explore WA's Indigenous culture & land from a tourism perspective.

This is followed by the WA Regional Tourism Conference on 17 Sep with a variety of informative presentations from industry-leading speakers.

The conference concludes on 18 Sep with a range of touring and workshop options.

## Adina Bris Nov open

**THE** Adina Apartment Hotel Brisbane is due to reopen on 25 Nov after the hotel was damaged by flooding in Oct last year.

Restoration of the 220-room Adina Brisbane hotel pays homage to its historical roots, with amenities including a heated pool, gym and Chinese restaurant.

## Aishwarya Tussauds

**FORMER** Miss World and Bollywood star Aishwarya Rai has joined the cast of wax works at Madame Tussauds Sydney.

"We're excited to announce that Aishwarya Rai has joined the Madame Tussauds family...she is one of the most popular and influential celebrities in India and we know she'll be a big hit with Bollywood fans," said Madame Tussauds Sydney General Manager Mark Connolly.

The Aishwarya wax model is only in Sydney for a limited time, leaving for India in Jan 2020.

## TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd

### Free up the power of NDC



IATA's NDC is designed to give agents access to unbundled tickets and ancillaries that airlines have traditionally sold on their

own websites. Think insurance, checked bags, lounge access, airport parking/hotels, car hire, transfers, theatres/concerts, Wi-Fi, short tours, attractions, and more - which can add up to AU\$50 per traveller, or more than the seat itself on a low-cost carrier.

NDC heralds a standardised way for agents to sell these new offerings, from what has traditionally been known as Electronic Miscellaneous Documents (EMDs), creating a pathway for NDC's transition to ONE Orders.

EMDs are like e-tickets issued for those unbundled extras, replacing paper documents with lower production and administration costs, increased security, and improved levels of customer service. Each has its own number to make them easy to issue, track and report on - even if one EMD applies to more than one passenger and regardless of booking source, including the reason they're issued.

Helping agents stay at the forefront of industry change is a Tramada trademark, and empowering them to embrace NDC generally - and ancillaries specifically to generate a new revenue stream - is yet another shining example of this.

Equally important is the business intelligence that agents receive from being able to report on ancillaries to improve client service and decision-making.

Are you free to make the most of NDC? If not, contact Tramada today.

**Susan Enners, Country Manager Australia/New Zealand, Tramada - your travel technology partner**



## Chimu celebrates 15 years



LATIN America and Polar specialists Chimu Adventures celebrated its 15th birthday last night in Sydney, and alongside a

slate of exciting announcements, the company reaffirmed its commitment to sustainability.

“We’ve always been very sustainability-focused, we’ve got three core targets this year and one of them is to improve our sustainability,” group co-founder Chad Carey told *Travel Daily*.

“From the early days we were doing microfinancing projects to support local communities, we’ve supported over 800 small business and projects in Latin America.”

“We carbon offset, on-board the ship we only use sustainable seafood, avoid single use plastics as much as possible and we offer charity cruises.”

Chimu also announced two competition winners would be going to Antarctica aboard new vessel *Ocean Endeavour*, with international flights from Australia, the UK and US included - **CLICK HERE** for more info.

**Pictured** is the Chimu team getting into the festivities.

## SNOW CONDITIONS

**WELCOME** to *TD*'s snow conditions update, providing information on the latest snow falls, depths and lifts in operation across key Australia and NZ's most popular ski-fields.

Here's the latest snow reports:

- Falls Creek - 80cm / 14 lifts
- Perisher - 140cm / 46 lifts
- Thredbo - 140cm / 14 lifts
- Charlotte Pass - 140cm / 5 lifts
- Mt Hotham - 82cm / 10 lifts
- Mt Buller - 46cm / 15 lifts
- Coronet Peak - 70cm / 7 lifts
- The Remarkables - 84cm / 6 lifts
- Mt Hutt - 30cm / 5 lifts

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Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

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## 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](mailto:gate1@traveldaily.com.au).

Q4 - What is a kasbah?

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## Malaysia new menu

**MALAYSIA** Airlines has introduced a new in-flight menu which will be progressively rolled out across the carrier's network.

New meals on offer in Business class include banana leaf fish curry on select flights from Kuala Lumpur to Australia, while the Economy revamp features the fragrant rice dish Nasi Lemak, satay chicken, Hainanese chicken, beef rendang, and dhal curry.

## Ryokan local reps

**MARKETING** agency Inspired Luxury has been appointed to represent Japanese accommodation provider The Ryokan Collection in the Australian market.

The collection offers 38 luxury traditional Japanese hotels.

## Murujuga expanded

**FURTHER** tourism opportunities will be explored at the Murujuga National Park in Western Australia, with the McGowan Government announcing it will be expanded to include a new parcel of land for development.

The move is part of the government's \$1.33 billion plan to increase the park's tourist awareness as a mecca for Indigenous Australian rock art.

The land known as "Site L" will also be transferred to the Murujuga Aboriginal Corporation.

## Barracks res open

**THE** Barracks Hotel Sentosa in Singapore will open its doors in Dec, with the property now accepting room bookings for stays from 01 Dec.



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### Accounting Assistant x2

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Accounts team member is responsible for vendor reconciliation and resolution of variances. This involves but is not limited to, account reconciliation; identifying invoicing discrepancies and raising and responding to queries with vendors and sales consultants. You must have excellent communication skills, be a team player, have strong business acumen and be financially fluent. Accounting experience both receivable and payable is desired with a relevant degree, . Interested please APPLY NOW!

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Sydney CBD, Competitive Salary, Ref: 7777AJ4

Utilise your creative background and successful experience within PR and Communications in order to drive visitor numbers to a well-known and widely visited International Tourism Destination. You will be in charge of developing and implementing a comprehensive publicity, communications and promotions programme in order to build brand awareness and contribute to visitor growth. You will have plenty of support at hand while also having the flexibility to make the role your own.

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

### Pricing Analyst

Sydney CBD, Competitive Salary, Ref: 4132SJ2

Pricing Analyst position available within this world-leading Cruise Operator as they expand their operations within the Australian market. This is a varied role encompassing a range of duties and interactions between various departments with the view to improve the performance of their overall operations and ensure accurate pricing strategies are being implemented. You will be responsible for developing pricing architecture proposals as well as assisting product with coordinating promotions.

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

### Travel Role | Relocation Package

QLD, Salary + Relocation Bonus, Ref: 1966AW5

The role will be heavily customer service focused offering your expertise on worldwide destinations. Consulting across all platforms, including face to face, online and over the phone, this boutique travel agency is looking for a Travel Consultant to RELOCATE and join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service and Earn BIG \$\$\$, while having LOW living costs! Explore Tropical North QLD, start the new FIN year with a new challenge and APPLY NOW!

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

### Regional Product Manager

BNE, \$100k + Travel Perks, Ref: 503776AW1

As Product Manager you will be responsible for delivering product strategies that will see the evolution of strong, long-term, regional relationships. Set and execute annual contracting and product delivery plans suited to all global partners to ensure sales, override and profit targets are achieved. Do you have: Prior wholesale procurement experience within the travel/tourism industry? The ability to speak fluent Japanese? Proven experience in travel product management? APPLY NOW!

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



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