



Campioni di Silversea

It is with great excitement that Silversea Cruises officially announces the launch of its new travel agent appreciation program – Campioni di Silversea.

This program is designed to annually reward our top 20 agencies for the most bookings made in each calendar year. The top 20 agencies will select one lucky staff member to represent them at a luxury weekend event held at a special location. The top 5 agencies will also earn a suite on a 4-night cruise in Australia aboard the flagship *Silver Muse*.

Every Silversea booking made in the 2019 calendar year goes towards ranking your agency in the top 20.

To find out your current ranking for this year please contact your dedicated BDM.



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Silversea thankyou

SILVERSEA is thanking travel agents while promoting its new agent appreciation program, Campioni di Silversea.

This program rewards the cruise line's top 20 agencies for the most bookings made in each calendar year.

One staff member will be selected from the 20 agencies to represent them at a special weekend event held at a unique location, with the top-five agencies also earning a suite on a four-night cruise aboard flagship *Silver Muse* - see the [cover page](#).

Today's issue of TD

Travel Daily today has eight pages of news, a front cover wrap for **Silversea Cruises**, photo pages for **Atout France & Rail Europe**, plus full pages from:

- TMS Talent
- United Airlines
- MSC Cruises

Virgin set for Haneda flts

VIRGIN Australia looks set to operate its first services to Japan, with the International Air Services Commission (IASC) releasing a Draft Determination allocating one of the two new daily slots available at Tokyo's Haneda Airport to the carrier.

The commission found that allowing Virgin Australia to enter the market for air services between Australia & Japan would "likely lead to improved services & airfare competition, providing greater benefit to the public".

The remaining slot will go to Qantas, which applied for both frequencies under a plan to use one to replace its current Melbourne to Tokyo-Narita service with a Melbourne to Haneda flight and the other as a daily Sydney-Haneda return service, providing an alternative timing for its current evening flight.

The commission has also specified Virgin's allocation may

be used for codeshare services on the Japan route with All Nippon Airways, subject to conditions.

The commission said this allocation was "most likely to foster an environment in which Australian carriers can effectively compete with each other & with foreign carriers on the Australia-Japan route".

Both airlines said in their applications that the allocation would be fully utilised by 29 Mar.

The frequencies became available following a revision to the Australia-Japan air services arrangements ahead of the 2020 Tokyo Olympic Games, allowing for two new daily return flights for Australian airlines and two for Japanese airlines between Australia and Haneda.

QF has not yet said publicly what it would do if it is only allocated one frequency.

Submissions on the draft determination close 24 Oct.

It's MSC's shout!

MSC Cruises is offering a free drinks package on sailings from Jan 2020 to Apr 2021 for Inside, Oceanview or Balcony cabins.

Guest can also upgrade to a premium drinks package for \$15 per night - for full details, head to the [back page](#).

WSW giveaway

AS PROUD partners of the Western Sydney Wanderers (WSW), Thai Airways is giving away a VIP double pass to the Thai First Class Lounge for the home game against Sydney FC on Sat.

To win, tell us the name of the Western Sydney Wanderers Academy player who scored against Melbourne Victory last week, and in 25 words or less, why you are a Wanderers fan.

A correct answer and creative response to the respective questions will win.

E-mail your answers to thaicomp@traveldaily.com.au.



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TA 5th in ACT open

TRAVEL Associates (TA) has opened its fifth store in the ACT, Jamison Plaza Travel Associates, with the brand now operating 95 businesses owned by Flight Centre Travel Group and an additional 22 businesses operated by five franchise owners.

The Jamison team consists of seven advisors and will be led by Thea Bainbridge.

“With a terrific ACT-wide base of loyal and repeat clients, business is extremely strong for us,” said Kieran Roberts, franchise owner of Gungahlin Travel Associates and driving force behind Jamison Plaza Travel Associates.

“When I found the perfect location in Jamison, I had no choice but to open my second store in Canberra.”

DFAT Chile update

THE Chilean Government has declared a state of emergency for the capital region of Chile & areas of Valparaiso, Concepción, La Serena, Coquimbo and Rancagua, following ongoing unrest and violent protests after an increase in public transport costs.

DFAT has advised travellers in Santiago, Valparaiso, Chacabuco, Concepcion, Coquimbo, La Serena, Puente Alto, Rancagua & San Bernardo to exercise a high degree of caution, to avoid protests, follow instructions from local authorities and obey any curfews that are in place.

The death toll sits at seven.

Regional dispersal is low

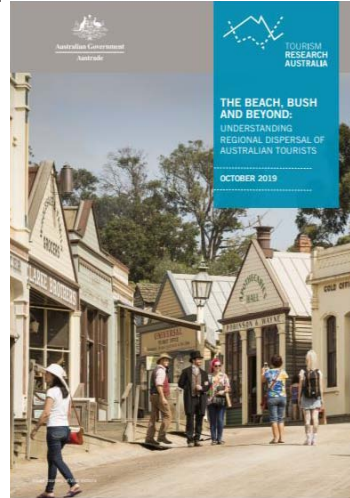
REGIONAL dispersal is shallow for all international and domestic visitors to Australia, with Asian markets less likely to head into regional destinations, a new report from Tourism Research Australia has revealed.

The report, *The Beach, Bush and Beyond: Understanding Regional Dispersal of Australian Tourists* delves into travel behaviour, patterns, trends and sentiment in an effort to better understand motivations for, and barriers to, regional dispersal.

Friends and relatives were found to be a key motivator, with domestic travellers often going to great lengths to reconnect with friends and relatives around the country, while international travellers said their main reason for travelling to regional Australia was a chance to spend quality time with friends and relatives.

A desire for nature-based experiences was identified as having the potential to be a key driver of regional visitation, with nature-based offerings found to be the second top reason for regional visitation, followed by bucket-list holidays.

One-in-10 domestic and international travellers who had not visited regional Australia in the past two years said they had not done so simply because they prefer to visit capital cities, calling out the shopping and dining experiences available as key motivators, as well as the ease of



getting there.

Not knowing enough about regional Australia was also identified as a top barrier for international travellers.

The report called out three recommendations for encouraging regional travel, with the first to focus on showing visitors the extensive range of activities, accom, attractions, dining options, and unique experiences of regional Australia.

It also advised demystifying the time and distance of regional destinations and helping travellers “put the pieces of the journey together” during their decision-making process by developing tailored itineraries for different traveller types.

For more, [CLICK HERE](#).

Lonely Planet's best

IT'S the home of Wolfgang Amadeus Mozart, the von Trapp family and its titular festival, and now, Salzburg (pictured) is Lonely Planet's best city to visit in 2020.

Coming in second was Washington DC, followed by Egypt's Cairo, Galway, Ireland and Bonn, Germany.



Breakfast in the sky...
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Delta leases aircraft

DELTA Air Lines has signed long-term lease agreements with Air Lease Corporation for two Airbus A330-900neos.

The first aircraft is scheduled to be delivered to Delta in the northern autumn 2020, and the second in early 2021.

“These two incremental aircraft represent an opportunistic play to fulfil our near-term widebody aircraft needs for our customers and employees as older generation aircraft are retired and to support measured growth in 2021,” said Delta Senior Vice President Fleet and Technical Procurement Greg May.

“We’re also pleased that the engines on these aircraft will be maintained by Delta TechOps professionals through our partnership with Rolls-Royce.”



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SAA Biz class deal

SOUTH African Airways has kicked off a Business class companion deal to Africa, on sale until Mon.

The fare is valid for outbound travel from 01 Nov through to 31 Aug from Melbourne, Sydney, Brisbane and Adelaide, and through to 30 Sep from Perth.

Fares to Johannesburg, Cape Town and Durban with two or more people travelling together on all flights are eligible.

Measles in Samoa

SMARTTRAVELLER has advised there is an outbreak of measles in Samoa.

The level of advice has not changed, but Australians are urged to make sure vaccinations are up-to-date before visiting.

UK agent jailed

CHETAN Pal Panesar, a UK travel agent who ran E-tickets Worldwide Limited and tricked people out of £32,000 for flights he did not book has been jailed for 21 months.

New tech for ATAC



THE Australian Travel Agents Co-operative (ATAC) debuted a new technology platform at its annual conference this past weekend, following extensive consultation with members.

Dubbed ATAC360, the platform combines a new website and intranet, providing a centralised one-stop-shop for members.

Speaking with *Travel Daily*, ATAC's General Manager Michelle Emerton said the new website

would help prospective members with all the information needed to join the rapidly growing co-op as well as provide current members with a, "one-stop-shop from booking live inventory of preferred partners to listing contacts, commission levels, incentives and a marketing platform with access to deals and promotions".

Emerton said members would also be able to access more business administrative tools "including employment contracts, job descriptions, awards information and other tools needed to manage their business.

"Prospective members to the co-op will gain immediate access to the full suite on the intranet without incurring any costs," Emerton said.

Version one of ATAC360 goes live this week with intentions to develop the platform in accordance with member requirements.

ATAC's General Manager Michelle Emerton is **pictured** right with members of ATAC.



Window Seat

MANCHESTER United's home field Old Trafford may no longer be much of a "Theatre of Dreams", but Marriott Hotels is hoping to relive the team's former glory with its Seat of Dreams.

Awarded to fans at random through a complimentary upgrade to their existing ticket, the seat will host four fans at each game, giving them not only a prime view, but also free food and drinks, early entry to the stadium, and the opportunity to meet Manchester United legends.

The new initiative falls in line with Marriott Hotels recently becoming the team's official hotel partner (*TD* 21 Feb).

With the team's mounting losses, let's hope the Seat of Dreams doesn't soon turn into a nightmare.



NZICC catches fire

A FIRE has erupted at the New Zealand International Convention Centre (NZICC), currently under construction at SkyCity Auckland.

It is the second to occur at the construction site this year, after a fire broke out in the basement in Mar, injuring one.

The first event is currently scheduled to take place at NZICC in Oct 2020.



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After an exciting year of record growth, Sun Island Tours, the experts in Mediterranean tours, cruises and holiday packages is looking at expanding its team of specialists.

The ideal candidate will have at least 12 months experience in retail or wholesale travel, with knowledge of the Mediterranean region.

Past travel is not essential as there will be opportunities to experience the Mediterranean on educational trips.

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Sesame Place park

SEAWORLD Entertainment and Sesame Workshop have named San Diego as the home of the second Sesame Place theme park (**TD** 19 May 2017), opening in the northern spring 2021.

Located on the current site of Aquatica San Diego, Sesame Place San Diego will feature family rides, water slides, live character shows, parades and interactive experiences, all with the *Sesame Street* theme.

In step with the Philadelphia location, the park will open as a Certified Autism Center, meaning it will have a sensory guide, designated quiet space, and its staff will have autism sensitivity and awareness training.

SeaWorld has been Sesame Workshop's exclusive theme park partner in the United States for almost 40 years, with *Sesame Street*-themed parks and attractions available in Orlando and San Antonio.

Airlines' perf slows

AUSTRALIAN domestic airlines' on-time performance again executed below the long-term average for all routes in Sep.

Airlines averaged 76.2% for on-time arrivals, down from 82.1% in Sep 2018, while 78.4% of flights departed on time, compared to 82.7% in Sep 2018.

Qantas had the highest level of on-time arrivals (75.1%), ahead of Virgin Australia (74.6%), Jetstar (72.1%) and Tigerair Australia (63%).

QF also topped the list for on-time departures (78.3%), followed by Virgin (78%), Jetstar (71.1%) and Tigerair (66.3%).

QantasLink recorded the best on-time statistics of the regional airlines for arrivals (82.3%) while Regional Express took out the crown for departures (84.2%).

Compared to Aug, on-time arrival rates were down 0.2%, while departures were up 0.3% (**TD** 20 Sep).



PRINCESS Cruises last week hosted a group of key Australian and New Zealand travel agents on board its newest ship, *Sky Princess*, where they were treated to a four-night shakedown cruise sailing from Trieste to Athens via Kotor, Montenegro.

The group was the first to experience the new onboard show, *Rock Opera*, as well as the chance to dine at specialty restaurants Sabatini's Italian and The Crown Grill.

The ship is first of the cruise line's vessels to be designed from the ground up as a Princess

MedallionClass ship, and agents also had the chance to personally test the new wearable device for the duration of their cruise.

Sky Princess is set to kick off her inaugural season in Europe on 20 Oct, sailing from Athens to Barcelona on a seven-day Mediterranean and Adriatic maiden voyage.

The ship will sail a series of Mediterranean voyages before debuting in North America on 01 Dec, for a season of Caribbean cruises from Ft. Lauderdale.

Pictured: The group of lucky agents onboard *Sky Princess*.

Qantas Premium Companion Sale

Book two seats and save on First, Business and Premium Economy.*

Sale ends 28 October.

[Find out more](#)



*Unless sold out prior. Selected routes, travel days, dates and conditions apply.

QANTAS
Spirit of Australia



TWA celebrates MEL to KNX



TOURISM Western Australia (TWA) celebrated the launch of Alliance Airlines' new Melbourne-Kununurra direct flight service with the industry last Wed.

Dubbed The Kimberley Express, more than 60 guests turned out for the event at Melbourne restaurant Charcoal Lane, where they were served a taste of the Kimberley, sampling native bush foods.

The group was also treated to performances from Aboriginal dancer, Kimberley's own Sermsah Bin Saad, and Kav Temperley from Eskimo Joe, who hails from

slightly farther down the coast in Fremantle.

The night also saw Four Corners Travel Armidale's Rachel Stent strike it lucky, winning an "Ultimate Kimberley Experience", including return direct flights from MEL to KNX for two and a collection of accommodation and tourism experiences.

Pictured are Alex Ananian-Cooper, Alliance; Emma Fehon and Jodie Cripps, Kimberley Experiences; Melissa Forbes, Tourism Western Australia; and Narelle Brook, East Kimberley Marketing Group.

MARKETING COORDINATOR

Macquarie Park, Sydney

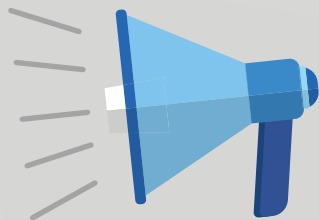
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Air NZ Sep stats

AIR New Zealand carried a total of 1,694,000 passengers in Sep, a 2% rise on the same period last year, the airline's latest traffic statistics show.

The carrier also saw a 4.7% increase in revenue passenger kilometres in Sep, higher than the 4.4% recorded for the financial year-to-date.

Avani new hotel

AVANI Hotels & Resorts is continuing its expansion in Vietnam with a new beachfront resort in Nha Trang.

Set to be open by mid-2020, the newly built Avani Doc Let Resort is the third new property announcement made by the company this year, and will offer 273 rooms and villas.

Hotelbeds APAC

HOTELBEDS has yesterday revealed almost 90% of its Asia Pacific customers are high-value sources of bookings, including retail travel agents, tour operators, airlines, and points redemption schemes.

At its MarketHub Asia event in Bali, the company also confirmed the Asia Pacific region is the fastest growing for Hotelbeds and contributes around 20% of its global sales, with Australia, China, Thailand, India, and Japan all listed in the top 20 sales markets.

Overall, Hotelbeds connects over 12,500 business-to-business travel buyers in wholesale and retail distribution channels in Asia-Pacific.

The company has a network of over 180,000 hotel partners around the world.

AFTA UPDATE

from Jayson Westbury



I HAD the opportunity to speak with the members of the ATAC group at the W hotel in Brisbane over the weekend

during their Future Focus Conference and it is exciting to get a feel of the growth and success for both the group and the members themselves.

Congratulations to all involved in executing yet another excellent travel conference for the benefit of all involved and no doubt the planning for the year ahead will pay off.

As would be expected, the challenges that the industry faces off the back of the Tempo/Bentours collapse were felt within the ATAC group also.

I believe however that the conversation is moving more to ways and concepts as to how to prepare travel agents for when this problem happens again and sadly it will, rather than a dwelling on times past.

AFTA is looking towards a future state for how to best frame protections that works for all agency sizes from small to large, corporate or leisure, and will continue to engage across the industry as this quest begins.

I do note that many ATAS-accredited agencies will get the benefit of being a part of the ACS scheme as the matter starts to

settle and claims commence.

In last week's *Travel Daily* column, I mentioned the Rugby World Cup taking place in Japan and gave reference to the devastating and tragic typhoon that hit the country.

On the matter of the rugby, I feel perhaps without Australia in the race, I should cease my future coverage.

A disappointing result for the Wallabies, but an excellent effort on many of the pool games nevertheless.

On the matter of the typhoon, Japan is clearly mourning great loss at a time when in fact the country should be looking to a new era with the ascension of Emperor Naruhito, the Crown Prince and son of Emperor Akihito who sought legal permission to step down as Emperor, thereby abdicating the throne.

A historic event in Japanese history as this is the first monarch to do this in more than 200 years.

Emperor Naruhito becomes the 126th Emperor of Japan, which given the prior comment demonstrates how deep in history Japan actually is.

For the travel industry I note that Smartraveller advisory for Japan remains at the normal low level and from the various available reports, things appear to be back to normal as best as they can be in the wake of the typhoon.

Atout France's Royal Night at Sofitel on Collins

A GROUP of 150 travel agents enjoyed a screening of the French comedy movie *C'est la Vie* at Sofitel Melbourne on Collins, on 14 Oct, sponsored by Rail Europe, Atout France, Etihad Airways and Loire Valley Tourism.

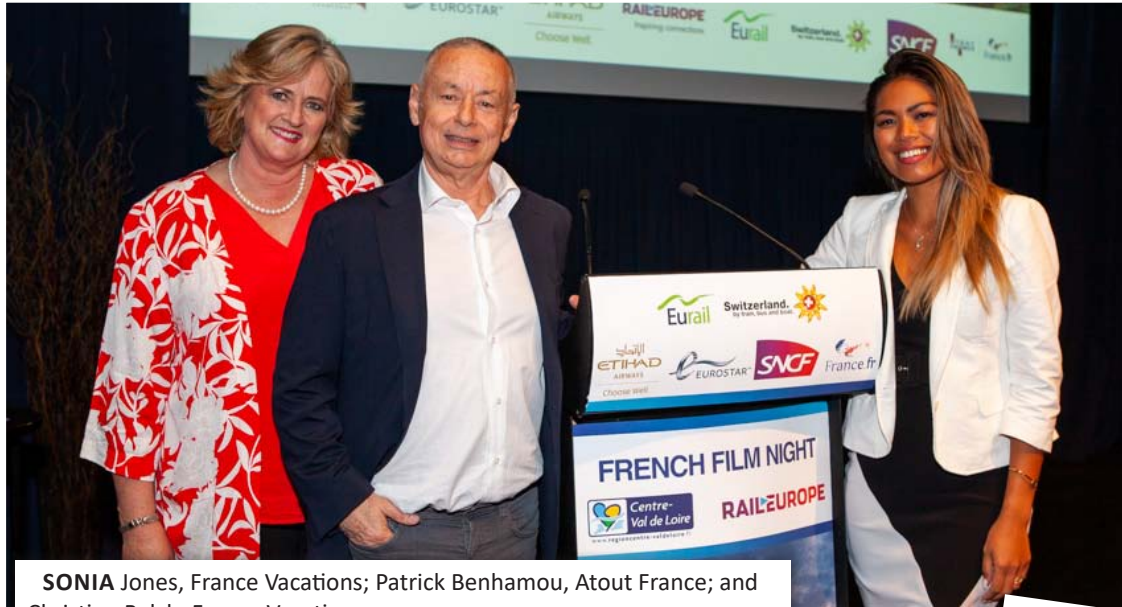
Guests were welcomed like royals by His Excellency Christophe Penot, Ambassador of France to Australia, and Marie-Estelle Baudoin, Director from Loire Valley Tourism who declared Australian tourists represent a big opportunity for her French destination.

Part of the UNESCO World Heritage Site in the Loire Valley, Chateau de Chaumont, Chateau Chenonceau and Chateau Royal d'Amboise are all "must-see" attractions for tourists, Baudoin said, highlighting the region is less than two hours from Paris by train.

The event also highlighted Chateau du Clos Lucé, which honours Leonardo da Vinci 500 years after his death.



SARAH Elfassy, Atout France; and Laura Panaccione; Esprit de France.



SONIA Jones, France Vacations; Patrick Benhamou, Atout France; and Christine Balch, France Vacations.



CLAIRE Kaletka-Neil, Atout France; Richard Leonard, Rail Europe; and Sophie Almin, Atout France.



DELICIOUS canelés were a hit among guests.



ALAN Glover from Etihad Airways.



GUESTS settle in for the screening at Sofitel Melb.



BENOIT Stecken, Chateau Chenonceau; Agnes Berthet, Chateau Royal d'Amboise; Joel Crotté, Loire Valley Tourism; Christophe Mouton, Loire Valley Tourism; Florent Dubreuil, Clos Lucé; and Marie-Estelle Baudoin, Loire Valley Tourism.

Rail Europe & partners treat agents to French Movie Night

AGENTS who attended the elegant French movie night last Mon heard first hand from Rail Europe's Regional Sales Manager James Hooper on the increasing popularity of train travel among Australian travellers, with year-to-date sales at 10% higher than 2018.

Thanking the agents' ongoing support and efforts, James also reiterated that there is a customer care team available to them around the clock.

Eurostar's Paul Brindley then revealed Rail Europe is the company's number one distributor, but also revealed the potential for a return Amsterdam-London journey by Dec 2019.

Etihad Airways' Alan Glover reminded agents of the airline's services and routes with complimentary lay-over stays in Abu Dhabi.

The night also saw one lucky agent, Ben Guinane from APTI, win a holiday for two to the Loire Valley courtesy of Rail Europe, Etihad Airways and Centre Val de Loire.



ALAN Glover, Etihad, Patrick Benhamou, Atout France, Rich Leonard, Rail Europe and Paul Brindley, Eurostar.



AGENTS cheers to the fabulous pre-movie French tasting menu.



AGENTS looking for the winning ticket in their goodie bag.



BEN Guinane from APTI won a holiday for two to the Loire Valley courtesy of Rail Europe, Etihad Airways and Centre Val de Loire.



NOTHING says France more than champagne!



AGENTS with Esther Grob, Switzerland Tourism and Senko Rastocic, CFO Rail Europe.



THE smiles from Complete Travel Services.



SeaLink Rottneest

FROM 14 Nov, SeaLink WA is set to introduce another ferry to Rottneest Island, offering a new daily departure from Barrack Street Jetty at Elizabeth Quay.

The service will be carried out by the *Quokka II*, a 31.7m-long modern catamaran ferry that can carry up to 300 people & features open-air and all-weather lounges.

During peak periods, the *Quokka II* will provide additional services between Fremantle to Rottneest Island.

Chiva-Som Qatar

CHIVA-SOM International Health Resort will open its largest wellness destination in Q2 2020, Zulal Wellness Resort in Khasooma, Qatar.

Spanning 280,000m², the estate will feature a Family Wellness Resort with 120 guestrooms and suites which will welcome guests of all ages.

An adjacent Wellness Resort with 60 suites and villas will cater for individuals, couples & groups of adult wellness travellers.

MORE than 280 Accor team members from across Australia and NZ gathered on the Gold Coast last week to participate in the "Race to Survive" challenge. The four-day bi-annual adventure challenge is the hospitality group's flagship charity event, which to date has raised \$530,000 for the Accor Community Fund.

The funds go towards Accor's community partners, Kokoda Youth Foundation, Garvan Institute of Medical Research, Lifeline, the Australian Childhood Foundation and AIME Mentoring.

This year's challenge set off from the Gold Coast Hinterland and concluded at Surfers Paradise Beach, after participants pushed themselves to complete a range of activities, including a 28km Kokoda trail hike and a 9km 50-obstacle course in the

Numinbah Valley.

"Earlier this year we set a goal to raise one million dollars...and, through fundraising events, we aim to raise this by the end of 2019," said Simon McGrath, CEO Accor Pacific.

Pictured: The Accor team celebrate their achievement.

WIN A *croatian cruise*

This month Sun Island Tours and *Travel Daily* are giving agents the chance to win a seven-night Deluxe Superior Croatian Cruise for two people, valued at up to \$6,713.

To win, simply tell us which fabulous Sun Island Tours destination is shown in each of our holiday snaps every day during October and have the most creative answer to the final question.

Send your answers to sunislandtours@traveldaily.com.au



Hint: This forest reserve in central Croatia is famous for a chain of 16 terraced lakes, joined by waterfalls, that extend into a limestone canyon.

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MONEY

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

AU\$1 = US0.683

THE AUD-USD dollar has reached a new one-month high due to improvements in the US sharemarket, with the S&P 500 up 0.7% and the Nasdaq up 0.9%, but it has still failed to crack the key three-month high.

Meanwhile, AUD-JPY has climbed to the best level since 01 Aug - testament to increased market optimism since reports of a US-China trade deal earlier this month.

Wholesale rates this morning.

US	\$0.683
UK	£0.529
NZ	\$1.065
Euro	€0.612
Japan	¥74.13
Thailand	฿20.60
China	¥4.701
South Africa	10.05
Canada	\$0.893
Crude oil	US\$53.78

Aman Kyoto plan

AMAN will open its third destination in Japan, the Aman Kyoto, on 01 Nov.

The property is set in a "secret garden" surrounded by 29ha of forest on the outskirts of Kyoto city and close to 17 World Heritage sites.

The resort features a Japanese restaurant and four pavilions that house 24 guest rooms with floor-to-ceiling windows & Japanese bathtubs, plus two pavilions with a pair of two-bedroom villas.

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SEARCH JOBS

TMS
TALENT

NATIONAL HOTEL ACQUISITION MANAGER

Sydney - to \$150K + commission

Newly created role to head up the national sales strategy for this global hotel giant! With recent acquisitions and investment they are ready to take the company to the next level in Australia and cement their legacy in the hotel market. Your job will be to bring hotels into this global group.

Contact Ed

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BUSINESS DEVELOPMENT MANAGER

Brisbane - \$68K - \$70K + super

This role will see you presenting unique destinations to the retail travel space – targeting new business as well as growing an existing portfolio of clients. This adventure travel company specialise in travel to “bucket list” destinations around the globe and are currently experiencing significant growth!

Contact Susan

[VIEW JOB](#)

AIR PRODUCT MANAGER

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

An incredible opportunity to join a forward thinking innovative organisation! Specialist in travel for the millennial market - think music festivals and events. The successful individual will be responsible for overseeing a travel tech start-up platform inclusive of pricing, air margins, supplier relationships and ticketing.

Contact Giulia

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SALES TEAM LEADER

Brisbane - \$80K + super + commission

This global travel company is expanding in Brisbane and looking for the next member of their management team. With multiple offices around the world they are in a strong position to grow and the opportunities for progression are endless. You will be leading from the front.

Contact Ed

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EVENT SALES MANAGER

Sydney - \$65K - \$70K + super + bonus

Manage the wedding sales of a luxury venue in one of Sydney's most sought after locations! You will be the face of one of Sydney's most high profile venues, managing the wedding sales and looking after a team of two event co-ordinators. This is one of Sydney's most iconic and beautiful venues, set in a stunning location.

Contact Chloe

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EVENT COORDINATOR

Sydney - \$55K + super

Join a luxury wedding venue in the Northern Beaches as the Wedding Events Coordinator & help support the Event Sales Manager, ensuring there is a clear direction of the event. This client also has a number of venues located across Sydney who work in partnership to ensure all clients experience high end quality service.

Contact Natasha

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TRAVEL CONSULTANT

Melbourne - \$50K + super

Become part of an amazing team as a Leisure Travel Consultant! Book mid to high end luxury destinations including ocean and river cruising. Working for a well-renowned travel agency, that are recognised for their research and understanding of the ingredients that create a great travel experience for all.

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