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## travelBulletin on top

THE latest Audited Media Association of Australia readership and distribution figures have just been released with *Travel Daily's* sister publication *travelBulletin* holding the number one ranking for the third successive period.

Results show an Average Total Distribution (ATD) of 6,830 readers for the period 01 Apr 19 to 30 Sep 19, representing an increase in readers on the prior auditing period.

Fellow travel industry publication *TravelTalk* recorded an ATD of 6,556 with *Travel Weekly's* magazine again remaining absent from the independent auditing process.

*travelBulletin* remains the most frequently published travel industry print magazine, with 11 editions per year.

## Bonner, McCormack back

EXCLUSIVE

ROYAL Caribbean's tri-brand restructure (*TD* breaking news) has also seen the return of the company's long-time sales chief, Peter McCormack, who has come out of his recent retirement to rejoin the fray.

Gavin Smith, local Managing Director of Royal Caribbean Limited (RCL), told *Travel Daily* the changes positioned the business for further growth.

Under the new structure he will continue to lead the Royal Caribbean brand, while Susan Bonner, who recently departed to undertake a special project in Miami, has returned to oversee the search for a new Managing Director for Celebrity Cruises in Australia and New Zealand.

Additional resources will be devoted to support each brand, with the creation of dedicated teams to "take advantage of opportunities within the region's growing cruise sector".

"Our three brands, Royal Caribbean, Celebrity Cruises and Azamara, will grow their sales teams, strengthening our trade

relationships and offering more opportunities for store visits and sales support," Smith said.

"We are excited about the year ahead for each brand," he added, with the next 12 months to see the arrival of *Celebrity Apex*, the expansion of Azamara's extensive land programs, and the launch of *Odyssey of the Seas* for Royal Caribbean.

Smith said the growth of the business would "bring guests more great opportunities for memory-making at sea".

## UL ramps up SYD

SRILANKAN Airlines is promoting new fares from Sydney to Colombo, connecting via Qantas services to Melbourne and onwards to its non-stop flights to the Sri Lankan capital.

The carrier is understood to be building demand from Sydney in the lead-up to the mooted launch of direct SYD-CMB services sometime in 2020 (*TD* 13 Nov).

Promotional flyers showcase UL's Business and Economy class product, highlighting connections on QF443 SYD-MEL and onward aboard UL605 to Colombo.

Business class fares for the combo lead in at \$4,550 return, while Economy starts at \$1,075.

The new Sydney route is expected to be confirmed once ministerial appointments are finalised after last weekend's elections in Sri Lanka.

## Silversea Alaska

SILVERSEA Cruises is today showcasing its luxury Alaska cruises, with one-way itineraries between Vancouver and Seward now including return airfares on all 2020 and 2021 voyages.

For details see the cover page.

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OFFER ENDS 12 DECEMBER 2019



Discover the must-sees on a Western Canada itinerary in the November issue of *travelBulletin*.

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

## C&K India dramas

**ALOK** Kumar Agarwal has been appointed as an “Interim Resolution Professional” to oversee the corporate insolvency of Cox & Kings Limited, according to an announcement on the Indian Stock Exchange.

The appointment follows repeated failures by C&K to repay debts, with the announcement including evidence presented to an Indian court relating to an “express loan agreement” entered into by the company in late May 2019 at an interest rate of 13.5% per annum.

“Despite repeated requests and reminders in the form of notices, the Corporate Debtor failed to repay the dues,” the court found.

Cox & Kings was the parent company of the collapsed Tempo Holidays and Bentours in Australia and New Zealand, with the company’s longstanding operations in the USA also now having ceased trading.

## Rex warns of storm ahead

**REGIONAL** Express (Rex) Chairman Lim Kim Hai yesterday warned of a “very challenging economic environment ahead,” with the company expecting its profits to slump as much as 30% over the next 12 months.

The weak Australian economy, soft Aussie dollar & ongoing trade war between the USA and China are all expected to moderate demand, not to mention the “devastating natural disasters affecting many regional areas”.

Passenger numbers are expected to be “sluggish”, and Lim noted that the carrier’s board had decided not to declare any interim dividends this financial year to preserve cash for several key development projects, as Rex continues to invest for the future.

The recent acquisition of a flight training school in Ballarat (**TD** 19 Nov) is complementing several key infrastructure developments, including establishing a Sydney

Airport Simulator Centre as well as a new hangar at SYD over the next couple of years.

“These expansion plans, at a time when the global economy is looking morose, speaks volumes about the strong foundations we have at Rex and of our confidence in being able to weather the downturn and emerge stronger at the other end,” Lim said.

“Rex remains confident that its strong foundations, highly efficient operations and almost no leverage will carry it through the turbulent conditions until the conclusion of the presidential elections in the United States.”

## Paul Gauguin ships

**PONANT** has wasted no time since its acquisition of Tahiti-based Paul Gauguin Cruises (**TD** 09 Aug), overnight confirming an order for two more vessels for the Polynesia-based cruise brand.

The €300 million agreement with Fincantieri is for the construction of “two new-generation luxury expedition cruise vessels,” with the pact also envisaging an option for a third sister ship.

Fincantieri has already built four ships for Ponant - *Le Boreal*, *L’Austral*, *Le Soleal* and *Le Lyrial*, while the shipyard’s offshoot, Vard in Norway, is also building the Ponant Explorers class, the final two of which will be delivered next year.

The new Paul Gauguin ships, which will triple the line’s fleet, will be an evolution of the Ponant Explorers class, and will be operated in the South Pacific, with capacity for 230 passengers.

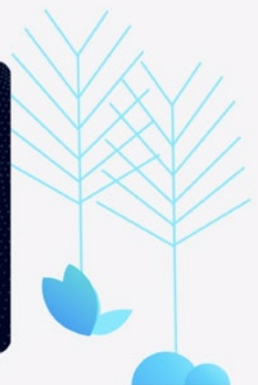
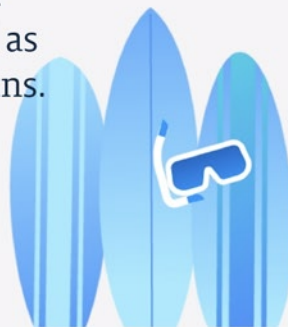
## NZ opens EWR res

**AIR** New Zealand has opened bookings for its new non-stop flights between Auckland and Newark Liberty Int’l Airport, with the 787-9 service to operate thrice weekly from 29 Oct (**TD** 23 Oct).

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## Opera at Uluru

VOYAGES Indigenous Tourism Australia has announced that Opera Australia will return to Uluru on 11-13 Dec 2020 with a program of four “uniquely intimate” performances.

Highlights include a sunrise performance of Brahms’ Liebeslieder Waltzes, a cello performance by Taryn Fiebig, the final act of Mozart’s *Marriage of Figaro*, plus several dining experiences.

The new program follows the “incredible success” of the inaugural 2019 concert (**TD** 06 Mar), which sold out in five days.

“With the Uluru Climb now closed it’s more important than ever that we continue to create experiential options,” said Voyages CEO Grant Hunt.

Packages start from \$725pp and include accommodation at Desert Gardens Hotel plus entry to the concert, on sale from 22 Nov - for details, **CLICK HERE**.

## ACCC backs Qantas/BP

THE Australian Competition and Consumer Commission (ACCC) has granted interim approval for Qantas, BP Australia and independent BP service stations to collectively participate in the BP Rewards, Qantas Frequent Flyer and Qantas Business Reward programs, despite concerns over consumer data sharing.

ACCC Commissioner Stephen Ridgeway proposed a five-year authorisation for the arrangements, should they be granted, concluding they “will provide public benefits” by allowing consumers to earn and redeem loyalty points.

“The arrangements are also likely to provide cost savings to the parties, by allowing BP to negotiate with Qantas on behalf of BP petrol station owners, rather than each station owner needing to negotiate individually,” he said.

“We don’t think the planned arrangement will have any significant negative impact on competition,” Ridgeway said.

“We do have some concerns about the potential for consumer harm arising from BP sharing consumer data with Qantas as a result of the arrangements.

“We encourage BP and Qantas to adopt the recommendations regarding the collection and use of customer data in the ACCC’s final report into customer loyalty schemes when it is published.”

The ACCC is inviting public submissions in response to its draft determination, which was released in Sep (**TD** 16 Sep).

Under the interim authorisation, BP will be able to participate in the Qantas Business Rewards program from 01 Feb 2020.

A final determination on the arrangement is expected to be released by the ACCC in Feb.



## Window Seat

IT’S difficult to please all parties for weddings, especially when you’re having a destination wedding.

New Zealander Cathy and Australian David recently dealt with this problem as best they could - by getting married 37,000 feet over the Tasman Sea on a Jetsar flight.

Both aviation enthusiasts, the two first met at Sydney Airport, and were married aboard the aircraft by marriage celebrant and Jetstar employee Robyn Holt.



## World Exclusive

Watch us on The Living Room on Network 10!



Tonight at 7:30pm (AEDT)

First glance at the new purpose-built expedition vessel, the *Greg Mortimer* hosted by The Living Room and Dr. Chris Brown as the travel presenter

[Find Out More](#)

For more information and to book, contact your preferred wholesaler or Aurora Expeditions:  
agents@auroraexpeditions.com.au | Freecall 1800 637 688 | [auroraexpeditions.com.au/australia-new-zealand-agents](http://auroraexpeditions.com.au/australia-new-zealand-agents)



## Travel insurance dream

**TRAVEL** insurer Cover-More believes the industry can improve customer experiences by using data more effectively.

Speaking at the Travellers Choice Conference in Adelaide last week, Cover-More Travel Insurance Executive General Manager Sales and Distribution Michael Stein said the group's vision was to develop a platform that would allow agents to share their data with the insurer to accelerate the claims process.

Stein said the travel insurance industry needed to adopt systems similar to those used in the banking sector to optimise the use of available data and improve the customer journey, by using new technology including apps with facial recognition.

"What we really want to get to is that we're using our data together," he said.

"You know where your

customers are going - we don't yet have that privilege, so we don't see their itinerary, I don't know exactly where they are at any given point in time.

"But what we want to get to is the utopian situation or I'm travelling, for example, Sydney to New York via LA, as the insurer I know that's the itinerary, because you sold the itinerary...you've passed that information on to us, the flight is delayed into LA and therefore I'm going to miss my onward flight in.

"What we can do together is powerful, and nobody globally is yet at this point - what we should be able to do is, the customer gets off the plane, the customer receives a text message from the insurer saying 'we know your flight's been delayed, your travel agent has already rebooked you [onto a new flight] we're paying for it, here's your new ticket."

**EXODUS** Travels recently took 11 agents from Australia and New Zealand to explore the Mont Blanc region, encompassing France, Italy and Switzerland.

Hosted by Evolution Travel Collective Business Development Manager Kate Hudson, agents won their place on the all-inclusive famill through a brochure photo incentive run by Exodus earlier in the year.

Agents travelled to Chalet Chocolat in Chamonix, France, via Geneva, where they stayed for seven days, taking part in beautiful walks during the day, before returning to tuck into freshly baked cakes and relax in

the jacuzzi.

**Pictured** is the group enjoying one of the hikes.

## W in Abu Dhabi

**W HOTELS** has debuted its first location in Abu Dhabi, W Abu Dhabi – Yas Island, located between the Yas Marina Circuit and Yas Marina.

The property is the second hotel for the brand to open in the UAE this year, after W Dubai - The Palm.

The hotel is close by to Abu Dhabi International, Ferrari World, Warner Brothers Studio and the Yas Mall.

## Etihad's Christmas Cracker Travel Agent Incentive

### Sell Etihad and win one of six amazing prizes!

#### 1<sup>st</sup> PRIZE

A 5-night holiday for two people in a 5 star Abu Dhabi hotel, plus Business Class flights, Louvre and Ferrari World tickets (one winner)

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A pair of Business Class tickets to anywhere on the Etihad network (two winners)

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**Hurry! Competition closes 12 December 2019.**

Visit [winwithetihad.com](http://winwithetihad.com) for more details. Terms and conditions apply.

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## SAA reinstates

**SOUTH** African Airways yesterday reinstated flights from Johannesburg to Cape Town, Durban and Victoria Falls, in the midst of industrial action.

The airline has faced a myriad of cancellations of late, with strikes claiming a slate of domestic and international services (**TD 14** Nov), but the airline announced yesterday that all international services would continue to operate "on an ongoing basis and without disruption."

"We are pleased that SAA is now able to increase services and to offer our customers more flights on domestic as well as the African continent and that all our international flights are back on schedule," said Country Manager Australasia Tim Clyde-Smith.

## Star Qld fast track

**THE** Queensland Government has declared it would begin direct negotiations with The Star to fast track new tourism infrastructure on the Gold Coast.

The Star has been issued terms for negotiation with the government to contractualise the delivery of its master plan for the Gold Coast.

The Gold Coast Tourism Advisory Panel found the majority of Gold Coast locals were supportive of, or had no concerns about a new casino provided it was delivered as part of an integrated resort.

"However, there was strong feedback that Gold Coasters were not supportive of a new casino being built on public land," Jones explained.

## Pier One Sydney transforms



**PIER** One Sydney Harbour showcased its \$15 million transformation on Wed to guests at a lavish event.

The five-year project saw architects Tonkin Zulaikha Greer design the rooms to pay homage to the heritage of the hotel's host wharf, and the wharf's marine history.

The redesign touched all rooms and suites in the property, which now contain amenities such as a mini-bar, a liquor cabinet, a Nespresso machine and a Dyson Supersonic hairdryer.

Guests to the event arrived aboard a super yacht before engaging in experiential activities, such as a Perrier-Jouet and Hunter Lab sensory champagne experience, tucking into some harbourside prawns on a hibachi grill with The Gantry Head Chef

## New Tauck itinerary

**TAUCK** is introducing a new northern Spain tour, the 14-day Northern Spain, the Rioja Valley and Madrid.

The itinerary features stays in ultra-modern and historic hotels, and leads in at \$8,390 ppts - for more, call 1300 732 300.

Thom Gorringer and live-oyster shucking.

"We wanted to celebrate the view, with every item in a room taking cue from the waterside location; deep blue hues in armchairs, exposed strongbacks and beams, soft linens, wood finishings and mirrors carefully positioned," said Tonkin Zulaikha Greer Principal Tim Greer.

"We are Sydney's most historic and pre-eminent lifestyle hotel, with a luxurious, yet accessible offering for guests looking for a distinctively Sydney experience right on Sydney Harbour," said the hotel's GM Kim Mahaffy.

## Seabourn additions

**SEABOURN** Cruise Line's 2020 Alaska and British Columbia season will include 10 new seven-day cruises on *Seabourn Sojourn*, sailing between Vancouver and Juneau, the company announced yesterday.

The new itineraries will feature a range of shore excursions as part of the line's Ventures by Seabourn program, which will take guests to the Alaskan wilderness with hiking, guided kayaking, and Zodiac tours.

**TRAVEL LEADERS®**

## IT Manager Asia Pacific

Travel Leaders Group is currently in search of a dynamic and motivated Manager to manage the products and technology for the regional partners in the AsiaPac region. Travel Leaders Group is experiencing enormous growth and is expanding its team to meet the unique needs of the business. Passion and interest in the travel & hospitality industry are a must to be successful in this role. This role seeks to offer an extremely broad perspective to all areas of client products and travel reporting, and seeks candidates driven to grow professionally and intellectually.

The candidate should have confidence in their data skills, reporting and have exposure to BI from both a quantitative and qualitative perspective. Good knowledge of GDS, OBTs, aggregators, mid and back office products, and product integrations will be an advantage. This individual will be expected to interact with all levels of the business, while adding intelligent and insightful contributions. We are seeking candidates with a minimum of three years of experience in similar positions.

This role could be based in Brisbane, Sydney, Melbourne or Perth.

Please send your resume to [recruitment@au.travellersint.com](mailto:recruitment@au.travellersint.com)

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Become a Commodore by 22 December 2019, 11.59pm AEDST, for the chance to win!\*

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\*T&Cs apply

## Accor's \$40k target

ACCOR is hoping to raise \$40,000 for five Australian charities through the Accor Community Fund Australia's Feel Mentored initiative.

The hotel group is hosting a raffle with winners getting the opportunity to spend two hours face-to-face with one of 20 mentors from a range of industries and specialities who have volunteered their time.

**CLICK HERE** for a full list of mentors and to purchase tickets.

## Delta upgrades

DELTA will bring its remodelled interiors to a number of key routes, with its upgraded Boeing 767-400s and 777s to fly on international routes from Los Angeles and New York City.

The upgraded Boeing 777s, which fly from Los Angeles to Paris, Shanghai, Sydney and Tokyo, feature Delta One suites, Premium Select, Comfort+ and Main Cabin offerings.

Improved 767-400s will feature on the Boston to London route, as well as the JFK to BRU, GRU, LHR, NCE and ZRH routes.

## Virgin Atlantic up

VIRGIN Atlantic will debut a new summer program flying from Heathrow Airport in 2020, with new and updated flights to Africa, Asia and North America.

The airline will introduce a second daily service between Heathrow and Delhi for the season, commencing 29 Mar, and a second daily flight to San Francisco, commencing May, which will also debut the carrier's new Airbus A350.

The new airplane will also feature on flights to Johannesburg, Lagos and Los Angeles.

## AA new partnership

AMERICAN Airlines has launched a US\$125,000 initiative which aims to address the root causes of poverty that keep nearly a fourth of Philadelphia's residents from achieving financial stability.

The project will focus on "community-based solutions that bring nonprofit, government and business leaders together to tackle interrelated issues, like educational outcomes".

## Bula to the new FJ A350



Fiji Airways proudly displayed its latest aircraft at Sydney Airport yesterday, having taken receipt of the first of its two new Airbus A350-900 extra wide-bodied aircraft.

The event was an opportunity for representatives of Fiji Airways to showcase the airline's new flagship as well as share the latest developments from the carrier.

Speaking with *Travel Daily*, Fiji Airways Head of Global Sales & Distribution Poh Kait Lee said "four years ago, Fiji Airways' leadership started in motion a plan and strategic vision to transform this airline into a world-class carrier.

"We've grown our fleet and expanded our long-haul routes and we're competing on a global stage now like never before," Lee affirmed.

Further expansion is mooted with a "list of gateways in North America" a distinct possibility as

well as more Asian routes which would be "dependent on feeder services" Lee said, hinting there was potential to fly from Nadi to Seoul's Incheon International Airport.

Lee said that the new A350 would fly from Nadi to Sydney, Brisbane and Auckland for on-board crew to familiarise themselves with the aircraft before taking on the long-haul route to Los Angeles.

Lee is **pictured** right with a member of the cabin crew and Luke Daunivalu, Fiji's High Commissioner.

## Intrepid seaweed

THE Intrepid Foundation has raised more than \$600,000 since Apr for Australia's first marine permaculture platform, which uses seaweed to draw down carbon from the atmosphere.

## Advertising Coordinator

Macquarie Park, Sydney

The Business Publishing Group is looking for the services of a proactive Advertising Coordinator to work across our industry leading titles.

This is a full-time role working within our sales and marketing team. Key responsibilities will be the development and production of our publications, liaising with clients on quotes and advertising coordination as well as assisting with promotional activities.

We are looking for someone who has strong attention to detail, is organised, a team player and excels at customer service. Experience with Adobe InDesign and Microsoft Office suite is highly desirable.

If this sounds like you apply to [jobs@traveldaily.com.au](mailto:jobs@traveldaily.com.au) today. Applications close 29/11/19.

# nib

## INDUSTRY ACCOUNT MANAGER SYDNEY

nib Travel AU Distribution, part of the nib Group, has nearly doubled in size over the last six months following our acquisition of QBE Travel. A new opportunity exists for an Industry Account Manager to support our next phase of growth.

The role is responsible for identifying, acquiring and developing new travel retail agency locations in addition to managing key retail agency relationships across both SureSave and nib Travel Insurance brands.

The ideal candidate will possess:

- Network of existing relationships across multiple Affiliation groups at a retail agency level
- Strong communication, negotiation, presentation and influencing skills
- Demonstrated experience in account management providing a positive and pro-active approach to delivering portfolio growth
- Excellent interpersonal/relationship building skills
- Ability to travel locally and state wide

For further information on the role and to apply, please click [here](https://careers@nib.com.au)  
[careers@nib.com.au](https://careers@nib.com.au)



## Hawaiian Airlines ponies up!



**HAWAIIAN** Airlines has joined Australia's Urban Polo Circuit as a major sponsor for this summer's tournaments.

The largest national polo series in the world, Urban Polo has seven events staged annually, in Sydney, Brisbane, Melbourne, Perth and Adelaide, with each event to now feature an Australian team taking on a Hawaiian Airlines-sponsored Hawaii team, led by captain Mariano Gracida.

Hawaiian Airlines and Hawai'i

Tourism Oceania were on hand to share aloha and cheer on their team during last week's series opening in Sydney.

Hawaiian Airlines recently celebrated its 90th anniversary on 12 Nov, replicating its inaugural flight in 1929 from Honolulu to Hilo via Maui (**TD** 13 Nov).

**Pictured** enjoying the sport of kings are Madeline Atkins, Hawai'i Tourism Oceania, and Bart Druitt and Andrew Best from Hawaiian Airlines, with Mariano Gracida.

## TRAVEL SPECIALS

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

Guests can fly return to Europe for \$799 per person on the 15-day Russia, Warsaw & The Baltic States itinerary with **Insight Vacations**. The offer is valid from now until 18 Dec 2019 or sold out for select departures between 05-26 Apr 2020. Prices start from \$6,949ppts, with return Economy flights to Europe included. Call 1300 361 012 for more.

**Oaks Hotels, Resorts & Suites** is offering up to 25% off, plus an extra 5% off for MyOaks Members at over 50 Oaks properties across Australia and New Zealand. The deal is on until 29 Feb, for those looking to travel before 30 Jun. For more, visit <https://www.oakshotels.com/en/offers>.

**The Travel Specialists** has extended a number of earlybird offers for its 2020 itineraries, including the 14-night Small Group East Africa Migration Safari, which departs on 25 Jun and is priced from \$14,995ppts. Email [africa@africantravel.com.au](mailto:africa@africantravel.com.au) for bookings.

**Wendy Wu Tours** customers flying Singapore Airlines on a group tour in 2020 can add a two-night Singapore stopover from \$99ppts, including accommodation, daily breakfast, a half-day couch tour and return coach transfers. There are over 40 tours included in the deal - call 1300 727 998.



Check out our experience onboard the brand new **Scenic Eclipse**

## Klook on solo travel

**AUSTRALIANS** are increasingly seeking out solo travel in order to escape from work, according to Klook's Solo Travel study, which polled nearly 21,000 respondents across 16 markets.

The survey found that 76% have either travelled alone or are considering it and the main motivator for solo travel was to reward oneself and get some "me-time".

The study also revealed that "fear of loneliness" was a primary barrier to solo travel for over 50% of respondents, followed by safety (46%), and planning & booking the itinerary on their own (25%).

## Wimbledon pkgs

**KEITH** Prowse Travel (KPT) has launched a Wimbledon Week tour ahead of the championship tennis event, held over late-Jun to early Jul in London.

The itinerary includes a dedicated tour leader, private transfers and multiple meals, as well as reserved seating on Court 1 & Centre Court at Wimbledon, private tours of London, day trips to the English countryside, meet & greets with ex tennis players, and exclusive dining experiences.

"Our Wimbledon customers love coming together and sharing their sporting experiences and excitement for the event," said KPT Director Daniel Morahan.

For travel agents, KPT is offering 10% commission on all Wimbledon products when booking with KPT - **CLICK HERE**.

## Aurora Living Room

**AURORA** Expeditions will be featured on Channel 10's *The Living Room* program, which will offer viewers a first glance at the cruise line's new purpose-built expedition vessel, the *Greg Mortimer*, which was christened earlier this month (**TD** 01 Nov).

The segment will be presented by Dr Chris Brown from onboard the ship, and will air tonight at 7.30pm AEDT on Channel 10.

## TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Rezdy

### Your Digital Marketing Master Class for Peak Season Success



No matter what experience you are offering or where you are based, we hear the same important question

asked again and again by tour and activity operators worldwide: "How do I effectively market my business for healthy growth while managing my day to day operations?"

It can be a daunting task to navigate various different marketing channels for small to medium-sized businesses. Social media, agent connections, search engine marketing, your website... Where do you start?

For many of us, we're coming into our busiest part of the year, with our full peak season in the coming months. There's never been a better time to do an audit of your marketing ecosystem to ensure this season is the best one yet.

Rather than wade through all the reams of potential content out there, we've done the digging for you, and compiled all you need to know into a free Marketing Master Class. We've carefully crafted a series of 7 chapters around critical marketing pillars to help tour and activity businesses grow. Topics include competitor analysis, Google Adwords, an SEO checklist, the importance of social proof and more.

The content is freely available at the link below. In just 5 minutes, you could gain valuable nuggets of wisdom to set your business up for success before the peak season really kicks in. Nothing to lose and everything to gain - what are you waiting for?!

Taz Bareham, CMO, Rezdy





## CORPORATE UPDATE

### Green travel not a priority

**FOUR** out of five businesses do not currently address reducing greenhouse gas emissions as part of their travel policies, according to a new report released this week by American Express Global Business Travel.

The *Green Travel Whitepaper: Approach to Integrating Sustainability in Business Travel* is based on a survey of travel managers and procurement professionals across a range of industries.

Almost half of the companies polled have a formal environmental sustainability policy that covers indirect emissions, but only 42% factored environmental sustainability into their air sourcing processes, while fewer still considered these factors in relation to ground transport and hotel procurement.

79% of businesses surveyed do not require their preferred airlines to have environmental certification, the report found.

"There is definitely high social awareness among both employees and business leaders, however green travel programs

are still a rarity," said Amex GBT Head of Global Business Consulting for Asia-Pacific, Harris Manlutac.

He said the first step in implementing such a program was to measure emissions, which would allow businesses to establish a thorough understanding of their travellers' environmental footprint and implement practical plans.

Just 42% of respondents currently measure carbon emissions from air travel, largely because sustainability initiatives focus on direct emissions from core business activities.

"This lack of focus on indirect emissions is a key barrier to sustainability in air travel," Manlutac said, urging companies to audit their travel program as the first step in understanding its environmental impact.

He said the key barriers to "green travel" included a lack of know-how, the cost of going green, and competing priorities in booking travel.

The full white paper is available at [amexglobalbusinesstravel.com](http://amexglobalbusinesstravel.com).

## Orbit-ing Hong Kong



**ORBIT** World Travel sent seven incentive winners to Hong Kong on 08 Nov to experience several action-packed days in the south-eastern Chinese region.

The group relaxed on the journey to and from Hong Kong in Qantas Business class, and were also able to experience the new Qantas International Lounge.

The team were put up for two nights at the luxury Kerry Hotel on Kowloon's bustling waterfront, and one night at the luxury Island Shangri-La in the heart of the city.

Highlights of the trip included a harbour cruise on the Ovolo luxury yacht *The Mojo*, night time shopping at the Stanley Markets,

a tram car ride to Victoria Peak and several rooftop drinks with cocktails and dumplings.

The Orbit World Travel team **pictured** at Island Shangri-La include: Alex Turnbull, Elodie Roux, Hannah Ossedryver, Mae Mhogolo, Olivia Theng, Monika Racz, Ben Cochrane, with Ian Tan and Wendy Lee from Shangri-La.

### No canx control

**INDEPENDENT** research conducted by CWT has found that the majority of business trip cancellations occur for reasons outside of travellers' control.

The study found just 14% of aborted trips were due to personal issues, with the vast majority (42%) of cancellations due to rescheduled appointments.

Meeting cancellations were the cause of 13% of trips being dropped, while other issues cited included weather (13%), safety concerns (9%) and flight cancellations or delays (9%).

CWT Chief Experience Officer, Digital, Amit Wurgaft, said the figures also showed 88% of cancelled trips were rescheduled for a later time - 38% of which were typically re-booked immediately after the first trip was cancelled.

In terms of concerns, 85% of travellers said they would prefer to know cancellation policies and possible fees prior to starting to cancel the trip.

The research showed 68% of travellers didn't cancel all trip segments at the same time.

Flights were cancelled before hotel bookings in 45% of cases, while 22% started first with accommodation and then cancelled the air segments.

### QF boarding update

**QANTAS** will introduce a new "premium boarding" procedure from next Mon, which will see top tier frequent flyers and Business class passengers invited to board before other customers.

The system will first roll out in SYD, MEL, BNE, CBR, ADL & PER.

### AA corp upgrades

**AMERICAN** Airlines is providing its corporate customers with a range of benefits, recognising its staff with special perks when they are travelling on business.

Passengers who travel for a company with a corporate agreement with AA now receive complimentary priority access, preferred seating, along with prioritised re-accommodation services and downgrade protection, the carrier said.

Benefits also include exclusive discounts on leisure packages booked through AA.

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## QF pencils sharper

**QANTAS** has urged Airbus and Boeing to come back to it with better pricing on aircraft being proposed for its "Project Sunrise" ultra long haul flights.

QF International CEO, Tino La Spina, this week confirmed that the current "best and final offers" for the Boeing 777-8X and Airbus A350-100ULR do not make the services financially viable.

## Malia joins Design

**DESIGN** Hotels has added the freshly renovated Cretan Malia Park in Crete to its portfolio.

The 204-room property's design and operations are centred around sustainability and guests can take part in an organic wellness program at the hotel.

Cretan Malia Park has landscaped botanical gardens which leads to the Aegean Sea.

## New Crystalbrook Cairns



**CRYSTALBROOK** Collection celebrated Bailey, its new Cairns hotel, Wed night at an event attended by more than 250 of Queensland's leading business people along with dignitaries.

At the event, Premier of Queensland, Annastacia Palaszczuk hailed the hotel as "a stunning, job-boosting, new addition to the Cairns skyline".

Guests were regaled with performances by more than 20 different artists, as well as dinner at the hotel's signature CC's Bar and Grill.

Bailey is decorated with Australian artwork and contains 255 guest rooms and residences, three restaurants & bars, meeting

spaces for up to 150 people, a rooftop mezzanine plunge pool and a 24-hour fitness centre.

Crystalbrook debuted in Cairns last year with Riley (**TD 07 Nov**).

**Pictured:** Carl Taranto, GM; Geoffrey York, Acting CEO & Group Director of Hotels; Ghassan About, Crystalbrook Collection Owner; Annastacia Palaszczuk, Premier of Queensland; and Joel Gordon, Area Manager of Cairns.

## Norfolk Is package

**NORFOLK** Island Travel Centre is offering a seven-night Norfolk Island package including return airfares & twin-share accom, to celebrate the *HMS Sirius* 230th Anniversary week from 14 Mar 2020 - prices start from \$1,799.

Email [maria@travelcentre.nf](mailto:maria@travelcentre.nf).

## Dream's dreamboat

**ALL** summer long, Dream Boys, the "world's finest seductive dancers", will perform an adults-only midnight show onboard Dream Cruises' *Explorer Dream*, with one show per cruise from Sydney, Brisbane or Auckland.

Tickets can be purchased on board for \$30pp - contact Dream Cruises on +61 2 9212 6288 for enquiries.

## Cathay inflight exp

**PASSENGERS** flying with Cathay Pacific will soon be able to enjoy a range of onboard enhancements across all of its classes.

Rolling out soon will be upgraded bedding and slippers for First and Business class, including a soft mattress along and a larger sleeping pillow.

New long-haul Economy class menus will also be available, curated by Hong Kong-based Black Sheep Restaurants.



Celebrate  
KLM's 100<sup>th</sup>  
anniversary

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](mailto:klm@traveldaily.com.au)



Q3. How many years has KLM been in the top 3 of Dow Jones Sustainability Index?

- a) 10 years
- b) 15 years
- c) 11 years

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## Working in partnership with the Australian Travel Industry

### Corporate Travel Account Manager

South Sydney, to \$90k + Super, Ref: 2757PE9

Our client, an award winning boutique leading independent Business Travel Management agency providing a range of travel services to their clients within different vertical markets are looking for a Corporate Account Manager who possess good relationship building, analytical and travel product skills to join their team and nurture + grow a portfolio of small key accounts. You will be rewarded with career progression and development along with being part of a company with high staff retention.

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

### Corporate Travel Team Leader

SYD, Amazing team + Package, Ref: 3378AJ1

An exciting opportunity has presented itself for an experienced Corporate Travel Manager to lead a team of 4 experienced Corporate Consultants providing superior customer service and meet/exceed their KPI's. In order to be successful for this role, you will be confident when dealing with corporate clients as well as having experience in motivating and leading teams. In addition to your leadership duties, you'll also be servicing existing clients and will enjoy nurturing relationships.

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

### Leisure Travel Consultant

BNE, \$50-55k + Commission, Ref: 2494AW3

Want to provide outstanding customer service to valued customers? Want to sell HIGH END/LUXURY product & destinations? Want to earn BIG \$\$\$ ! Then this is the role for you! With the ability to create customised travel itineraries including flights, accommodation, transfers and stopovers; you will excel at delivering exceptional customer service! Work autonomously within a supportive team environment and start your new challenge in the travel sector! Don't miss out, APPLY NOW!

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

### Domestic Corporate Consultant

MEL, Attractive Package, Ref: 4254AB1

Are you looking to move from Retail into Corporate? If so, this could be the opportunity for you. My clients are looking for a motivated and driven Domestic Corporate Consultant to join their fast paced team. You'll be working with a varied range of corporate accounts & putting your strong retail experience to use. If you love processing and booking, have min 3yrs in retail but looking for a better work/life balance, now's the time to join this award winning team. Contact me ASAP & APPLY NOW.

For more information please call Anisha on (03) 9988 0616 or click **APPLY** now.

### Travel Consultant

Sydney, Competitive Base, Ref: 1820RL1

My clients are looking for some strong travel agents who are after fresh and new opportunities within the Corporate or Wholesale travel divisions. These well known companies are on the look out for successful travel agents who are targets driven, great team players, and wanting career progression. There are multiple roles available for the right candidates so don't hesitate and apply now to ensure you get your opportunity in landing one of these fantastic roles that we have on offer.

For more information please call Ronny on (02) 9119 8744 or click **APPLY** now.

### Team Leader - Boutique Consultant

BNE, Competitive Salary + Comms, Ref: 4273MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is located in an affluent area west of Brisbane who are looking for an experienced Team Leader looking to join their exclusive ranks. Our client offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. Providing exceptional and personalised service to clients with specialised knowledge through the phone, email and face to face.

For more information please call Mark on (07) 3123 6107 or click **APPLY** now.

### Corporate VIP Travel

BNE, Competitive Salary + Comms, Ref: 5494AW1

Exciting position exists for a highly experienced Corporate Travel Consultant. You will excel at providing a range of travel options while delivering exceptional customer/client service. Fantastic team environment, travel perks and great salary package! What are we looking for? Demonstrated Corporate Travel experience with a high level of competency, Fares and ticketing and GDS knowledge. Confidence, flexibility and ability to work in a fast paced environment! Sound like you? APPLY NOW!

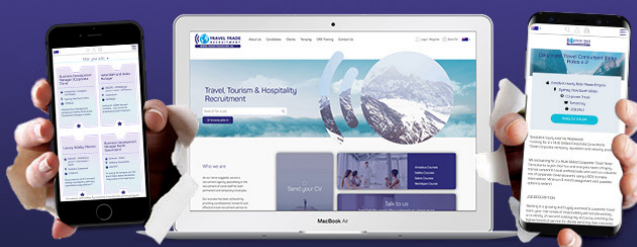
For more information please call Amanda on (07) 3123 6107 or click **APPLY** now.

### Senior Cruise Specialist

MEL, Attractive Package, Ref: 4292AB1

Do you live, breath, and sell cruise like nobody else? This could be just the role for you. My clients are looking for a seasoned Cruise Specialist to come into the business and start the cruise division of the agency. If you have your own client base, a proven track record of success, and want to be part of this exciting growth opportunity - now's the time to apply. You'll be awarded with an attractive remuneration package and an opportunity to work from home for the right candidate!

For more information please call Anisha on (03) 9988 0616 or click **APPLY** now.



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