

Costantin out, Borg up at Norwegian

DAMIAN Borg has been promoted to the role of Director of Sales Australia & New Zealand at Norwegian Cruise Line, with the company today confirming that former Vice President of Sales, Nicole Costantin had “moved on from the business”.

The change marks the end of an era, with Costantin having been with NCL for over two decades.

Borg was Norwegian’s National Accounts Manager prior to his recent promotion.

More of the latest cruise industry news in today’s issue of **Cruise Weekly** - now delivered daily.

WN expands HNL

SOUTHWEST Airlines will add new non-stop flights from San Diego to Honolulu in Apr 2020, as well as expanding services between Honolulu and Kahului from four to six daily.

New AFTA education head

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) has today announced the appointment of Melinda Larkin as its Head of Education and Training.

The newly created role confirms a significant increase in AFTA’s involvement in the education arena (**TD** 19 Sep), with Larkin tasked with helping “lead and drive education and training outcomes for the travel industry on a national basis”.

AFTA CEO Jayson Westbury confirmed she would be a key member of the AFTA management team, joining the Federation with an “impeccable background in the skills, workforce, education and careers development environment”.

Previous roles include positions with Family Business Australia, Services Skills/SkillsIQ, the Australian Council for Private Education and Training and the

Australian Retailers Association.

“Melinda will be able to hit the ground running as she is well versed in the many complex areas of education and training governance and has an extensive network within the government, vocational education and training, and travel & tourism educators,” Westbury said.

Larkin said she was thrilled by the new role, saying “the education of the industry is paramount and I can’t wait to get started to support AFTA members and guide AFTA through the many processes and requirements to get good outcomes for all”.

She commences on a full-time basis effective Mon 25 Nov.

Today’s issue of TD

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

- TMS Talent

DTW Cape Verde

CABO Verde Airlines has strengthened its relationship with Discover the World (DTW) Australia, with DTW’s representation broadened to cover the online markets of Angola, Portugal and the US.

Discover the World will now also take responsibility for sales and marketing across 36 offline markets covering Europe, Asia and the Americas.

Tramada comms tool

TRAMADA Systems has released a new module for its tramada travel technology platform which automates the reconciliation of non-ticket commissions.

Designed to increase agency staff productivity by streamlining the commission collection process, the system aims to reduce administrative processing times by two-thirds by removing manual effort.

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*Offers correct as at 31 October 2019 and subject to change or withdrawal. Offer ends 18 November 2019 unless extended. For full terms and conditions click here.

Brand USA, UA deal

BRAND USA has entered into a multi-year, global sponsorship agreement with United Airlines (UA) in a move to promote international travel across the United States.

The deal makes United Airlines an official Global Airline Sponsor of the destination marketing organisation and the exclusive airline sponsor of Brand USA's next IMAX film, *Into America's Wild*, which premieres Feb 2020.

"Together, we are determined to find creative solutions that impact global travel to the United States," Brand USA CEO Christopher Thompson said.

WebBeds agent portal

WEBJET'S B2B accommodation division, WebBeds, is launching a new booking website for travel agents across the globe, under the totalstay.com brand.

UK-founded Totalstay was acquired by Webjet two years ago as part of its £200 million takeover of the JacTravel Group (*TD* 03 Aug 2017), and claims a user base of 20,000 agents worldwide.

The platform is a "powerful tool to access, search and book more than 250,000 hotels in 10,000 destinations," the company said, with the revamped portal

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Plaza expansion

PLAZA Premium Lounge will make its debut in Australia in the first quarter of 2021 at Sydney Airport Terminal One, and Aerotel will launch in Sydney Airport as the only in-terminal airport hotel in Australia in Q3 2020.

The openings are part of a US\$55 million (AU\$80 million) investment by Plaza Premium Group, which will see 15 new locations make their debut across 11 international airports.

VA expands notes

VIRGIN Australia has released the revised prospectus relating to its expanded capital raising (*TD* 01 Nov).

The carrier has more than doubled the size of its offering to \$325 million, and is paying 8% interest on the notes.

Along with a similar US\$425m offering in the USA, funds will be used to take 100% control of Velocity.

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Experience Co execs

EXPERIENCE Co has appointed Kathryn O'Brien as Chief Revenue Officer, Joe Stein as General Manager of Skydive Australia and Adam Jones as General Manager of Great Barrier Reef and the company's North Qld operation.

Stein has been with the company for eight years, while O'Brien and Jones are new arrivals, coming from Hamilton Island Enterprises and Daintree Tours respectively.

Bailey Cairns opens

CRYSTALBROOK Collection has announced its new hotel in Cairns, Bailey, opened on Sat.

The property features 255 rooms, three restaurants and bars, a fitness centre, meeting spaces, and a rooftop mezzanine plunge pool.

Discounts on Bailey's Urban King rooms are also now available for a special rate of \$199 per night.

Recovery times halved

THE average time taken for a travel destination to recover from a crisis has more than halved over the last 17 years, new research released by the World Travel & Tourism Council (WTTTC) has found.

The report, conducted in conjunction with travel services company Global Rescue, noted that recovery times had decreased from 26 months in 2001 to just 10 months in 2018.

"The data shows that recovery times have fallen significantly over the past two decades, and that major strides have been made," said WTTTC President & CEO Gloria Guevara.

The report analysed the impact of 90 crises between 2001 and 2018, with political instability proving to be the most challenging type of incident, averaging a recovery time of 22.2 months, while terrorist incidents

were found to have the shortest average recovery time - taking only 11.5 months.

Further types of crises studied were natural disasters, which take an average 16.2 months to recover from, while disease outbreaks hampered destinations for an average of 19.4 months.

MEANWHILE, the WTTTC has announced a new membership category for small and medium-sized enterprises (SMEs).

The new Associate Membership category will offer SMEs the opportunity to attend its annual global summit, participate in its online Associate Member community, access WTTTC thought-leadership reports and policy papers, global networking opportunities, as well as entry to WTTTC's regional travel events.

To learn more about the new Associate Membership option, **CLICK HERE**.



Window Seat

GOLF is a frustrating game to play at the best of times, but what happens to your temperament when a golf ball is blocked by a plane?

A small aircraft carrying passengers from Wheeling Airport in Ohio was recently forced to make an emergency landing on the 13th hole of the Glen Club Golf Course.

Thankfully, nobody was hurt in the incident, including golfers who were playing on the hole at the time of the landing.

A club spokesperson said the landing did little to dampen the spirits of the golfers, with groups skipping the 13th hole and playing through.

They also confirmed hitting the plane's fuselage is now a two-stroke penalty.

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*T&C'S APPLY



TIME 2020 now open

APPLICATIONS are now open for the Travel Industry Mentor Experience's (TIME) first 2020 scholarship opportunity.

The scholarship will see 60% of the TIME program fees covered by fundraising efforts by prominent travel industry figures Fiona Dalton and Trish Shepherd.

The 37th TIME intake commences on 19 Feb, with applications closing on 10 Jan.

The program takes six months to complete, with participants who are a part of this intake set to graduate on 26 Aug.

For more on the scholarship, **CLICK HERE.**

Pictured: Fiona Dalton and Trish Shepherd.



Viking open up 2021

VIKING Cruises has opened bookings for its suite of 2021 river cruises.

To celebrate the new program, Viking is offering sailings such as the 11-day Passage to Eastern Europe, the 15-day France's Finest and the 23-day European Sojourn journeys, at 2020 prices.

The season covers destinations such as China, Egypt, and Russia.

Airbnb Tiqets invest

E-COMMERCE platform Tiqets has raised \$60 million for its museums and attractions-booking platform, with investment led by tech giant Airbnb.

Its series C funding windfall will be used to "invest in initiatives that accelerate its growth, build richer experiences for customers, and create better tools for its venue partners in line with its vision of making culture more accessible," the company said.



HELLOWORLD Travel continues to expand, with Helloworld Travel Mackay & Mt Pleasant announcing the opening of a new store in Willows Shopping Centre, Townsville, Queensland.

"Being a North Queenslander, I love being able to support local jobs in the regions," said Helloworld Travel Mackay, Mt Pleasant and Willows Townsville GM Annabel Dolphin.

"Having worked in Townsville over the past five years, I am looking forward to being able to open a new store and being part of the community."

Helloworld Travel Mackay & Mt Pleasant was earlier this year

awarded the "Best Travel Agency Leisure – Multi Location" at the National Travel Industry Awards (TD 24 Jul).

Pictured: The new Helloworld team celebrate the opening.

CATO adds member

TRAVEL visa company The Visa Machine has joined the Council of Australian Tour Operators (CATO).

"We are humbled to be a part of such a great trade association representing Australian-based tour operators, wholesalers and suppliers whom many are already our partners," said the company's Global MD Luke Crawford.

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Sensing Christmas

SIX Senses Resorts is preparing for the festive season with a slate of holiday activities.

Gingerbread houses, sushi Christmas trees, dolphin-watching over dinner, a sunrise champagne breakfast cruise and Christmas card-making will all feature across its resorts in Bali, Fiji, the Maldives, Seychelles, Singapore, Thailand and Vietnam.

Melb hotel opening

HOTEL Chadstone Melbourne, MGallery by Sofitel has opened, with the \$130 million accommodation welcoming its first guests last Fri.

"Accor is honoured to work with Vicinity Group, who have delivered on their vision to create what is really a one-of-a-kind stay, shop and dine experience for Melbourne," said Accor Asia Pacific Chairman and CEO Michael Issenberg.

"Accor is not only the largest operator of hotels and resorts in Australia, but now the world's second largest operator of luxury hotels," he added.

Agent wellness prog

ONLINE booking platform In This Life Wellness Travel is launching a Wellness Travel Agents Training Program.

Courses will commence in 2020, with those completing the training to be recognised as Wellness Travel Expert Agents.

Canada ski season

CANADA'S ski season is underway, with Banff National Park the first destination in the country to open for skiing seven days a week.

Home to the Canadian Rockies, Lake Louise Ski Resort and Mt. Norquay are now open, with SkiBig3's other resort, Banff Sunshine Village, scheduled to open 08 Nov.

The season lasts for around seven months, until late May.

Aircalin New Cal sale

AIRCALIN'S Discover New Caledonia sale started Fri, offering direct flights to Noumea from only \$499 return.

The sale ends midnight 22 Nov for travel from 20 Feb to 31 Aug.

Other periods are also available, leading in at \$579.

Accor hails Bankwest

ACCORHOTELS has praised the New South Wales Government for its construction of Bankwest Stadium, lauding the positive economic impact it has had on the region.

Hotels in the Parramatta area are reporting unprecedented occupancy on event days, up around 20%.

According to a report commissioned by City of Parramatta, visitors also spent an estimated \$1.27 million inside the stadium and an estimated \$1.65 million in the local area.

Calvados famil in Croatia



CALVADOS Club recently hosted a Virtuoso Australia exclusive 10-day famil, where seven agents, plus three partners or family members, were able to experience the scenery, history and culture in Croatia and Montenegro.

During the trip, the group spent time in Bale, Split, Hvar, Dubrovnik and Perast.

Highlights included visiting the UNESCO World Heritage sites of the Plitvice Lakes and the old town of Trogir; a gastronomic tour of Istria including a private truffle tour with sniffer dogs; and a private motor boat ride to Hvar Island and Korcula.

Pictured: The group enjoying the view from the Aman Sveti Stefan seaside resort.

AFTA UPDATE

from Jayson Westbury



SEVEN weeks till Christmas! I say that only because these things seem to sneak up on us, and for me, I just can't believe that 2019 is coming to a close so quickly.

Some interesting facts about Christmas, on average an Australian spends \$573 on gifts for family, friends and colleagues.

This means that the value of Christmas gifts in all their forms amounts to a staggering \$10.7 billion (CBA 2018 research).

And if the way the economy appears to be slowing with interest rates at levels so low there is almost no where left to go, it says that "we", the Australian consumer, must have plenty of money in our pockets to spend - so why not on travel?

Curiously, the outbound market facts say that a sustained spend on outbound travel exists with departure numbers is still increasing and with it, continued spending levels.

While exchange rates to many of the markets that Australians like to go have fallen, this does not appear to have had any dramatic impact upon the desire to travel.

Another interesting fact is that

the sale of bluetooth head phones is at an all-time high which indicates that people either want to tune out, or want to have their own pair when going on holiday.

These days, most people on planes have their own set of head phones, even if plugging into the in-flight system or smart device.

The other interesting fact in relation to Xmas gifts is carry-on sized luggage of all shapes and sizes is likely to be one of the biggest selling items.

Who knew we were more likely to get bluetooth head phones or carry-on luggage as a gift than another pair of black socks? Of course any gift and all gifts are always welcome - particularly from family members. Of course today is Melbourne Cup Day, so I can't go without a tip for the big event.

By the time you might be reading this, the Cup may have been run and won, but nevertheless, my tip for the cup are: a boxed trifecta (2) Mer de Glace, (5) Southern France and (19) Constantinople. As we know with Melbourne Cup it can be anybody's race on the day & I hope whatever you're doing today, even if you're at work, you manage to get a little bit of Melbourne Cup fever and back a winner.

SEALINK
Rottneest Island

We're Expecting!

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NT trail walk tender

VISITORS will soon have access to new walking and mountain biking trails, which will link the Gorge Tourist Precinct & Katherine River to the existing walking trail network as part of the NT Govt's tourism investment into Nitmiluk National Park.

This follows the park's \$10 million infrastructure upgrade, including a new visitor centre (**TD** 23 Jul).

China ups Solomons

TOURISM Solomons CEO Josefa 'Jo' Tuamoto said the Solomons will need to have "at least 700 quality rooms available" by 2025, following a visit by a Chinese government mission.

This would allow the island nation to reach its goal of attracting 60,000 visitors per year by 2025, estimated to add \$1.1 billion to the economy and draw in more Chinese visitor numbers.

MTA in Hayman Island



INTERCONTINENTAL has treated a group from MTA - Mobile Travel Agents to an exclusive two-day study tour of Hayman Island in Queensland's beautiful Whitsundays.

During their time on the island, the group of advisors were whisked away on a helicopter flight to Whitehaven Beach, taken on a speedboat tour of Langford Island and Blue Pearl Bay, and enjoyed a classic Aussie barbecue

and an island hike.

Pictured enjoying a pre-dinner cocktail at the InterContinental Hayman Residences are Jan Bracey, Robin Stevens, Tamara Henderson, Katrina Casey and Nadine Newport.



Celebrate
KLM's 100th
anniversary

Terms and conditions

KLM is celebrating its 100th year anniversary and this month has teamed up with Travel Daily to offer readers the chance to win two return economy tickets to Amsterdam.

Founded in 1919, KLM Royal Dutch Airlines is the first airline in the world still operating under its original name. The first KLM flight to Australia was in 1934 during the MacRobertson Air Race (from London to Melbourne) which took place 85 years ago. This year, KLM has launched the 'Fly Responsibly' campaign to mark its centennial anniversary. It is KLM's commitment to taking a leading role in creating a more sustainable future for aviation.

To win, readers need to answer each weekly question correctly and send in a creative photo or video wishing KLM a happy 100th birthday. Send your answers and entry to klm@traveldaily.com.au



Q1. When was KLM founded?

- a) 7 Oct 1900
- b) 7 Oct 1919
- c) 7 Oct 1990

Hawaii visits down

AUSTRALIAN visitor arrivals to Hawaii have declined slightly from 2017 to 2018, down 0.8% from 327,704 to 325,050, according to the Hawai'i Tourism annual visitor report for 2018.

Aussies stayed in Hawaii an average of 9.72 days in 2018, up by 0.5%, with more opting to stay in B&Bs (up 23% from 2017) while cruise ship stays declined by 30%.

Hurtigruten biofuel

HURTIGRUTEN is currently testing the use of biodiesel, a fuel that has the potential to reduce emissions by 95%.

The Norwegian expedition cruise line said it wants to lead the way in the industry when it comes to making more sustainable choices.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US0.688

THE Aussie dollar is currently experiencing three-month highs against the US dollar, however experts are warning this is just the calm before the storm.

Our currency has been buoyed by market expectations of a breakthrough in the China/US trade war, but economic forecasters suggest the key issues are too substantial for any resolution and therefore, the Aussie is likely to tumble.

Wholesale rates this morning.

US	\$0.688
UK	£0.534
NZ	\$1.075
Euro	€0.618
Japan	¥74.75
Thailand	฿20.80
China	¥4.84
South Africa	10.201
Canada	\$0.905
Crude oil	US\$60.21

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Travel Daily

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Travel Daily is part of the Business Publishing Group family of publications.

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

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Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.

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SEARCH JOBS



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Melbourne - \$70K + super + famils

India destination specialist wanted for senior wholesale consultant role in Melbourne. Working in a fast-paced environment in a boutique team, you will be responsible for servicing both travel agents and direct clients over the phone and via email. This role is a permanent part time position, with a view to full time after 6 months.

Contact Matt

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RETAIL TEAM LEADER

Sydney - \$70K-\$75K + super + incentive

Be the Team Leader of a reputable travel agency in a fantastic location. Competitive salary package along with profit share and FAMILS! Your role will be to supervise and drive your team to make sales with you leading from the front. You will have significant input into business decisions so you need to have strong business acumen.

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