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# Travel Daily

First with the news

Tuesday 3rd September 2019

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## AFTA advances skills training

**EXCLUSIVE**

**COURTNEY** Duddleston, Head of Strategy and Finance at the Australian Federation of Travel Agents (AFTA), is set to join the Industry Reference Committee with Skills IQ, replacing long-time AFTA representative Rick Myatt.

Skills IQ is a key body working with the Federal Government to develop training packages serving the skills needs of the industry.

Duddleston's committee role represents the interests of AFTA members and the broader travel sector in all areas relating to skills, education and the National Training Framework, with the aim of ensuring travel training is relevant to industry needs.

"We would like to thank Rick Myatt for his service to AFTA in this role over many years, and wish him well," said AFTA CEO,

### Today's issue of TD

*Travel Daily* today has seven pages of news and photos, a front cover page for **Silversea Cruises**, an update from **Sno'n'Ski**, plus a full page:

- TMS Talent

Jayson Westbury.

"AFTA will be taking a more direct responsibility in this representation as we go forward."

To build on this change, AFTA is today hosting a Travel Skills Round Table with key industry players in Brisbane to discuss the appropriate settings for Certificate III and a yet-to-be-confirmed Certificate IV in Travel.

Westbury said AFTA remained committed to education and training as a key pillar for members, future industry staff and other stakeholders, with the organisation's direct involvement in this arena expected to expand over the coming months.

More on **page five**.

## Silversea Europe '20

**SILVERSEA** Cruises has launched its 2020 European season, with Economy class flights included and upgrades to Business class from \$3,998pp.

Overseas transfers and luggage handling are also part of the deal, which is applicable to 83 sailings on five vessels including *Silver Moon* - see the **cover page**.

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## Sno'n'ski update

**TODAY'S** issue of *TD* features a special update from Sno'n'Ski, showcasing its upcoming Japan mega-famil undertaken in partnership with the Japan National Tourism Organization. See **page six** for details.

## FC putting out Fyre

**FLIGHT** Centre has been dragged into the controversy around the failed "Fyre Festival", according to a report in the *Australian Financial Review*. The collapsed mega event, which is the subject of a popular Netflix documentary, was to involve a host of high profile performers taking part in a weekend of lavish indulgence on a Caribbean island. A trustee for the company is seeking to reclaim about US\$121,000 in unused travel from Flight Centre, which says it booked the services as requested.

## Hurtigruten opens in Melb

**HURTIGRUTEN** Cruises yesterday formally opened its new Australian office, with the company's staff across the globe celebrating with a worldwide "plastic free morning tea". Staff in Oslo, Tromso, Tallinn, Paris, Hamburg, London, Seattle, Hong Kong and Longyearbyen enjoyed some Aussie-themed treats, along with cake served on the Hurtigruten fleet.

Some appointments to the local team are still being finalised by Hurtigruten's MD Asia-Pacific, Damian Perry, but he told *TD* that Joel Victoria has been named as Head of Marketing, alongside Inside Sales Manager Darren Wakefield, Andrew Eddy as Key Account Manager Sydney and Justine Costigan as PR and Communications Lead.

The appointment of other sales consultants and a Head of Sales is understood to be imminent, with

further recruitment under way.

Perry said the product team would continue to develop market specific solutions "and we welcome trade partners' engagement, feedback and interest," he said.

**MEANWHILE**, Hurtigruten overnight also provided further details of its new Expedition Norway voyages, offering a "year-round expedition cruise product unmatched in the market".

To be sailing from Jan 2021 aboard three fully refurbished vessels dedicated to the product, the voyages will focus on the Norwegian coast as an expedition experience, along with a premium onboard offering with full board, drinks, wi-fi, daily landings and expedition activities.

The new Hurtigruten Australia/NZ office in Melbourne can be contacted on 1300 322 062 (AU) and 0800 005 201 (NZ).

## QF baggage rejig

**QANTAS** has announced a more flexible baggage policy for customers travelling in premium cabins (First, Business and Premium Economy).

Passengers will continue to be able to take on board two bags weighing collectively 14kg, but now have the option of taking on one piece weighing up to 10kg.

Previously the allowance included two bags that could each weigh a maximum of 7kg.

## Accor breaks ground

**THE** first sod was turned yesterday on the construction of Accor's new 464-room hotel near Melbourne Airport.

The dual-branded Novotel and ibis Styles property will feature a gym, pool, cafe, bar and restaurant & conference facilities.

The hotel will open in 2021 and look to take advantage of a current room supply shortage.

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**Tamsin Catto**

Travel Counsellor since 2009

I've been running my own business as a Travel Counsellor for 10 years now. When I first started, I just wanted to be earning an income, while being there for my kids at the same time. I don't really advertise much now - 99% percent of my business is now repeats and referrals, which really goes to show that people value the relationships they have with their travel advisor. I'm a big believer that if you want something, and you put your mind to it, you can do anything.

### Support Sri Lanka

**BEYOND** Travel Group has launched a Support Sri Lanka initiative, calling on the travel trade to help those affected by the country's tourism collapse.

The scheme provides financial assistance for local tourism industry personnel, such as drivers and guides.

The nation has seen a drop in tourism numbers following bombings earlier this year.

[CLICK HERE](#) for more.

### Save on transfers: ACCC

A **NEW** report published by the Australian Competition and Consumer Commission (ACCC) has found that Aussie travellers in 2017/18 could have saved \$150 million if they had used the lowest priced international money transfer (IMT) service.

The report showed that consumers were inclined to stick with the big four banks (Commonwealth Bank, Westpac, ANZ and NAB) when making money transfers overseas, missing out on savings if they had researched the market for the cheapest provider.

"Shopping around could save Australian consumers hundreds of millions of dollars each year," said ACCC Chair Rod Sims.

"Consumers and small businesses tend to default to their usual bank to send money overseas...this is another example where consumers may end up paying more for their loyalty."

The study also found that travellers can make further savings if they choose to transfer at non-airport locations.

For example, when buying

US\$200 in Feb 2019, consumers could have saved AU\$40 by purchasing from the cheapest supplier at a non-airport location, compared with the most expensive supplier at the airport.

Another recommendation included big four bank customers using regular debit/credit cards instead of a travel money card - a saving of AU\$5 on a US\$200 buy.

### Uganda relaunches

**UGANDA** has relaunched its national carrier, Uganda Airlines, which went into liquidation in 2001.

Hoping to take a slice of the East African aviation market currently dominated by Ethiopian Airlines, the country is banking on its emerging oil and tourism industries to sustain the carrier.

On Tue, CEO Ephraim Bagenda said the carrier aimed "to be a world-class airline that will exceed customer expectations through high-quality service".

The airline will initially fly to Burundi, Kenya, Somalia, South Sudan and Tanzania.

### Wendy Wu brox

**WENDY** Wu Tours has released its 2020 Japan brochure, featuring five new tours.

New itineraries in the prog also journey to the nearby nations of South Korea and Taiwan.

The new additions include a 14-day Japan & the Scenic South tour, a 14-day Scenic South Korea journey, a 15-day Journey Through Japan, a 15-day Treasures of Taiwan tour and a 20-day Ancient Empires saunter.



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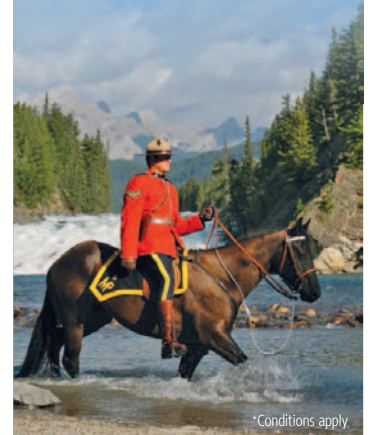
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Winners must be over 18. First 50 deposited bookings from 27 August 2019 will win. Drink Responsibly.



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## Rezdy, ANZCRO partnership

ANZCRO has today confirmed a new partnership with online B2B marketplace Rezdy, with the pact said to benefit thousands of tour and activity suppliers in New Zealand and Australia.

The agreement will connect these experiences to ANZCRO's "best-in-class global destination agent network," with the wholesaler "considered the global benchmark amongst travel agent resellers when it comes to selecting curated and diverse FIT itineraries for their customers visiting NZ and Australia," the companies said.

For Rezdy operators with an existing ANZCRO relationship,

the new platform will offer centralised real-time product availability, reduce admin time on allocations and avoid overselling.

Rezdy Chief Executive Officer Chris Atkin said the agreement would help operators grow their top line through greater distribution, describing it as a "win-win output that only a strong independent business can deliver to the industry".

ANZCRO MD Nick Guthrey said the deal would make it easier for travel agents to sell more New Zealand holidays, boosting the number of instantly bookable tours and activities available through ANZCRO.



## AIR CANADA

### Sales Account Manager – Brisbane / Job code 23753

Based in Brisbane, we are looking for a sales focused travel professional to be the main Air Canada representative in Queensland. The principal task is to maximize revenue by generating, developing and maintaining industry relationships, mainly by organizing and conducting sales activities with retail travel agencies, TMCs and agency regional management teams. This would suit an existing airline sales manager looking for a new challenge or a travel industry sales manager seeking a role with a great airline.

Desired skills & experience:

- Airline sales or travel industry sales experience required
- Ability to demonstrate a passion for sales is essential
- Required to drive the business at all levels: from sales calls to travel agencies to state and national strategy meetings
- Flexibility required to travel & work outside of normal office hours

[Apply here.](#) Applications close 5th Sept.

### Sales Support Coordinator / Job code 23957

Based in Sydney CBD, the primary task is to manage travel agent enquires and support local AC sales team by managing travel agent correspondence internal and external by phone/email, troubleshooting issues and handling escalations. Duties also include maintaining sales database, support corporate fare filing and marketing administrative assistance as required. Day to day tasks will vary so must be able to multitask with great attitude and organization skills. A full time Mon-Fri position based in Syd CBD.

Desired skills & experience:

- Must be customer service driven
- Ticketing knowledge essential
- High level of organizational skills to prioritize workload and accuracy
- Knowledge of Amadeus Altea res system desirable

[Apply here.](#) Applications close 13th Sept.

If you have suitable skills for either of these roles and are eager to work for an exciting airline in a great team culture, apply online on Air Canada Careers using the location Sydney or Brisbane. You must attach your cover letter and CV. Any queries contact [Fei.revel@aircanada.ca](mailto:Fei.revel@aircanada.ca)



Discover what kind of safari you should go on in the September issue of *travelBulletin*.

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

## Thomas joins AC

TRACEY Thomas has been appointed as Sales Account Manager, Corporate for Air Canada in Australia.

Her airline career has included a range of industry positions, such as corporate sales roles with Emirates and South African Airways.

## New US ski pass

A GROUP of 34 independently owned snow resorts across North America have combined to offer a new pass product which costs just US\$199 for two days' access at each property.

The appropriately named "Indy Pass" covers resorts in Vermont, Idaho, Utah, Washington, Oregon, Alaska, Michigan, Wisconsin, Minnesota, Massachusetts, Pennsylvania, Virginia, West Virginia, New York, New Hampshire, North Carolina and Montana, as well as Alberta and British Columbia in Canada.

"Indy Pass resorts provide an uncrowded and welcoming experience for individuals and families seeking great snow and varied terrain," according to the website at [indyskipass.com](http://indyskipass.com).

"In addition, vacation getaways at these quaint ski areas cost a small fraction of what major resorts charge."



## Window Seat

A MEGA drug bust is usually a massive relief to both airport authorities and law enforcement, but a recent impoundment saw brass at Gatwick Airport wind up with egg - or at least a type of egg substitute - on their faces.

The UK Home Office tested 25 bags of white powder found in the suitcase of a man travelling on Thu, thinking they had pulled a huge drugs seizure.

The powder was determined to be vegan cake mix, and the man the bags were travelling with? A member of staff at a vegan restaurant chain.



## Sun Island 2020

SUN Island Tours has released its 2020 Greece, Turkey & Cyprus brochure, offering a range of new tours and cruises along with up to 10% discount on bookings confirmed by early 2020.

Pullmantur Cruises has also joined the range - 1300 665 673.

**BEYOND TRAVEL**

## Classic Sri Lanka Private Tours

Save \$1000 Click for details!

### Evergreen program

**EVERGREEN** Tours' new 2020/21 South America brochure is out, and includes a number of itineraries showcasing mainland South America, the Amazon, the Galapagos Islands and the Chilean Fjords.

New for 2020/21 is the 16-day South American Highlights sailing. Earlybird savings available, call 1300 383 747 for details.

### SATC ad slammed

**AN ADVERT** from the South Australian Tourism Commission (SATC) promoting the state is under fire from the public.

Depicting an old man no longer physically able to enjoy some of SA's best attractions, the ad has been slammed as "depressing", with the SATC defending it as not "everyone's cup of tea".

View the advert [HERE](#).



**SENIOR** figures from across the travel industry have gathered in Brisbane today for AFTA's inaugural "Travel Skill Round Table," as part of a major evolution of how AFTA manages its relationships with the educational sector.

Key matters up for discussion include developing a "joint and agreed position for the good of the industry" in relation to the appropriate settings for Certificate III and a yet-to-be-confirmed Certificate IV in Travel.

"AFTA knows how important skills training and the settings that the government deploys are for the future of travel agency owners and those who may wish to join the industry," said AFTA CEO Jayson Westbury.

"This is why we have today embedded ourselves more

directly in the training arena, with members' interests in mind."

The increased direct involvement of AFTA has meant long-time AFTA Education & Training Director Rick Myatt will no longer represent the interests of AFTA on the government advisory Skills IQ Industry Reference Committee (see p1).

**Pictured** this morning in Brisbane are: Andrea Joseph, Corporate Travel Management; Graham Staples, Executive Business Consultant; Courtney Duddleston, AFTA; Carole Cooper, Flight Centre Travel Group (FCTG); Jayson Westbury, AFTA; Lisa Story, CT Partners; Kelley Matson, Helloworld Travel; Nicola Strudwich, Travellers Choice; Kylie Conboy, FCTG and Christine Tilston, American Express Global Business Travel.

## AFTA UPDATE

from Jayson Westbury



**WELCOME** to spring, and to all those fathers out there, I hope your Father's Day weekend brought with it something nice

on the present front.

I think Kmart and Big W may have sold out of undies and socks, but as they say, a gift is a gift.

I was very happy to participate in the Magellan Travel Group conference, which was held last week in Uluru.

The conference was a huge success and it was great to once again catch up with so many terrific Magellan members while on site at the Sails Resort.

Uluru was going off, as coachloads of tourists, both foreign and domestic, scrambled their way to get their last "walk" on Uluru.

With the walk closing next month, the interest level does appear to be more than expected, and in the end, the wonderful thing about Australia is, choice is something that is allowed, and it would definitely seem that plenty are making the choice to climb and do the walk.

For the record, I chose to abstain from the walk, and while this would be my ninth visit to Uluru in my life, I have in fact never walked upon it.

There is no judgment meant in these words, it is something that people want to do and as Australia

can be good at, we will enshrine rules such that future generations will only ever be able to imagine what the walk might have been like, as it will be closed forever.

It provides an interesting topic of conversation at post-event drinks during a conference.

On a final note, I am really pleased that today (03 Sep) AFTA is hosting a Travel Skills Round Table in Brisbane (see right), and by doing this, we will bring together a large range of stakeholders from across the various retail travel networks, some of the larger TMCs and other parties to talk about how government-led skills settings should look and what shape they might take going forward.

As AFTA takes a much deeper role and leadership position on education and training directly, we will use this session as a first step in what may be a long road.

Similarly, the subject of careers in travel is appearing more and more in Q&As with members and this is again a topic that AFTA will be addressing going forward both from within the Govt funded arena, but also how to achieve the aim on a more practical level.

We will look at how we can bring industry together to tell the story and build out what is needed so that people of all ages know that travel is a place for a career and that there is a terrific future in a career in travel.

Stay tuned for this one, we have many new ideas emerging.



Content produced in collaboration with Sno'n'Ski and JNTO

**CAPITALISING** on the rising popularity of the up-and-coming Tohoku region, Sno'n'Ski has added the destination to its first ever Japan Mega Fam.

Sno'n'Ski has seen a 137% growth in sales to the Japanese region year-on-year to date.

The company has recognised this increased demand for ski holidays in Japan and is responding by sending a Mega Fam to the country for the first time, which will run from 20-29 Feb 2020.

On the eight-day itinerary, 30 travel agents will travel through four Japanese ski resorts, with the resorts of Shizukuishi and Appi in Tohoku up first, followed by Shiga Kogen and Hakuba.

The Mega Fam is packed with skiing and winter experiences and aims to ensure the country's top selling ski agents are Japan



ski experts.

To qualify, agents need to book as many Sno'n'Ski lift and accommodation packages as possible between 01 Jul and 31 Oct, with extra points awarded for bookings to one of the Japan Mega Fam destinations.

Bonus points are also available for bookings with Qantas flights ticketed through Sno'n'Ski.

For full terms and conditions, contact Sno'n'Ski on 1300 766 754.



## New Japan ski hot spot

**THE** relatively unknown region of Tohoku in Japan is offering powder-hungry travellers a new and unique spot to ski, away from the masses.

Skiing holidays in Japan are booming in popularity due to the country's excellent powder, value-packed resorts and cultural highlights, meaning traditionally small resorts fill up quickly with the yearly influx of travellers.

The Tohoku region is nestled in northern Honshu, where rugged mountains, lakes and forests

create the perfect conditions for a ski resort.

Appi and Shizukuishi ski resorts are two local secrets that promise a true Japanese snow experience to any traveller ready to ski off the beaten piste.

The two resorts can be reached via bullet train direct from Tokyo in under four hours, and are the perfect combination for a dual destination ski trip for those looking for a holiday filled with snow and culture rather than other westerners.

## Japan's top value cat skiing

**POWDER** Cat Tours in Shizukuishi, Japan is offering intermediate and advanced skiers an exhilarating ride down the now-closed Ladies' Downhill run, a throwback to the days when the resort hosted the FIS World Ski Championships. For ¥5500 (\$78 AUD), skiers

and snowboarders can shred down 700 vertical, untracked metres.

The tour is a great introduction to cat skiing for intermediates and a delightful slide for advanced shredders.

For more details, contact Sno'n'Ski on 1300 766 754.



**30 AGENTS. 4 MOUNTAIN SKI RESORTS. 8 NIGHTS. 1 MEGA JAPAN ADVENTURE.**



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## SandTunes location

**THE** SandTunes Festival, originally slated for Coolangatta Beach, will instead be held at Metricon Stadium in Carrara following concern from local residents and businesses.

SandTunes is expected to generate more than \$10m & bring an extra 35k people to Carrara.

The line-up includes acts such as Travis Scott, Dean Lewis, Carly Rae Jepsen, Chvrches and more.

The music festival will be held on 30 Nov - 01 Dec.

## IHG Maldives open

**INTERCONTINENTAL** Hotels Group has officially opened Intercontinental Maldives Maamunagau Resort.

The resort offers 81 over-water villas and direct beach access, along with a spa and six restaurants & bars.

## Essendon confusion

**BILLIONAIRE** Lindsay Fox and his business partner Max Beck's joint business could owe the Government millions in back taxes after losing a multi-million dollar case against the Fed Govt over the cost of running Essendon Airport and developing the surrounding land, *SMH* reported.

In Jan 2016, the Commonwealth valued the land at \$348.9 million while the airport claimed it was worth just \$7.1 million.

Justice Simon Steward did not accept the airport's position, and ruled that it had 14 days to agree or make submission for court orders.

## StayWell Da Nang

**STAYWELL** has expanded its territory, this week opening its first two properties in Vietnam.

Park Regis and Leisure Inn at Cobay combined offer 1,058 rooms and suites and are situated between the two major tourist hot-spots of Hoi An and Da Nang.

Both hotels feature modern facilities including a resort-style swimming pool, poolside bar, an all-day-dining restaurant, cafe and bakery, kids' club and private beach access with a range of water sports available.

# Win a trip to Turkey

This month Tempo Holidays has teamed up with *Travel Daily* to give away a five-night trip for two to Turkey, including airport transfers, daily breakfast, sightseeing with an English-speaking guide and more.



Tempo Holidays has recently released its 2020/21 range of brochures. Make sure you take a look as they will help you find the answers to the weekly questions. The agent that answers the most correctly and has the most creative response to the final question will win.

Send your entries to [tempo@traveldaily.com.au](mailto:tempo@traveldaily.com.au)



Q1. Tempo Holidays have an array of independent, small group tours and coach tours available in the new UK, Ireland and Eastern Europe Brochure. How many best-selling tours do they have in the UK brochure?

Terms and conditions

## MONEY

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

**AU\$1 = US0.670**

**THE** Aussie dollar slipped overnight as markets anticipate a busy 48 hours ahead.

Against the Greenback, the AUD was down 0.3% while against the GPD it saw a 0.4% boost as UK Prime Minister Boris Johnson cautioned that an early election may be imminent to push through his "no deal" BREXIT plan.

Meanwhile, The RBA is expected to keep rates on hold.

*Wholesale rates this morning.*

US	\$0.670
UK	£0.551
NZ	\$1.059
Euro	€0.610
Japan	¥71.33
Thailand	฿20.45
China	¥4.764
South Africa	10.175
Canada	\$0.890
Crude oil	US\$54.73

## West Syd Int'l centre

**THE** community can now get a sneak peek of what the Western Sydney Int'l Airport will be like when it opens in 2026, following the official launch of the Western Sydney International Experience Centre yesterday.

Visitors will be able to engage in a series of activities including an augmented reality preview of Western Sydney International and an airport control room, where giant screens will provide insights and information about the \$5.3 billion infrastructure project.

There's also a viewing area with floor-to-ceiling glass panels, which will eventually provide first-class views of terminal and runway construction, due to kick off with major earthworks on the site in early 2020.

## JAL Tokyo res open

**RESERVATIONS** are now being taken for Hotel JAL City Tokyo Toyosu, due to open in Dec.

The 330-key property offers three room types: moderate, superior and deluxe.

A 20% discount is available for stays between Dec and Mar 2020. For more, [CLICK HERE](#).

## WILD LIFE tours

**NATIONAL** Threatened Species Day is this weekend and Darling Harbour WILD LIFE Sydney Zoo is marking the occasion by putting on a series of intimate tours.

Held 07 and 08 Sep, the 90-minute tours will be hosted by two keepers and will educate visitors on what they can do to help protect endangered Australian animals - book [HERE](#).

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# SEARCH JOBS

## **Business Development Manager - Melbourne up to \$100K + super**

Are you a BDM who loves to network, bring in sales, maintain and build relationships and call on industry contacts in Victoria or nationally? This autonomous on-road role with a well recognised travel brand is perfect for a sales hungry BDM with experience in Travel, Cruise or Airlines. [VIEW JOB](#)

## **Recruitment Consultant - Melbourne | Uncapped \$\$\$ Potential**

TMS Talent Melbourne is growing and are looking for passionate sales professionals with a travel industry background keen to pursue a career in recruitment. This is a varied role that includes account mgt, networking & business development. Great rewards & supportive team. [VIEW JOB](#)

## **Cruise Travel Consultant - Brisbane up to \$55K + super**

Work for one of the biggest online cruise companies in the travel industry. As a Cruise Travel Specialist, you will be speaking to customers to sell them their dream cruising holiday. Passionate about cruising and an expert when it comes to cruise product, you will design amazing packages for your customers all over the world. Min 2 Yrs travel experience. [VIEW JOB](#)

## **Ticketing Consultant | Evening Shifts - Perth \$50K + super**

This exciting role is for an experienced ticketing consultant / executive to join an established organisation in Perth CBD. You will have a thorough understanding of fares as well as an ability to interpret fare rules and process refunds. Primarily you will be issuing tickets. Unique hours - i.e. 3pm - midnight from Monday to Friday. Note: Parking is available. [VIEW JOB](#)

## **Travel Consultant Special Interest Touring - Sydney \$62K + super**

Working as a premium consultant, you will be booking travel for a high end clientele travelling on special interest group tours. Engaging with customers face to face, via phone & email you will book the full package – flights, accom and tours. Enjoy a fantastic work life balance with an amazing product to sell. Must have GDS experience - Sabre desirable [VIEW JOB](#)

## **Product Executive - South Melbourne \$50K to \$55K + super**

We are looking for Product Executives to join this fantastic wholesaler. Be responsible for taking this fun and exciting product out to market. Design itineraries offering group tours, private journeys and tailor-made packages to many of the world's most fascinating destinations. [VIEW JOB](#)

[tmstalent.com](http://tmstalent.com)



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