

SEE *the* WORLD in 2020

The image shows a Scenic brochure titled 'SEE the WORLD in 2020' with a globe graphic made of travel photos. Below the title, it lists 'ALL-INCLUSIVE RIVER CRUISING & LUXURY LAND JOURNEYS' for Europe, France, Vietnam & Cambodia, Myanmar, Canada & Alaska, and Egypt. A red circular callout with a plane icon says 'FLY TO EUROPE from \$125* PER PERSON'. The brochure also features a 'Scenic Highlights' section with bullet points about Amsterdam, Markburg Castle, the Romantic Road, and Budapest. A table titled 'All-inclusive 5-star luxury' lists amenities like 5-star hotels, gourmet dining, and shore excursions. At the bottom, it says 'To Book Now call 1300 680 311 or contact your local Scenic Agent' and 'Connect with us at scenic.com.au/world or via' with social media icons.

SCENIC[®]
LUXURY CRUISES & TOURS

SEE *the* WORLD
in 2020

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| | | |
|---|---|---|
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|---|---|---|

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To Book Now call 1300 680 311 or contact your local Scenic Agent

Connect with us at scenic.com.au/world or via

Earn an additional 2% Commission

During Scenic's 'See the World' campaign, you can earn an additional 2% bonus commission on top of the standard 10% commission.

This bonus commission applies to all new bookings made by 31 March only on select 2020 Europe River Cruises, 2020 South East Asia Mekong and Irrawaddy River Cruises and 2020 Egypt land journeys.

This is an incredible opportunity to not only secure a great deal for your clients, but to earn Scenic Rewards points, PLUS a bonus 2% commission.

Learn more >

QF NDC HK barriers

THE global rollout of the Qantas Distribution Platform is facing resistance in Hong Kong, with more than half of Society of IATA Passenger Agents (SIPA) membership not on board with the NDC-powered program.

"Incentives offered by the GDS... would no longer be available and if we were to refuse the agreement, we would have to face a channel fee of A\$17.50 per sector levied on Australian domestic flights," SIPA Chairman Larry Lo told *TTG Asia*.

Anderson ex MSC

MSC Cruises Australia has confirmed the departure of its long-time local Commercial Manager Donna Anderson after almost 12 years with the line.

MSC's newly appointed PR & Communications Manager Leisa Chell (*TD* 06 Jan) told *TD* Anderson had left last month and the company was currently undertaking a recruitment process for her role.

Tauck some time out

TAUCK has a number of unique experiences available in Europe, Latin America, Asia, Antarctica, and North America.

Itineraries include the eight-day Hidden Gems of New England tour, a roundtrip from Boston featuring a guided tour of Fenway Park and tastings at the Boston Public Market - see **page six**.

Concerns mount over Excite

EXCLUSIVE

VIRTUAL credit cards issued by Excite Holidays to pay for confirmed bookings are being dishonoured due to lack of available funds, as frustrated travel agents continue to be advised to get clients to pay for their accommodation again and then "lodge a service complaint" with the company (*TD* 02 Jan).

Overnight, at least one of Excite's hotel suppliers advised that unless a satisfactory response is received urgently from Excite it will cancel all forward bookings.

A *Travel Daily* source has also confirmed that unpaid workers in Excite's Athens call centre are being promised a catch-up pay next week, while termination letters issued to Bangkok-based staff cite "severe loss of revenues and financial loss" (*TD* 08 Jan).

Although the Excite Holidays website indicates agents are dealing through a Singapore-company called Excite Holidays Pte Ltd (registration 201500545Z), agent transactions are in fact conducted through an Australian-based company called Global Travel Specialists (ABN 63 101

298 248), whose sole Director is George Papaioannou.

Global Travel Specialists Pty Limited is in turn owned by Global Travel Holdings Pty Limited (ABN 14 608 961 986) whose directors include Papaioannou and Excite Executive Director, Nic Stavropoulos.

Shareholders in Global Travel Holdings include two separate companies, Travel Holdings 1 Pty Limited and Travel Holdings 2 Pty Limited, each owned respectively by Stavropoulos and Papaioannou.

The pair are also shareholders and directors of the Singapore-based Excite Holidays Pte Ltd.

It's unclear which entity acts as the employer of the company's Australian-based staff, many of whom don't return to work until next Mon after having their annual leave extended by a week.

Despite the mounting issues of non-payment for previously confirmed reservations, bookings continue to be accepted on the Excite agent portal.

Excite's call centre wait times have stretched out to in excess of four hours, but when consultants finally get through they are just being advised to pay suppliers directly and promised a refund.

Earlier this week Stavropoulos said the company was in discussions about a potential business deal (*TD* 06 Jan), but has since not responded to multiple requests for comment.

Anyone with more details can confidentially contact the *Travel Daily* tip line through WhatsApp by clicking the button below.

Contact the *TD* tip line

Laing joins Intrepid

LOUISE Laing has been appointed as General Manager of Marketing for Australia and NZ at Intrepid Group.

Laing joins Intrepid after two years in a similar Melbourne-based role with G Adventures.

More appointments on **page 5**.

FCM invests in Shep

FLIGHT Centre's FCM Travel Solutions has executed a minority investment in browser extension tech company Shep.

The business model of Shep aims to help companies take advantage of savings on travel purchases made outside of their corporate travel programs.

FCM will also incorporate Shep's tech into its platform offering.

Scenic agent bonus

DURING Scenic's See the World campaign, agents can earn an extra 2% commission on top of the already offered 10% rate for select 2020 river cruises.

The promotion applies to new bookings made by 31 Mar.

Check out the **cover page** for further information.

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Qantas adjusts routes

IN RESPONSE to rising tensions between Iran and the United States, Qantas has announced it will be circumnavigating air space over Iran and Iraq until further notice for safety reasons.

The route adjustment will add an estimated 50 minutes to Perth-London flights and will also require the airline to reduce its passenger numbers to cater for the fuel considerations.

In a statement, Qantas said it was currently investigating other options to "minimise disruption."

"We're looking at temporarily routing QF9 through Asia until we're able to return to our normal flight path through the Middle East," the carrier said.

"This would mean a fuel stop in a city like Singapore or Hong Kong but it would enable us to still carry a full load of passengers on these heavily-booked flights," Qantas added.

The move follows a number of airlines recalibrating their international routes over the troubled region, with Air Canada announcing overnight that it had rerouted five of its flights from

Toronto to Dubai to avoid Iraqi air space as a precaution.

The US Federal Aviation Administration has also stepped in to prohibit all US carriers from flying over the region following an Iranian missile attack on US bases in Iraq this week.

Escalating safety fears even further was the crash of a Ukraine International Airlines flight shortly after takeoff from Tehran yesterday, killing all 176 passengers and crew on board.

Although the tragic incident was initially attributed to a likely mechanical issue by both Iran and the Ukraine Governments, Ukrainian President Volodymyr Zelensky said this morning the country had sent a team of investigators to "establish the truth", casting doubt over the initial assertion.

"Our priority is to establish the truth and those responsible for this terrible catastrophe," Zelensky said in a statement.

Ukraine International Airlines also added that "error probability is minimal", stating "we do not even consider such a chance".

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Bushfire support continues

TOURISM Australia has developed a resource that shows which popular tourism areas have been affected by bushfires and provides links to further information for those impacted.

It also highlights which areas have not been affected, such as Cairns, the Gold Coast, Hunter Valley and the Coral Coast.

The webpage has been developed in consultation with the States and Territories and will be updated daily - see it [HERE](#).

Meanwhile Tourism Tasmania has echoed Tourism Australia in reminding travellers that many areas are unaffected and tourism businesses are still open (**TD** 06 Jan), including in Tasmania.

Tourism Tasmania has temporarily paused some elements of its marketing program but said it would work to minimise any impact on tourism from the bushfires and protect and build on Australia's

reputation as an international tourism destination.

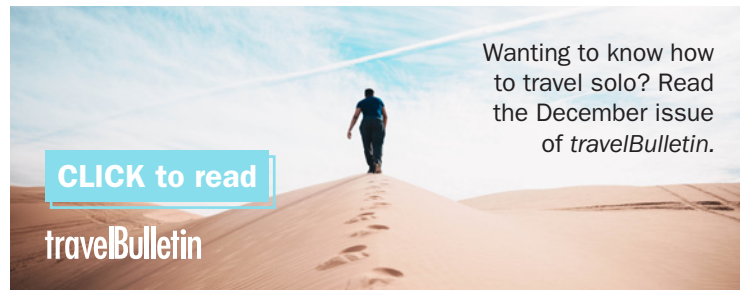
MEANWHILE Sealink Travel Group announced an initial bushfire support package of half a million dollars for the Kangaroo Island community.

The contribution includes an immediate \$200,000 cash donation to the Kangaroo Island Mayoral Relief and Recovery Bushfire Fund, and free-of-charge travel for island residents as well as family and friends.

The company is also launching a national fundraising program.

Travel Counsellors has pledged its support and will make a donation for every booking made across the globe on Fri and has set up a fundraising page for personal donations.

Mat McLachlan Battlefield Tours will also donate \$100 from every passenger booking made on any of its 50+ battlefield tours during Jan to the NSW Rural Fire Service.



Wanting to know how to travel solo? Read the December issue of *travelBulletin*.

Virgin updates

VIRGIN Australia will operate an Airbus A330-200 on the Brisbane-Melbourne route three times weekly from 11 May, GDS displays show.

The airline operates up to 15 daily flights on selected days.

MEANWHILE, the carrier has also filed its reduced Sydney-Tamworth service (**TD** 08 Nov 2019), which will see Virgin reduce overall its service on the route from 14 to six weekly.

Kakadu closures

KAKADU National Park is on cyclone watch, with some parts closed or may become inaccessible over coming days as a monsoonal low off the Top End coast is likely to develop into a tropical cyclone and track towards the park today and Fri.

Bowali Visitor Centre will be closed from today until Sat at 8.00am, with travellers advised to check the roads [HERE](#).



Window Seat

THERE'S nothing more revitalising than a long overseas trip, but an Australian explorer has just taken those sentiments to the extreme.

Geoff Wilson last week broke the record for longest unsupported journey across the Antarctic, covering 5,306 kilometres with just a wind kite and a sled full of food, beating the previous record by 206km.

The 49-year-old on Sat arrived at Russia's Novolazarevskaya Station, bringing to an end his 58-day trip.

As if one record wasn't enough, Wilson also became the first human to scale Dome A unassisted, the highest point on the Antarctic plateau.

Read all about his adventures in his blog [HERE](#).



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Book by 12 January 2020.



* Offer valid until 12 January 2020, unless sold out prior. Fares (AUD) quoted above are the lowest adult return prices per person including taxes, fees, and airport charges departing from Melbourne when booked with one or more companions. Other sale dates may be available. Other sale fares are also available departing from Sydney, Adelaide, Perth, and Canberra. 'Companion' refers to a minimum of two (2) and maximum of nine (9) people travelling together on the same booking for the entire journey. Economy Class companion fares shown above are for departures from 20 January - 20 March 2020, 14 April - 16 April 2020, 19 April - 22 May 2020, and 21 September - 27 November 2020. Business Class companion fares shown above are for departures from 1 October - 30 November 2020. Inbound blackouts apply in both classes: 5 July - 5 August 2020, and 20 September - 20 October 2020. Travel must be completed by 10 December 2020. Fares may vary due to currency fluctuations. Seasonal surcharges and weekend surcharges may apply. For all other terms and conditions please review at time of booking.
[^] Double Qmiles apply to flights booked before 12 January 2020 and travel by 10 December 2020. Registration is required; log in to your Privilege Club account, select "My Offers" on your dashboard menu, and register for this offer at least 24 hours prior to travel.

Cheers to McGeary's on Travelmarvel!



TRAVELMARVEL is set to debut the first of three new European river ships this year, with *Travel Daily* able to exclusively reveal details of *Travelmarvel Polaris*.

The 91-cabin newbuild vessels feature Window Staterooms, French Balcony Cabins and Owner's Suites, along with a range of features specifically targeting Travelmarvel clientele.

A key addition is a relaxed and social "pub-style" venue known as McGeary's Bar (pictured)

which offers guests a third dining alternative with pub-style meals and bar snacks.

All middle and upper deck cabins have horizontal electric windows which create a French-style balcony when lowered, while technology features include TVs behind mirrors in cabins and a dedicated channel for viewing cruise director talks.

More details on the new Travelmarvel offering in today's issue of *Cruise Weekly*.



Adventure Specialist Full Time (North Sydney Base)

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We are looking for an experienced Adventure Specialist that have exceptional customer service skills as well as having a passion for adventure travel to join our International reservation team.

The job will involve specialist consulting on worldwide adventure products, dealing with both travel agents and direct clients and ensuring a high level of customer service is maintained.

This is an exciting and rewarding job opportunity for anyone who is passionate about travel, ambitious, ability to be successful in a sales environment, strong attention to detail, good communication and computer skills, be a team player with exceptional organisational skills.

If you believe you have what it takes to be a success in this role please send your CV and cover letter to todd@tucantravel.com

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CHECK OUT THE 2020 CRUISE GUIDE

CRUISE *travelBulletin*

Travel Daily

Rottneest additions

ROTTNEEST Island is offering eight new experiences, including travel options, boat tours, water activities, catering and shopping.

The additions include: a daily seaplane commute to the island; skydive and transfer packages; sunset cruises; fishing cruises; refreshments at the West End; a new shop and concierge service and an aquatic playground.

SQ ups Kolkata

SINGAPORE Airlines is boosting its Kolkata service from four to five times weekly from 29 Mar.

As part of integration plans, Singapore Airlines' subsidiary SilkAir will cease its thrice-weekly Kolkata service.

"[SQ's] A350-900 medium-haul aircraft has been warmly received by customers since its introduction on the Singapore-Kolkata route in Jun," said Singapore Airlines Senior Vice President Marketing Planning Tan Kai Ping.

"We are pleased to increase our services to Kolkata with this new generation aircraft by adding a weekly frequency from Mar."

RJ back to BGW

ROYAL Jordanian has resumed flights to Baghdad, after suspending them on Fri (TD 07 Jan) as a precautionary measure.

YT&C new sites

YOUR Travel & Cruise's (YT&C) home-based agents will be able to further tailor their websites to their own brands, as part of a platform overhaul.

Agents will now have access to customisable pages, tailored content, new colour combinations and a blog feature, with MD Les Farrar calling out the importance of a website as a marketing tool, saying, "we support our members with technology and resources so they can get on with what they do best".

More info is available **HERE**.



SUSTAINABILITY MATTERS

*Today's Sustainability
Matters is brought to you by
Hurtigruten*

It's time to talk



One week into 2020 and Australia is struggling. Lives have been lost. Homes and businesses have been

destroyed, habitat decimated and wildlife killed on a scale we have never seen before.

We have never faced a more challenging time as we grapple with the impact of global warming on our environment.

Australia's focus remains steadfast on communities directly impacted by the fires. I'm proud to be in an industry where individuals and organisations have responded with great generosity.

But it is also an extremely important time to be talking about the underlying causes of climate change and the leadership required to address these challenges.

If we can't recognise the impact of climate change and the work needed to address these challenges now, while it is so raw, we never will. Taking action is the right thing to do and respects and honours all those that have lost so much already.

Let's commit to a positive conversation on the role we play in our industry to lead, innovate and change to build a sustainable future for all.

*Damian Perry, Managing Director
Hurtigruten APAC*



HURTIGRUTEN

Cyclone season

SMARTTRAVELLER has urged Australians to stay aware and up-to-date on destinations they are planning to travel to which may be affected by the Pacific cyclone season, between Oct and May.

Countries at-risk of severe weather such as cyclones, hurricanes, typhoons, monsoons and tornadoes, include Fiji, Bangladesh, Sri Lanka, United States, and Taiwan.

Smartraveller has advised travellers to read the travel advice for each destination they are visiting, be prepared to change travel plans on short notice, and closely monitor media and local sources for weather forecasts.

For more info, **CLICK HERE**.

St Lucia accom tax

THE St Lucia Government will introduce a tourist accommodation fee effective from 01 Apr, with all accommodation providers on the island required to collect the charge from guests.

The money will be used by the St Lucia Tourism Authority to fund destination marketing activities and village tourism development.

The fee will be US\$3 for a nightly rate of less than US\$120, rising to US\$6 above this level.

Guests who book their accommodation through sharing platforms such as Airbnb and VRBO will be required to pay an accommodation fee of 7% on the total cost of stay.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Rogier Van Enk has joined **British Airways** as Head of Distribution after leaving Finnair, where he worked for a total of eight years, most recently in the role of Vice President Digital Revenue & Distribution.

Daniel Song has been appointed as Managing Vice President and Director of **Korean Air's** Americas region. Song has been employed at Korean Air for 30 years in various leadership roles, including his most recent position as Managing Vice President of the airline's passenger network and sales. Previously, Song was Vice President of regional headquarters in Southeast Asia and Central Asia C.I.S countries.

MSC Cruises has welcomed **Patrizia Iantorno** and **Leisa Chell** on board as Marketing Manager for Australia & NZ and the newly created role of PR & Communications Manager for Australasia, respectively. Iantorno has nearly 20 years of marketing experience, including seven years at Nestle, while Chell was previously leader of MSC Cruises' regional marketing team for two years.

Louis T Collection has entrusted **Shane Lee** to lead its upcoming boutique hotel **CESVI**, which is scheduled to launch in Mar in the port city of Kaohsiung, Taiwan. Lee was most recently Executive Assistant Manager at Westin Yilan Resort in north-eastern Taiwan, and prior to that was General Manager at Bali Graha Asia from 2014 to 2018.

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Exp Co (sky)dives into 2020



EXPERIENCE Co CEO John O'Sullivan has applauded the efforts of the company's Skydive Australia teams during its busiest time of the year, saying he was "very proud of them".

O'Sullivan reported that a third of Skydive Australia's business for the entire month of Dec was conducted in the six days

between Christmas and New Year.

"Given this year's challenging conditions, it's an even bigger task," said O'Sullivan.

Pictured: One of the Skydive Australia teams getting into the Christmas spirit.

Entrada acquires

NEW Zealand company Entrada Travel Group has continued its expansion in the Australian market by purchasing Cairns-based Frankland Islands Reef Cruises, which is based in tropical North Queensland.

"Frankland Islands Reef Cruises offers a unique way to experience the Great Barrier Reef and, combined with the outer reef tours we offer through our TUSA and Divers Den brands, it widens the range of options for travellers of all kinds," said Entrada Chief Executive John Thorburn.

Emirates vegan

EMIRATES is marking "Veganuary" by offering an additional plant-based option as its fourth main course in First and Business class menus on flights from Dubai to countries including Australia, throughout the month of Jan.

The new dishes include Tofu Jalfrezi and Ancho three bean chilli, as well as vegan desserts.



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Travel Daily



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2021 departure dates available!

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- An "Ice Age" adventure at Athabasca Glacier



[View Itinerary](#)

Hidden Gems of New England

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2021 departure dates available!

Starting from **\$5,340***pp twin share |
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TAUCK VALUE INCLUDES

- **TAUCK EXCLUSIVE** - Filmed vignettes by filmmakers Ken Burns & Dayton Duncan, visit Ken Burns's private studio in Walpole, New Hampshire
- Guided tour of legendary Fenway Park
- A tasting tour through Boston Public Market
- Private tour and lunch at Hancock Shaker Village in Pittsfield, Massachusetts
- Guided visit through the world of sustainable farming and forestry methods at Billings Farm and Museum



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