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## Sabre axes Finnair content

TRAVEL agents are now unable to book Finnair flights through the Sabre GDS, after a failure to reach a deal over a replacement of the current Full Content Agreement between the carrier and the technology company.

An industry update issued overnight confirmed Finnair and Sabre have been negotiating over the airline's desire to shift to a model of "pricing and distribution freedom in direct channels, and content differentiation in indirect channels".

"As we have not yet reached an agreement, Sabre has removed Finnair content (flight inventory, flight prices etc) from Sabre and Abacus GDSs," according to AY Regional Manager Australia, Arnaud Michelin.

The removal is in all markets worldwide apart from Finland, Sweden, Norway and Denmark.

"Apart from these exclusion markets this means that travel agents cannot book anymore Finnair flights or ancillary products from Sabre and Abacus GDSs," Michelin added, apologising for the inconvenience to agents.

He said Finnair was working to resolve the issue with Sabre, and continued to distribute through alternative platforms including Amadeus, Travelport and Travelsky as well as aggregators such as Travelfusion and PKFare and via direct NDC connections.

Ironically Finnair previously had a close partnership with Sabre as part of the GDS firm's "Beyond NDC" program (TD 18 Sep 2018).

### Today's big issue

A PACKED *Travel Daily* today has 10 pages of news, a front cover page from RCL Cruises, a photo page from Travellers Choice, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment
- Tourism Ireland

## Set sail with RCL!

ROYAL Caribbean (RCL) is today advertising its all-new consultant initiative - set sail consultant rewards - across its three brands: Azamara, Celebrity and Royal Caribbean International.

Earn points and redeem rewards for every booking, and enter to be in the running to win one of three cruise prizes.

Register now for the program at [clubroyal.com.au](http://clubroyal.com.au), and see the cover page for more details on the promotion.

## Albatross Croatia

ALBATROSS Tours is today showcasing its 13-day Croatia and the Adriatic cruise/tour from Trogir to Dubrovnik - as well as its 100% departure guarantee on all 2020 European tours.

For more details see **page 11**.



Milford Sound Fiordland Image: Adam Byce

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## Kick a goal with TG!

**ENTRIES** close today for our exclusive Thai Airways giveaway, offering a VIP double pass to the Western Sydney Wanderers match on Fri 20 Dec.

Seating is in the Bankwest Stadium Ambassador lounge, with entrants required to answer the question *What year did WSW win the Asian Champions League?* and also tell us in 15 words or less why you would like to be a VIP guest of THAI at the game.

Email answers by COB today to [thaicomp@traveldaily.com.au](mailto:thaicomp@traveldaily.com.au).

## TK adds MH routes

**TURKISH** Airlines has expanded its codeshare partnership with Malaysia Airlines, with the TK code now applied to MH services from Kuala Lumpur to Sydney, Perth, Adelaide, Melbourne, Brisbane and Auckland.

## TMC market shares revealed

**HELLOWORLD** Travel now commands 17.5% of the corporate travel market in Australia, making it the second largest TMC after Flight Centre's various brands such as FCM and Corporate Traveller, which together hold an estimated 29%.

The figures were unveiled yesterday during the CTC-CAPA Corporate Travel Gathering by Ord Minett Senior Analyst John O'Shea, who noted recent HLO acquisitions including TravelEdge (TD 24 Sep) had boosted the company's market share.

O'Shea, who has been following the sector closely for many years, said he believed the annual "managed travel" market in Australia is worth about \$8 billion in TTV, along with around \$1.2 billion in New Zealand.

Corporate Travel Management

was in third spot with an estimated 16.5% market share, followed by American Express Travel/HRG with 15%.

Other players noted included CT Partners which was just behind Amex with 14%, followed by CWT with an estimated 5% share.

The analyst painted a bleak picture of prospects for 2020, noting a steady decline in key metrics such as business and consumer confidence ratings.

O'Shea also tracks passenger numbers and capacity rates on key routes such as MEL-SYD and SYD-BNE, which also indicated slowing levels of demand growth.

## SQ joins CLIA

**CRUISE** Lines International Association (CLIA) this morning announced a new partnership with Singapore Airlines, which has become an Executive Partner of the peak cruising body.

SIA will also take on the role of Headline Sponsor at the 19th annual Cruise Industry Awards, taking place on 15 Feb 2020.

Philip Goh, Singapore Airlines Regional VP South West Pacific, said "the cruising and airline industries are intertwined and this newly formed partnership allows us to enhance and further strengthen the close working relationship we've had with the cruising industry for many years".

More in today's issue of **Cruise Weekly** - [cruiseweekly.com.au](http://cruiseweekly.com.au).

## Ireland, to be sure!

**TOURISM** Ireland is today highlighting 2020 as the ideal year to visit, with Galway named the 2020 European Capital of Culture and a "Taste the Island" culinary celebration from Sep-Nov - see the **last page**.



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MORE INFO





Which destinations are going to be hot in 2020? Find out in the November issue of *travelBulletin*.

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

## Luxury Escapes demand surges

**NEW** research published today by Luxury Escapes (LE) has confirmed the ongoing aspiration by Australians to travel overseas, with 40% of the company's clientele planning to take two or more international trips in 2020.

The report, titled *Travel 2020: Forecasting the new decade of travel*, was compiled by research firm Nature, surveying LE's own 3.2 million strong customer base as well as a broader cohort of Australian consumers, with almost 20,000 responses overall.

Key trends highlighted included top destinations to travel to in the next decade, with Canada coming in first spot, followed by the USA, Italy, the UK and then Greece.

In terms of repeat destinations Japan was top of the list, followed by NZ, the UK, USA and Italy.

Luxury Escapes CEO, Cameron Holland, said about a third of respondents spent more than \$10,000 a year on international

travel, while 50% spent at least \$2,000 annually on domestic trips.

Other trends noted included "the connected trip," with 25% of travellers wanting to be online 24/7, while 14% preferred to be off the grid.

In terms of travel interests, food was at the top of the list, cited by 59% of respondents, just ahead of local culture at 55%.

Holland said the research confirmed booking trends.

"We're seeing more and more the importance of providing relevant experiences through personalisation, whilst also inspiring travellers to visit destinations they never previously considered," he said.

Interestingly the report also confirmed the scale of Luxury Escapes, noting the firm's total passenger numbers of over 500,000 so far in 2019.

The full report is available at [www.luxuryescapes.com](http://www.luxuryescapes.com).

## Hertz appoints Brav

**HERTZ** Global Holdings has announced the appointment of Angela Brav as President of the Hertz International division.

Brav joins the car rental giant after 25 years with InterContinental Hotels Group, most recently as CEO of IHG's European division.

She will be based in the Hertz international HQ near London, reporting to the company's CEO Kathryn Marinello.

## Empire State ready

**THE** redevelopment of New York's iconic Empire State Building Observatory has been completed, with the building's 80th floor now featuring a range of "engaging and informative exhibits".

The four-year, US\$165m project includes an exclusive interactive partnership with NYC & Company (**TD 03 Jun**) and options to visit the 80th, 86th and 102nd floor - see [empirestatebuilding.com](http://empirestatebuilding.com).



## Window Seat

**TURKEY** is OK - gravy is not!

Americans will tomorrow celebrate Thanksgiving - and the US Transportation Security Administration has issued a special tip sheet in the lead-up to the holiday noting what is acceptable in carry-on baggage.

Items like turkey, pies, cakes and stuffing mix are fine - but gravy and cranberry sauce must be checked, because "basically if you can spill it, spray it, spread it, pump it or pour it then it's not a solid and should be placed in a checked bag".

Almost 27m pax will pass through TSA check points this weekend, with the key tip being to leave plenty of time because "only a turkey gets to the airport at the last minute during the Thanksgiving travel period".

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## Myatt joins NSW ITAB



**RICK** Myatt says he has been invited to join the Industry Advisory Committee of the NSW Industry Training Advisory Board (ITAB), managed by SkillsIQ Ltd.

The ITAB supports service-oriented industries in NSW to have input into the national training system, ensuring qualifications contain the right

skills for current and future jobs.

Myatt, now CEO of Australian Travel Careers Council, has previously served on the committee, but said he was "very pleased for this opportunity again under the guidance of Skills IQ."

He's **pictured** above with Melinda Brown, GM Skills IQ, and Yasmin King, CEO Skills IQ.

## Hill to chair TCWA

**ANDREW** Hill, Chief Operating Officer of Food, Beverage and Entertainment at Crown Perth, has been elected as the new Board Chair for Tourism Council Western Australia (TCWA).

Hill, who leads Crown Perth's 2,300-strong team, has been a member of the council since 2008.

## Bonvoy tennis pact

**MARRIOTT** International this morning unveiled a new partnership between its Bonvoy loyalty scheme and the ATP Cup and Brisbane International tennis tournaments in 2020.

The ATP Cup, premiering next year, will be played across Sydney, Brisbane and Perth between 03 and 12 Jan 2020 and Marriott Bonvoy will host the world's top players, coaches, VIPs and tournament staff at participating properties including The Westin Brisbane, W Brisbane, Sheraton Grand Sydney Hyde Park and the newly opened Ritz Carlton Perth.

Tennis enthusiasts will also have access to special rates and packages, while Marriott International Area VP Sean Hunt said the partnership would offer Marriott Bonvoy members "VIP access and once-in-a-lifetime opportunities that will take them to the heart of the action".

## EK retimes MEL

**EMIRATES** has announced that from 29 Mar 2020 there will be a time change to its EK404/405 services which currently operate between Melbourne and Dubai via Singapore.

EK405 will depart Melbourne at 0225 and arrive in Singapore at 0815, and then Dubai at 1300.

On the return EK404 will leave Dubai at 2115, arriving in Singapore at 0850+1 and then Melbourne at 1935.

All booked and ticketed passengers on EK405/404 from 29 Mar 2020 will be rescheduled to the new flight timings.

For passengers travelling on the flights to/from Dubai and beyond who are booked and ticketed on onward flights that no longer connect, agents are advised to call 1300 800 599 or email [ozagents.help@emirates.com](mailto:ozagents.help@emirates.com) for re-accommodation.

## Eclipse 2020/22

**SCENIC** has released its 2020/22 *Scenic Eclipse* Antarctica and America Voyages and Land Journeys brochure.

Savings of 10% and suite upgrades are available when a cruise is combined with a land tour, and early payment discounts are also on offer - for more info call 138 128.

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### ATEC India Hosts

**AUSTRALIAN** Tourism Export Council's (ATEC) new India Host program will help Australian tourism businesses host Indian tourists.

The new industry program is designed to support the trade in catering to the market, with India now the country's fastest-growing export tourism source, with visitor numbers from the south Asian country also expected to grow by 20% in the next two years.

The program was launched yesterday at ATEC's annual Meeting Place conference in Brisbane, and will be run in partnership with Tourism Australia and Austrade.

"ATEC established an industry working group of key stakeholders currently working in the Indian market to provide critical advice and oversight in the development of India Host," said ATEC MD Peter Shelley.

### Casa de Campo BF

**TRAVELLERS** can score up to 50% off rooms and villas for Black Fri at Casa de Campo Resort & Villas in the Dominican Republic.

The sale for the five-star hotel, part of the Leading Hotels of the World network, extends through to Cyber Mon, 02 Dec, and is applicable on travel by 30 Apr.

### Anantara sale

**BLACK** Fri and Cyber Mon savings are on at Anantara Hotels, Resorts & Spas, with a four-day sale running from 29 Nov to 02 Dec.

Save 40% off stays from 03 Dec to 31 Aug, with on-sale locations including Mai Khao Phuket, Golden Triangle and Layan Phuket in Thailand, Dhigu, Naladhu and Kihavah in the Maldives, Al Yamm, Al Sahel and Desert Islands in the United Arab Emirates, and Hoi An, Mui Ne and Quy Nhon in Anantara's Vietnam locations.



**A GROUP** of 11 personal travel managers recently participated in an exclusive TravelManagers seven-day famil of India's Golden Triangle, visiting Agra, Delhi and Jaipur, hosted by KJ Slater of China Travel Services.

The group began in Delhi with a tour of the ancient and modern parts of the city, taking in the Chandni Chowk, Jama Mosque and Red Fort, enjoying a rickshaw ride along the way.

The following day, the group headed south to Agra, where they visited Agra Fort and the Taj Mahal, and attended an evening show revealing the story behind the monument.

The final stop was Jaipur, the "Pink City", with a highlight of the visit the Amer Fort.

"Having a clear understanding of the various places of interest, the weather, the culture and the food will definitely help me to manage the expectations of clients planning to visit India," said Personal Travel Manager Tanya Patterson.

**Pictured** enjoying sunrise in front of the Taj Mahal are Jo Patton, Kerstin Rheinlander, Marcia Yianni, Lisa Phillips, Judith Smith, Sinead Phillips, Sharon Wright, Patterson, Donna Occhipinti, Jeanette Dickson and Kate Bevan.



## Explore the spectacular city of Venice

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GOING PLACES TOGETHER

\* Offer valid until 31 December 2019, unless sold out prior. Fares (AUD) quoted above are the lowest adult return prices per person including taxes, fees, and airport charges departing from Melbourne to Venice. Other sale dates may be available. Other sale fares are also available departing from Sydney, Adelaide, Perth, and Canberra. Economy Class fares shown above are for departures from 20 January - 18 March 2020, 22 April - 22 May 2020, and 21 September - 27 November 2020. Business Class fares shown above are for departures from 1 February - 2 October 2020. Fares may vary due to currency fluctuations. Seasonal surcharges, weekend surcharges, and blackout periods may apply. For all other terms and conditions please review at time of booking.



### Trump Hotels sale

**TRUMP** Hotels has announced its “Suitest Deal of the Year”, offering guests 30% off premium suites across all its destinations, including New York, Waikiki, Doral, Washington DC, Las Vegas, and Chicago.

The sale begins this Fri and ends 03 Dec, and is applicable for stays between 29 Nov and 31 Mar, excluding blackout periods - [CLICK HERE](#) for bookings.

### Brand USA film

**IN PARTNERSHIP** with Expedia Group and Air Canada, Brand USA has announced a global streaming launch of its film *America’s Musical Journey* on the brand’s network GoUSA TV.

The film, which first premiered in IMAX in 2018, follows singer/song writer Aloe Blacc as he explores the musical heritage of the United States and the cities where American music was born.

### Trip.com + KAYAK

**TRIP.COM** group has partnered with travel meta-search engine KAYAK Asia Pacific in order to expand its international car rental services, with the collaboration announced during a visit to Trip.com Group headquarters in Hong Kong by a KAYAK delegation.

The partnership, which promises to “enrich customer choices”, will see Trip.com car rentals offered on the KAYAK platform in the Asia Pacific region, including Greater China, Singapore and Korea.

“Since launching overseas car rentals in 2016, and in 2018 on our Trip.com platform, we’ve seen annual growth of over 300%, and reached a coverage of approximately 200 countries and regions,” said Head of Trip.com Group Car Rental Business Bruce Wang, also emphasising the company’s goal of providing the “most seamless experience” for customers.



**PAPUA** New Guinea Tourism Authority hosted media, TV personalities and influencers at a highlands themed event in Sydney last Thu.

The event showcased Papua New Guinea’s highlands region, often considered the “last frontier on earth”, and home to a chain of mountain ranges and river valleys, including one of the world’s Seven Summits, Mount Wilhelm.

Guests enjoyed a mumu-style feast of roast pork and sweet potatoes at the event, as well as Papua New Guinea-grown Kwila Coffee espresso martini’s and Queen Emma Chocolate tarts.

Papua New Guinea artist Lesley

Wengembo painted a portrait of two Huli wigmen, from the Huli tribe of the Tari Highlands, during the event.

Alesha Bradford from NOMADasaurus Adventure Travel Blog won the painting, in addition to return flights to Papua New Guinea courtesy of Air Niugini.

Papua New Guinea boasts a “full events calendar” of cultural festivals, and can be accessed via direct flights from Sydney, Brisbane and Cairns.

**Pictured:** Marie Ozaltin, Air Niugini; Simon Pih, Papua New Guinea Tourism Promotion Authority; Vic Lynch, Kwila Coffee and Melissa Garcia, Kwila Coffee.

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**RADISSON RED** is making its debut in Australia following the signing of Radisson RED West Perth.

Set to open in 2022, the hotel will offer 129 rooms, a restaurant, a swimming pool and a rooftop bar.

Located at Colin and Wellington, the hotel also caters for business travellers, with its function rooms offering over 160m<sup>2</sup> of space for meetings, all supported by audio-visual technology.

With a focus on "local art and culture", the hotel will also provide opportunities for guests to interact with their fellow travellers, with inspiring hangouts and communal work spaces.

Nearby to Perth Arena, Hay Street and the Perth Convention and Exhibition Centre, the hotel will also be directly opposite Harold Boas Gardens.

The hospitality group also recently named the Blue Mountains as the host of the first Radisson Collection location (TD 26 Jun).

### Clients trust ATAS

**TRAVEL** agents are being urged to ensure their details are easily accessible on the Australian Federation of Travel Agents (AFTA) Travel Accreditation Scheme (ATAS) website, to meet client expectations.

Speaking at the Travellers Choice Conference in Adelaide earlier this month, AFTA CEO Jayson Westbury said consumers were increasingly turning to the ATAS site to make sure they were dealing with accredited agents.

"More and more we're finding people are seeking out the ATAS website," he said.

### Chimu Green Fri

**CHIMU** Adventures is putting a spin on the traditional post-Thanksgiving sales, hosting a Green Friday promotion from 29 Nov to 06 Dec.

Travellers are able to book an Amazon, Antarctica, Galapagos Islands or Patagonia experience during the sale period and receive up to 40% off.

For every booking made, Chimu will also "Buy a Bale" - **CLICK HERE** for more information.

### Hilton VR study

**ONE** in two travellers would use augmented or virtual reality tours of potential holiday destinations for inspiration, according to a study conducted by Hilton Hotels & Resorts guest reward program Hilton Honors.

The two options beat out other inspiration sources, such as recommendations from locals (44%) and word of mouth (37%).

### Ireland on foot

**A NEW** video from Tourism Ireland invites travellers to explore the nation on foot.

Showcasing the country's scenery and historic hotspots, the video outlines some of the best ways to explore the island on foot.

"Walking in Ireland lets our visitors take in the sights, sounds and landscapes as nature intended: at their own pace," Tourism Ireland claims.

"They can take their pick from areas of outstanding natural beauty, national parks, serene beach walks and coastal trails or interesting historical sites... or they can meet new friends on one of our fun-filled walking festivals, held throughout the year."

**CLICK HERE** to view the video.

### SiteMinder offices

**SITEMINDER** will relocate its head office in Sydney from Cumberland Street to Windmill Street next Jun.

The move accommodates for more growth and a rapidly increasing staff count, which has seen the team grow 65% to more than 800 employees worldwide.



### USA on sale from \$899

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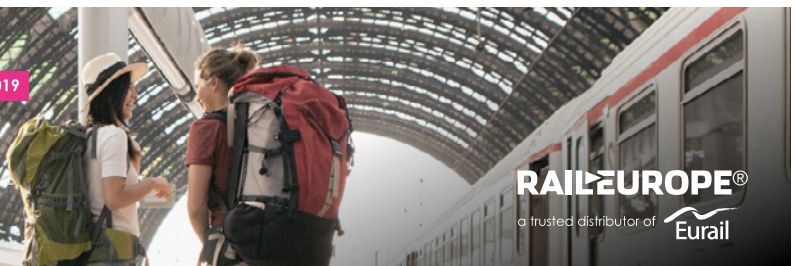
[Click here for more information about this role](#)

### Black Friday limited time offer!

Book by 2nd Dec 2019

Up to 15% off Eurail Global Passes

Win a \$100 gift card or a seat in a corporate box at the Melbourne 2020 Australian Open







**ACCOR** has officially opened the doors to its new \$80 million Novotel Christchurch Airport hotel, located 15 minutes from Christchurch's city centre next to the terminal of New Zealand's second largest airport.

The 4.5-star hotel, designed by Warren and Mahoney Architects, features 200 guest rooms, a restaurant and lobby bar, gym, car parking, kids' corner and 10 conference and function spaces.

The top floor is the "hero feature" of the hotel, with floor-to-ceiling windows that offer panoramic views of the runway and Southern Alps.

"Increasing tourist numbers and such positive visitor expenditure figures highlight the need for a sophisticated accommodation option at Christchurch Airport, and we know that short-stay

business travellers, leisure guests and Accor's valued 4.5 million Pacific loyalty members will be impressed with the hotel's features, catering to their transit needs," said Senior Vice President Operations for Accor New Zealand, Fiji and French Polynesia, Gillian Millar.

**Pictured:** Sudesh Jhunjhnuwala, Hind Management Group Owner; Kanika Jhunjhnuwala, Hind Management Group Project Executive; Vidika Jhunjhnuwala, Hind Management Group Project Executive; Chris Foubister, Novotel Christchurch Airport Sales & Marketing Manager; Raimana Chauvin, guest; Anthony Low, guest; Olivier Lacoua, Novotel Christchurch Airport GM; and Varun Bhatia, Novotel Christchurch Airport Rooms Division Manager.

## Swagman '20 brox

**SWAGMAN** Tours has published its Africa brochure for 2020, detailing a range of new itineraries and product updates, as well as comprehensive rates to allow instant holiday estimates.

New itineraries will see travellers visit destinations across Namibia, Botswana, Zimbabwe, Malawi and Morocco and allow them to sample Mauritius packages, which are inclusive of international airfares.

The brochure also features new Adventure Travel pages, and a selection of three-night stopover packages for Dubai, Doha, Mauritius and Singapore, which can be used en-route to Africa or any other destination.

For more information, call Swagman on 1800 808 491.

## On the Go deals

**ON THE GO** is offering a range of deals on its top-selling destinations as part of its Black Fri sale, for bookings made between 28 Nov and 02 Dec.

Travellers can save \$473pp on the 10-day King Tut tour, which starts in Cairo and journeys through Aswan, the Nile, Luxor and the Valley of Kings, priced from \$1,422pp for the duration of the sale.

The eight-day Italian Espresso tour will be available from \$2,847pp, offering savings of \$948pp, and will explore Tuscany and its Renaissance capital Florence, the cliffside villages of Cinque Terre and the Leaning Tower of Pisa.

Tours to Turkey, China, Morocco and Peru are also included in the sale - for T&Cs, [CLICK HERE](#).

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



**Six Senses Ninh Van Bay**, Vietnam, has unveiled its new Water Retreat, a luxurious three-bedroom villa located on the shore of a private bay. The retreat is only accessible via private speedboat or walkway, and features an infinity-edge pool with a

waterslide and an around-the-clock dedicated GEM (Guest Experience Maker) for BBQs, outdoor villa cinema screenings and more.



Featuring redesigned guest rooms and suites, Florida's **Marriott Jacksonville** has re-opened after undergoing the first phase of its multi-million dollar renovation. The refreshed guest rooms feature a rich, warm colour palette, artwork inspired by the city's

musical history and beaches, and a range of contemporary touches, such as 55-inch flat-panel TVs. The second phase of renovations, due to be complete by Jan 2020, will see a revamp of the hotel lobby, meeting spaces and restaurants.



**The Rarotongan Beach Resort & Lagoonarium** has recently opened a new extension to its on-site restaurant, Captain Andy's Beach Bar & Grill. The extension allows guests to dine right by the lagoon, where they can watch schools of tropical

fish swimming directly beneath them in the clear water, as they enjoy selections from the casual all-day menu, including burgers, pasta, pizzas, steaks, salads, desserts, and a wide range of beverages.

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Macquarie Park, Sydney

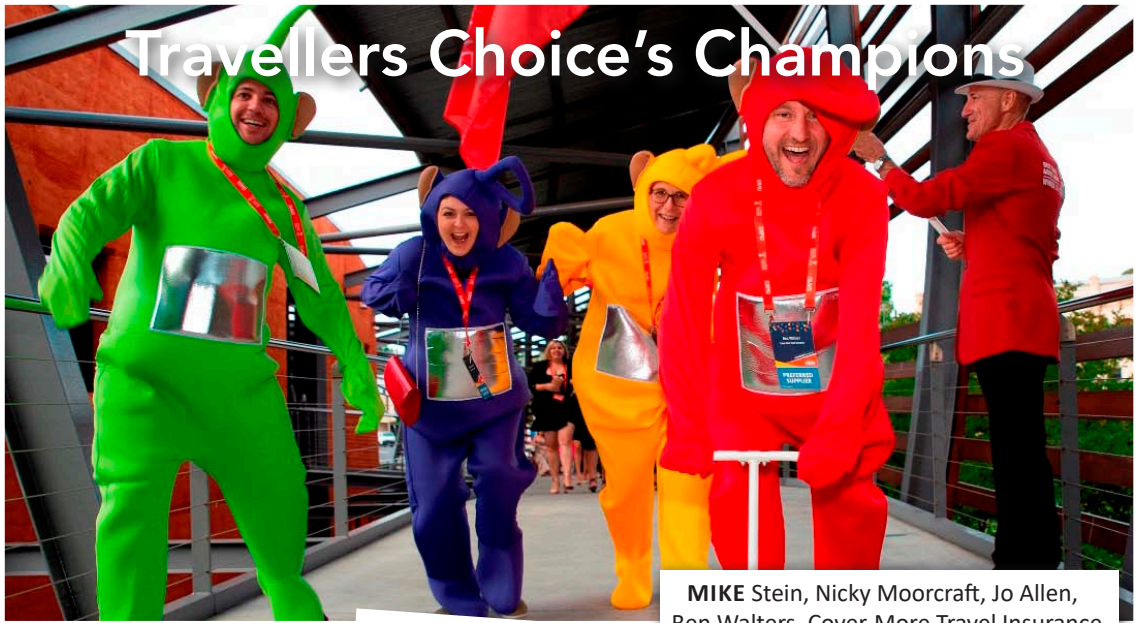
The Business Publishing Group is looking for the services of a proactive Advertising Coordinator to work across our industry leading titles.

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.





## Travellers Choice's Champions

**MIKE** Stein, Nicky Moorcraft, Jo Allen, Ben Walters, Cover-More Travel Insurance.

**TRAVELLERS** Choice's Conference opened this year with a madcap celebration of the network's Best Agency Group win at this year's National Travel Industry Awards.

Embracing the "We Are the Champions" theme, members and suppliers concocted some colourful costumes, with sports stars, superheroes, Teletubbies, Evel Knievel and even Kath, Kim and Kel making an appearance, at one point the Queen even rubbed shoulders with Freddie Mercury.

The three-day conference also featured some ground-breaking developments, including the unveiling of TC One, a new multi-functional platform that enables Travellers Choice members to install an online booking tool on their agency websites.

"This is game-changing technology and no other independent group has anything like it," Managing Director Christian Hunter told delegates.

"The scope for TC One is simply immense."

More information is available on Travellers Choice at [www.travelagentschoice.com.au](http://www.travelagentschoice.com.au).



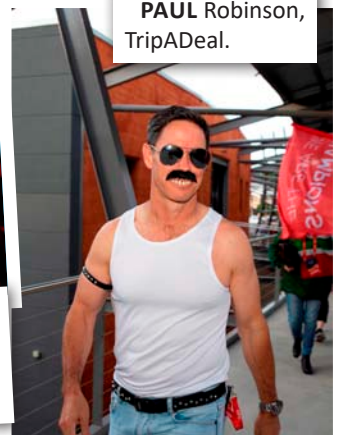
**PANORAMA** Cruise & Travel's Sandy Matiszik, Robert Cameron, Caroline Sage and Greg Tucker.



**BEST** Dressed winners Jenna Paproth and Caitlan Lambert from B & P Travel & Cruise received a case of Penfolds wine courtesy of Air Tickets.



**MATT** Cameron-Smith, AAT Kings; Maria Slater, Maria Slater Travel; Michelle Shea; City Beach Travel & Cruise and Lisa Manera, Finnair.

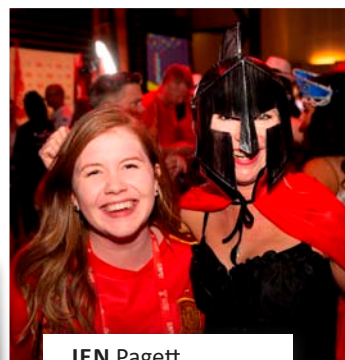


**PAUL** Robinson, TripADeal.

**BELINDA** Di Guglielmo, St George Travel; Amelya Grey, Crystal Cruises; Elise Fuller, Moss Vale Cruise & Travel; Lynn Bradley, Compass Travel & Cruising; and Michele Goulder, Moss Vale Cruise & Travel.



**PAM** Nielsen, Journey Beyond; Jill Carmody, Leongatha Travel and Cruise; and Dannii Falsay, Solo Connections.



**JEN** Pagett, Uniworld Boutique River Cruise Collection and Emily Troube, Jamison Travel.



**MIKE** O'Leary, Endeavour Travel & Cruise.





### SO/Auckland Club

A NEW Club Signature Lounge has opened at SO/Auckland, offering a “luxurious and vibrant space” with VIP services available for guests.

Located on the second floor of the property, Club Signature offers breakfast, afternoon tea, and evening canapes along with all-day refreshments.

**CLICK HERE** to find out more.

### TripAdvisor study

**MORE** than three-quarters of TripAdvisor users said they would be “more likely to book” if a business owner gave a personalised response to a review online, according to a recent survey conducted by Ipsos MORI and TripAdvisor.

Thoughtful, polite and respectful responses to a negative review were also flagged as important.

**TO CELEBRATE** 45 years of selling commercial treks to Nepal, adventure travel company World Expeditions is launching four new treks in the Everest region in 2020.

Departing in Nov, each trek will take a different route through the Sagarmatha National Park to the region’s spiritual centre of Thyangboche, where travellers will then enjoy a three-course dinner attended by Australian mountaineering legend, Tim Macartney-Snape along with a “special mystery guest”.

The four new tours, which are designed to suit all fitness levels, will leave from Kathmandu and

include the 13-day Everest 45th Anniversary Trek, departing on 14 Nov; the 18-day Everest Base Camp & Kala Pattar 45th Anniversary Trek, departing 08 Nov; the 19-day Gokyo Lakes 45th Anniversary Trek; and the 22-day Everest Circuit and the Cho La 45th Anniversary Trek, departing 04 Nov.

For more information about the new treks, **CLICK HERE**.

**Pictured** is the Namche Village in south-eastern Nepal.



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)



Q4. Which Australian cities does KLM fly on the Qantas codeshare service?

- a) SYD, MEL, BNE, and PER
- b) SYD and MEL
- c) SYD, MEL, and BNE

### Swiss-Belhotel exp

**HONG** Kong-based hotel group Swiss-Belhotel International has unveiled plans to triple its presence in the Middle East and Africa over the next three years.

The group will open six new hotels and resorts in Oman, Saudi Arabia, Kuwait and Bahrain in 2020, with Swiss-Belhotel also set to establish itself in sub-Saharan Africa for the first time, with the opening of the Swiss-Belresort Zanzibar, Tanzania, in 2021.

In 2022, the hotel group expects to open properties in Jazan, Saudi Arabia, and Alexandria, Egypt.

### Vic Falls refurb

**ZIMBABWE’S** historic The Victoria Falls Hotel, located in Victoria Falls in the country’s west, has announced it will undergo a major refurbishment from Jan 2020.

The work will be carried out in low-season periods between Jan - May 2020, and again in Jan 2021 - May 2021 removing any need to close the hotel to guests.

The update will focus on most of the public areas, with a range of upgrades to all bedrooms and suites also planned.

The 25 new Premium bedrooms will average 43m<sup>2</sup>, while the 11 suites will average 72m<sup>2</sup>.

The 42 existing Stables Signature Wing bedrooms and two suites will remain unchanged.

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## Croatia and the Adriatic - 13 Days - Trogir to Dubrovnik

[Download the flyer](#)



**2020 Dates:** 10 & 24 May, 12 Jun, 23 Aug, 6 & 20 Sep 2020

Journey along the azure coastline of Croatia's Dalmatia before exploring the history of Bosnia-Herzegovina. Escape to the 'lavender island' of Hvar, sip wine in Jelsa and discover the lovingly rebuilt city of Mostar and historic Sarajevo. Cruise the waters of the Adriatic, dine on oysters in Mali Ston, take the cable car up to Mount Srd and soak up the panoramic views of Dubrovnik. [Find out more >](#)

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\*Based on two people booked in a twin or double room, with tour price paid in full. Based on AUD tour price.





## Working in partnership with the Australian Travel Industry

### VIP Corporate Travel Consultant

Mascot, \$70k + Super, Ref: 4129PE1

Do you want to work for a corporate travel management company that seeks to provide genuine best-of-class personal service? My clients are seeking an experienced VIP corporate travel Specialist to join their team. You will be awarded with a portfolio of accounts. Not only will you have the time to build rapport & nurture your clients, but you will enjoy being part of this energetic, passionate & caring team. You will also be valued & respected as well as being rewarded for your work.

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

### Home Based Retail Travel Agent

SYD, Commission Only, Ref: 1243RL1

This is a fantastic role with excellent scope for the right applicants who are looking for an opportunity essentially to run their own travel desk. A commissions only role which is a proven success for the growing team is on offer. With a wide access to systems with dynamic and competitive pricing this will ensure your commissions are maximised to its full potential. Head Office located in SYD and interstate applications are welcomed. MUST have a live, active and successful database.

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.

### 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.

### Inbound French Speaking Travel Consultants

SYD, Competitive Base + Super, Ref: 1980RL4

A great opportunity presents itself and we are looking for a native speaking French who has a fun and bubbly personality, mixed in with a strong passion to join the travel industry to apply within! Full extensive training will be offered for the successful applicants in this full time role. A competitive salary plus bonuses are on offer as well as a great career progression. Extensive experience within customer service is a MUST as well as full unrestricted working rights within Australia.

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

### Manager - Corporate Travel

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.

### BDM - Niche Travel

BNE, Competitive Salary Package, Ref: 6043AW2

My client is a Niche Travel Specialist looking for a BDM to drive agent enquiry. If you have worked with key account relationships, are a confident & articulate communicator & comfortable in Networking to create new leads - then this Niche Travel BDM role is for you! This is a diverse role, where you will win new business, provide training & host famils! If you have travelled to, or have previous sales experience of the region of Japan and ready for a new challenge for 2020 - APPLY NOW!

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

### Travel Recruitment Consultant

Sydney, Uncapped \$\$, Ref: 5436SJ3

Join one of Australia's leading travel recruitment companies & by utilising your strong travel industry experience & superb sales skills enjoy earning a fantastic salary package with a realistic OTE of \$82k but many earning over \$100k. No two days are the same in this diverse role. You will need to be a people person, confident communicator & self-motivated. CBD offices with Mon-Fri working hours & a fantastic team environment with the autonomy to run your own desk with great rewards.

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

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Ireland is more than just a destination. It's a feeling. Help your clients discover the warmth and wonder of this epic land. With so much on offer in 2020, there's never been a better time to visit.

## Galway 2020 European Capital of Culture

Beginning with a week-long festival of fire, culminating in a spectacular Opening Ceremony on February 8th, kicking off a year of theatre, literature, visual arts, music, dance, film, architecture, heritage, sport and food events.

## Taste the Island

From September to November, we're throwing open the doors to a food and drink celebration throughout the island of Ireland! Taste the Island will showcase the very best of Ireland's food and drink culture. That means everything from restaurants and local craft food and drink producers to festivals and food trails and everything in between!

For more information on Ireland  
visit [trade.ireland.com](http://trade.ireland.com)

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