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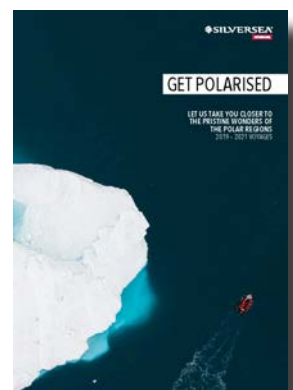
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LE scores big for GC

LUXURY Escapes (LE) exceeded expectations in a recent partnership with Destination Gold Coast, Tourism and Events Queensland, Village Roadshow Theme Parks and Ardent Leisure, selling over 21,000 room nights in a “family-focused digital and social media campaign”.

The four-week promo featured newspaper ads, TV, magazine articles and social media posts, focusing on the Gold Coast as a family-friendly destination.

“The Gold Coast campaign spoke to our audience through various mediums including TV and print, with a heavy focus on digital and social media marketing,” said Jodie Collins, Luxury Escapes Tourism Boards Partnership Manager.

“As a result we exceeded the room nights target by double and were able to engage with new and existing members via a strong content plan and through our digital channels to educate them on the product offerings available,” she said.

The promotion featured 14 Gold Coast Hotels, with further tourism board partnerships in the pipeline, Luxury Escapes said.

\$1.95m fine for Jetstar

JETSTAR has been ordered to pay \$1.95 million for making “false or misleading representations about consumer guarantee rights,” in a Federal Court ruling this morning.

The Court found that between Apr 2017 and Mar 2018 Jetstar made incorrect statements on its website, claiming that some fares were not refundable and that consumers could only get a refund if they purchased a more expensive fare.

Jetstar also breached the Australian Consumer Law by claiming that consumer guarantee rights did not apply to its flight services, and that Jetstar’s obligation to provide refunds or replacement flights was limited.

“Jetstar’s representations were false or misleading because all flights come with automatic consumer guarantees that cannot be excluded, restricted or modified, no matter how cheap the fare,” according to ACCC Chair Rod Sims.

“If a flight is cancelled or significantly delayed, passengers may be entitled to a refund under the consumer guarantees... all customers have the right to a remedy, such as a refund, if services are not supplied within a reasonable time,” he added.

The ACCC instituted proceedings against Jetstar late last year (**TD** 17 Dec 2018), with the carrier admitting liability and providing a court-enforceable undertaking in which it committed to amend its policies and practices to ensure they were consistent with the Australian Consumer Law.

It’s Origin time...

TRAVEL Daily is once again inviting the Australian travel industry to be part of our exclusive NRL State of Origin competition, with a footy jersey (courtesy of recruitment firm TMS Talent) on offer to the reader who can most accurately answer nine questions across the three match series.

The first three questions, relating to the kick-off game next Wed night 05 Jun in Brisbane, are:

- Which player will score the first try in game one?
- How many tries will be scored by the losing team of game one?
- What will be the final score at the end of game one?

Give us your best guesses before 7.40pm AEST on Wed 05 Jun 2019 via email to socomp@traveldaily.com.au.

Wolgan for winter

EMIRATES One&Only Wolgan Valley is offering special winter rates from \$1,045 nightly per person twin share.

The all-inclusive offer staying in one of Wolgan’s luxury villas includes daily dining, regional wines, nature activities and winter experiences - for more details, see **page seven**.

Polarising Silversea

SILVERSEA Cruises has released its new Polar brochure, featuring a range of explorations of the farthest reaches of the planet while enjoying Silversea’s legendary supreme comfort - see the **cover page** for details.

Today’s issue of TD

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

- One&Only Wolgan Valley
- AA Appointments jobs

Flybe CEO to go

FLYBE announced yesterday Christine Ourmieres-Widener has decided to step down from her role as Chief Executive Officer on 15 Jul following the sale of the business to rival Connect Airways.

"It has been a privilege to lead Flybe over the past two years and to work with such an outstanding and dedicated team of professionals," Ourmieres-Widener said.

"Together, we have been able to secure the jobs of our loyal employees with the sale to Connect, while preparing Flybe for a bright future."

ATL anticipates a drop

APOLLO Tourism & Leisure (ATL) has announced it is expecting a further fall in net profit after tax for the 2019 financial year, with the company now anticipating between \$14-15.5 million.

On 02 May, ATL's guidance was announced as between \$17.5-19.5 million, an initially disappointing result following massive growth for FY2018.

However, the company revealed the further fall last night following significant market deterioration this month.

ATL has attributed the decline

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\$19m Garuda fine

GARUDA Indonesia has been ordered to pay a whopping \$19 million in penalties in the final stage of a decade-long ACCC price-fixing investigation.

The Federal Court today ruled the carrier should pay a \$15m fine for taking part in a cargo cartel that fixed the price of security and fuel surcharges between 2003 and 2006.

A further \$4m fine was ordered for collusion over fuel and insurance surcharges for cargo carriage from Hong Kong.

The same case has seen over \$100m in fines paid by other carriers in the cartel including Qantas, Emirates, Singapore Airlines, British Airways, Air France/KLM, Japan Airlines, Air NZ, Korean Air & Cathay Pacific.

ACCC Chair Rod Sims said the case sent a message that "any business anywhere that enters an agreement that affects Australian businesses and consumers should clearly take note".

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End of financial YEAR SALE

Discover why Galway is one of the best spots in Ireland in the May issue of *travelBulletin*.

CLICK to read
travelBulletin



PNG representation switch

PAPUA New Guinea Tourism Promotion Authority (PNGTPA) has appointed “go-to brand experience studio” Example as its new rep in Australia and NZ.

Example takes over from GTI Tourism, which has held the local PNG account for some years after itself taking over from Sharon Hannaford’s Limetree Consulting.

The move follows a competitive tender process, with Andrew Cavallaro, Example’s Head of Marketing, returning to his former role as Australia/NZ lead for the tourism board, following his previous tenure in the role when he worked for GTI between 2014 and 2016.

“Australia is PNG’s most important source market for visitors,” said PNGTPA Board Chairman Kennedy Wenge.

“We are excited to grow our Australian and New Zealand arrivals and work with Example to spread the word of the beautiful

islands and mountainous regions PNG has to offer, as well as the incredible cultural and adventure travel experiences throughout the country,” he added.

Other recently added Example clients in the tourism space include Eurail (**TD** 05 Sep 2018).

The agency will handle all public relations, trade relations & marketing for PNGTPA, with Cavallaro saying “we’re looking forward to shining a spotlight on our closest neighbour & showing everyone how special PNG is”.

The new PNG representation becomes effective on 01 Jun.

KL cancels Colombo

KLM Royal Dutch Airlines is suspending flights between Amsterdam and the Sri Lankan capital, Colombo, with GDS indicating reservations have been closed for the upcoming northern winter scheduling season.

Star Wars Land opens tomorrow

DISNEYLAND Resort California will tomorrow host the highly anticipated opening of *Star Wars: Galaxy’s Edge*, with thousands of aficionados reportedly keen to visit the “galaxy far, far away”.

The launch is the culmination of about five years of work by Disney’s “Imagineers” with the new precinct expected to provide an immersive *Star Wars* experience in the form of “Black Spire Outpost,” a formerly thriving town on the fictional planet of Batuu.

It will be Disneyland’s largest ever single-themed addition and boasts two new rides: Millennium Falcon: Smugglers Run and *Star Wars: Rise of the Resistance* which is scheduled to open later this year.

The attraction is being duplicated at Walt Disney World in Orlando, Florida, with a planned opening date of 29 Aug.



Window Seat

TIPPING is often expected in the USA - but probably not for airport security officers.

However, travellers through checkpoints across America last year inadvertently left behind about US\$1 million in change, according to a new report from the Transportation Security Administration (TSA).

During the 12-month period to 30 Sep 2018, travellers left US\$960,105.49 in the plastic bins at airports - up about 10% on the previous year.

New York JFK had the most “generous” tippers, with pax leaving behind US\$72,000, just ahead of LAX at US\$71,000.

Legislative provisions allow the TSA to use the money for projects it considers important for civil aviation security.

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Kings Park tours

WESTERN Australia is celebrating National Reconciliation Week with the launch of new tours of Kings Park and Botanic Garden, led by Aboriginal-owned businesses.

Nyungar Tours and Go Cultural Aboriginal Tours and Experiences have begun taking guests through the garden and providing insights into indigenous culture.

Announcing the launch of the new tours and a \$20 million State Government investment in the Aboriginal Rangers Program, WA Minister for Environment Stephen Dawson said the establishment of the tours in Kings Park was in response to the demand for cultural experiences.

"These new tours will cater for the 78% of visitors to WA seeking a traditional Aboriginal cultural experience," he said.

Dawson added that the Ranger Program had created a career pathway for indigenous people.

Langham new push

"CELEBRATE the Everyday" is the Langham Hospitality Group's new tagline, as it moves to shed its reputation as a "hidden gem", with a new logo and brand.

Langham Hospitality Group CEO Stefan Leser said the push aimed to raise awareness of Langham's ultra-luxury positioning.

"We have consistently high favourability ratings and reviews amongst our guests about our hotels," he said.

"However, we discovered that many of them would describe The Langham using terms such as 'best kept secret' and 'hidden gem,'" Leser explained.

"Whilst flattering and complimentary, however, that only spurred us to elevate the public's understated perception of the brand to match the verified reality of their positive Langham luxury experience."

The new campaign will be rolled out globally in phases this year.



P&O Cruises sales and marketing team and key travel partners were joined by the Qld Maroons State of Origin team for the 2019 series launch at Howard Smith Wharves in Brisbane.

Also invited to the launch was Laura Thompson, who P&O recently named the state's biggest Maroons fan, in a competition to mark its new partnership with Queensland Rugby League starting Mar 2019.

The Series commences 05 Jun. **Pictured** are Andrew Thwaites and Dan Russell from P&O Cruises along with Maroons legends Brent Tate and Corey Parker, P&O

Cruises Josh Duncan and Ryan Taibel and former NRL superstar Scott Prince.

KLM fuel deal

KLM Royal Dutch Airlines has signed a 10-year deal with sustainable aviation fuel (SAF) producer, SkyNRG, which will see the carrier cut its CO2 emissions by 85%.

The airline has agreed to purchase 75,000 tonnes of SAF annually from SkyNRG and support the development of the fuel, as it aims to implement its "Smart and Sustainable" plan.



MID-YEAR SEAT SALE

Book from May 27 - June 9, 2019
Travel from June 24 - November 30, 2019.



Itching to go on a break? Book your next travel with Philippine Airlines' Mid-Year Seat Sale!

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PHNOM PENH	AUD 629	OSAKA	AUD 679
SINGAPORE	AUD 609	TOKYO	AUD 669
HONG KONG	AUD 609	SEOUL	AUD 869
BANGKOK	AUD 619	LONDON	AUD 1,099

For more destinations, visit philippineairlines.com or your preferred travel agency.

FARE CONDITIONS: Blackout Period: June 22 - July 6, 2019, September 16 - 28, 2019. Seats are subject to availability. Seasonality and blackout dates apply. Fares quoted are inclusive of government taxes, fees and surcharges. Taxes and charges are subject to change with or without prior notice by the authority. Minimum/Maximum stay is 3D/3M for Economy, Premium Economy and Business Class. Minimum/Maximum stay does not apply for one-way fares. Weekend surcharge is AUD50 for SYD Outbound (FR/SA/SU departures). Ticket is non-transferable. Ticket is non-refundable is Economy. For Premium Economy, refund is subject to AUD35 for totally unused ticket and AUD95 for partially used tickets. For Business Class, refund is subject to AUD125 for totally unused tickets and non-refundable for partially used tickets. Change fee is AUD255 for Economy. For Premium Economy and Business Class, first rebooking is free of charge and succeeding at AUD100. No-show fee is AUD95. Accompanied child's fare is 75% of adult fare. Infant fare for infant without a seat under 2 years is 10% of adult fare. 10% mileage accrual for Economy, 100% mileage accrual for Premium Economy, and 125% mileage accrual for Business Class. Baggage Allowance - Fare is inclusive of 7-kg handcarried baggage. Free baggage allowance will vary per route. Tickets issued online or outside of the Philippines does not include Philippine Travel Tax (PH tax). PH tax shall be paid directly at the airport before departure. PH tax is applicable to Philippine passport holders, foreigners holding a Philippine resident visa, and foreign tourists or expatriates who have stayed in the Philippines for more than one year. Other travel conditions apply.

Aussies play it cool

AN EMERGING trend of Australian visitors choosing cooler climates and regional towns for their winter getaways has been identified in new data released by Expedia Group.

New South Wales saw the largest increase in seasonal visitors, with a 35% growth, followed by Queensland (30%), Victoria (25%) and WA and SA both grew by 10%.

Domestic visitations as a whole grew 5% year-on-year, with the majority of guests arriving from interstate venturing to snowy country towns.

Regent extended

REGENT Seven Seas Cruises (RSSC) has combined select Mediterranean trips to create several extended voyages for the 2020 season.

The extended itineraries will visit destinations such as Monte Carlo, Venice, Istanbul, Jerusalem, the Greek Isles and Barcelona.

RSSC's all-inclusive packages include unlimited shore excursions, free unlimited premium beverages, free dining in speciality restaurants, an in-suite mini-bar replenished daily, free unlimited on-board wi-fi and pre-paid gratuities, with Concierge-level suites and higher also including a free one-night pre-cruise hotel package.

NT on the 'gram

TOURISM NT has engaged several high-profile Instagrammers to promote the Territory as a must-do holiday.

With a combined online following of over 1.49 million, the group will travel from the Red Centre to the Top End, sharing photos with their followers using the hashtag #NTAustralia.

Tahiti bungalows

ACCOR has announced the reopening of Tahiti la Ora Beach Resort by Sofitel's overwater bungalows following a multimillion-dollar rejuvenation.

Each of the 12 bungalows feature a glass panel on the floor, allowing guests to admire the Punaauia Lagoon below them.

Cruise around PNG

CORAL Expeditions this morning announced a new 35-night Circumnavigation of New Guinea voyage aboard its new *Coral Adventurer* (TD 13 May).

The 2020 cruise will feature visits to locations such as Raja Ampat, the Spice Islands, the Sepik and Mamberamo Rivers, Dei Dei Hot Springs on Fergusson Island, the Fly Islands and Tufi Fjords, including potential visits to local warrior tribes.

More information is available on 1800 079 545.

Simply the Best for Dream Cruises



THE countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 Oct.

To celebrate her imminent arrival into Australia, and the first-ever down under visit for the cruise line, Dream Cruises yesterday treated industry guests to a taste of the gastronomical delights that will be served onboard its newest ship.

Explorer Dream will be home to celebrity Chef Mark Best's signature restaurant, "Seafood Grill by Mark Best".

Dream Cruises said the menu would feature locally produced Australian beef, lamb, river fish and the freshest seafood, combined with a cultural mix of Asian flavours inspired by Best's frequent culinary travels across the region.

Best said "the restaurant gives an Aussie summer beach vibe and is well suited to the tranquil lifestyle that Australians are accustomed to".

It will offer a champagne brunch menu where guests can choose from sourdough toast with vegemite to a full Aussie breakfast, topped off with a glass of champagne or beer.

During *Explorer Dream's* Australia and New Zealand deployment, Best will host a series of unique Market to Table

dining experiences.

Guests will join Best in sourcing local produce at various ports before being treated to an interactive cooking class.

The first of the Market to Table experiences will be held on 27 Oct during *Explorer Dream's* visit to Mooloolaba in QLD with a visit to the seafood markets, and guests onboard the ship on 8 Dec will call into the local markets in Wellington during a voyage around New Zealand.

"We are very excited to be bringing something different to the market and showing Australians what we've got to offer...it's a wonderful opportunity for Aussie cruise passengers who are well-travelled and culinary literate", said Dream Cruises Australia & NZ Vice President, Brigita Devries.

Explorer Dream has undergone a US\$54m transformation from the former *SuperStar Virgo* and is fitted with luxurious accommodation, contemporary bars and lounges, modern dining venues, new technology, and also houses The Palace complex.

Pictured at the Museum of Contemporary Art yesterday is Chef Mark Best with the Dream Team – Aaron Eilers, Leonie Fraser, Brigita Devries and Andrew Loving.



Distribution & Reporting Specialist - Sydney

We are looking for an experienced Distribution and Reporting Specialist to join our Australian 'Ohana. Candidates must have exceptional analytical and pricing skills and experience within an airline or travel related company. Proficiency with Salesforce, SQL and Tableau highly preferred.

Key Responsibilities

- Create AU fare, policy & procedure updates & distribute through the various platforms
- Monitor and report on competitor pricing activity
- Build and improve on the current suite of reports available to HA Sales Team to locally track and analyse sales performance and make recommendations
- Action BSP Ticketing Authorities and ADM enquiries
- Act as a point of escalation for fare, GDS troubleshooting and customer relations enquiries

For more information and to apply please click here. Applications close 10 June.

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We are looking for a highly motivated and energetic Air Consultant to join our Cruise Reservations Team based in Surry Hills.

This full time role will suit an individual who has Sabre or similar GDS experience and an understanding of Fares & Ticketing 1 & 2. Your main responsibilities will be to schedule and ticket airfares for Viking passengers as well as provide full air support to the frontline Cruise Sales Consultants.

Viking will be the world's largest small ship cruise company in 2019.

Please send a short cover letter and resume to: jobsau@vikingcruises.com

Applications close **Friday 31 May 2019**. Only successful applicants will be contacted. No agencies!

Golden Triangle tour

LATITUDE 33 has released its 26-night Golden Triangle & Raffles journey, taking in destinations including India, Sri Lanka, Myanmar, Thailand and Singapore in Nov 2020.

The journey includes a cruise to Singapore on Crystal Cruises' *Crystal Symphony* and a stay at Raffles Hotel Singapore.

Prices lead in at \$15,187pp including return Economy class airfares - call 1300 636 848.

Tourism WA appts

TOURISM Western Australia has appointed Di Bain to its board until 27 May 2020.

Bain has over two decades of experience in the communications industry, and is the Managing Director of Bain Media, Chairperson of Active Perth and on the advisory board of Perth-based startup Nuut.

China FIT rises

GROWING confidence in solo travel combined with changes to public holidays in China are fuelling growth in outbound independent travel in the Chinese market, research reveals.

Data collected by ForwardKeys found FIT travel grew by 12.7% in the first four months of 2019, with an increase in travel over major public holidays.

Okinawa new hotel

HOSHINO Resorts has announced its new 100-room Hoshinoya Okinawa resort will open next year during the northern hemisphere spring.

Located on a reef pool called "Ino", guests will have ocean views from every room.

The resort will be located about 80 minutes by car from Naha Airport and rooms will be priced from ¥80k (AU\$1,055).

APPOINTMENTS

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

Bruno Huber has been appointed General Manager of **Movenpick BDMS Wellness Resort** in Bangkok. A highly-skilled Swiss hotelier with three decades of management experience, Huber is one of the group's longest-serving executives, with a tenure of over 15 years.

Air Asia has revamped its communications team, appointing **Sarah Quinn** as its Public Relations and Communications Manager for Australia. Quinn joins the airline from Destination NSW.

Museums Victoria has appointed **Antonia Vann** to the position of Senior Manager, Marketing and Brand. Vann joins the team from Queensland, where she worked with AMP Shopping Centres, Clemenger BBDO and Y&R.

Following its acquisition by Alexander Hotels in late 2018, **Great Fosters** in Surrey has appointed **Sandra Mueller** as General Manager. Mueller has over 15 years of hotel experience, including at venues such as Belmond Le Manoir aux Quat'Saisons and Firmdale Hotels locations.



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

Q4: Suggest in 25 words or less why Hua Hin would make an ideal holiday destination?

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HUA HIN

Terms and conditions

Savings for a Queen

THE American Queen Steamboat Company is offering savings of up to US\$1,600 per couple on 20 cruises sailing the Mississippi and Columbia rivers.

Savings are available until 31 Jul on selected eight-night packages between Nov 2019 and Dec 2020.

Each package includes a night's accommodation pre-cruise, guided shore excursions and drinks packages.

Adelaide's VPS cut

THE Adelaide Motorsports Festival's Victoria Park Sprint has been cancelled this year following budget cutbacks by the state.

Beginning in 2014 with only 1,800 fans, the race attracted up to 50,000.

The event follows the demise of the Adelaide Fashion Festival, which was cut last week.

Perisher open

FOLLOWING 60 centimetres of snow since the start of the week, Perisher has announced its season will open early on 31 May.

Front Valley and the Village Eight Express will both be open Fri, as will selected cafes on the mountain.

Perisher is expecting more snow the rest of the week.

WA mobile boost

THE West Australian Government and Optus have signed a partnership that will boost access to the 4G network in 11 popular tourist destinations.

WA Regional Development Minister Alannah MacTiernan said the co-investment would triple the network's current coverage footprint, and help drive regional tourism, while supporting businesses.

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Uncover the secrets of winter.

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Discover a winter wonderland where an exclusive stay in a blissful villa awaits from \$1,045 nightly per person twin-share.* With daily dining, regional wines, nature activities, winter experiences and so much more, this is the perfect time to experience Australia at its finest.

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**AGENT SALES MANAGER
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Do you have contacts or connections in the domestic trade market, are you interested in promoting an iconic attraction? If you have a good knowledge of the local hotel market and attractions please call today. This is a great opportunity for an industry BDM to broaden their career, you will be responsible for increasing sales of this product through key distribution partners, \$75K base plus super plus a strong bonus is of offer. Interviews have commenced.

TAKE THE REIGNS

**CLUSTER GM - OPERATIONS
SYDNEY – SALARY PACKAGE \$170K**

This prestigious hotel group is looking for a talented cluster GM Operations to act as 2IC to the company COO. Your role will include mentoring GMs, devising and implementing national strategies to drive revenue and client satisfaction and oversee key projects including major refurbishments and renovations. If you have proven experience as a Regional GM, this is the perfect next step.

ARE YOU WELL CONNECTED NATIONALLY

**TRADE SALES MANAGER
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If you have a proven track record and have established key relationships within the key distribution networks, our client wants YOU! Established global operator in the Australian market with this newly created role to strengthen their distribution and partnerships primarily in Australia but also some overseas markets. Some travel will be required. We are looking for a commercially focused individual who is able to present and influence at the executive level.

TAKE CHARGE

**RETAIL TRAVEL TEAM LEADERS
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We have several superb management opportunities available across NSW & VIC. As a hands on manager you'll know the secrets of closing a sale and be able to motivate and inspire your team to achieve strong results. Working for a reputable and highly respected travel brand you'll enjoy a strong base salary + commission, ongoing career development opportunities, access to five star famils and more. Previous travel management experience is a must.

LOOKING FOR SALES SUPERSTARS

**SALES MANAGER
SYDNEY – HIGH BASE SALARY PLUS BIG BONUSES**

This unique opportunity will suit a strong Tourism or Hospitality Sales Manager that understands and is motivated by the sales process and looking for that something different. This global company, with over 20 offices worldwide is seeing huge growth in the Australian market and now looking for a strong sales manager to join them. You'll need established relationships in the travel and hospitality trade with previous experience for an OTA highly desirable.

MOVE INTO HOTEL SALES

**HOTEL BUSINESS DEVELOPMENT MANAGER - MICE
BRISBANE– UP TO \$80K PKG**

Love the thrill of the chase? An expert in the MICE sector? Then this new sales role is for you. We are currently looking for a sales orientated and driven BDM to join this leading property in Brisbane. Working closely with the sales team you will be responsible for generating leads, increasing sales, entertaining top clients and facilitating hotel inspections. A strong salary package along with long term career progression on offer. Call to find out more.

LEADING SALES ROLE

**DIRECTOR OF SALES
BRISBANE - UP TO \$130K PKG**

This gorgeous 5 star property located in Brisbane's premium CBD area is looking for an exceptional Director of Sales. Reporting to the GM you will devise sales strategies across all market segments including corporate and MICE. You will also enjoy managing a team of BDMs and sales coordinators. Previous hotel industry sales experience will see you thrive in this role. Top salary, perks and career progression on offer. Interviewing now

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