

# HURTIGRUTEN ASSISTS

**Hurtigruten are working around the clock and available for phone support from 8am to midnight daily to assist.**

Our goal at Hurtigruten is to assist with all Hurtigruten clients and replacement land services where possible following the collapse of Bentours, Cox & Kings Australia and Tempo Holidays, leaving thousands stranded.

We are prioritising bookings from day of departure with a focus on October and November.

For bookings from 1 October please email us at [apac.assist@hurtigruten.com](mailto:apac.assist@hurtigruten.com) with the following information for each guest:

- Departure Date from Australia
- Voyage Departure Date
- Voyage (Route or Tour Name)
- Hurtigruten Reference (if known)
- Bentours Reference (if known)
- Amount Paid (with supporting evidence)

Please attach any Bentours or agency documentation you may have received including invoices, itineraries or booking confirmations.

Please bookmark [hurtigruten.com.au/bentours](http://hurtigruten.com.au/bentours) for updates.

Our Sales and Support team can be contacted on 1300 322 062 or via email on [apac.assist@hurtigruten.com](mailto:apac.assist@hurtigruten.com)



# Travel Daily

First with the news

Tuesday 24th September 2019

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## TNZ marketing head

**TOURISM** New Zealand (TNZ) has promoted Brodie Reid to the role of Director Marketing.

She was previously the Global Brand and Content Manager and helped develop the latest 100% Pure New Zealand and Tiaki - Care for New Zealand campaigns.



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## HLO acquires TravelEdge

**HELLOWORLD** Travel (HLO) has announced a deal to purchase privately-owned corporate travel company TravelEdge Group (**TD** breaking news).

The business was acquired for \$28 million which will be funded by a new HLO bank facility, and offers a range of travel services across its six divisions including academic travel solutions, event and group planning, holiday and leisure services, as well as travel prizes and employee incentives.

HLO CEO and Managing Director Andrew Burnes said the purchase would allow HLO to make further inroads into the growing corporate and education

travel spaces.

"The business complements our existing corporate operations in Australia and New Zealand with additional expertise knowledge and capability," he said.

"With nearly 20 years' experience, TravelEdge is a highly respected TMC business that generated over \$300 million in Total Transaction Value (TTV) in FY2019," he added.

The TravelEdge business will join HLO's existing travel management company brands which include QBT, Show Travel, Inspire, and AOT Hotels, with the addition forecast to boost its total trans-Tasman yearly TTV to \$1.55 billion in FY20.

Following the purchase, the combined value of HLO's total corporate operations in Australia and New Zealand will be an estimated \$2.4 billion in FY20.

TravelEdge will continue to be run from its Sydney headquarters.

### Today's issue of TD

*Travel Daily* today has seven pages of news and photos, a front cover wrap from **Hurtigruten** and a full page from **TMS Talent**.

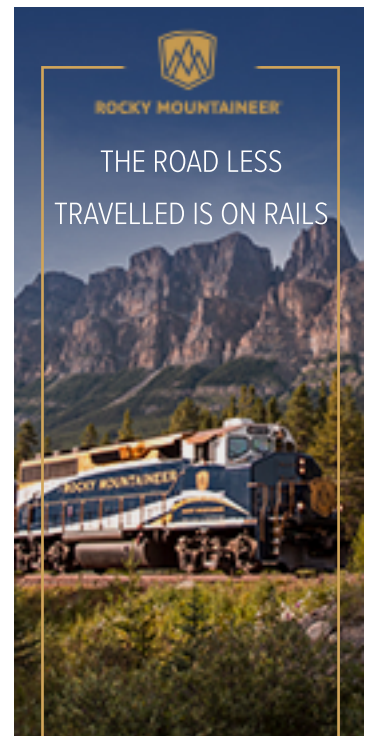
VIKING

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## Hurtigruten support

**HURTIGRUTEN** is offering phone support from 8am to 12am every day to assist with clients and where possible, replacement land services, for those affected by the collapse of Bentours, Cox & Kings Australia, and Tempo Holidays - see the **cover page**.



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## More direct India flights?

**FEDERAL** Tourism Minister Simon Birmingham has called on airlines to start direct flights to India to further tap into expanding visitor numbers from the country.

India is the fastest-growing inbound tourism market for Australia, however, according to Birmingham, a lack of direct flights threatens to curb growth.

"Australia is seeing double-digit growth year-on-year from India," Birmingham told the World Routes Conference in Adelaide on Sun.

However, he explained that "90% travel through other ports to get to Australia and that clearly shows we are under-served in terms of direct flights".

This adds time and cost to travel, which he said was a disincentive for Australia's eighth-largest inbound market.

"We project Indian tourism will continue to grow in the future and that's why we're growing the marketing and investing, for example in the T20 World Cup advertising campaign."

In a release, the Australian Chamber of Commerce and

Industry - Tourism, threw its weight behind the Government's focus on the Indian visitor economy.

"Efficient and fast visa processing is another factor that drives greater visitation and the Government has made headway with the introduction of online visa applications for Indian visitors," said Executive Chair John Hart.

## Serko no TC impact

**SERKO** has confirmed to the Australian Securities Exchange it is not in any way impacted by the collapse of travel group Thomas Cook (TC) (**TD** yesterday).

In response to investor enquiries, Serko clarified it "does not have a commercial relationship with Thomas Cook, or any financial exposure as a result of Thomas Cook's recently announced liquidation".

The 178-year-old company was the oldest travel firm in the world.

The Civil Aviation Authority has hired 40 aircraft to bring UK pax home from 55 airports in 18 countries.

## Beyond helping out

**BEYOND** Travel has established a dedicated team of specialty consultants to assist with existing bookings and quotes for customers impacted by the collapse of Tempo Holidays and Bentours (**TD** 20 Sep).

CEO Michael Lavilles stressed the company would not be profiteering in any way.

"We share several of the same local operators, suppliers and partners as Bentours and Tempo in many destinations, and we hope our team can lessen the impact for as many agents and their clients as possible," he said.

Destinations covered include Scandinavia, Croatia, Russia, Eastern and Central Europe, Turkey, Greece, India and Sri Lanka, with Lavilles saying requests will be prioritised by booking service date.

Beyond will offer special nett rates on all existing bookings, and will price match on current quotes, with agents advised to email [info@beyondtravel.com.au](mailto:info@beyondtravel.com.au).

All affected staff from Bentours and Tempo are also invited to send their resumes to [jobs@beyondtravel.com.au](mailto:jobs@beyondtravel.com.au).

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**CLICK** to read *travelBulletin*

## Travel Daily on location aboard *Scenic Eclipse*

Today's issue of *TD* is coming to you courtesy of *Scenic*, which has invited us to experience the new *Scenic Eclipse*.

**TODAY** is a day at sea aboard the World's First Discovery Yacht, allowing passengers to savour the wide array of on-board dining and wellness options.

*Eclipse* is cruising between Charlottetown on Prince Edward Island and Lunenburg, Nova Scotia, with the spa fully booked as guests make the most of a day of leisure on the Labrador Sea.

A range of activities are on offer during the cruise such as trivia, yoga classes and enrichment lectures from the onboard Discovery Team.

Check out a video of the spa at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## "Two-for-one" motel fine

**TWO** motels in NSW and Victoria have been whacked with a total of \$280,000 in fines from the Federal Circuit Court after being pursued by the Fair Work Ombudsman for underpaying four Filipino workers.

The Comfort Inn Country Plaza at Halls Gap in Vic & the Quality Inn Country Plaza at Queanbeyan in NSW, both managed by husband and wife-run company NSW Motel Management Services Pty Ltd, were found to have only paid the wages of the female member of two couples working on 457 skilled worker visas at the properties between Nov 2012-Apr 2014.

In pursuing the case against the motels and their owners, Michael and Rowena Sioco Parkes, the Fair Work Ombudsman characterised the conduct as an unlawful "two-for-one deal" that resulted in the two male employees being paid "little-to-nothing" and underpaid a total of \$134,535 in wages and

entitlements.

"Enforcing compliance with workplace laws in the hospitality sector and taking action to protect vulnerable workers continue to be priorities," the Fair Work Ombudsman said.

In his judgment, Judge John O'Sullivan said the respondents had sought to downplay their conduct by claiming it was aimed at giving the employees a better chance at life.

The investigation was initiated following a referral from the Department of Immigration and Border Protection.

## Boeing pays out

**BOEING** has agreed to pay US\$50m (AU\$74m) in financial assistance to the families of 346 people killed in two 737 MAX crashes, equating to US\$144,500 (A\$213,300) each, the fund's administrators said.



## Window Seat

**SOMETIMES** the value of the hospitality staff who work to improve our holidays can get lost, but there's no mistaking the commitment and heroism of 21-year-old Satchel Smith.

The young man showed up for work at Homewood Suites in Beaumont, Texas, the same day Tropical Storm Imelda also arrived in the town.

Smith and 90 guests were trapped inside due to flooding, & for 32 hours while flooded roads kept his co-workers from getting to work on Wed, he was the hotel's only employee on deck.

An athletics star at the local college, Smith answered phones, cooked, repaired, and provided room service.

One guest's post on the event has been liked 55,000 times - **CLICK HERE**.



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# Travel Daily

Tuesday 24th September 2019

## Cathay earlybirds

**CATHAY** Pacific last Fri launched the first wave of its 2020 earlybird fares, featuring deals on flights from all Australian ports to destinations in the UK, Europe, USA, Canada and Israel.

CX fares lead in at \$1,194pp Economy return to London, and \$1,494pp return to New York, with special offers also available in Premium Economy and Business class through until 31 Oct.

## IHG loyalty deal

**INTERCONTINENTAL** Hotels Group has announced a new loyalty program partnership with hotel curator Mr & Mrs Smith.

Effective from early 2020, IHG Rewards Club members will be able to earn and redeem points at 500 Mr & Mrs Smith properties (when booking through IHG direct channels), with the deal said to more than double the number of luxury and boutique hotels available to members.

## Viking brochure out

**VIKING** Cruises has released a new 2020-21 World Cruises and Grand Voyages program, with trips ranging between 22 and a whopping 161 days in duration.

Each Viking World Cruise and Grand Voyage is a fusion of two or more of the line's most popular itineraries, enabling cruisers to explore an array of destinations in a seamless journey.

Special offers include free Business class flights for guests who book a Viking World Cruise.

Agents can order a copy of the new program via TIFS, with more info available on 13 87 47.

## MSC Miami tick

**MSC** Cruises has been granted approval for a new double terminal at PortMiami, with plans for the facility to be operational by 2022.

Each terminal will have capacity for 7,000 guests, allowing MSC to berth two "mega ships" at a time.

## Get to da Scenic choppa!



**A SPARKLING** autumn day in Newfoundland, Canada, provided the backdrop for some of the Australians and New Zealanders aboard *Scenic Eclipse* to check out the new ship's two helicopters earlier this week.

The aircraft are stored in specially designed onboard hangars, with the crew able to easily single-handedly manoeuvre them onto the helipad using a remote-controlled jack.

The Airbus EC-130 T2 helicopters each seat up to six guests, taking passengers up for a panoramic view of the locations visited by the "World's First Discovery Yacht".

Some destinations feature a choice of helicopter excursions, with a 20-minute flight on the current Maritimes Discovery itinerary costing US\$395pp.

**Pictured** yesterday with the two on-board pilots are: Jeffrey Liu, Midday Travel NZ; Jill Johansen, Helloworld Mackay; Carol Sutton, House of Travel NZ; Carol Shaw, Tour de Force Travel; Evelyn Lee, Midday Travel NZ; Zena Dalton, Jade Sinclair, Amanda Todd and Jacqui Tan from Scenic; Charlene Richards, Helloworld Strathpine; Karyn Blenkins, Scenic; Cathy Donaghy, Helloworld Strathpine; and Ashlee Kembrey, Scenic.

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T&C'S APPLY





## Air NZ new planes

AIR New Zealand today signed contracts for a multi-billion dollar purchase of eight Boeing 787-10 Dreamliners.

The aircraft are set to be delivered periodically between 2022 and 2027, with the airline initially announcing its intentions to enter into contracts with Boeing in May (TD 27 May).

The contracts are contingent upon approval from 51% of shareholders.

## Scoot payment fees

SCOOT has removed its payment processing fees globally for all bookings made on its direct channels.

To celebrate, the airline is also hosting a 20 destinations under \$200 sale until Mon 11.59pm Australian Western Standard Time, for travel between 08 Oct and 30 Nov, and 20 Feb & 31 Mar.

Scoot has been in the process of progressively removing the tariffs since Mar 2018.

## A night to remember



INSIGHT Vacations and Luxury Gold launched their inaugural national awards night on Fri, celebrating top achievers from around the country.

The Insight Vacations Inner Circle Awards Night saw attendees greeted by Insight's Chief Executive Officer Ulla Hefel Bohler who gave a keynote presentation on the theme of "innovation, consistency and

continuous improvement", as well as what's new for 2020, including Insight Choice, Ancient Civilisations, and the brand's sustainability efforts.

With several interstate and national awards, the night recognised 18 consultants and agencies from around the country.

**Pictured** are some of the attendees celebrating on the night.



## HEAD OF EDUCATION & TRAINING

- Drive the E&T policy needs and skills framework of the travel industry
- Lead and engage with all stakeholders on E&T matters
- Be the E&T champion for the travel industry

The Australian Federation of Travel Agents (AFTA) has been a driving force in the development of skills and careers in one of the super growth industries for Australia and we now seek a leader to join the Federation to support the outcomes desired by our members and the broader travel industry.

Reporting directly to the AFTA Chief Executive, this position will be a key influencer in the AFTA Leadership Team and the Australian travel industry.

AFTA is seeking a person who is suitably qualified in the education space and known to foster relationships based on trust and integrity within the education and training ecosystem. The person we seek may come from within the travel industry, the educators of travel, tourism and hospitality or from the education provider environment.

We need an expert who knows how to advocate for change, navigate the complex government landscape, forge and foster key relationships, achieve outcomes for members and the industry and above all, do it with a passion for people, the workforce and the industry.

To succeed in this role, you must be a people person, open to change and be passionate about the future of the travel industry and of travel agents. AFTA is committed to amplifying the importance of education, skills, careers and the future of travel agents and we need a stand out person to help make this a reality for all stakeholders.

For a position outline and further details please contact Sue Robinson at [ea@afta.com.au](mailto:ea@afta.com.au) or apply using the same email address. If you wish to explore more detail, please call Sue on 02 9287 9900. Applications close Friday 11th October.

The Travel Industry needs you and we can't wait to find you!

## Qantaslink incident

A QANTASLINK flight from Cairns to Townsville was forced to turn back after one of the plane's engines was shut down.

A Qantas spokesman confirmed to media the engine was shut down as a precaution due to an oil indication warning, and that the planes were designed to operate safely on one engine.

"The aircraft landed safely and passengers will be re-accommodated," they said.

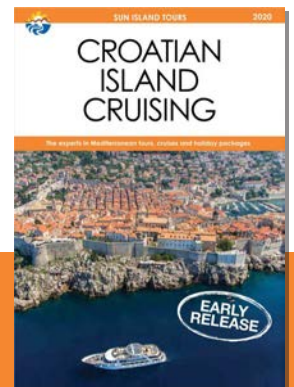
## STB & SQ campaign

THE Singapore Tourism Board (STB) and Singapore Airlines yesterday launched a joint marketing campaign in Australia.

Titled "Unexpected Journeys", the push aims to "enlighten local travellers on the unexpected sides to Singapore", through a three-part film series.

The campaign follows Singaporean comedian Rishi Budhrani and Aussie family "the Wilsons", who swap lives, with Budhrani heading into the Australian outback and the Wilsons to Singapore.

To watch the videos in the series, **CLICK HERE**.



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## Seashore revealed

**THE** keel has been laid for MSC Cruises *MSC Seashore* during a traditional coin ceremony held at the Fincantieri shipyard in Monfalcone, Italy.

At the event, MSC Cruises revealed the latest ship will be the line's longest at 330m, and is due to enter service in Jun 2021.

The vessel will have the highest ratio of outdoor space per guest of any ship in the company's fleet, larger public spaces and modern environmental tech.

## Quasar earlybirds

**QUASAR** Expeditions is offering earlybird discounts on select Galapagos departures in 2020.

Savings of up to US\$940 (AU\$1,389) are available when bookings are made by 31 Jan and the code "2020EBG" is quoted.

## Amex GBT CEO

**AMERICAN** Express Global Business Travel (GBT) has appointed Paul Abbott to the role of CEO, effective 01 Oct.

Abbott replaces Doug Anderson who is stepping down after three years, and will join from American Express, where he is currently CCO, Global Commercial Services.

Abbott said it would be a "privilege to lead a talented team committed to delivering exceptional service and investing significantly in growth and technology-led innovation".

His career to date boasts 18 years in the travel industry in various senior executive positions, having kicked off his career at British Airways and worked his way into the corporate travel business at American Express.

## AirAsia & AVV welcome agents



**AIRASIA** and Melbourne Avalon Airport recently hosted Victorian-based travel agents at the first agent airport inspection.

The gathering saw agents familiarise themselves with facilities at the airport, as well as learn more about AirAsia and its services.

**Pictured:** Paul Medwell, Frank Ford Travel; Kylee Ellerton, Frank Ford Travel; Susan Cousin, 5

Oceans Travel; Heather Bowler, 5 Oceans Travel; Nandalie Cormack, Helloworld Travel Geelong Market Square; Rebecca Bowie, Helloworld Travel Leopold; and Burt Niu, AirAsia.

## Air NZ goes south

**AIR** New Zealand and Te Runanga o Ngai Tahu have signed a strategic relationship agreement aimed at boosting economic growth in Te Waipounamu (New Zealand's South Island).

The agreement will aim to drive visitation to the region, create new marketing strategies, promote cultural engagement, & create a skill-sharing program.

## Adelaide in spotlight

**ADELAIDE** has been revealed as the host city for the 2020 Adventure Travel World Summit.

The major travel summit and supporting famil program will take place in Oct 2020 and be delivered by the Adventure Travel Trade Association in partnership with Tourism Australia and the South Australian Tourism Commission.

"This is a huge opportunity to show the world adventure tourism industry why South Australia is emerging as a hotspot for outdoor and nature-based activities, so they go back home and recommend Australia to their networks and clients," said Federal Minister for Tourism Simon Birmingham.

## Bonk ban delayed?

**THE** Bali Government office has issued a statement in response to recent reports that Bali plans to criminalise sex outside of marriage (**TD** 20 Sep), playing down the chance of any immediate changes.

The office said the "Adultery Act" is only a recommendation at this stage and that the Indonesian Government has agreed to "indefinitely postpone" the passing of the bill.

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### Air Astana A321LR

**KAZAKHSTANI** flag carrier Air Astana has taken delivery of the first of seven Airbus A321LR aircraft, which will gradually replace the airline's existing Boeing 757 fleet on long-haul flights to destinations in Europe and Asia.

The aircraft has 16 lie-flat Business class seats and 150 Economy class seats and a full in-flight entertainment system.

The remaining A321LRs will arrive over the next 12-18 months.

### World Expeditions carbon neutral

**WORLD** Expeditions has announced the expansion of its "carbon neutral travel" initiative to include every trip in its range.

Effective 01 Nov 2019, World Expeditions clients will be travelling sustainably on the company's hundreds of global itineraries, with the company pledging to absorb the cost of the credits it purchases to offset emissions as its "commitment to being part of the solution to the climate crisis".

The company had already been mitigating emissions produced on its Asia range for the last year or so, with the expansion fulfilling World Expeditions' ambition to have the full range carbon neutral by 2020.

### GA boosts Sydney

**GARUDA** Indonesia will add a seventh weekly flight between Sydney and Bali over the upcoming summer peak period.

The additional service will operate each Wed using an Airbus A330-300 aircraft.

### Accor adds greet

**ACCOR** Hotels has launched a new budget hotel brand called greet with the first property already open in France, and aspirations for 300 greet hotels across Europe by 2030.

Guidelines around the brand for hoteliers require them to include a logo in common areas and ensure that 20% of rooms can accommodate four to six people.



**DARK** days for the travel & tourism industry both here in Australia, the UK and more broadly with the situation that the industry finds itself in with the collapse of Thomas Cook and the approach Cox & Kings Ltd has taken to the Tempo/Bentours situation.

At a time when the industry across the globe appears to be in good shape with solid profits and investment being made by airlines, cruise companies, hotel companies and others, it seems irreconcilable that these two companies have destroyed such long-time reliable travel brands.

Even with the latest round of profit announcements from the listed Australian travel and tourism businesses which have all done well in the main, one has to wonder what these two companies were doing?

It seems difficult to reconcile the vast differences, so it has to be poor management or an inability to manage cash flow or something very odd for them to have gone down in the way they have.

As we all know, cash flow is king in the travel game and when travel companies of the shape and size of these two go down, they go down in a big way.

As for the situation with Thomas Cook, it would appear that the UK government is going to be left holding the bag as they attempt to unravel and repatriate people impacted, but fortunately it would seem not many Australians will be impacted.

It's still a bit early in the process to have a full understanding of this, but early indications are that the impact on the Australian industry will be minimal.

Not so for the Cox & Kings – Tempo/Bentours situation.

It is important to note that the directors of Cox & Kings have at this stage placed the Australian business into voluntary administration and of course we all have to await the outcome of that process to determine if in fact the company will be liquidated or what the final situation will be.

This situation is somewhat unprecedented in that the Indian parent company, Cox & Kings Limited, is still trading and that it is just the 100% owned Australian business being placed into administration.

Frankly, I can't reconcile that.

In the past when we have had offshore owned companies who have had Australian subsidiaries, the collapse has been at the head office corporate level.

This is going to require a close watch as to the outcome as I remain of the view that it is difficult to reconcile how an operating head office can shut down a business in another country, cry poor, call in the administrator and walk away – seems very sticky to me.

I know that none of that helps many travel agents who have been stuck in the middle of this problem, with customers currently on trip or overseas with bookings which are not funded.

It is an extremely difficult situation and also difficult to give any simple definitive advice as to what to do.

AFTA will be monitoring the situation with the administrator as closely as we can, and has been providing guidance and advice to a broad range of travel agents and consumers as this mess unfolds.

I wish there was a simple answer to this, but for now there is not, as the final situation with Cox & Kings Ltd is currently unknown.

## MONEY

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

**AU\$1 = US\$0.675**

**TRADE** war tensions continue to weigh on the Australian dollar, which has lost ground against most currencies over the last week or so.

Perceived weakness in the local economy is also expected to see Reserve Bank of Australia Governor, Philip Lowe, signal further plans for rate cuts locally, which may stimulate things, but will also impact interest income for superannuants.

*Wholesale rates this morning.*

US	\$0.675
UK	£0.613
NZ	\$1.072
Euro	€0.613
Japan	¥72.83
Thailand	฿20.49
China	¥4.754
South Africa	10.034
Canada	\$0.871
Crude oil	US\$58.09

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## **CORPORATE TRAVEL CONSULTANT**

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As an International Corporate Travel Consultant you will be managing a variety of long-standing Corporate Travel accounts and providing exceptional customer service. Working Monday to Friday in a modern office in Brisbane CBD. Using Sabre GDS you'll be booking corporate travel arrangements all over the world!

Contact Giulia.

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## **PR EXECUTIVE**

**Sydney - \$75K to \$85K + super**

Manage global PR - trade and consumer media, for this niche adventure travel organisation. The role will involve meeting editors, writing press releases and management of famils. Work with special interest guests and build relationships with celebrities to promote the brand. Strong travel & PR experience required.

Contact Susan.

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## **RETAIL TRAVEL CONSULTANT**

**Sydney - \$45K to \$55K + super**

This role is for a passionate and experienced Travel Consultant to join a fun and supportive team in Western Sydney! Your destination knowledge will see you creating dream holidays for your travellers and includes creating itineraries, booking flights, accommodation and tours. GDS knowledge is a MUST. Contact Giulia

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## **COMMUNICATIONS COORDINATOR**

**Sydney - \$50K to \$55K + super**

You will be working for Australia's largest private ski club which operates three lodges in NSW for its members and their guests. Working as part of a small, close-knit team this role will encompass marketing, communications, event co-ordination and member support. A rare opportunity for a passionate skier. Contact Leanne.

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