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Kiwis get cruisey

NEW Zealand is the fastest growing cruise market in the world, with 112,000 Kiwis taking to the seas in 2018, data from Cruise Lines Int'l Association (CLIA) Australasia's 2018 Ocean Source Market NZ report reveals.

Topping the 100,000 mark for the first time, the cruise industry saw a 14.6% increase in New Zealand passengers, with 69.2% choosing to cruise in the South Pacific, New Zealand or Australia.

The report also found eight- to 13-day cruises were the most popular amongst New Zealander passengers.

Today's issue of TD

Travel Daily today has seven pages of news, a front cover wrap for **Virgin Australia**, a photo page for **Visit Dallas and Visit Fort Worth**, plus full pages from:

- Viking Cruises
- Travel Trade Recruitment

O'Sullivan to head EXP

THE resignation of Tourism Australia MD John O'Sullivan (**TD** breaking news) will see him take up a new role next month as CEO of ASX-listed Experience Co (EXP).

The appointment follows an extensive recruitment process led by Experience Co Chairman Bob East, who is on both sides of the departure because he is also Chairman of Tourism Australia.

East took over as Experience Co CEO on an interim basis earlier this year, following the abrupt resignation of the company's then head Anthony Ritter (**TD** 13 Feb).

Experience Co noted O'Sullivan's experience which included overseeing TA's \$150 million annual budget and staff of 200 in 13 global locations.

"The board is confident that John will be key to the ongoing development, implementation and achievement of EXP's strategic goals," East said.

His new role brings O'Sullivan

a gross salary of \$500,000 plus superannuation, along with short- and long-term incentives which could potentially double that to \$1m, plus a "service bonus" worth \$120,000 if he stays three years.

O'Sullivan has led Tourism Australia since Mar 2014, and said "it is with mixed emotions that I now move on, but I feel I'm leaving the organisation in a really good position.

"Australian tourism is performing well...we've reshaped our marketing narrative...the opportunity to lead an ASX-listed company such as Experience Co. is an incredibly exciting prospect and keeps me in an industry I really did not want to leave."

MEANWHILE Tourism Australia also today confirmed the internal promotion of Susan Coghill to the role of Chief Marketing Officer.

She takes the role vacated by Lisa Ronson, who left TA in Mar to take up a role with Coles Limited.

Virgin accelerate

VIRGIN Australia is promoting its Accelerate program, which offers businesses that spend \$20,000 or more on eligible flights access to travel credit.

The program rewards businesses based on how much they have spent, with annual travel credits to spend on flights operated by Virgin Australia or its codeshare partners - for info see the **cover page**.

Joyce commits

QANTAS Airways CEO Alan Joyce has committed to stay on for at least three more years.

This means Joyce will be CEO until at least 2022, the year Qantas aims to offer direct services from Sydney to London and New York.

"I'll stay for as long as the board and shareholders want me, and as long as I'm enjoying the job," Joyce said in a statement emailed to *Bloomberg*.

SILVERSEA
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Aeroflot catches fire

A SUKHOI Superjet 100 carrying 78 people made an emergency landing at Moscow Sheremetyevo airport yesterday morning.

The plane had been flying from Moscow to the northern Russian city of Murmansk when it was forced to turn around due to "technical reasons".

Upon landing the aircraft's undercarriage "gave way on impact" and its engines caught fire, causing passengers to evacuate onto the tarmac.

According to the recent information released by the Russian Investigative Committee, 37 of the passengers survived.

Russia's Investigative Committee also said it had opened an investigation and was looking into whether the pilots had breached air safety rules.

Aeroflot said "a commission has been established to investigate the causes and circumstances of the incident".

CruiseCO targets NZ

CRUISECO has today announced the official launch of CruisePRO for New Zealand agents, which will provide access to cruise product priced in NZD.

CruisePRO would also provide New Zealand agents with access to exclusive CruiseCO groups and selected packages, priced in the local currency.

"New Zealand is the world's fastest growing cruise market, growing at double the rate of the Australian market," said CruiseCO Chief Executive Officer Amanda McClelland.

"CruiseCO is currently investing heavily in technology and business operations to better support our current and potential members throughout this growth period.

"CruisePRO is a custom business solution designed to enable business operators to efficiently grow their cruise

businesses," she said.

CruisePRO would enable New Zealand agents, who operate off a New Zealand website, to process payments into a local bank account and have access to a toll-free number for reservation support, as well as have local online merchant facilities made available imminently.

The news comes on the back of CruiseCO hosting its annual conference in New Zealand for the first time in Mar, with the port city of Auckland playing host to over 250 member and cruise line delegates (TD 22 Mar).

CruisePRO, available to all CruiseCO members, is a business solution comprising of a customised booking system, website, member white site solutions, online payment gateway and a members portal.

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

Nat Geo giveaway

NATIONAL Geographic is offering a chance for *Travel Daily* readers to win tickets to National Geographic's Underwater Tour held across Australia.

There are 40 tickets up for grabs for readers who email their name and the name of their plus one and which city event they'd like to attend before 08 May.

To email, [CLICK HERE](#) or more event info can be found [HERE](#).

Royal milestone

ROYAL Caribbean International has today marked a construction milestone for *Odyssey of the Seas*, with the cruise line lowering the keel into place.

The company held a keel-laying ceremony at the Meyer Werft shipyard in Papenburg, Germany.

Newly minted coins were placed under the keel and once the ship is nearing completion, the coins will be placed on board the ship.



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Windstar to visit Australia

WINDSTAR will bring two ships down under in 2020, marking the first time the small ship cruise line has visited Australia "in quite a while", Vice President of Sales Steven Kona Simao told media at a lunch in Sydney on Fri.

Wind Spirit will be the first, calling into northern Australia in Feb on her way from Tahiti to a drydock in Singapore, followed by a renovated *Star Breeze* in Nov.

Star Breeze will arrive in Australia on a Bali-Cairns itinerary and will offer departures from Melbourne, Auckland, Christchurch, before heading back to Bali via Cairns.

"We're using Melbourne as our homeport as opposed to Sydney, but we're including overnights in Sydney as a port of call," Simao told media.

Star Breeze will be the first vessel to undergo a lengthening, engine replacement and

renovation under the recently announced US\$250 million Star Plus initiative.

The initiative will see the line's three all-suite vessels increase their capacity from 212 passengers to 312 guests per ship (**TD** 16 Nov), with 80% of each vessel to be upgraded by this initiative, Simao confirmed.

Simao said the initiative would see the line expand its total capacity by 24% by 2021, the equivalent of a new ship.

He noted the line would then look at newbuilds, noting the company would ideally like to build a new ship that had sails.

He said that while Australia "would be nice for a sailing ship", Windstar has decided to keep its sailing vessels in warm water destinations such as the Mediterranean and Caribbean, while its all-suite ships look after the worldwide deployment.

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Photo Credit: Sean Condon & Samoa Tourism

Eclipse drydock

SCENIC Luxury Cruises & Tours has confirmed that its soon-to-be-launched *Scenic Eclipse* was recently taken undertow to Lenac shipyard in Croatia as part of a scheduled drydock (**CW** 03 May).

In a statement provided to **Travel Daily**, Scenic said the vessel will remain in drydock for approximately 10 days, during which time scheduled works will be conducted such as high pressure washing of the hull and anti-corrosive coats.

Eclipse will then return to the troubled Uljanik shipyard for final prep before launching in Aug.

Etihad ups London

ETIHAD Airways will boost services from Abu Dhabi to London Heathrow between 23 Jun and 28 Sep from four to five flights daily.

A Boeing 787-9 *Dreamliner* will service the additional flights.



Window Seat

D IS for Dann - in case you didn't know.

Hunter Travel Group owners Brett and Louise Dann had a big weekend in Ho Chi Minh City during the Helloworld Travel conference, right on the heels of their new RACQ joint venture (**TD** 01 May).

Such was their success that they hijacked part of the giant Helloworld sign, posting on Instagram that "last night was brought to you by the letter 'D'".



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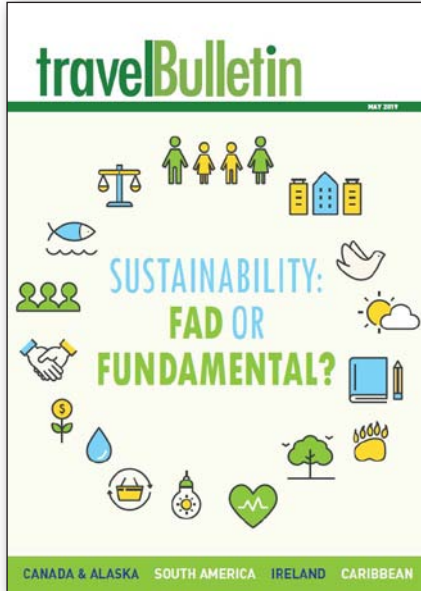
travelBulletin May out

THE latest issue of *travelBulletin* is now available to read, featuring an in-depth look at the concept of sustainability, examining how travel companies are incorporating improved environmental practices into their collective business models and whether these changes are effective or simply examples of “greenwashing”.

Issues such as wildlife tourism, reducing single-use plastics, carbon emissions, and sustainable destinations are just some of the themes explored, and follows

Travel Daily's inaugural Sustainability Summit which was held late last month in Sydney.

The May issue of *travelBulletin* also includes destination features on Canada, Alaska, South America, Ireland and the Caribbean.



Readers can also learn all about Uniworld Boutique River Cruises' ambition to be the best river operator in the world, along with the usual insightful analysis of the latest travel news.

CLICK HERE to read the edition.

Tourists ignorant to abuse



WILDLIFE preservation agency, World Animal Protection, believes that 80% of tourists cannot see the negative impact that wildlife tourism has on animals.

Speaking at *Travel Daily's* inaugural Sustainability Summit last week, Adventure World Travel's Head of Product & Operations Andrew Hutchinson (pictured) said the organisation's research suggested that an estimated 100 million people worldwide visit cruel animal attractions every year.

“That’s a staggering amount of people and it gives you a sense of scale of the problem,” he said.

“There are approximately 560,000 animals in wildlife tourist attractions around the world, with animal abuse occurring in

approximately three quarters of attractions studied, with abuse including animals being taken from their mothers, forced to perform tricks, animal rides, and animals forced to remain passive for selfies,” Hutchinson added.

To help combat the problem, Hutchinson advocated for travellers to conduct proper research before departing on a wildlife tour, and also use social media effectively when instances of animal cruelty are spotted to help “spread the word”.

Hutchinson also pushed back on the notion that animal cruelty is permissible under the guise of long-standing cultural practice.

“Culture is not an excuse to cruelty...we take a 100% no bar approach to that,” he said.

Wendy Wu Tours.

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SQ Qld birthday bash



SINGAPORE Airlines marked its 35th anniversary of servicing Queensland last week at Howard Smith Wharves, Brisbane. The company celebrated with

its valued partners from the travel industry including Brisbane Airport Corporation, Tourism & Events Queensland, Brisbane Marketing, Brisbane Festival, Brisbane City Council, PPS members and more.

The occasion was marked by the arrival of the fourth A350-900 aircraft which will operate the Brisbane-Singapore leg on all four daily flights.

Pictured above are Gert-Jan de Graff, BNE Airport Corporation; Jacki D'Antonio, Singapore Airlines; Philip Goh, Singapore Airlines; Vicky Howard, BNE City Council; and Brett Fraser, BNE Marketing.

Avalon Outlander

AVALON Waterways will offer a new "Author Cruise", hosted by writer of the *Outlander* book, Diana Gabaldon in 2020.

Departing 09 Jun 2020, the week-long cruise onboard *Avalon Expression* travels across the cities along the Rhine, and through the canals in Amsterdam.

Bombardier sale

THE Canadian manufacturer Bombardier is putting its Northern Ireland operation up for sale, the *BBC* has reported.

The news outlet stated that Bombardier is selling its aerospace operations in Belfast, Newtownabbey, Newtownards, Dunmurry and its Moroccan-based aerostructures division.

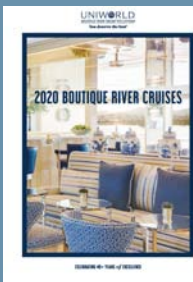
BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



APT - Europe 2020

APT has launched its 2020 Europe brochure, encompassing land and rail adventures along with hotels, chateaux and resorts. Spanning from Portugal to Russia, the new APT Europe brochure features the 15-day Magnificent Europe river cruise between Amsterdam and Budapest. Travellers can also partake in the new Western Front Explorer where they'll explore Ghent, Antwerp, Bruges, and The Netherlands. The other new addition is the *Secrets of the Baltics*, which explores Mazmeztone, the islands of Muhu and Saaremaa.



Uniworld - Boutique River cruises 2020

Uniworld has released its new itineraries for 2020. The program features the additions of four new Super Ships in Egypt, Vietnam, Portugal and Italy, along with personalised excursions led by English speaking local experts, all gratuities, in suite butler service, all meals onboard and unlimited beverages. The itineraries include onboard activities, along with exercise and wellness classes and a fitness centre. The onboard dining includes *La Cave du Vin & La Brasserie*.

Princess Panama

PRINCESS Cruises has revealed details of a series of Caribbean and Panama Canal voyages for the 2020/21 season.

Five ships will sail the Caribbean, offering a whopping 127 departures to 24 destinations in 20 countries.

A highlight is the deployment of *Sky Princess*, which will launch in Oct and sail for the first time on a 10-day Southern Caribbean Voyager itinerary.

Princess Cruises will also deploy five vessels to the waters of the Panama Canal with 30 departures and nine itineraries.

The cruises go on sale 09 May.

Hanseatic sets sail

HAPAG-LLOYD Cruises' *Hanseatic nature*, the first of the three structurally-identical ships in the cruise line's new expedition class, left Hamburg over the weekend for its inaugural cruise.

The cruise will visit Hebrides, Orkney Islands and Shetland Islands, finishing in Bergen and the Arctic.

The ship has capacity for up to 230 passengers.

The *Hanseatic inspiration* will launch in Oct, followed by *Hanseatic spirit* in May 2021.

CLIA Masters to Tas

THE Cruise Lines International Association (CLIA) Australasia 2019 Masters Conference will be held on a week-long cruise to Tasmania on Princess Cruises' *Ruby Princess*.

The annual Masters Conference gives CLIA travel agents who have achieved Ambassador status the chance to advance their sales and marketing skills in a conference setting, while also experiencing a CLIA cruise line member vessel.

The conference schedule will involve six three-hour sessions.

The six-day cruise will depart Sydney on 02 Nov, visiting Hobart and Port Arthur before returning to Sydney on 08 Nov.

For full details and bookings, [CLICK HERE](#).

Writing workshop

TRAVEL writer Rob McFarland is running a half-day writing course in Sydney on 16 May.

The course is aimed at tourism marketers, operators and public relations executives.

The one-day event will cover press release writing and story pitching and includes feedback from 30 of Australia's travel and lifestyle editors.

See www.robmcfarland.org.



NRL
R8 WINNER

Congratulations

GREG SHEEHAN

from *Cronulla Travel*

Greg is the top point scorer for Round 8 of *Travel Daily's* NRL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



Travel Daily NRL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664



QANTAS donated two Economy return flights to DFW, with winner Karen Deveson from Insight Vacations pictured with Mark Thompson of Visit Dallas; Jane Yates from QF; Lucy Rowe of Kent Marketing; and Mitch Whitten from Visit Fort Worth. The prize also included accommodation courtesy of Dallas, Fort Worth and Craig Davies of Rosewood Hotels.

LAST week Visit Dallas and Visit Fort Worth hosted some lucky travel agents for a dinner at Sydney's Eleven Bridge restaurant, part of Neil Perry's Rockpool portfolio.

Frozen margaritas flowed as guests enjoyed the Texan atmosphere along with updates from Visit Fort Worth's Mitch Whitten and Mark Thompson from Visit Dallas.

Fort Worth has just released a new pass for its iconic Stockyards precinct, giving travellers access to a range of attractions along with a meet and greet with some of the local cowboys and cowgirls.

There's also the opportunity to tour the TX Whisky Ranch, with Sydney the top international market for the Texan tippie, plus new hotels and some high profile exhibitions including a Monet's Late Years display at the Kimbell, plus the new Cowgirl Museum.

Dallas has also unveiled several innovations including the new "Margarita Mile" which

celebrates the local invention of a frozen margarita courtesy of an adapted 7-11 slushie machine.

The drinking trail comes along with an app whereby participants can earn merchandise by checking in at various venues, while the Dallas Arts Precinct has several key exhibitions including a Christian Dior showcase which sold out when it was in Paris.

Another major infrastructure development has been the launch of a new airport rail link which means it's possible to access both the Dallas and Fort Worth downtown areas from DFW Airport for just \$3.



GEOFF Hutton, Kent Marketing; Amy Harrison and Olivia Lee from Contiki; and Andy Robb, QF.



SHELLEY Richardson of Drive Now with James Nosworthy, Hurricane Events.



JONO Speer and Peta McConachie of Infinity Holidays.



BEN Cope and Kacper Gromadzki of Flight Centre North Sydney with Ofa Fainga'anuku, Gullivers Sport Travel.



JACOB Evans of FCBT Blues Point (right) tries a margarita.

MORE pics from the night at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).



Marriott CEO battle

MARRIOTT International has confirmed its CEO Arne Sorenson will continue in his role while he undergoes treatment for stage two pancreatic cancer.

Sorenson will commence chemotherapy this week.

Tourism side gig

ALMOST three-quarters of hospitality workers are working on a side project, research from AMP reveals.

Money was identified as the biggest barrier preventing hospitality workers from pursuing a passion project.

The research found that the environment, health and education were the top three societal issues hospitality workers wanted to tackle in a side project.

EK Group Claim

AGENTS are set to get more control over their group bookings through Emirates' new EK Group Claim booking management system.

EK Group Claim will give agents a complete view of all their group PNRs in their GDS, allowing them to split PNRs, add clients' names, update their passport details and add Skywards membership details.

Silversea program

SILVERSEA is aiming to give guests a deeper cultural experience with its new entertainment program.

The cruise line has increased the number of local performances to 112 for 2019, to give guests the opportunity to experience the cultures of the regions they are cruising through.

Silversea Director of Entertainment and Enrichment Antonio Marangi said the new program would provide guests with "a deeper and more meaningful" experience.



This month Centara and *Travel Daily* are teaming up to offer readers the chance to win a seven-night stay for two in a Deluxe Room at Thailand's Centara Grand Beach Resort & Villas Hua Hin with daily breakfast.

Centara Grand Beach Resort & Villas Hua Hin is one of Thailand's most famous hotels – originally built as the King's guesthouse in the 1920's it has been lovingly restored and extended over the years to a luxurious five-star resort. It is a short walk to the famous markets of Hua Hin with fabulous seafood, shopping and entertainment.

To be in the running, correctly answer each of the weekly questions across the month and have the most creative answer to the final question. Send your responses to centara@traveldaily.com.au

Q1. Which sport does Hua Hin and Centara host the annual championship of, which is considered the biggest in Asia with hundreds of players from all over the world attending?

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AFL

AFL R7 WINNER

Congratulations

GARY BOTHWELL

from AMEX GBT

Gary is the top point scorer for Round 7 of *Travel Daily's* AFL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.

 Expedia **TAAP**

Travel Daily AFL tipping competition is sponsored by Emirates, with the top tipper for the season winning flights to Europe.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

Australia outpost

PLANS to streamline arrival and visa processing systems are positive steps, but the Federal Govt needs to do more for the tourism industry, the Australian Tourism Export Council believes.

ATEC Managing Director Peter Shelley described the Coalition's Plan to back Australian Tourism, as "solid", but warned its failure to invest in promoting Australia as a destination could negatively impact the national economy.

"We know that this industry has become a powerhouse of our economy, however we fear the hard-won success achieved over recent years is under threat in the absence of a genuine government commitment to invest in the future potential of this industry."

Hyatt Malaysia

HYATT Hotels Corporation will open its first Hyatt Centric hotel in Malaysia in Kota Kinabalu, Sabah, in 2021, after entering a management agreement with a subsidiary of Malaysian listed business, Hap Seng Consolidated Berhad group.

Pandaw addition

PANDAW will deploy its 10-cabin *Kha Byoo Pandaw* to its Upper Irrawaddy route this year, in response to high demand for the itinerary between Pagan and Katha.

The 10-night voyage sails from Pagan past Royal Mandalay into the remote Upper Irrawaddy, visiting local towns and villages along the way.

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

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Senior Travel Consultant - Central Coast

Central Coast, Salary + Commission, Ref: 4453JB1

My client is seeking an experienced Travel Consultant with a minimum of 2 years experience for their high end agency located in the Central Coast! The ideal candidate will have a passion for luxury travel, enjoy building tailor made itineraries and be able to provide exceptional customer service to new and existing clients. Experience using a GDS, preferably Galileo, is essential. The successful candidate will enjoy a competitive base salary plus a generous commission structure.

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

Contracting Manager

Sydney, Competitive, Ref: 3979SJ2

I am seeking a product manager or contracting manager who has cruise and group exposure. You will need contacts across an international product network and be familiar with tailor making high touch group tours which offer every component of the trip - from air, land and sea components down to day tours and catering. A varied and exciting role with a much loved travel company. The right salary will be offered & this is a chance to use your expertise to contract complex travel tours.

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

Corporate Leisure Travel Consultant

BNE CBD, Competitive Salary + Bonuses, Ref: 4039SZ1

Have you had a min of 2.5 years or close to in Leisure / Retail travel and would like to step into a role working within corporate brands booking leisure travel for those corporate accounts then this could be the next step for your career. This is a non F2F consulting role & will be done from the comfort of a newly renovated & exclusive office environment where you are amongst likeminded team mates. Sales through service only & KPI based on quality not quantity so a mature outlook is required.

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

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The role will be heavily customer service focused offering your expertise on worldwide destinations. Consulting across all platforms, including face to face, online and over the phone, this regional community travel agency is looking for New Regional Travel Consultant to RELOCATE and join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service and Earn BIG \$\$\$, while having LOW living costs! Ongoing training and educational trips! Only work 2x SAT mornings per month!

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

Cruise Sales Consultant (Ultra Luxury)

Sydney, \$60k + uncapped comms OTE \$100k, Ref: 4027PE1

My client is the defining name in luxurious cruise travel by distinguishing itself in the ultra-luxury market with its elegant, all-suite ships, all-inclusive pricing, worldwide itineraries & genuine hospitality. They are proud of our reputation as the "World's Best" cruise line & seek individuals who take pride in their work to join our award-winning team. If you know how to close a sale and have a thorough understanding of the sales process then you have the opportunity to make a lot of \$\$.

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

Corporate Consultant | Northern Beaches

Sydney, Up to \$70k, Ref: 1112AJ1

Due to continued growth, an exciting opportunity has presented itself in the Northern Beaches for an experienced Corporate Travel Consultant within a market leading company. You will be servicing existing clients and will enjoy building and nurturing relationships while helping out with every aspect of the clients travel requirements. You will be experienced and confident when dealing with corporate clients. A background with Event Management or Group Travel also favourable.

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

Account Manager - Online Travel

Brisbane, Circa of \$90k, Ref: 1416CGA1

An exciting opportunity is available for someone experienced within the hotel sector, tourism or travel industry. You will manage existing accounts and have the ability to think analytically to increase revenue and exposure to the business. This role will be both strategic and personable, where the Account Manager must have people and communication skills to build on relationships. Ability to work autonomously without supervision is important in this role. RARE opportunity, APPLY NOW!

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

Contracting & Operations Manager | Travel

Melbourne, \$80k + Bonus + Super Ref:4035HC1

My client is seeking an exceptional Contracting & Operations Manager to work for them. They are looking for someone with excellent negotiation skills and the ability to manage a team. The ideal candidate will have a strong background in contracting as well as operations. There will be a lot of travel involved in the position (up to 1 week a month) domestically and to New Zealand visiting and contracting with suppliers. Ideal for someone looking to take that next step up in their career!

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



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