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CLICK HERE FOR MORE INFORMATION OR CALL **1300 255 200**

*Offers correct as of 17 October 2019 and are subject to change or withdrawal. Offer ends 30 October 2019 unless extended. For full terms and conditions click here.





MTA Advisor Jodie Dalton

NCL's Free at Sea

NORWEGIAN Cruise Line is today highlighting its Free at Sea promotion, giving away five free offers & is available until 30 Oct.

The offer includes a beverage package, speciality dining package and more - see the **cover page**.

Tempo insolvent trading

EXCLUSIVE

TEMPO Holidays had been trading while insolvent since 26 Jun 2019, according to preliminary investigations into the company, which collapsed three months later (**TD** 20 Sep).

A new report from Laurence Fitzgerald of accounting firm William Buck, notes a declining cash position because its parent company Cox & Kings India did not help fund a shortfall during a period of "comparatively low receipts from customers".

Prior to that, in Apr and May 2019, a total of almost \$5 million was advanced from Tempo to its overseas parent, but an agreement with Cox & Kings' bankers implemented in Jun placed severe restrictions on how funds could be used - including repayment of this money despite it being required to fund operations in Australia.

Other key cash flow issues at Tempo included the withholding of about \$789,000 in customer payments by American Express.

A prop-up payment of \$3m was

received from Tempo Holidays NZ, but again this was insufficient to keep the business going.

The administrator says that if a formal determination is made that the company was insolvent from 26 Jun "we estimate a potential claim of insolvent trading against the directors".

The report also notes that three unnamed creditors may have received preferential payments totalling about \$171,000 in the lead-up to the collapse.

Overall, unsecured creditors are owed about \$38.5 million, while staff entitlements amount to \$1.16 million plus several outstanding expense/travel claims and reimbursements.

The firm's revenue was split roughly 66% to Bentours and 33% to Tempo Holidays, & sales were up about 14% over the last year.

MEANWHILE the administrator's report also confirms that attempts to sell the business are ongoing, with a total of 21 parties expressing interest, 17 of whom were provided access to further information.

Three non-binding indicative offers were received and assessed, and a preferred bidder was identified a week ago, on 16 Oct, who is currently undertaking further due diligence on an exclusive basis.

Another meeting of creditors is scheduled for 3pm on 28 Oct at the InterContinental Melbourne.

Earlybird Albatross

ALBATROSS Tours is advising agents have until 31 Oct to take advantage of its earlybird deal, which is offering travellers \$300 per person worth of savings.

For more information, head to **page eight**.

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Today's issue of TD

Travel Daily today has seven pages of news, a front cover page for **NCL**, a photo page for **Destination Canada**, plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

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Serko trade pause

SERKO has paused trading pending a further announcement from the company.

Serko's new expense management tool Zeno went live with NDC direct booking through the Qantas Distribution Platform on Mon (TD 21 Oct).

Airport report slammed

AIRLINE bodies have slammed the Productivity Commission's Final Report of its Inquiry into the Economic Regulation of Airports and urged the government not to adopt its recommendations.

The report was sent to the government on 21 Jun and made public yesterday, and says that the monitored airports - Sydney, Melbourne, Brisbane and Perth - "have significant market power in aeronautical services, but they have not systematically exercised their market power to the detriment of the community."

"There is no justification for significant change to the current form of regulation of aeronautical services at any of these airports at this time," it says.

The final report also stated that an airport-specific negotiate-arbitrate would be detrimental & found that although prices are likely high for jet fuel, "there is no role for new access regulation".

Airlines for Australia and NZ

(A4ANZ) Chair Graeme Samuel said "We note the Final Report is largely unchanged from the draft, despite the raft of submissions & credible evidence the Productivity Commission received in favour of modest, sensible reform."

"There is a pragmatic, light-handed solution on the table: independent commercial arbitration to resolve disputes."

Meanwhile, the Board of Airline Representatives of Australia (BARA) said the report "continues to downplay the genuine and legitimate concerns international airlines have over the provision and pricing of airport services."

"International airlines ask the Australian Government to take the known problems in airport services seriously; and that commercial arbitration, rather than revamped monitoring, fits with delivering value for money in airport services and supporting efficient aircraft operations," BARA said in a statement.

To download the final report, [CLICK HERE](#).

Viva Winter release

VIVA Holidays has produced its first dedicated Canadian Winter Wonderland brochure.

The 2019/20 publication features activities and packages that include snowmobiling, dogsledding, snowshowing, ice walking and sleigh rides.

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New Edition for West Hollywood

MARRIOTT International has announced the 12 Nov 2019 opening of the new West Hollywood Edition Hotel, located at 9040 Sunset Boulevard.

The property claims to bring the "first true luxury hotel experience to the Sunset Strip," and will offer 20 one-of-a-kind residences alongside its 140 guest rooms and 50 suites.

BridgeClimb & dine

BRIDGECLIMB Sydney has partnered with Sydney Cove area restaurants Bennelong and Quay.

Starting from \$500, packages invites couples and groups to book a climb and then enjoy either a three-course meal at Bennelong at Bennelong Point or a six- or 10-course menu at Quay in The Rocks.

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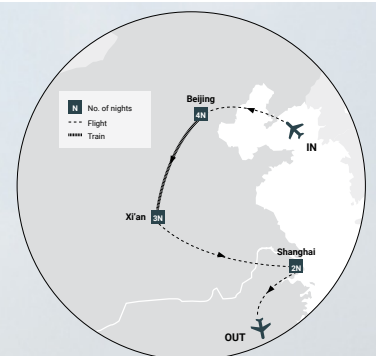
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Discover Spain's central region in the October issue of *travelBulletin*.

CLICK to read *travelBulletin*

AW seals Hurtigruten pact

ADVENTURE World Travel has announced a new partnership with Hurtigruten Cruises, as the latest step in the wholesaler's plan to help fill the void left by the collapse of Tempo Holidays and Bentours (**TD** 09 Oct).

The new agreement will see the Travel Corporation subsidiary incorporate Hurtigruten expeditions into its customised itineraries, as part of a burgeoning range across the Nordics and Scandinavia.

Under the pact, Adventure World agents will have full access to Hurtigruten's booking system, with real-time availability and pricing, and a range of exclusive offers for Australia and NZ.

Hurtigruten product on offer will include the cruise line's Original Coastal Voyage and the new Expedition Norway cruise offering (**TD** 03 Sep).

Core land-based excursions offered by Hurtigruten will also

be part of the range.

Hurtigruten Asia-Pacific MD, Damian Perry, said he believed the partnership would benefit the trade enormously.

He said Adventure World MD Neil Rodgers and his team were "like minded, have a genuine commitment to sustainability and remain customer and trade partner focused like no other".

Rodgers said Hurtigruten was an exceptionally well-aligned strategic partner which would allow Adventure World to launch into new destinations "with a complementary unique and diverse product offering".

Disneyland deal

DISNEYLAND Resort in California is offering a "four days for the price of three" ticket offer for Australian and NZ residents.

Valid until 31 Mar for travel until the end of 2020 - click **HERE**.

A&K Europe out

ABERCROMBIE & Kent has released its latest European portfolio, which includes a range of private journeys to more than 30 countries.

New for the collection is Azerbaijan, Georgia and Armenia; a Holland, Belgium and Luxembourg combination; the Ancient Wonders of Turkey & Greece tour; Southern England; Connoisseur's Prague, Saxony & Berlin; and a Nordic Adventure.

For info, call 1300 590 317.

Intrepid festivals

INTREPID Travel has launched its 2020 collection of festival packages, offering travellers four new tours.

Options include the Russian Permafrost Railway & Ysyakh Festival; the Papua New Guinea Firedance Festival; the Classic Rajasthan Holi Festival; and the Louisiana Mardi Gras tour.

CLICK HERE for more info.



Window Seat

LOOKING for the ultimate Christmas experience, but can't afford a trip to Lapland to visit the man in red himself?

The Gaylord National Resort in Maryland, USA, has your US Christmas dreams sorted.

Visitors to the hotel this festive season will have the chance to book a "Christmas Dreams Suite", complete with garland, wreaths, lights and stockings.

The room, which is scented with fir trees, offers guests "lavish decor", along with warm fuzzy socks, seasonally scented bath products, and a snack basket filled with holiday treats.

And if that's not festive enough, guests also have access to the resort's Christmas on the Potomac experience.

"Joy to the World" indeed.

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Air NZ to fly New York non-stop

AIR New Zealand's new direct flights between Auckland and New York (**TD** breaking news) will see the carrier "accelerate its ambitions for North America," according to acting CEO Jeff McDowall.

Announcing the thrice weekly Boeing 787-9 services this morning, McDowall said visitor growth to New Zealand was strongest from North America, and the performance of the new service to Chicago was exceeding expectations.

The new route will utilise aircraft freed up by the cessation of the airline's Los Angeles-London services, which will also see the closure of Air NZ's UK crew base and sales operation.

"New York has been an aspiration for Air New Zealand for some time, and withdrawal from the Atlantic will free up aircraft capacity to make this milestone a reality," McDowall said.

He said the decision to suspend the long-running London service had been difficult, but market dynamics had affected performance in recent years.

"Today Kiwis have more than twice the number of ways to fly to London than a decade ago, and preferences have changed.

"Less than 7% of all airline travellers between Auckland and London chose to fly via Los Angeles last year," he said.

McDowall said it was important to focus on markets with the greatest opportunity for long-term profitable growth.

"Air New Zealand is strongest when operating direct flights to and from our home base, and this reset will put us in the best possible position to take advantage of increasing demand across the Pacific Rim."

Tickets for the New York flights will go on sale shortly, subject to landing slot confirmation.

Love Lorelle support



ENCORE Journeys held its annual Love Lorelle Cocktail Party on 16 Oct, raising funds for Carrie's Beanies 4 Brain Cancer.

Held in memory of Encore Journeys' team member Lorelle Taylor, who passed away from the cancer in Jan 2017, the event was attended by Wendy Taylor, Lorelle's mother, as well as family, friends, suppliers and members of the wider travel industry.

Last week's event raised over \$9,000, bringing the total raised by the initiative to over \$19,000.

Pictured is the Love Lorelle committee: Olivia Weatherley, Nicola Bowman, Kathy Gambell, Deb Wilkinson and Bill Clohesy.

CTM AGM demo

CORPORATE Travel Management (CTM) will hold an investor showcase event for the first time at the completion of its Annual General Meeting (AGM) in Brisbane on 06 Nov, the *Australian Financial Review* has reported.

Select shareholders will be invited to hear more about Corporate Travel Management's focus for the 2020 financial year and beyond, and experience a demonstration of its travel technology developed by the technology team.

CTM's AGM will be held at The Brisbane Marriott Hotel.

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ATIC backs regional

THE Australian Tourism Industry Council (ATIC) has voiced its support for the renewed focus by the Morrison Government on regional tourism.

The move follows yesterday's release of the Tourism Research Australia commissioned study into regional visitor dispersal (**TD** yesterday), which called out that Australian tourism's next long-term visitor economy strategy - Tourism 2030 - will have regional tourism at its centrepiece.

Exec Director Simon Westaway said ATIC had been consistently calling for a sharper focus and deliberative policy to develop greater regional visitor dispersal, beyond day trip travel from capital city gateways, despite consistent record domestic and international visitor figures and "the great appeal of Australia's regions".

Ruby arrives in Syd

PRINCESS Cruises' superliner *Ruby Princess* docked in Sydney this morning, marking the ship's maiden arrival to her homeport.

Michelin Star Chef Curtis Stone, who designed a new six-course fine dining menu which is available onboard restaurant SHARE, welcomed *Ruby Princess*, and triggering a fireworks display as the ship entered the harbour.

Ruby Princess will be activated with MedallionClass in Jan 2020, making her the first "smart-ship" homeported in Australia (**TD** 14 Aug).

Ruby Princess departs this evening for a 10-night cruise to Brisbane, kicking off what will be Princess Cruises' biggest ever Australia & NZ deployment over the 2019-2020 season - a 25% increase on last season.

Ruby Princess joins *Majestic Princess* in sailing out of Sydney.



FLIGHT Centre Travel Group's (FCTG) annual Womenwise event was held yesterday, with the company announcing a goal for 2020 to reach 50% of senior leaders across Australia.

The Brisbane event saw 480 females converge on Howard Smith Wharves to hear that the Womenwise committee plans to achieve the 50% target - which would entail a 7% increase from the current number - through a change in recruitment processes and a slew of internal promotions.

The theme for this year's event was "the inspirational women who support you", with a lineup of speakers including Love Your Sister founder Samuel Johnson, former FCTG executive and Goddess in the Boardroom founder Rachel O'Brien and mining engineer Turia Pitt.

Womenwise founder and FCTG Global Peopleworks Leader Carole Cooper (**pictured**) also

addressed attendees.

"While the agenda is enjoyable, the themes we discuss have big picture significance so we take this event - and our Womenwise movement - very seriously," Cooper said.

The event comes off the back of the success of Womenwise's first-ever leadership course for women; the Womenwise Leadership Summit, held in Aug (**TD** 04 Jul).

Women make up 70% of FCTG's Australian employees.

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.



Sinalei Reef Resort & Spa in Samoa has opened a new beachfront bar, Tuna's Landing. The bar features three hammocks, two chair hammocks, eight all-weather beanbags & a shaded deck. Smoothies, soft drink, coffee, beer and wine, an assortment of snacks, including cake, sandwiches & ice cream, are all on the menu.



Sea Change Villas has added three new beachfront villas to its existing collection of self-contained boutique villas on Rarotonga, Cook Islands, bringing the total number up to 15. The villas each have their own private swimming pools, lagoon views and tropical garden surroundings. A new BBQ facility, private boardwalk with direct beach access, and new activity equipment such as kayaks and bicycles have been added. The resort signage and pathways were also refreshed.



Offering views of the Melbourne skyline and an intimate garden setting that seats up to 40 people, **QT Melbourne** will open its Secret Garden Bar to the public tomorrow. In collaboration with Victorian distillery Four Pillars, the Secret Garden Bar will offer a bespoke drinks menu featuring a collection of Four Pillars gins and a cocktail list, as well as a food menu with dishes such as the "Gin Pig Skewers" with marmalade glaze.

Two ships in Vila

VANUATU'S Port Vila welcomed two large cruise ships for the first time in one day on Tue, with Princess Cruises' *Majestic Princess* and P&O Cruises' *Pacific Aria* both visiting the destination.

The visit was *Majestic Princess'* maiden call to Port Vila.

Both ships brought about 5,000 guests to the city.

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Macquarie Park, Sydney

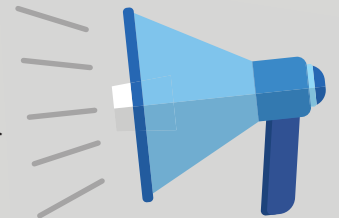
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CSP 2019 Canada Mega Fam

A GROUP of 30 agents has just returned from the Canada autumn adventure of a lifetime after winning a spot on the Destination Canada Air Canada Mega Fam.

Divided into five small groups, the agents explored diverse itineraries covering British Columbia, Banff, Lake Louise, Manitoba, the Northwest Territories and Yukon Territory, hosted by Destination Canada, Destination British Columbia and Air Canada.

“At the end of the famils the groups came together in Vancouver to share our experiences and educate each other on these amazing destinations,” said Nathan McLoughlin, Director – Trade, Destination Canada GSA.

The agents spent a couple of days discovering the hidden gems of Vancouver and also attended the BC Seller Expo.

The Mega Fam showcased the compelling range of product and experiences on offer in Canada during the autumn shoulder season and even included a little taste of winter, with heavy snowfalls in Yukon creating a winter wonderland for the agents.



THE Banff Group with Main St in the background.



THE Banff Group at the top of the Banff Mountain Gondola.



NORTHERN Lights viewing at Blachford Lake Lodge.



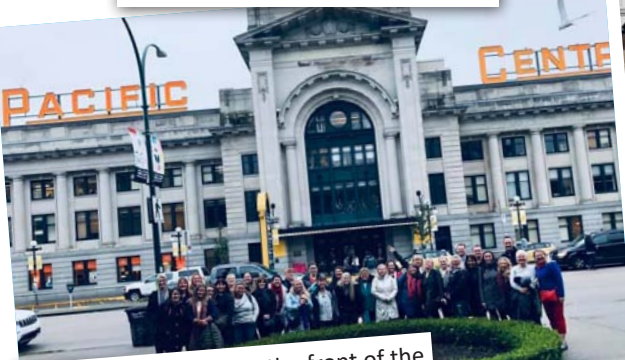
THE BC Group whitewater rafting in the Thompson Okanagan region at Wells Gray Provincial Park.



THE Manitoba Group in Churchill with the Frontier’s North Adventures Tundra Buggy.



THE group enjoying Capilano Suspension Bridge Park in Vancouver.



THE whole group out the front of the VIA Rail Train Station in Vancouver.

THE whole group at Flyover Canada in Vancouver with the harbour in the background.



THE Yukon Group overlooking Dawson City after a fresh snowfall.



THE Yukon Group on the Dempster Highway in Tombstone Territorial Park.

Korean schedule

KOREAN Air will increase the frequency on its Incheon-Brisbane route from four times a week to daily for the northern winter season.

From 27 Oct to 28 Mar, destinations also seeing upped frequency are Auckland, Beijing, Guam, Honolulu and Manila.

Seasonal schedule changes will also see the launch of new flights to Asian destinations Clark, Hangzhou and Nanjing.

NRL Nines to Perth

TOURISM Western Australia has secured the NRL Nines for Perth next year.

To be played on 14 and 15 Feb at HBF Park, it marks the first time the pre-season tournament will be played in Australia, having been hosted in Auckland since its inception in 2014.

"It will be a great time for people from interstate to visit & experience Perth's summer," said WA Tourism Minister Paul Papalia.



TOURISM Tropical North Queensland (TTNQ) celebrated the successes of the local industry at Tjapukai Aboriginal Cultural Park last week.

The annual awards night saw Cairns Convention Centre GM Ross Steele inducted as a TTNQ Life Member and The Crystalbrook Collection took home the Chair's Award for

Excellence.

Tourism Port Douglas Daintree Chair Tony Baker was also acknowledged for his outstanding contribution to the industry, and Cairns Airport Tourism Development Manager Jana Stankovich won the Young Achiever Excellence Award.

The Customer Service Excellence was shared by Small World Journeys' Deb Ieri and Bad Fishy Jet Boating Cairns' Malcolm Rothall.

The TTNQ Award winners are pictured.

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



Q16.

Hint: This hill located in the Old City of Jerusalem and has for thousands of years has been venerated as a holy site, in Judaism, Christianity, and Islam alike.

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Seabourn dining

SEABOURN has announced its new expedition ship, *Seabourn Venture*, will feature eight dining venues, including The Colonnade, which will offer meal options for breakfast, lunch and dinner.

The restaurant will be located towards the aft of deck five, and will host theme nights featuring menus created by Michelin-starred chef Thomas Keller.

Graffiti on Eclipse

SCENIC Luxury Cruises and Tours has unveiled three custom installations on board *Scenic Eclipse* by the famous British graffiti artist Carl Hush.

The works were installed over a two-day period while the vessel was in port in Rotterdam.

Hush's geisha-inspired works, which depict the female form, feature prominently in the ship's Koko's-restaurant, and combine traditional colours and modern graffiti style.

ACTE report out

MOVES toward end-to-end business travel management programs are being hampered by a lack of support within their business to spend on IT systems, and travellers' unwillingness to change their behaviour, a report from the Association of Corporate Travel Executives (ACTE) reveals.

Based on a survey of 276 travel buyers from around the world, the report found one-in-five had a fully integrated system, while 72% said they had programs that were "at least somewhat integrated".

The report noted that travel managers saw integrated systems as a way of controlling expenses, improving traveller tracking to comply with their duty of care, and to reduce the risk of fraud.

Download the full report [HERE](#).

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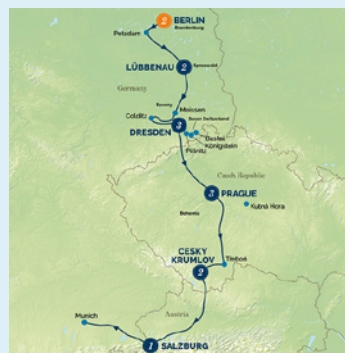
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Sydney, Uncapped \$\$, Ref: 5436SJ3

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.

Corporate Consultant | Move from Retail!

Sydney, \$55-70k + Super, Ref: 5555AJ1

If you have ever thought of transferring from Retail Consulting to Corporate consulting, this is a golden opportunity to join a highly regarded Corporate Travel Management company who value and look after their employees! They will consider anyone someone with a background in Retail Travel and full training will be offered in order to ensure a smooth transition. In return, you will enjoy working a Mon - Fri work week on an industry high base salary along with the many other additional perks!

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Luxury Holiday Planner

Sunny Coast, Competitive \$\$, Ref: 3794MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY commission + super and close to the beach. If you're interested PLEASE APPLY NOW!!

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

Luxury Holiday Planner

Tasmania, Uncapped \$\$, Ref: 3652MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY commission + super and close to the beach. If you're interested PLEASE APPLY NOW!!

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

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