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All prices are per person twin share in AUD. Valid for bookings until 3 April 2020. Offer is subject to availability. Prices are inclusive of port & handling taxes. Offer is subject to change and may be withdrawn at any time without notice. Gratuities are charged daily to guests' account and payable on board. Every effort is made to ensure advertisement accuracy, however, Dream Cruises cannot be held responsible for printing or typographical errors arising from unforeseen circumstances.

Travel Daily

First with the news

Thursday 27th June 2019

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Dream's suites

DREAM Cruises is today highlighting the benefits offered to passengers staying in "The Palace" exclusive suite precinct aboard *Genting Dream*, including premium beverages, wi-fi, 24-hour butler service, dining and more - see the **cover page**.

ATAS win/win outcomes surge

THE increased awareness of the AFTA Travel Accreditation Scheme (ATAS) has seen a rise in the level of complaints against agents, with AFTA confirming an ongoing focus on achieving "mutual resolutions or win/win scenarios for agents and complainants".

The AFTA Annual Report confirms a total of 669 complaints received in 2018, resulting in 129 investigations completed by the ATAS Compliance Manager.

Over \$133,000 was returned to consumers via the ATAS process during the year, and "more importantly, agents agreed to and demonstrated numerous changes to improve IT systems, terms and conditions, documentation and processes," AFTA noted.

A key success of the scheme was its role in avoiding any further costly escalation of complaints to courts or tribunals.

A total of 10 appeals were made by complainants against decisions

made by the ATAS Compliance Manager, which were dealt with by the newly renamed ATAS Compliant Appeal Committee (ACAC) whose members include former Flight Centre senior executive Marg Mulholland, consumer representatives Liz Newby and Jill Toohey along with Chairman Graham McDonald.

Six of the ACAC appeals were dismissed, while an alternate decision was made in the other four appeals.

Cases related to a variety of issues such as refunds, no-show fees, aircraft type changes and whether smoking was allowed at a particular resort.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover page for **Dream Cruises**, plus full pages from:

- Qatar
- AA Appointments jobs

Summer in Qatar

QATAR'S capital Doha offers a range of "unforgettable experiences and fun-filled activities" during the summer months, including arts, culture, water and sand adventures and plenty of shopping - for options available see **page eight**.

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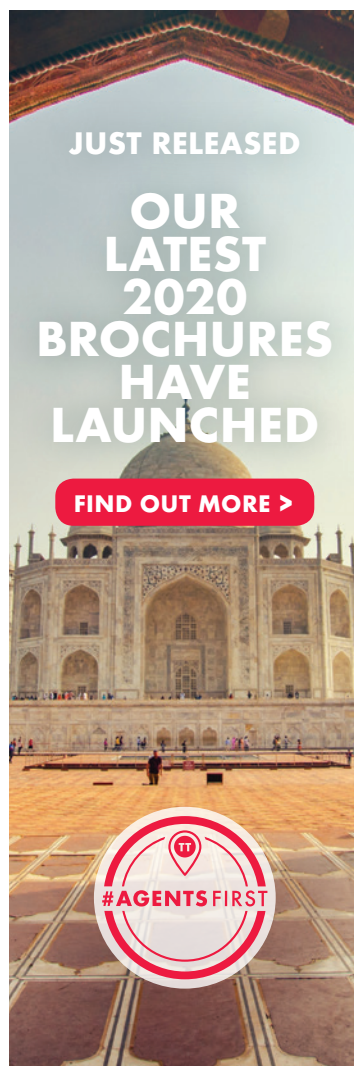
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Amex acquires DER

AMERICAN Express Global Business Travel (GBT) is set to acquire Germany-based retail and tourism company DER Business Travel (DER), the corporate travel arm of the DER Tourism Group.

The purchase will expand GBT's footprint into Germany's small and mid-sized client sector, and will provide DER with the ability to scale its business globally.

"Given the complementary nature of our businesses, the acquisition is a great opportunity for everyone involved," said GBT's Senior Vice President and Managing Director Elyes Mrad.

DER's corporate travel business is headquartered in Frankfurt and operates in 42 locations across Germany, with approximately 600 employees on the books.

QF fills Virgin WA vacuum

QANTAS has announced it will launch four additional weekly return flights between Geraldton and Perth in response to Virgin Australia's decision to abandon the service earlier this year.

"We've been in discussions with community leaders for the past few months and understand the impact the reduction in services by our competitor would have had for both residents and business travellers," said QantasLink CEO John Gissing.

The services will be operated by QantasLink's Fokker 100 aircraft and are scheduled to take off in mid-Aug, offering 800 seats on the route each week.

Sales for the flights opened yesterday, with lead-in fares priced from \$180 one-way.

Services will operate on Mon, Wed and Fri, with a fourth

additional service to commence on Sun from the end of Sep to cater for the upswing in demand from the school holidays period.

MEANWHILE, the national carrier also revealed that it has removed the \$99 change fee for bookings made through its discounted fares program.

The move is designed to provide residents living in regional Australia with greater flexibility and additional savings if their travel plans change.

The discounted fares program was launched in response to community concerns around the cost of regional air travel.

"We recognise some residents have been reluctant to book these fares in circumstances where they didn't have a firm return date," said Qantas Domestic CEO Andrew David.

FCTG getting Cross

FLIGHT Centre's BHMA Hotels & Resorts (Bespoke Hospitality Management Asia) hotel management business has rebranded as Cross Hotels and Resorts, with the company saying the change "paves the way for a further escalation of the company's portfolio of rooms... focusing on South East Asia, Australia, Japan and the Pacific".

MD Kent Davidson said the new name "reflects the global standards of Flight Centre Travel Group," and would be a signal of excellence in hotel management, guest services and providing owners with outstanding distribution capability.

Cross currently operates 25 hotels in Thailand, Vietnam and Indonesia, with plans for other international destinations.

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Thursday 27th June 2019

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CTM appoints CFO

CORPORATE Travel Management today announced the appointment of Neale O'Connell as its new Global Chief Financial Officer.

O'Connell's extensive experience has included 14 years at Tatts Group before his departure last year as Group CFO following the company's merger with Tabcorp.

Current Corporate Travel Management CFO Steve Fleming will shift his focus to the firm's European operations, where he has been based since 2016.

O'Connell will be based in Brisbane where he will work closely with MD Jamie Pherous and the CTM board.

More appointments on **page 6**.

UA extends 737 MAX cancellations

UNITED Airlines has removed the grounded Boeing 737 MAX aircraft from its upcoming flight schedules through until early Sep, alongside other airlines including AA and Southwest, with no clear indication as to when Boeing will have a certified fix for the plane.

Previously UA had planned for a return to service on 03 Aug.

The extended suspension sees UA cancel about 60 flights per day, with affected customers to be rebooked on alternate flights or accommodated on larger aircraft than originally planned.

The 737 MAX was grounded on 13 Mar after two fatal crashes.

Gate 7 wins Port Macq

SPECIALIST tourism marketing agency Gate 7 has been appointed by Port Macquarie-Hastings Council as Port Macquarie's destination PR office, marking the company's first domestic client.

The contract will see the agency work with the New South Wales town to drive awareness and deliver its domestic tourism communications strategy.

The appointment tops off a hot start to 2019 for Gate 7 following new client wins including SeaDream Yacht Club and Virginia Tourism Corporation (**TD** 03 Jun), a rebrand and 21st birthday celebrations last month.

The new Port Macquarie account win was christened last Sat, hosting a series of live television broadcasts with Seven's *Weekend Sunrise*.

The episode was filmed at Town Beach and Town Green and highlighted the destination's arts scene, ArtWalk event, Billabong Zoo and more.

"In this fiercely competitive domestic tourism market, it's key that [Port Macquarie-Hastings

Council] takes an integrated, innovative approach to our communications strategy," said Liesa Davies, Group Manager Economic Development & Communications at the Council.

"We believe that in partnership with Gate 7, we can take our PR activity to the next level, increasing visitation and generating real business outcomes for our stakeholders."

Hawaii rental Bill

MAYOR of Honolulu Kirk Caldwell has signed into law a Bill giving the city stronger tools to regulate vacation rentals.

The move limits BnB rentals to only 1,715 in Honolulu from Oct 2020, with the City Department of Planning and Permitting (DPPP) estimating there are up to 8,000 illegal vacation rentals on the island of Oahu.

The Bill makes it easier for DPPP officials to track down illegal rentals by requiring operators to put the permit number or the address of the vacation unit on any advertisements, including those appearing on Airbnb, Expedia, and other platforms.

It also increases fines on operators found in violation, now running as high as US\$10,000.

It is anticipated the law will be challenged by the vacation rental hosting platforms, as well as groups of Oahu-based operators.

Walton to Express

CARLAH Walton has taken a new role as NSW/ACT State Manager for Express Travel Group.

She arrives at ETG after last year joining Wendy Wu Tours as Head of Marketing (**TD** 23 Nov 18).

Window Seat

ONE of the sacrifices astronauts must make is the ability to tuck into freshly made favourite foods at will.

However, DoubleTree by Hilton has teamed up with Zero G Kitchen to turn this around, working to make the DoubleTree chocolate chip cookie the first food to be baked in space.

The cookie dough will be launched into space later this year thanks to commercial space brand NanoRacks, with the cookies to be prepared inside a prototype oven at the International Space Station as part of a microgravity experiment.

We guess the only logical conclusion to draw here is a future hotel on the moon?

Amadeus Etihad

AMADEUS and Etihad Airways have extended their longstanding partnership for distribution services across channels.

The partnership falls under the renewed 10-year agreement facilitated by the Arab Air Carriers Association announced Dec 2017, enabling the airline to drive profitability with more opportunities for revenue generation and higher pax vols.



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Thursday 27th June 2019

Trafalgar Colombia

TRAFAGAR has launched its 2020 Latin America trips, featuring 13 itineraries across eight countries and the addition of Colombia.

The 13-day Colombia Rediscovered journey takes travellers to the Caribbean town of Santa Marta and the Tayrona National Park, where they can take part in a series of immersive experiences with one of Colombia's "most influential families", the Davilas.

For more information on the release, [CLICK HERE](#).

Zimbabwe currency

TRAVELLERS to Zimbabwe can no longer use foreign currency when visiting the African nation, according to the Reserve Bank of Zimbabwe.

The Zimbabwean dollar is now the sole currency for the country, however credit cards can still be used to make foreign payments.

Lilypad available

EXCLUSIVE luxury accommodation, Lilypad Palm Beach, is now open for bookings by the general public.

The floating villa, which was previously only accessed by members, is located several metres off the shoreline of Sydney's Palm Beach, and can be booked as an overnight getaway for two, or used as an event venue for up to 16 people.

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

Aurora webinar

AURORA Expeditions is inviting agents to join its latest webinar focusing on Greenland.

Taking place on 09 and 10 Jul, the sessions will be hosted by Greenland specialist, Bettina Ovgard, who will discuss Greenlandic traditions, culture, wildlife, landscapes, as well as Aurora's range of Greenland voyages - [CLICK HERE](#) to book 09 Jul, and [HERE](#) for 10 Jul.

Cali calling for 1000 Mile



FIVE top-selling travel experts and 1000 Mile Travel Group's (1000MTG) MD Ben Ross have recently returned from the group's first exclusive int'l famil in California, sponsored by Qantas.

The group travelled for seven days across the Golden State and enjoyed an upgrades on their flight to San Francisco.

The group explored Fisherman's Wharf and the Golden Gate Bridge, with highlights from the trip including Yosemite Falls, tastings at local wineries in the Napa Valley and touring Alcatraz.

The team also inspected hotels, including the Westin Union Square and Senza Resort.

Pictured at the Press Club Wine Bar, San Francisco are: Emily Davidson, VIC; Ben Ross, 1000MTG Managing Director; Kurt Hufer, QLD; Amy Taylor, VIC; Vicki Thomason, NSW; Renee Trent, NSW.

VA drops PER valet

VIRGIN Australia has confirmed the closure of its Premium Valet Parking services at Perth Airport, after a review confirmed low customer demand.

Bookings for the service will continue to be accepted until 30 Jun, with the final day of the facility's operation being 05 Jul.

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ACCC Birubi action

THE Federal Court has ordered Birubi Art to pay \$2.3 million for making false or misleading representations about products it sold in breach of the Australian Consumer Law.

Currently in liquidation, the company in Oct was found by the Federal Court, following action by the Australian Competition and Consumer Commission (ACCC), to have falsely claimed products it sold were hand painted by Australian Aboriginal persons and made in Australia.

Birubi supplied almost 50,000 boomerangs, bullroarers, didgeridoos and message stones to retail outlets across Australia between Jul 2015 and Nov 2017 (TD 22 Mar 18).

The products featured images, symbols and designs associated with Australian Aboriginal art, and words such as "Authentic Aboriginal Art", "Hand Painted", and "Australia", but were all made in Indonesia.

PER speedy exit

PERTH and Shanghai have APAC's fastest international and domestic terminals for arriving flyers to exit, at 12 and 22 minutes respectively, according to chauffeur and airport concierge service Blacklane.

The slowest international is Kansai (80.5 minutes), also the slowest in the world, and the lengthiest domestic is Indira Gandhi International in New Delhi (45 minutes).

Viking single supp

VIKING Cruises has launched reduced single supplement fares on a range of ocean and river cruise itineraries.

Offers include up to 50% off the single supplement for selected river itineraries departing in 2019, and 25% off the single supplement for selected ocean itineraries departing in both 2019 and 2020.

For more info, call 138 747.

On a voyage to bigger thrills



ROYAL Caribbean International has announced a US\$97 million renovation of *Voyager of the Seas* which will take place ahead of her visit down under in Nov.

The major enhancement program will include 72 new inside and balcony staterooms, an upgraded Vitality Spa, as well as a host of new and redesigned amenities for kids and teenagers.

Key family attractions to be added on board will be the high-speed water slides The Perfect Storm and the Battle for Planet Z laser tag arena.

"Royal Caribbean is an innovator in holidays, and the newly amplified *Voyager of*

the Seas is no exception," said Royal Caribbean International Managing Director for Australia and New Zealand Susan Bonner.

"We are thrilled to welcome *Voyager* back to Sydney where local holidaymakers can step on board for a holiday of a lifetime with its new bold adventures and exhilarating features," she added.

Further enhancements include a refreshed Adventure Ocean play space for kids of three to 12 years old, a new nursery for babies and tots, and the introduction of a new Suite Lounge and outdoor space.

Pictured: A rendering of the new *Voyager* enhancements.

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2018

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Kingscote Travel
Weston Cruise & Travel

2019

Burnie Travelcentre
Chris Watson Travel
Kingscote Travel
Sisterhood Womens Travel
Weston Cruise & Travel

Thursday 27th June 2019

AirAsia touches down



BRISBANE International Airport has welcomed the inaugural AirAsia service from Bangkok, with the first flight touching down on the tarmac yesterday.

The new route is expected to inject up to \$156 million into the Queensland economy over the next three years.

"This new service will bring more than 235,000 inbound seats to Brisbane," said Queensland Tourism Industry Development Minister Kate Jones.

Pictured with AirAsia crew are: Matana Thienthong, Regional Commercial Head AirAsia; Jim Parashos, Executive General Manager Aviation Development & Partnerships; Kate Jones; Gert-Jan de Graaff, CEO Brisbane Airport Corporation; Krista Adams Deputy Mayor; Phairat, CFO Thai AirAsiaX

and Leanne Coddington, CEO Tourism & Events Queensland.

Scenic France push

SCENIC is celebrating France throughout Jul, with a number of initiatives designed to drive sales and increase agent education around the cruise line's range of French river cruise products.

Scenic's Sales Development Managers will be running webinars and France-themed in-store promotions and activities.

Facebook tiles, web banners, flyers and press releases will also be available.

MEANWHILE, the company will also sponsor *Taste Le Tour* with Gabriel Gate - part of SBS's coverage of the 2019 Tour de France, from 06 to 28 Jul.

APPOINTMENTS



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

After a short stint working exclusively for Scoop as Partnership Contracting Manager, **Troy Rosee** is returning to the brand's parent company **Lux Group** as Partnerships & Contracting Manager Australia. He will now oversee the relationship with all existing and new properties for both the Scoop and Cudo brands.

Emirates has appointed **Melanie Carrazza** as Sales Executive. She joins from Star and Dream Cruises, where she most recently held the role of Sales Manager for Victoria and Tasmania.

Jose Blanco has taken on the Managing Director, Low Cost Business Unit role with **Europcar Mobility Group**. He was previously Deputy Managing Director of the Low Cost Business Unit.

Dream Hotel Group has appointed **Kevin Croke** as General Manager of Tideline Ocean Resort & Spa in Palm Beach, Florida. Croke is a 30-year veteran of the hospitality industry who has a wealth of operations, sales and marketing experience, having most recently served as GM of the Mayfair Hotel and Spa in Miami, Florida.

TripAdvisor report

BALI is reportedly Australia's favourite destination for this winter, based on TripAdvisor's booking interest metrics.

London ranked second, followed by Singapore, which finished in third place.

Rounding out the top 10 were Phuket, Oahu, Santorini, Viti Levu, Paris, Rome and New York.

The Winter Holiday Destination Report also found 38% of Aussies are spending more than three weeks jetsetting during winter, with 20% of Aussie travellers surveyed spending more than \$10,000 on travel between Jun and Aug this year.

The most popular destinations for winter travel are the beach (48%), city (47%), national parks (27%) and mountains (23%).

Gauguin program

PAUL Gauguin Cruises is offering a new Moana Explorer Program on its Summer and Holidays voyages.

In partnership with environmental organisation Te Mana O Te Moana, the program will be on *m/s Paul Gauguin*.

Children aged seven to 15 will be provided with the chance to learn about the natural wonders of the South Pacific through hands-on, interactive learning both on board and ashore.

Each day of the voyage will offer a combination of naturalist-led excursions, science activities, crafts, games, and other adventures, exploring underwater life, conducting water experiments and treasure hunts and creating natural jewellery.



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Travel solo like a king

AAT Kings has enjoyed "steady growth" since 2015 for clients seeking solo travel bookings, reporting yesterday that 22% of its total reservations are made by solo travellers.

To celebrate the trend, the operator has launched discounted prices across several solo holidays in Tasmania and New Zealand.

Applicable trips include the five-day Tassie's East Coast Highlights featuring walks through Freycinet National Park from \$1,575pp.

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

India cruise launch

ADVENTURE Resorts and Cruises has launched its first extended voyages on the Kerala backwaters in southern India.

The seven-night sailing will commence from 04 Oct, with the company offering a 20% discount and a no solo supplement offer to celebrate the deal.

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

Tassie's record spend

VISITOR spend in Tasmania reached a record \$2.49 billion for the 12 months to Mar 2019, a 5% increase on the previous corresponding period, according to the Tasmanian Visitor Survey.

The figures exceed the target set under the State Government's T21 Visitor Economy Strategy of reaching a total visitor spend of \$2.47 billion in 2020.

Total visitation was also up 3% during the period to 1.32 million.

Oceania package

OCEANIA Cruises is offering guests the opportunity to save up to 40% on select 2019 sailings.

The deal can be used in conjunction with the cruise line's OLife Ultimate offer, which provides up to US\$800 of ship credit, a beverage package, shipboard credit, and up to eight shore excursions.

Applicable destinations include Australia, Europe and Canada.

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WIN FLIGHTS TO SINGAPORE

This month Travel Daily and Singapore Airlines are teaming up to test agents' knowledge on Singapore Airlines for a chance to win two return Economy Class tickets to Singapore.

Simply enter by answering the weekly questions during the month and have the most creative response to the last question to win.

Send your answers to singaporeairlines@traveldaily.com.au

4. Tell us in 25 words or less 5 things that you would put in your Singapore stopover itinerary from the Singapore Stopover Holiday Plus package or the Singapore Explorer Pass Plus package and why.

Please click here for more information.



Swiss rewards

SWISS-BELHOTEL International has partnered with Changi Rewards Travel (CRT) to reward frequent travellers through Changi Airport.

CRT members will enjoy special discounted rates at over 60 Indonesian hotels, while Indonesia-based Swiss-Belhotel Executive Card members can enjoy discounts and rewards when they sign up for CRT.

Flinders Is eco push

A NEW GeoTrail project has been completed on Flinders Island which will serve to attract more eco-tourism to the destination.

Visitors to the island located off the coast of Tasmania can use their smart phones to click on QR codes posted on signs throughout the track, providing interesting details on the geological features.

BridgeClimb sunset

BRIDGECLIMB Sydney's Sunset Sessions for winter 2019 will include intimate live music performances atop the Harbour Bridge through Jul and Aug.

Those booked on Sat and Sun twilight climbs will be serenaded as they trek to the top.

Dubai visitation up

MORE than six million tourists visited Dubai during the first quarter of 2019, according to the Central Bank of the UAE.

The number represented a 1.8% bump on Q1 2018, but despite the increase, hotel revenues declined per room as a result of a saturation in discounting.



Experience summer in Qatar

Invite your family and friends to Doha this summer and share many unforgettable experiences and fun-filled activities. From arts and culture, to water and sand adventures, and exclusive shopping offers, this is the perfect season to get together with family and friends.

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As a Global Corporate Account Manager you will be responsible for the regional program with the objective of growing revenues, increasing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to executives. Interviews to commence this week.

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This unique opportunity will suit a strong Tourism or Hospitality Sales Manager that understands and is motivated by the sales process and looking for that something different.

This global company, with over 20 offices worldwide is seeing huge growth in the Australian market and now looking for a strong sales manager to join them. You'll need established relationships in the travel and hospitality trade with previous experience for an OTA highly desirable.

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BUSINESS DEVELOPMENT MANAGER

SYD, MEL, CBR – \$80K PLUS SUPER PLUS BONUS

These roles rarely come up so if you are a true sales professional from a corporate TMC or Industry background we want to hear from you. Positions in SYD, MEL and CBR, you will have a solid sales background, experience cold calling and building solid pipelines. You will be rewarded with a base salary of \$80K plus super plus commission. Work hard and you could see yourself earning up to \$150K, fast career progression also on the cards.

MANAGE & DEVELOP

STRATEGIC ACCOUNT MANAGER

BRISBANE – UP TO \$87K PKG

Don't miss out on the chance to join one of Australia's leading wholesalers as an account manager. Using your strong relationship management and negotiation skills you'll be responsible for growing bookings with existing retail partners along with identifying new client opportunities. This role will be a mixture of on the road and office based with a strong salary package on offer and the opportunity to really make this role your own.

IT SAVVY

JUNIOR ANDROID DEVELOPER

BRISBANE – UP TO \$90K PKG

Come and join a leading travel organisation in Brissie in their IT team. As part of the mobile team you'll be responsible for planning and developing the company's App. Your knowledge and experience using Java and Kotlin along with end to end mobile testing will see you quickly step into the role and be up and running in no time. This will be the start of a long and promising career with a global leader. Call to find out more.

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

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