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MORE INFO

Cyclone waivers

QANTAS has issued options for its customers in Weipa in Far North Queensland who are affected by Cyclone Trevor.

CLICK HERE for details of the options from Qantas.

Cyclone Trevor is expected to make landfall on the Northern Territory coast on Sat and has prompted the NT Government to declare a state of emergency.

MEANWHILE, Virgin Australia has issued a waiver code for travellers directly affected by Cyclone Veronica in Western Australia - **CLICK HERE**.

FAN+ and the Nets

SPORTS and Entertainment experience platform FAN+ has partnered with the Brooklyn Nets NBA Basketball team to offer fans unique off-season packages and experiences.

For more information on partnerships and package options available, see **page seven**.

Cruise opportunity abounds

DESPITE capacity constraints in Sydney, the Australian cruise sector has significant opportunities for growth, according to a panel of the country's top cruise executives.

Speaking in Auckland this morning at the Cruiseco conference, the industry leaders noted that the equivalent of almost half Australia's population travelled overseas last year - while just under 6% did a cruise.

Carnival Australia CEO Sture Myrmell also noted that while Sydney's infrastructure challenges were now impacting the growth of cruise both in NSW and across the region, this could also provide an opportunity to lift yields.

Today's issue of TD

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

- Fan Plus
- Travel Trade Recruitment

Sydney Harbour's issues have driven opportunity for other ports, with the panel highlighting new homeporting seasons out of Adelaide and Melbourne - not to mention the expected boom in Queensland cruising driven by Brisbane's new cruise terminal.

The panellists, who also included the local heads of Royal Caribbean, Crystal, Silversea, Norwegian and Princess, highlighted the importance of travel agents in their distribution strategy, noting that putting a first-time cruiser on the right voyage and cruise line for them "gives you a customer for life".

More from Cruiseco on **page three**, as well as in today's issue of *Cruise Weekly*.

Boeing investigation

THE FBI has joined the criminal investigation into the Boeing 737 MAX certification in the wake of the two deadly crashes, *The Seattle Times* reported.

The investigation, which is being led by US Department of Transportation agents and overseen by the US Justice Department's criminal division, began following the Lion Air 737 MAX 8 crash on 29 Oct 2018 and has since widened.

The investigation will look at "the process by which Boeing itself certified the plane as safe, and the data it presented the FAA about that self-certification," according to *CNN*.

TC makes a move

FOLLOWING the rapid growth of its support team, Travel Counsellors Australia (TC) has moved to a new office space.

The new address is Level 4, 53 Queen Street, Melbourne.

All phone numbers and email addresses remain the same.



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Leigh Barnes
Chief Purpose Officer,
Intrepid Group



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Explore Lebanon

EXPLORE Worldwide has added a new eight-day Highlights of Lebanon itinerary.

The trip begins in Beirut and includes visits to Tyre, Qadisha Valley, Bekaa Valley and Ksara.

Prices lead in at \$1,880 per person, **CLICK HERE** for more.

TC's three additions

TRAVELLERS Choice's national network of independent agents has welcomed new member shareholders, Albany Travel and Cruise, South Australia's Middletons Travel, & Melbourne-based Worldwide Traveller.

"In particular, Travellers Choice's preferred retail relationship with online travel agency TripADeal was a big drawcard for me," said Albany Travel and Cruise owner Lynne Meads.

Additionally, Damien Rullo, founder of Worldwide Traveller, said he was attracted to the marketing support offered by Travellers Choice.

Busabout giveaway

BUSABOUT has launched its 21-day giveaway, offering agents to go in the draw to win prizes for every booking made between 21 Mar and 10 Apr.

Agents must register and be a member of Busabout's Facebook group Busabout Shoutabout.

A new prize will be revealed each day on the Facebook page.

Busabout is launching three deals for clients - **CLICK HERE**.

Singapore F&B revamp

SINGAPORE Airlines has revealed several new food and beverage initiatives at its World Gourmet Forum today, including the pre-ordering of meals for Premium Economy class.

From 01 May, Premium Economy class customers will be able to pre-order main courses via the airline's website or mobile app anytime from three weeks before travel up to 24 hours before flight departure.

The move follows the initial launch of the initiative to Suites, First Class and Business Class on all flights across its network last year (**TD** 21 Nov 2018).

Singapore Airlines will also enhance its Child Meal program to enable parents to pre-order meals for their children from the categories of Asian, Western and Vegetarian.

It will be available from Jun for flights departing Singapore and rolled out progressively from Aug.

The carrier's International Culinary Panel (ICP) will be taking a new approach to on board

cuisine, with seasonal, lighter menus under a renewed push for "in-flight wellness".

"Using fresh produce that's in season as well as a lighter cuisine style are becoming more important in helping health-conscious customers feel more refreshed after their flights," said Executive Vice President Commercial, Mak Swee Wah.

The carrier is also upping its focus on environmentally responsible practices by reducing food wastage on board, cutting back on the use of plastics for in-flight items and increasing the use of sustainable ingredients in in-flight meals.

In the beverage department, Singapore Airlines will introduce a greater selection of wine.

Premium class customers will have access to "the widest selection of Burgundy wines in the skies", with 47 labels planned for rotation over 18 months.

Beyond Russia visas

RUSSIA travel specialists, Beyond Travel, will continue to offer free visa support to agents with all bookings following changes to Russia's visa processing arrangements.

Beyond Travel GM - Sales and Marketing Bryce Crampton said the service would make the process as seamless as possible.

Travel Daily on location in Auckland, NZ

Today's issue of **TD** is coming to you courtesy of CruiseCo, which is hosting its annual conference in Auckland this week.

LAST night CruiseCo hosted its conference gala dinner, including the introduction of new awards for top achievers.

The evening took place at the stunning Auckland Museum, overlooking the city from one of its most stunning locations.

Awards went to the top sellers of each of CruiseCo's successful new brochure range as well as its charters (**TD** yesterday) with winners including Where 2 Travel, Phil Hoffmann Travel, Noosa Cruise and Travel, TravelManagers, MTA Travel, Helloworld Revesby, and RACO Travel - see all the pics at facebook.com/traveldaily.



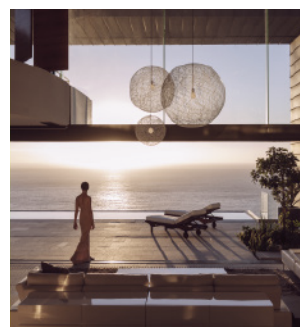
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FIND OUT MORE

Flanders is much more than just WWI battlefields, read more in the March issue of *travelBulletin*.

CLICK to read *travelBulletin*



Punctual Virgin Aus

VIRGIN Australia was the top-ranked carrier for on-time arrivals and departures in Feb, replacing QantasLink as the nation's most punctual domestic airline.

The Department of Infrastructure, Regional Development and Cities' Domestic Airline On-time Performance report for Feb, revealed the industry average for on-time arrivals was 82.9%, with Virgin flights touching down as scheduled 85.7% of the time.

The report showed 88% of the airline's flights departed on-time compared with the average for the period of 84.3%.

Tigerair Australia recorded the highest rate of flight cancellations in Feb (5.4%), with just 70.4% of departures and 71% of arrivals touching down as scheduled.

For more figures, **CLICK HERE**.



TOP selling cruise agents from across Australia were honoured last night at the gala awards dinner held as part of the 2019 Cruiseco conference in Auckland.

As well as being recognised for their performance, the top sales achievers (**pictured** with a number of the Cruiseco team) all received a range of prizes

including cruises and funding for local marketing initiatives courtesy of several Cruiseco member cruise lines.

"We are a consortium of winners," Cruiseco CEO Amanda McClelland told delegates today, reflecting on the recent CLIA awards where 14 members were shortlisted as finalists across the 18 categories - and in particular Large Agency of the Year category where four of the five finalists were part of Cruiseco.

"Our mission is to build on the best - to support the growth of your business," she said, with Cruiseco aiming to ensure members "maintain a competitive edge by providing access to a range of exclusive benefits".



Window Seat

POLITICIANS say the darndest things to sway voters.

Advance Australia Party's Ian Chandler, has pledged his support to bring the monorail back to Sydney, even flagging support from tourists.

"A lot of Sydneysiders as well as tourists thought the monorail was a great idea and should never have been scrapped," he said as part of his campaign to secure a place on the NSW Legislative Council.

"It was a bit of novelty, but a great way of moving people around the city without needing major infrastructure.

"No tunnels or roads required and very little risk of chopping pedestrians in half like we have with Sydney's new light rail," Chandler said.

Clearly he's never heard of **BROCKWAY, OGDENVILLE OR NORTH HAVERBROOK**.



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If you are interested in applying for this role, please send your resume and cover letter to careers@helloworld.com.au quoting your preferred city location.

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- Sound knowledge of Galileo, Word and Excel

Email applications to karryn@adventuredestinations.com.au by 05 April.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Rezdy

How Reserve with Google is a gamechanger for tours & activities



You may have heard of Reserve with Google - synonymous with booking restaurants, or hair salons direct from

Google Search, Maps, and the Assistant without needing to call, or go to the actual website.

In September, that changed. Reserve with Google announced they would enter the tours and activities market to provide the same offering for several booking software partners, including ourselves, allowing their eligible customers to accept consumer bookings through this functionality. This went live for Rezdy customers this year.

Why does this matter? More than half of tour and activity bookings occur within the same week of travel. Much of this is happening by travellers in-destination, where people are searching on their phones what to do, and how to get there with... you guessed it, Google.

This experience reduces end consumers booking experience by up to half! Our customer research shows that streamlining the booking experience leads to only one thing - higher conversion!

Depending on the configuration, a tour or activity provider doesn't even need a website to be bookable. This means even smaller players with the right eligible inventory available in their backend can start taking bookings while they're building out their complete digital ecosystem.

Kevin Lu, GM, Global Partnership, Rezdy



Emirates Uber deal

EMIRATES is offering Australian passengers travelling to and through Dubai a free or discounted Uber ride to and from Dubai International Airport from now through until 18 Jun.

Economy Flex Plus travellers can use two free rides up to the value of AED120 (AU\$45.99) per trip, while Economy Flex passengers will get 50% off two rides, from and to Dubai International Airport to anywhere in Dubai up to the value of AED60 (AU\$23) per trip.

The offer can be redeemed through Emirates' website.

TreadRight initiative

THE TreadRight Foundation, a joint initiative between The Travel Corporation's (TTC) family of brands, has partnered with charity movement "WE" for World Water Day.

TreadRight has provided support for WE to construct a water treatment centre for the community in Kanambu, Ecuador.

Wellington Park

THE West Australian Govt has welcomed a positive response to the proposed expansion of Wellington National Park, located just south of Perth, with the public consultation period now closed.

The proposed expansion along the southern boundary to the Preston River will enhance tourism and recreational activities and provide greater protection for the natural environment.

Tempo incentive

TEMPO Holidays has revealed Renee Nightingale from Helloworld Albury is the winner of its Ireland incentive.

Nightingale will be taking part in a seven-day Taste of Ireland tour, where she will have the chance to explore some of Ireland's highlights, including the Ring of Kerry, Blarney Castle and the Cliffs of Moher.

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

Extreme Bike Tours is offering a 10% discount on its 2020 program of motorbike adventures. Bookings must be made before 31 May, to find out more, email ben@extremebiketours.com.

Thailand's **The Sarojin** has launched its latest deal offering guests up to 35% off stays between 05 May and 16 Jun, as well as between 08 Jul and 20 Oct. Rates start from approx \$255 per night based on double occupancy, including breakfast and taxes - more [HERE](#).

Guests who book a selected coach tour in Ireland with **Tempo Holidays** before 31 Mar will receive 10% off the price - call 1300 362 844.

Bench Africa is offering travellers a six-night Cape Town experience for \$1,750 per person when booked by 25 Mar. The deal includes four nights' accommodation plus flights, and is based on travel between 09 Jul and 19 Sep. Contact Bench Africa on 02 9290 2877.

The Canada & Alaska Travel Connection is promoting its 19-night "Great Canadian Rail Journey", with prices starting from \$7,999ppts. Travel periods apply - to find out more, [CLICK HERE](#).

Jervis Bay's **Paper Bark Camp** is celebrating its 20th birthday by offering 20% off midweek stays until 06 Jun. See paperbarkcamp.com.au.

China key to future growth

THE Australian Federation of Travel Agents (AFTA) Chief Executive Jayson Westbury believes China will continue to be a key pillar for future growth in the Australian travel sector.

Speaking at Travel Partners' annual conference in Bali last weekend, Westbury noted that China represents the biggest sales potential for both outbound and inbound tourism.

"We will see a lot more growth in China for a whole range of reasons, the first of which is that the Chinese Government is really opening up that destination," Westbury said.

"We are also an industry that is becoming more understanding of the various experiences you can have in China," he added.

Westbury said that China represented a major growth

opportunity for Australia's inbound market.

"We get 1% of the outbound Chinese market and with 170 million people leaving China for a holiday every year...we are already punching well above our weight," Westbury said.

Speaking more broadly about Aussie travel trends, the AFTA CEO said recent data demonstrated the overall travel sector continues to show healthy signs.

"There were 1.4 million Australians who went on a holiday in Dec...and we are on trajectory to maintain that trajectory of 4% year-on-year growth," he said.

"We are the eighth largest outbound travel market in the world and...from a per capita POV, of those top 10 countries we are the lowest population."

Ethad kiosk tech

ETIHAD Airways and provider of automation technology solutions, Elenium are set to showcase a newly developed voice activated self-service kiosk, facial recognition tech, bag drop and boarding gate facility.

The demonstration will take place at Passenger Terminal EXPO in London between 26-28 Mar.

The new check-in experience also features AI tech which scans & memorises baggage, removing the need for luggage tags.

Norwest rebrand

EVENT Hospitality & Entertainment Limited (EVENT) has entered into a management agreement with Visy Dior Pty Ltd, to manage the Novotel Norwest in Sydney.

The partnership will see the hotel relaunch as Rydges Norwest Sydney on 02 Apr.

Plans for a major upgrade of the 132-room property are also underway, which will include a refresh of the hotel's restaurant, bar and conference facilities.

CORPORATE UPDATE

Amadeus & ICM partner

AUSTRALIA-BASED passenger automation and self-service bag drop solution company, ICM Airport Technics will become part of Amadeus, following an acquisition announced this week.

Bruno Spada, Head of Airport IT at Amadeus said, "By combining Amadeus' and ICM's software and hardware capabilities, by accelerating & introducing more self-service options, and by using the power of biometrics, this deal...will ensure that together we can deliver better journeys for passengers in the future".

As part of the acquisition, approx 150 ICM employees are expected to join Amadeus.

ICM will become part of Amadeus' Airport IT division, forming part of its Strategic Growth Businesses customer unit.

Additionally, Luis Maroto, President & CEO of Amadeus said the acquisition of ICM is

another important milestone for the company's Airport IT business and diversification strategy.

"It will further increase our presence in a key growth area for us, whilst bringing on board a new team, as well as a suite of products that reflect our drive for innovation," Maroto said.

Amadeus and ICM expect the acquisition to close in Q2 of the calendar year 2019.

No1 Lounges access

LUXURY airport lounge brand No1 Lounges has announced international travellers from Sydney and Melbourne airports will be able to book access to its "The House" concept, regardless of the airline they are travelling with or class of ticket held.

The lounges can be accessed from \$80 for up to three hours prior to departure.

British Airways' Club Suite



BRITISH Airways has unveiled its new Business class seat, "Club Suite", which will be featured on the first of its A350 aircraft in Jul.

The airline's Club Suite (pictured) offers direct-aisle access, a door for greater privacy and flat-bed seats in a 1-2-1 configuration.

Additionally the suite boasts 40% more storage, including a vanity unit and mirror, along with wi-fi, 18.5-inch entertainment screens and PC/USB power.

"The arrival of our first A350 featuring our new Club Suite is one of the most exciting developments in our £6.5 billion investment program," said British

Airways Chairman and Chief Executive Officer Alex Cruz.

The A350 aircraft features reduced noise levels, high ceilings and ambient lighting.

The first BA A350 aircraft will start short-haul service between London & Madrid in Jul, will begin operating long-haul flights from 01 Oct.

During the second period a further three A350 aircraft will join the British Airways fleet and two Boeing 777 aircraft will also be retrofitted with the new cabin.

The start of 2020 will see British Airways rolling out its Club Suite on further long-haul aircraft across the network.



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Chief Purpose Officer, Intrepid Group



Daniel Skjeldam

CEO, Hurtigruten

Giles Hawke

Global Lead - Sustainability, CEO UK, Cosmos Tours & Avalon Waterways



More speakers to be announced soon

SKYE Green Square plans



CROWN Group's \$575m Infinity development in Sydney will house its third luxury serviced apartment hotel, SKYE Suites Green Square.

The hotel is scheduled to open in mid-2019 and will feature 90 studio, one- and two-bedroom apartments as part of the 20-storey complex.

All apartments will have keyless entry and offer a "virtual concierge" services through

tablets in every suite for guests to access hotel services.

Guests will also be able to stream in-room entertainment from personal devices using a STARCast system.

With direct access to Green Square station, hotel guests will be minutes from Sydney's CBD and airport terminals.

Crown Group's Infinity development is **pictured**.

The A-Z of industry supplier details



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JINGLE YOUR WAY TO LA

Delta Air Lines has partnered with *Travel Daily* to give agents the chance to win flights from Sydney to LAX in Delta's Premium Select cabin.

Delta launches the refurbished B777 in April on the daily Sydney–Los Angeles route. Help them sell the new Delta One and Delta Premium Select cabins – and you could win return tickets to LA!

To enter, come up with a jingle (max 200 words) about the new cabins and the Delta experience. You must include the following words; 'suite', 'daily', 'bed' and 'WiFi'.

Get creative for your chance to experience the Delta Premium Select cabin. **CLICK HERE** for some more information about Delta's new cabins. Send entries to delta@traveldaily.com.au

50 Deg guaranteed

NORDIC travel specialist 50 Degrees North has confirmed its escorted small group winter tours are now all guaranteed to depart.

This includes the 14-day Arctic Light, Auroras & Hurtigruten - Escorted Tour, which features an overnight stay in glass igloos at the new Inari Arctic Resort and the Gamme cabin at the Snowhotel Kirkenes.

For more tours, **CLICK HERE**.

Outpost joins SLH

FAR East Hospitality's new property in Singapore, The Outpost Hotel at Sentosa, has joined the Small Luxury Hotels of the World (SLH) portfolio.

The property is located close to the Sentosa causeway and is set to open next month.

In the second half of 2019 a dining venue will open which promises panoramic views of the South China sea.

R U OK, Avis?

AVIS Budget Group has named suicide prevention organisation R U OK? as its new charity partner in Australia.

The three-year partnership will deliver a yearly contribution to the charity, generated partly through fundraising for its community charity initiatives.

Lufthansa ups Munich

LUFTHANSA German Airlines will increase its Singapore-Munich frequency to daily from 04 Jun.

The airline reintroduced the route in Mar 2018 and the decision follows "high demand and continuous growth" for the route since its launch, the airline's Senior Director Sales Southeast Asia and Pacific Heiko Brix said.

The route is serviced using A350-900 aircraft, which features 48 seats in Business class, 21 in Premium Economy, and 224 in Economy class.



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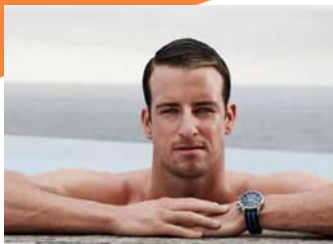


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Working in partnership with the Australian Travel Industry

Key Accounts Manager | Ultra Luxury Brand
Sydney, Salary DOE, Ref: 3973PE1

The Key Accounts Manager will drive the performance of a portfolio of my clients key travel agent accounts in AU & NZ. You will negotiate annual distribution contracts; develop annual sales & marketing plans; assist them to increase their guest/revenue performance; & manage the day-to-day relationships. This strategic position requires strong commercial acumen & relationship management skills, working alongside the field sales team, to help achieve sales goals through these important accounts.

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

Boutique Leisure Consultant | ACT
Canberra, Up to \$55k + Comms, Ref: 7774AJ4

I have just taken on an exciting in one of Canberra's well established and leading Retail Travel Agencies. This agency pride themselves on their high levels of customer service and therefore service a high level of repeat clientele loyal to the agency. A great team fit is important as they have an exceptional environment and are looking for a positive team player to join them. This is an exceptional opportunity and you can rest assured you will be well looked after for the years to come.

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

Air & Groups Travel Coordinator
Brisbane, \$50k + Super + Bonuses, Ref: 3618SZ1

If you are an experienced travel agent wanting to step away from the F2F sales & keen to work closely with the Manager on better understanding airline contracting, negotiation & group products, this is your chance to do so! We need someone GDS trained (ideally Galileo) to take part in a newly created role due to growth. Your day to day duties will be to look after different groups heading away on a booked holiday & manage the logistics & ensuring all group payments are finalised.

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

Account Manager
N. Melbourne, \$55k-\$60k + Bonus + Super, Ref: 3730HC12

I am looking for an Account Manager for a leading & reputable company who is passionate about developing relationships in a niche area of travel. This business is going from strength to strength and they are seeking an Account Manager to join their international & domestic travel division to promote their brand to their existing clients. Ideally 1 year experience in account management/business development. Strong Travel consultants will be considered looking to move into this field

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

Product Executive
Sydney, \$60-65k + Super, Ref: 3912SJ1

Calling all travel industry product experts who want a diverse and exciting product role and a behind the scenes position. This much loved travel company are hiring for a Product Executive to join their central Sydney team. Help negotiate, contract and coordinate products across your niche destinations. Use you extensive travel industry experience to excel in this role and step away from sales with a company who offer fantastic career progression. Great salary, perks and a great team.

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

Travel Product Coordinator
Sydney, Up to 55k + Super, Ref: 1959JB1

Our client is seeking a vibrant Product Coordinator for their office based in Sydney CBD! You will be loading rates and product information into the system, working closely with the Product Manager on any product related queries and liaising with suppliers and industry partners as required. The ideal candidate will possess at least one year experience in a product load role. Experience with Tour Plan is highly desirable. The successful candidate will receive a generous base salary plus super.

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

Sales Team Leader
Gold Coast, Competitive Salary \$, Ref: 1346CGA1

A fantastic opportunity to work within a leading travel company as their Team Leader. This team of experienced travel consultants are looking for a motivated & proactive leader. You will ideally have excellent experience in people & sales management as well as a passion for travel. You would be involved in creating an environment which is exceptional and therefore you will attract and retain staff. Work-life balance is paramount, great salary + comms, modern office & a central location in the GC.

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

Travel Adventure Specialist
Melbourne Bayside, \$58k + Super, Ref: 3904MT1

Do you want to sell adventure trips to Japan in an office based environment an absolute product that you will love. This adventure company are looking for someone that will be able to help grow their team. Monday - Friday only get your weekends back + one extra RDO a month. They're looking for someone who has a passion for adventure and hiking. Sales and travel industry experience is preferred but not essential. If you want a step into a different role to your current one APPLY NOW !

For more information please call Mark on (03) 9988 0616 or click [APPLY](#) now.



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