

Travel Daily 



# *Sustainability* AWARDS

## Travel Daily 2019 Travel & Tourism Sustainability Awards

The awards recognising leaders and excellence in sustainable travel practices.

If your business is leading the way when it comes to sustainability, enter now!

**Entries close 12/04/2019.**

### CATEGORIES

- Culture & Communities
- City based business / operation
- Coast, Coastal business or operation
- Ocean or ocean based cruise operator
- Land, land based supplier or hotel/resort
- River or river based cruise operator
- Ecotourism
- Airline

[Click to enter](#)

## Showcase your sustainability

**ENTRIES** are now open for Australia's first ever Travel & Tourism Sustainability Awards, with a range of categories providing the opportunity to highlight industry efforts to help save the planet.

It's free to enter the awards, with winners chosen by a panel of experts and announced at the closure of the upcoming **Travel Daily** Sustainability Summit.

The one-day summit, featuring eminent speakers including former Australian of the Year, environmentalist Tim Flannery, will take place in Sydney on Tue 30 Apr 2019.

Entries for the awards can be made using a simple one-page process - for more details see the cover page of today's **TD**.

## Viking Sky low oil alarm

**VIKING** Cruises will revise its procedures to ensure there is no repeat of last weekend's incident where *Viking Sky* lost power in heavy weather off the Norwegian Coast, after an official investigation found the cause was a low oil alarm.

The dramatic incident saw more than 450 passengers airlifted to safety via helicopter (**TD** 25 Mar), with Viking CEO, Torstein Hagen, personally involved in welcoming the affected cruisers when they were brought to shore.

The Norwegian Maritime Authority (NMA) has confirmed the incident was related to a "low oil" alarm, which was most likely triggered due to the rough seas.

Officials said that while oil in the ship's tanks was relatively low, it was still within prescribed limits.

However as the ship traversed the heavy seas, with waves higher than eight metres, movement of the oil triggered the alarm and saw the engines shut down.

"The heavy seas in Hustadvika probably caused movements in the tanks so large that the supply to the lubricating oil pumps stopped...this triggered an alarm indicating a low level of lubrication oil which in turn shortly thereafter caused an automatic shutdown of the engines," said NMA Head Lars Alvestad.

Viking said it had inspected the oil levels on its sister ships and would implement actions to "ensure that this issue could not be repeated.

"We will continue to work with our partners and the regulatory bodies in supporting them with the ongoing investigations," the cruise line added.

## Hilton Fiji signing

**HILTON** is doubling its portfolio in Fiji, with a new management agreement for the Hilton Suva and Hilton Garden Inn Suva which are currently under construction.

The 178-room Hilton Garden Inn is scheduled to open in 2020, while the 120-room Hilton Suva will follow two years later.

The properties will boost Hilton's presence in Fiji to four hotels, complementing the Hilton Fiji Beach Resort & Spa in Denarau and the DoubleTree by Hilton Fiji - Sonaisali Island.

## NZ Digital Officer

**AIR** New Zealand this morning announced the appointment of Jennifer Sepull as its new Chief Digital Officer.

Sepull has extensive high level global experience, with her career including senior roles with Kimberly-Clark, USAA Financial Services, Honda and IBM.

## Today's issue of TD

**Travel Daily** today has nine pages of news and photos, a front cover page for our **TD Sustainability Awards**, a photo page for **Cruiseco** plus a full page from:

- Travel Trade Recruitment

## New AY amenities

**FINNAIR** has announced the introduction of new amenities for Business class passengers, with kits and eye shades in eight iconic Marimekko designs, L:A Bruket skin care products and the use of sustainable bio-plastic.

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## Product Manager

Helloworld Travel Limited is currently looking for a Product Manager to join the Commercial Team for a **period of 12 months**, based in our North Sydney office.

As a Product Manager you will be responsible for sourcing product from a broad range of helloworld preferred partners to ensure network, commercial and marketing objectives are maximised. In addition, the successful candidate will conduct regular supplier review meetings in close collaboration with Marketing, Sales and Contracting teams to ensure activity plans are driving positive commercial outcomes.

You will also be required to identify trends and opportunities in the market to ensure a constant supply of relevant product is sourced, underpinned by strategic supplier initiatives to compliment planned activity.

For more information please click [here](#)

If this sounds like you, send your CV and cover letter to [careers@helloworld.com.au](mailto:careers@helloworld.com.au) today.

Only successful candidates will be contacted.

**Premium Cabin Sale**

First, Business, Premium Economy on sale now

Sale ends 2 April.

Find out more



Sale ends 11:59 (AEDT) 2 April 2019, unless sold out prior. Selected routes, travel dates, days and conditions apply.



Read about the benefits and wonders of small group touring in the April issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**



## Cruise Office set to wind down

**CRUISE** Office has today confirmed plans to wind down its business over the next eight months (**TD** breaking news), with its existing representation for American Queen Steamboat Company (AQSC) and Victory Cruise Lines (VCL) to transfer to Cruise Traveller from 01 Apr.

Voyages to Antiquity, which Cruise Office has also looked after locally for some years, is also ceasing operations with the long term charter of its *Aegean Odyssey* to an American tour firm.

Cruise Office spokesman, David Bunn said all current terms and promotional support for AQSC and VCL would continue unaltered and would be fully supported by Cruise Traveller.

AQSC 2020 season bookings will open for sale with Cruise Traveller next Mon, while VCL 2020 will open for sale on 01 May - more info on 1800 577 777.

## ATEC urges Budget support

**THE** Australian Tourism Export Council says the Federal Government should consider further investment in the tourism sector, with a pre-Budget submission outlining "the additional expenditure needed to super-charge the success of the \$43 billion industry".

ATEC MD Peter Shelley detailed several proposed measures, including a \$5 million per annum investment into "data collection reform at Tourism Research Australia," which is believed to still currently collate some of its formal Visitor Survey figures by outdated landline phone surveys.

Shelley also urged a \$60 million funding increase for Tourism Australia, a freezing of the Passenger Movement Charge, and a \$12.5 million annual increase in Export Market Development Grants funds.

"ATEC is calling on the Federal Government to show its

commitment to the ongoing success of our industry by backing its future growth," he said.

Other policy actions recommended by ATEC include a simplification and improvement of Australia's visa system to address processing delays, reforming the Tourist Refund Scheme, and a commitment to delivering a strategy to grow regional visitor dispersal.

Shelley also urged improvements to national wi-fi connectivity to ensure travellers are always connected.

"Australia has a successful export tourism industry that currently brings more than \$43 billion to our economy each year, and with a small additional investment in its growth we can reap much greater returns," he said, urging politicians from both sides to recognise that tourism is a valuable economic contributor for hundreds of communities.

## SAA slashes comm

**SOUTH** African Airways has today advised Australian travel agents it is reducing the commission it pays them by 20%.

The change, from 5% to 4% base commission will become effective from next Mon 01 Apr 2019, and applies to all tickets for itineraries originating from Australia plating on SAA-083 ticket stock.

Fuel surcharge (YR) commission on eligible international published airfares sold from point of sale Australia and point of origin Australia will also be cut from 5% to 4%.

However, tickets issued for departure from other points of origin will not attract YR commission, and SAA will also not pay commission on fuel surcharges for corporate net, wholesale and private airfares.

Commission on SAA itineraries originating outside Australia plating on SAA-083 stock remains unchanged at 0%.



# THANK YOU

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*Domestic Deployment*

**BEST CRUISE OPERATOR**  
*International Deployment*



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## Wow Air ceases operations

**ICELAND-BASED** low-cost carrier Wow Airlines has declared bankruptcy and suspended operations, leaving thousands of passengers stranded across Europe and the USA.

The airline was established in 2012 by entrepreneur Skuli Mogensen, who said last-ditch efforts to find new financial backing failed.

Wow Air's fleet of Airbus A320/321's operated services via its Reykjavik home base to destinations across Europe and the UK, as well as US airports including Los Angeles, Dallas, Cincinnati, Cleveland, Chicago,

Baltimore and New York.

Passengers were advised to check available flights with other airlines, with some carriers offering "rescue fares" to help repatriate impacted travellers.

Wow Air advised passengers who had purchased tickets with credit cards to request a charge-back, while those who bought flights as part of a package from a European travel agent will be protected by the EU's Package Travel Directive.

The airline had been repeatedly linked with talks about mergers, including with rival Icelandair, which failed to materialise.

## Intrepid Group

### Regional Product Manager – Africa & The Middle East

Intrepid was founded to create a style of travel that could benefit both travellers and the places and people they visit. Almost 30 years later, this is still integral to who we are and what we do. As we've grown into the world's largest adventure travel company, we've learned the more we grow, the bigger difference we can make in the world.

As the Regional Product Manager (RPM) you will play the leading role in delivering the highest quality trips in your region of responsibility. Working closely with the relevant Destination Managers you will lead your regional team to achieve outstanding levels of customer satisfaction, strong sales growth and profitable commercial results across the Intrepid Group brands.

**To apply, visit our website and view the Job Description**

<https://www.intrepidtravel.com> (visit the employment section on the website) **and email your CV along with the completed Application Form.**

Applications will be accepted until 5th of April 2019.

For more information and to read the position description, please visit our website [www.intrepidtravel.com](http://www.intrepidtravel.com)

Due to the amount of applications we receive, unfortunately only shortlisted candidates will be contacted.

## Your A-Z of industry suppliers



## Trump drops White House merchandise

**TRUMP** Hotels and Resorts has been forced to withdraw a new range of White House-themed merchandise, amid a storm of outrage about claims owner Donald Trump is profiteering from his US Presidency.

T-shirts, mugs and other items showing the White House have been pulled from sale, but other Trump Hotels souvenirs featuring Washington landmarks like the Lincoln Memorial and the Jefferson Memorial are still available.

## SQ BNE all A350s

**SINGAPORE** Airlines will deploy its new Airbus A350-900 aircraft on all four Brisbane-Singapore daily services from 01 May 2019.

The move will see Brisbane become the only destination in the global SIA network to have multiple daily flights all operated using the A350 aircraft type, with Regional Vice President South West Pacific, Philip Goh, saying the move highlighted the airline's 35-year commitment to the Qld market.

## Luxperience growth

**THE** organisers of the upcoming Luxperience "luxury travel global business exchange" in Sydney have noted a record number of European exhibitors this year.

Croatia and Greece are among the hot destinations being showcased at the event which will take place 07-10 Oct.

## Window Seat

**BORDER** crossings can be tricky for travellers - particularly those wanting to get into the USA from Mexico at the moment.

An American artist is making a unique statement about the country's current immigration issues, by building his very own border wall out of "cotija," a hard cheese from Mexico.

Cosimo Cavallaro (pictured) says the tongue-in-cheek edifice is deliberately absurd, adding that he is hoping to - wait for it - "Make America Grate Again".



**AND** while we're on the subject, Australian Border Force officials have managed to intercept a suspected drug offender who allegedly attempted to elude justice by crossing the Torres Strait on a jet ski.

The 57-year-old was spotted launching the water craft from Pundsand Bay in Far North Queensland, with suspicions raised because he was also carrying additional fuel, supplies and a crossbow.

He almost made it to Papua New Guinea, with officers apprehending him on mud flats about 150km off the Qld coast.

## Collaborate WITH THE BEST IN THE BUSINESS

We encourage idea-sharing forums and provide connection opportunities so you can focus on what truly matters – crafting memorable experiences for your clients.

Join us and take advantage of the benefits you deserve.



## TRAVEL ASSOCIATES

**DID YOU KNOW?** Monthly events and weekly meetings aren't a requirement for our Travel Advisers.

**FIND OUT MORE**

## Infinity agents in luxury



**FLIGHT** Centre Travel Group top sellers for Infinity Holidays from WA, NT & SA were treated to six nights in Dubai.

Sponsored by Dubai Tourism and Arabian Adventures, the participants enjoyed high-tea at Burj Khalifa, Heli Flight over The Palm and the city, Xline Ziplining, La Perle Theatre Show, spa treatments, private yacht BBQ lunch, Sundowner Safari and cultural experience at The Sheikh Mohammed Centre for Cultural Understanding.

The guests enjoyed stays at the JW Marriott Marquis, The Oberoi

and Jumeirah Zabeel Saray.

**Pictured** are Felicity Herdman, Infinity Holidays; Kane Swan, Infinity Holidays; Jana Nowak, FC West Lakes; Fiona Doley, FC Modbury; Alysa Irvine, FC Whitfords Tailor Made; Tammina Cole, FC Midlands; Andrew Sweeney, FC Norwood; Robert Jacobs, FC Casuarina; Stephanie Twort, FC Baldivis; Candice Page, FC Golden Grove; Taylene Wylie, FC First and Business Perth; Monica Randall, CBT Hay ST Hyperstore; Karen Tennent, FC Rockingham and Rowan Muller, FC Marion.

## ExpressJet Aussie

**UNITED** Express carrier, ExpressJet Airlines is welcoming Australian pilots to join in its growth by introducing a new E-3 Visa Program.

The program allows Australian pilots to live in the US while flying for ExpressJet.

ExpressJet is hiring more than 600 pilots as it grows with 25 new Embraer E175 aircraft in 2019.

For more info **CLICK HERE**.

## Crown conf centre

**INFINITY** Convention Centre will form part of the \$575 million mixed-use development, Infinity by Crown Group, which is nearing completion in Green Square, Syd.

Along with housing the convention centre the 20-storey building will also feature 326 apartments and a 90-room hotel.

Event spaces include classroom style for up to 65 guests, cocktail for 450 and dinners for 370.

## STA Travel responds

**STA** Travel said it was “endeavouring to address and resolve” concerns raised by the Australian Competition Consumer Commission (ACCC), which yesterday alleged the company made “misleading claims” about its MultiFLEX Pass (**TD** yesterday).

In a statement STA Travel said it was “disappointed that the ACCC has now decided to issue legal proceedings against us,” but as the allegations are currently before the courts it was “not appropriate for us to comment on the substance of the allegations” at this time.

“We are committed to ensuring that we operate our business with the utmost integrity,” the company said.

“We will continue to work to further improve how we market and promote our products.”

## Hyatt Indian hurry

**HYATT** Hotels has announced plans to undertake a major push on the Indian market, with more than 2,100 new rooms across 14 additional properties to launch over the next 24 months.

The expansion focus will be on emerging Indian cities, with an emphasis on leisure and cultural destinations.

Openings scheduled for 2019 and 2020 include Hyatt Regency Kochi Malayattoor (Q2 2019), Grand Hyatt Gurgaon (Q4 2019), Hyatt Place Bangalore Urbana (Q3 2019), Hyatt Regency Jaipur Mansarovar (2020), Hyatt Place Vadodara (2020), and Hyatt Regency Udaipur (2020).

Hyatt also plans to add its first resort in the Himalayas with the anticipated opening of Hyatt Regency Dharamshala Resort in the second half of 2019.



## The ENTIRE world could be yours!

### INSIDE SALES - RESERVATION TEAM MEMBERS WANTED

Australia's fastest growing specialist travel wholesaler, Entire Travel Group, is looking for smart and passionate professionals to join our team of sales specialists.

We operate an outstanding portfolio of nine leading wholesale brands focused on destinations across Europe, North America and the Pacific and Indian oceans. Two things set us apart: expertise and technology.

Our travel agent sales support team members all visit the destinations they represent, allowing them to gain an unrivalled depth of local knowledge and first-hand experience. Our team also use Australia's leading wholesale reservation system, enabling streamlined bookings and pleasant customer interactions.

If you are someone who enjoys the sense of fulfilment and pride that comes from being a genuine destination expert - and you want to be part of a fun and ambitious team - then we may have a role for you.

#### Here's what we're looking for:

- Excellent time management skills
- Someone who can work under pressure and juggle multiple tasks
- An ability to work towards and exceed KPI's
- A minimum 12 months experience in the travel industry.

#### And here's what the job would entail:

- Liaising with suppliers and travel agents
- Booking international travel packages, flights, accommodation and land based products
- Offering outstanding service to all customers
- Maximising sales opportunities by listening intently to your client and thinking outside the square

If this sounds like you please send your resume to [employment@entiretravel.com.au](mailto:employment@entiretravel.com.au)



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### Intrepid expeditions

**INTREPID** Travel has released a collection of 17 new expeditions designed for travellers looking for the “ultimate off-the-beaten-track trip in the most far-flung destination, or a different take on an old favourite”.

The company has grown the range by 167% this year with the addition of 17 new trips.

“Our new range of expeditions offer an alternative approach for travellers who want to challenge the status quo,” Intrepid Travel APAC Regional Director Brett Mitchell said.

“From ger camps to frontier railways and inland trekking, these tours are a new style of quest,” he said.

Among the new expeditions on offer are trips to West Papua, the far west of Mongolia and the outer lying islands of the Solomons.

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

### Trekking in Japan

**CAIRNS-BASED** tour company Getaway Trekking is preparing to expand its product suite by offering new adventure tourism experiences in Japan.

The company said it is examining the prospect of running year-round opportunities for trekking as well as other adventure activities such as snowmobiling and dog sledding.

Opportunities also exist in the school tour market according to the Getaway Trekking’s Chief Executive Officer, Sue Fitcher.

“For the school tour market it’s fantastic because all Australian students are required to learn a language and Japanese – maybe surprisingly – is still the most-taught language in Australian schools,” she said.

The business began looking at Japan as a viable expansion market after participating in a famil run by Adventure Travel Trade Association (ATTA) in Feb.



**SOUTH** African Airways (SAA) in partnership with YNOT Concepts and Air Tickets recently hosted top selling SAA agents on a famil to South Africa and Zimbabwe.

The group flew on SAA’s daily flight from Perth to Johannesburg and on to Cape Town where they spent two days exploring the city and its surrounds before travelling to Gansbaai for two nights at Garden Lodge at the Grootbos Private Nature Reserve.

The agents were lucky enough to visit Victoria Falls in Zimbabwe, where they stayed at the Old Drift Lodge on the Zambezi River and went on a sunset cruise.

Agents were also taken on

a game drive in the Zambezi National Park.

**Pictured** at Sabi Sabi Private Game Reserve are Trent Malcolm, South African Airways; Karen Bowen, Rose Bay Travel; Nadia Kiely, Helloworld Garden City Booragoon; Chloe Blundell, Helloworld Caboolture; Stacey Lyons, Home Travel Company/Savenio; Jesse Stanger, YNOT Concepts; Linda Stanley, Helloworld Eatons Hill; Leanne White, Helloworld Toowoomba City; Michelle Maher, Travelrite International; and Julianne Godbold, Air Tickets with Sabi Sabi Rangers and Trackers (centre) Zwa, Jimmy, Eric & Jesse.

# Choose to be rewarded

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Fancy some fun in Paris? Simply sell Etihad between 11 to 31 March 2019 for a chance to win a pair of return Business or Economy tickets. There’s also 10 L’Occitane vouchers up for grabs so you can truly treat yourself. Don’t miss out!

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AIRWAYS

Choose Well.

## Oman revamps app

OMAN Air has introduced its new mobile application for iOS and Android smartphones allowing guests to organise and manage their journey on the go.

Features include online check-in, pre-selection of seats, flight status as well as information about Oman Air's latest offers.

The revamped app also enables guests to check their Sindbad miles balance, claim any missing miles, request for redemptions, keep track of tier progress, and see upcoming bookings.

The app is available in both English and Arabic.

## CMV offers support

CRUISE & Maritime Voyages (CMV) this week invited guests on board *Astor* to contribute to the humanitarian crisis in Mozambique, Malawi and Zimbabwe.

CMV started with a sizeable donation and then matched donations received on board, raising \$14,060.

"As an organisation, we're committed to supporting the destinations we visit and we're thankful that we are able to give back to the region in this time of need," said CMV Australia Managing Director, Dean Brazier.

The *Astor* is currently on a 43-night northbound voyage from Australia to the UK.

To donate **CLICK HERE**.

## WWT LATAM fare

WENDY Wu Tours has advised agents that an upcoming LATAM wholesale fare increase will impact any current or new Wendy Wu Tours bookings ticketed on or after 05 Apr.

To avoid the increase of up to 5% on current wholesale fares, all un-ticketed bookings need to be deposited and ticketed by 04 Apr.

After this date all bookings with LATAM will be re-invoiced.

For questions call 1300 727 998.

## RCI new excursions

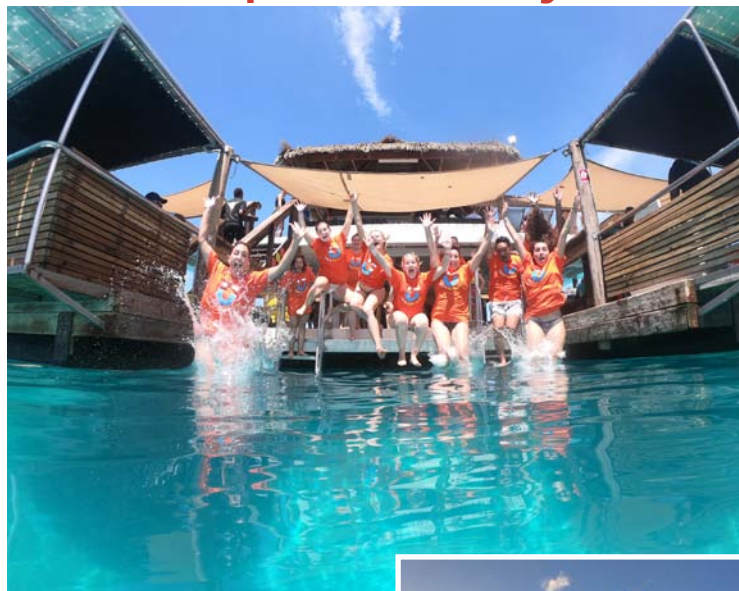
ROYAL Caribbean International has launched over 20 new shore excursions across the South Pacific, Australia and New Zealand.

The new itineraries range from deep sea diving in Vanuatu and helicopter expeditions in New Zealand, to cultural experiences in South Pacific villages.

Highlights include the three-hour Akaroa Sea Kayaking adventure, where travellers will get to see rare seabirds, seals and the only marine animal endemic to New Zealand, Hector's Dolphins.

For more info **CLICK HERE**.

## Matai specialists say Bula



A GROUP of 50 Australian agents recently travelled to Fiji for the annual Matai famils, covering the Yasawas, Mamanucas, Kadava, Pacific Harbour, Denarau and Coral Coast and Captain Cook Cruises.

Pictured are some of the agents on International Day of Happiness with their Bulanaire t-shirts on to celebrate the launch of the global campaign for happiness.

Inset agents enjoy at the sunrise at the Yasawas.



Train of thought  
Win a \$50 voucher

This week *Travel Daily* & Railbookers have teamed up to give away a \$50 gift card of your choice each day.

Yankee Leisure Group offers a portfolio of fully customisable rail travel experiences to destinations throughout the world, with its brands including Amtrak Vacations, Railbookers, and VIA Rail Vacations by Railbookers. Agents can book in AUD, earn excellent commission, and book two years ahead with no currency fluctuation risk. Visit [www.railbookers.com.au](http://www.railbookers.com.au) or [www.amtrakvacations.com.au](http://www.amtrakvacations.com.au) and order a brochure today.

To win, be the first agent to send the correct answer to the question to [railbookers@traveldaily.com.au](mailto:railbookers@traveldaily.com.au)

Call Railbookers' whistle blowers for a clue on 1300 938 534

Name one package that includes a visit to the Home of Elvis Presley?



## International & Domestic Travel Consultants Monday to Friday only!

QBT: A member of the Helloworld Travel Group

We are on the lookout for exceptional **International & Domestic Travel Consultants** for our **Melbourne/Sydney/Brisbane** offices.

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- Love organising travel for others
- Ready to take the next step in your career
- Are you keen to go the extra step to ensure success
- Enjoy building strong team and customer relationships
- Enjoy working in a close-knit team
- Are you focused and have great attention to detail

If your answer to the above is yes then this may be the opportunity you have been waiting for!

You'll know because your proficient, knowledgeable, and focused approach to travel has always been your strength, and you are super organised.

No two days will be the same as every organisation and their travellers' requirements are different in so many ways. Your expert technical travel skills, gained from past experience in either domestic or international travel, will assist you to confidently manage our clients' travel needs.

You'll enjoy great benefits and will participate in a high-earning incentive program – your productivity drives the outcome.

Check out our careers video to see your future: <https://www.qbt.travel/company/careers/>

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

Only shortlisted candidates will be contacted.

## Bris-Munda direct

**TOURISM** Solomons has welcomed Solomon Airlines' decision to commence direct same-day Brisbane to Munda to Brisbane flights from tomorrow.

The tourism body believes the new weekly service could be "a major catalyst" for increased international visitation to the Solomon Islands, with Tourism Solomons' CEO, Josefa "Jo" Tuamoto saying the move was "long overdue".

"We hope the new service will stimulate investment in good quality accommodation inventory which the Western Province and for that matter, the entire destination, so desperately needs," Tuamoto said.

Solomon Airlines will use its flagship Airbus A320 to operate the weekly Sat service.

## Hawaii spend down

**VISITORS** to the Hawaiian Islands spent US\$1.39 billion in Feb 2019, down 2.7% when compared to the corresponding period last year.

Driving the drop in spend was primarily a decrease in outlay on transportation, food and beverages which all saw dips.

Preliminary statistics released today by the Hawaii Tourism Authority also show a total of 782,584 travellers visited Hawaii in Feb, a slight increase of 0.5% on the same month in 2018.

Of that number, 766,293 arrived by air (up 0.3%) and 16,291 came by cruise ship (up 12.3%).

Source markets including the United States, Canada, and Japan all saw growth in Feb, however, international markets were down 7.9% to 201,981 people.

## Perth to host ATP

**TOURISM** WA has helped to secure the rights to host a new Association of Tennis Professionals (ATP) Cup tennis tournament in Perth.

The sporting event will involve players from 24 nations competing from Jan 2020.

"This new tournament is expected to attract even more media interest, which will provide a valuable opportunity to promote Perth and our state to a global audience," said WA Tourism Minister Paul Papalia.

## IHG appoints SVP

**INTERCONTINENTAL** Hotels has welcomed aboard Jamie Cole to the role of Senior Vice President of Global Channels.

Cole will be charged with leading a team responsible for all digital and voice channels and the company's third-party distribution strategy.

"With his broad commercial background, Jamie's leadership will be essential as we work to maximise revenue delivery across channels, while also creating the very best experience for our customers," said IHG Chief Commercial and Technology Officer George Turner.

Cole joins from Mandarin Oriental where he led change across digital marketing.

## Emirates update

**EMIRATES** has update changes to its Dubai – Bangkok – Hong Kong service for travel from 01 Jun 2019, opting to continue using a two-class Airbus A380 aircraft instead of previously filed Boeing 777-300ER.

## Explorer Godmother

**DREAM** Cruises has named Chinese Designer, Grace Chen, as the Godmother for its newest ship, *Explorer Dream*.

The cruise line said Chen was regarded as "one of China's most influential fashion innovators."

"Grace Chen embodies the pioneering spirit of *Explorer Dream*, the pathfinder ship for the Dream Cruises' brand," Dream Cruises President, Thatcher Brown, said.

The vessel will be christened in Shanghai on 11 Apr and will homeport in Sydney and Auckland from Oct.

## TECHNOLOGY UPDATE

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

### Safer than houses



We recently spoke with a non-Tramada agent who had lost all of their travel data with the theft

of their office computers. Tramada was recommended to them as a safeguard from ever losing data again.

That's because in 2001 *tramada*® became the first cloud-based mid/back-office for travel agents in Australia/ New Zealand. Along with companies such as Telstra, Netflix and Apple, we recognised early on the many benefits of a cloud-based IT infrastructure. These range from disaster recovery and centralised data protection, governance and intelligence that increases visibility and usefulness of information, to reduced risk, cost and complexity of managing and protecting it.

Today, that same agency's data is stored in *tramada*'s PCI DSS-compliant environment with third-party cloud storage, multiple back-ups in alternate locations, 24/7 performance monitoring, access control via IP lockdown and 2-Factor Authentication, and regular, ongoing security updates and tests. All of this ensures their business-critical travel data is preserved and available whenever and wherever they need it without the need for expensive hardware or software maintenance.

As secure as *tramada*'s travel technology is, we can't ensure every client locks their offices in the evening. But they can sleep easy knowing that if they do forget, or if bad things like theft or fire happen, their business won't walk out the door.

*Christian Stevens, Chief Financial Officer, Tramada – your travel technology partner*



### INSIDE SALES & OPERATIONS EXECUTIVE

MSC Cruises Australia is looking for an Inside Sales & Operations Executive based at the Sydney CBD head office.

The ideal candidate will:

- Coordinate and develop product, pricing and offers to proactively drive marketing and sales
- Coordinate and develop groups to proactively drive marketing and sales
- Implement, load and analyse product in line with company and ROI requirements
- Work with the sales and marketing teams and exhibit solid reporting skills

The successful candidate must have a minimum of four years experience in the travel industry, exceptional attention to detail, sales knowledge and the ability to work effectively as part of a team as well as independently in a fast paced environment.

### MARKETING ASSISTANT

MSC Cruises Australia is looking for a Marketing Assistant based at the Sydney CBD head office.

The ideal candidate will:

- Inside Sales and trade collateral to market
- Assistance with flyer creatives
- Control of Internal & head office databases
- Assistance with PR content
- Reporting of product and campaigns

The successful candidate must have completed a course degree and have attention to detail and the ability to work effectively as part of a team as well as independently in a fast paced environment.

For further information and to submit your resume  
[hr@msccruises.com.au](mailto:hr@msccruises.com.au)



## Cruiseco honours members in NZ

**CRUISECO** celebrated its consortium of cruise specialists at its Annual Awards Night, held at the Auckland War Memorial on Thu 21 Mar.

As part of the Annual Cruiseco Conference agenda, the glamorous event put the spotlight on high achievers and top selling members across a number of categories, including recognising the support given to the much-loved Cruiseco Collections product.

In addition to the accolades, winners received a range of cruise line prizes and marketing grants designed to help winners further grow their businesses.

Entertainment was provided throughout the evening by *The Stomping Ivories*, who had guests up and out of their seats and grooving well into the evening.



**LAUREN** Vigenser, Rachel Grady, Emma Mumford, Rebecca Seymour, Jacinta Baker, Melissa Guajardo, Kristle Van Biljon, Adam Vance, Jeff Temple, Steve Dodds and Greg Wilson.



**RHONA** Rodgers and Amanda McClelland.



**GIL** McLachlan, Karen Christensen, Christa Kinnear, Phil Hoffmann and Andi Von Zeppelin.



**ROBERT** Schroder, Brett Dann, Meg Hill, Louise Dann and Michael Leary.



**JUSTINE** Sealey, Steve Odell, Melinda Gregor and Steve McLaughlin.



**THE** Stomping Ivories.



**JACINTA** Baker, Greg Wilson, Julie Avery, Rebecca Munachen, Carolynne Cannon, Kaylee Salzke, Diane Rawlings, Meg Hill, Michelle Ashcroft, Amanda McClelland, Rhona Rodgers, Andrea Grajczonek, Dale Wynne and Michele Fraser.



**MARIUS** Els, Kaylee Salzke and Amanda McClelland.



**LEONIE** Spencer, Kirsty Williams and Lauren Kelly.



**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)

**Trafalgar's** "fly for \$999" return fare sale to Europe & Britain ends on 31 Mar, with past customers able to claim an additional 5% off - more **HERE**.

Guests looking to book a cruise on the Mekong River can enjoy 30% off **Aqua Expeditions'** departures between 03 May and 13 Aug, as well as between 01 May to 06 Aug 2020. Call 1300 124 204 for more info.

**Club Med** has launched a limited time Flash Sale for stays at Club Med Bali, Bintan Island, Cherating Beach and Phuket. Bookings must be made before 09 Apr, and travel periods apply. **CLICK HERE** to find out more.

Travellers looking to explore South America by bike can save \$210 on **Exodus Travels'** 13-day Cycling Colombia tour departing 09 Nov - to book, phone 1300 131 564 or **CLICK HERE**.

**AVANI Hotels** has launched an Easter Escape deal, offering guests up to 25% off stays of more than two nights at select AU and NZ properties. Sale ends 06 May, for more information on the deal, **CLICK HERE**.

**Silversea Cruises** is offering savings of 10% off the cost of four sub-Antarctic sailings departing Dunedin between Dec 2020 and Feb 2021. Bookings must be made before 30 Apr 2019, call 1300 306 872.

## CATO magazine

**THE** Council of Australian Tour Operators has published the first edition of its new online magazine (**TD** 07 Dec 2018).

Dubbed "Ground Control," the online responsive publication aims to "put the spotlight on the land supply sector" through a mix of feature stories, profiles and industry insights.

According to CATO MD Brett Jardine, planning is underway for a second edition, with the magazine to be produced on a quarterly basis and supported by an annual print guide.

## Darwin Botanic

**CONSTRUCTION** work is underway on the George Brown Darwin Botanic Gardens visitor and event centre.

The new venue is part of the NT Government's \$103 million Turbocharging Tourism investment aimed at boosting tourism in the territory.

The visitor centre will provide facilities in line with those offered at botanic gardens around the country.

Designed by local architects, Hully Liveris, the building will integrate with its surroundings.



Terms and conditions

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

## Leichhardt update

**GUESTS** hitting Perisher's slopes this ski season will be able to spend more time racing down the mountainside than in previous years, thanks to the resort's new Leichhardt quad chairlift.

The decision to switch from the advanced skier only T-bar lift will increase lifting capacity by 75% and also allow beginners and children the opportunity to enjoy some of Perisher's most popular runs, including The Cleft, Powder Ridge, Snowy Trails and the Leichhardt Terrain Park.

A new snow-making installation has also been added to the resort as part of a \$4.2 million investment ahead of the 2019 ski season.

## Green Island \$25m

**GREEN** Island Resort, 27km off the Cairns coast is the first resort on the Great Barrier Reef to be restored to its former glory under a Queensland Government funded rejuvenation program.

Queensland Tourism Industry Development Minister, Kate Jones, said Green Island Resort was the first of 10 locations to be cleaned-up under the \$25 million Great Barrier Reef Island Resorts Rejuvenation Program.

Jones said the program will deliver upgraded infrastructure to the "once hugely iconic" island getaways.

## Airbnb hosts 500m

**HALF** a billion guests have opted to book into an Airbnb rather than traditional accommodation generating more than \$65 billion for hosts, the platform revealed.

With hosts in more than 190 countries and 81,000 cities, Airbnb said it had seen significant growth in its private-home offering, while guests visiting accommodation categorised as boutique hotels, B&Bs, hostels and resorts gave average rating of 4.7 out of five stars.

## Samoa airfare sale

**SAMOA** Airways is offering special fares for flights from Brisbane and Sydney to and from Apia from now until Nov.

The sale ends on Sun 31 Mar, with Economy fares from \$229 one-way including taxes and surcharges.

For more information view the **BRIS** and **SYD** fare sheets for more information.

### EDITORIAL

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*We are delighted to be nominated in this year's NTIA Awards and would like to ask you to help us become a finalist! It's as easy as voting for us as your favourite agency support service.*

*It will take five minutes to complete:*

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**'BEST AGENCY SUPPORT SERVICE'**



<https://www.surveymonkey.com/r/2019NTIAVoting>

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TRADE RECRUITMENT**



## PR & Communications Manager

Sydney, \$95k + Super + Benefits, Ref: 3981PE1

You will be a central figure in generating creative ideas as well as being at the heart of actioning core proactive and reactive media relations, press releases, press trip identification & arrangements. A market leader in the cruise industry, My client operates ships all over the world. You'll help promote their growing brand to position it at the heart of Australian minds. You work within an integrated marketing department & be responsible for owning the creation and execution of an effective PR.

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

## Sales Representative - Travel Industry

Sydney, Up to \$60k + Super + Bonuses, Ref: 3974JB1

My client is seeking an experienced Sales Representative for the Perth/WA region! The role involves working with existing accounts and also seeking new business. The successful candidate will need their own car and have an office set up available to them. Responsibilities of the role include striving to exceed sales goals, identifying regional trends and implementing strategies to remain competitive in the market and representing the company at industry events in a professional manner.

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

## Wholesale Travel | Ski Specialist

Brisbane, OTE \$55k + Famsil, Ref: 1842AW5

If you are an experienced travel consultant but prefer to work behind the scenes - then this wholesale role is for you! Dedicated to providing outstanding service and the best deals available, you will be working as part of the largest wholesale ski brand in travel. This role gives you the chance to expand your knowledge, gain further experience and fast track your career! Earn BIG \$\$\$ and travel to ski destinations across the world! Ready to hit the slopes? Time for a new challenge? APPLY NOW.

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

## Travel Agency Manager/Business Manager

Melbourne, 90k + Super, Ref: 3986HC12

Looking to work for an ultra-luxury Brand, Mon-Fri & appointment ONLY? This high-end agency based in the Inner-Eastern suburbs in Melbourne is known for its excellent customer service and their holidays to stunning destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers. No day will ever be the same in this VIP travel agency manager/business leader role, you will also be responsible for local store marketing and looking after P&L!

For more information please call Hannah on  
(03) 99 88 0616 or click [APPLY](#) now.

## Marketing Assistant | Cruise

Sydney, Competitive Salary, Ref: 7896AJ1

If you have experience within Marketing, have recently graduated within a Marketing focused qualification or would like to move from a Travel based role in to Marketing, this is the perfect opportunity for you! Working closely with the Marketing and Inside Sales team, you will be assist with a number of key functions in order to get Trade Material to market and increase the awareness of your product within the Travel Industry. Work for a world leading and privately owned Cruise company!

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

## Travel Agency Manager

Brisbane, Up to \$90k + Super, Ref: 5212SZ1

Working in a modern, inviting agency with a wine cabinet & full service to clients. Even though you will be working in a retail store, you will all have your own desk space with luxury layout in your own 'office' set up. As an Agency Manager, you will be creating the vision behind the brand, driving profit & budgeting for Local Store Marketing for yourself & the consultants. There are no after work commitments & you will work MON-FRI between business hours with no late night trading either.

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

## Inbound Travel Consultant

South BNE, \$43-45k +Super + Comms, Ref: 1375CGA1

I'm looking for a travel industry professional who wants to step away from face to face sales & work for a leading online travel provider. You will be booking packages & tailor making international holidays as well as assisting with online bookings while always delivering excellent customer service. A fun & vibrant team in luxurious offices & a real chance for career progression. A great base salary is on offer with lucrative commissions & the chance to work for an industry leader.

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

## Experienced Travel Consultant

Melbourne, Up to \$65k + super, Ref: 3985MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is located in an affluent area in Melbourne who are looking for an experienced travel consultant to join their exclusive ranks. Our client offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A HIGH BASE SALARY up to \$65k + incentives + commission + super. Monday - Friday and third Saturday. If you're interested PLEASE APPLY NOW!

For more information please call Mark on  
(03) 99 88 0616 or click [APPLY](#) now.

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