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ANZCRO easy to ski

ANZCRO is making it easier for travel agents to book ski trips in New Zealand via ANZCRO Connect, its self-service booking platform.

Features include a large inventory of ski products, the ability to book multiple products in a single transaction, a booking and quote tool, and 24/7 access to client documentation.

For more details on the platform, see the **cover page**.

The coronavirus effect

THE reverberations caused by the outbreak of coronavirus in China continues to be felt at all levels of the travel sector.

A number of travel operators have been forced to cancel itineraries to China to mitigate the risk of spreading the virus.

Scenic, Royal Caribbean Int'l and MSC Cruises have all opted to cancel sailings departing mainland China, with Scenic even cautioning of the prospect of scrapping cruises in China as far down the track as May.

On the Go Tours has also cut all tours to China up until 25 Mar, offering full refunds to affected guests, while Infinity Travel has stated it would not be charging

fees for any amendments to trips.

Additionally, Marriott International has indicated it would waive cancellation fees for stays through to 29 Feb at its hotels in many parts of Asia such as mainland China & Hong Kong.

Meanwhile Qantas CEO Alan Joyce has stated the outbreak would likely cost the airline tens of millions of dollars & suggested it was too early to tell what the full extent of the financial impact would be for the company.

Speaking at the opening of Qantas' new pilot academy in regional Queensland (see **page five**), Joyce said the carrier would use the SARS outbreak in 2003 as a "benchmark" for related costs.

"It impacted us by \$55 million back in 2003 and lasted around six to eight months...this is different in a number of different ways, and who knows how it is going to expand," he said.

Health protocols have also been stepped up by Samoan authorities, with Australian pax now needing medical clearance at least three days prior to travel to the Pacific Island nation.

Tauck Euro tours

TAUCK has a range of small group European land journeys available in 2020, including a 14-day Ireland tour starting from \$10,940 per person twin share, as well as a Russian Glories and Baltic Treasures trip leading in at \$11,990 per person twin share.

Also on offer is a 13-day Stockholm to Oslo adventure, taking in a guided visit to the Fantoft Stave Church near Bergen.

See **page seven** for more details.

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Today's issue of TD

Travel Daily today has six pages of news and photos, including a front cover wrap from ANZCRO, plus full pages from:

- Tauck
- AA Appointments jobs
- Hurtigruten
- TD Sustainability Summit

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Travel Daily
on location in **Melbourne**

Today's issue of *TD* is coming to you courtesy of Emirates who has been hosting industry reps and VIPs at the Australian Open.

OVER the past 11 days, Emirates has been hosting guests within its corporate suite at the premier Grand Slam event of the Asia Pacific region. The airline continues as the Official Airline partner of the tournament, in its sixth year of its association with the event. Guests of Emirates will enjoy great seats in Rod Laver Arena, with the daytime draw seeing world number one Ash Barty taking on American and world number 14 Sofia Kenin. *TD* will lead the chorus for the Barty Party!

Insight prog to land early

INSIGHT Vacations will open its 2021 Europe Pre-release Collection for sale on Sat, four months earlier than its usual launch month of Jun.

Managing Director Alex O'Connor told *TD* the move was driven by feedback from agency partners and a shift in booking trends over the last few years.

O'Connor said more than a third of Insight's customers are now booking more than a year in advance while a third book within six months of travel.

"The booking curve has really moved out," she said.

"For those customers that want to book earlier, we know that they are generally booking their Insight Vacations holiday as part of a bigger trip.

"We know Australians often go to Europe for an average of four and a half weeks, so the demand for having the guided holiday part

of that journey completed with the other elements of that was strong and that really drove the decision to bring it out earlier," O'Connor explained.

The pre-release program packs in over 80 itineraries to destinations such as Europe and Britain, Ancient Civilisations, USA and Canada.

It features a selection of Insight's most popular tours, including the Country Roads of Wales, Devon and Cornwall, Best of Spain and Portugal, as well as Easy Pace Italy.

O'Connor said Insight Choice would be "front and centre" of the program, an initiative launched last year which allows guests the choice of two included Insight Experiences (*TD* 23 Sep 2019).

"Customers want more and more personalisation, they really want to be able to tailor their holidays," she said.

Aussie GM Scoots

THE General Manager Australia for Singapore Airlines subsidiary Scoot, Jared Simcox, has resigned from his role.

Simcox made the announcement via LinkedIn, reflecting on his time at the airline as "wonderful, formative and challenging", signalling a move to London to take on a new role for an undisclosed business in the travel and aviation industry.

He had been in the position at Scoot for just over three years and a replacement for Simcox has not yet been announced.

Brunel founds biz

CAROLINE Brunel has left her role of Entire Travel Group Marketing Director & started her own boutique marketing agency representing travel brands.

Sydney-based Nouvelle Vague Marketing has snagged Tahiti Tourisme as its foundation client.

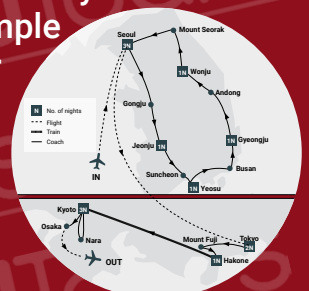
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ATAS

Domestic front and centre

AN ESTEEMED list of domestic tourism speakers have been added to the 2020 *Travel Daily* Sustainability Summit lineup.

The all-star ticket of interstate experts include the Chief Executive Officer for Tourism Tasmania, John Fitzgerald; Chief Marketing Officer for Tourism & Events Queensland, Michael Branagh, and the Managing Director of Tourism Western Australia Brodie Carr.

The executives will discuss many of the challenging sustainability issues facing their respective states, as well as what more can be done around sustainable tourism development.

Business Publishing Group GM Christian Schweitzer said the latest additions would ensure the summit delivers a compelling and insightful discussion on the issue of sustainability in the travel and tourism sector.

“We’re thrilled to have such a high calibre of speakers join the summit this year to help showcase the industry’s strong commitment to a sustainable future,” he said.

“This year attendees can look forward to robust discussions from a series of keynote addresses, panel sessions and fireside chats taking place,” Schweitzer added.

The representatives from the state tourist authorities will join an impressive list of speakers who have already signed on, including Head of Sustainability for Hurtigruten, Naomi Ages; COO for InterContinental Hotels Group, Ruwan Peiris, and Senior Advisor Qantas Future Planet & Sustainability, David Young.

The event will take place in Sydney on 22 Apr, with more speakers to be revealed soon.

See **page 10** for more info.

Boeing’s big loss

BOEING has reported a loss in its fourth quarter results as 737 MAX costs continue to rise.

Revenue for Q4 2019 came in at US\$17.9 billion, US\$10.4 billion less than the US\$28.3 billion achieved in Q4 2018.

The period saw a US\$2.2b loss in earnings for operations and a US\$1.79 loss per share, which Boeing said primarily reflected the impacts of the 737 MAX grounding.

Despite the losses, during the quarter, the company paid US\$1.2 billion of dividends.

“We recognise we have a lot of work to do,” said Boeing President and Chief Executive Officer David Calhoun.

“We are focused on returning the 737 MAX to service safely and restoring the long-standing trust that the Boeing brand represents.

“Safety will underwrite every decision, every action & every step we take as we move forward.”



Window Seat

WHEN most people book a room at a nice hotel, a common urge is to pull out a large hammer from your tool belt and let rip on some impromptu DIY work, right?

Actually, nobody thinks that.

Nonetheless, construction has started on the new \$90 million multi-level Bunnings store that will fit snugly underneath the upcoming 183-room Mercure Melbourne Doncaster.

It’s not clear whether a guest finds a room price cheaper somewhere else, the Mercure brand will beat it by 10%.



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ACCREDITATION PARTNERS

Apollo profit drop

APOLLO Tourism and Leisure released a trading update on the ASX yesterday, stating it expects its H1 FY20 statutory Net Profit After Tax to sit around the \$10.5m mark - down from \$14.7m in H1 FY19.

Additionally, the underlying Net Profit After Tax is forecasted to be in the order of \$11.5m in the first half of FY20, in comparison to \$15m in H1 FY19.

The group attributes the decline to “continued subdued global RV sales markets and low margins”, as well as the impact of the bushfires on last-minute bookings over the peak summer holiday period.

The cost of investment in Apollo’s retail operations and guest experience “has also had an impact” compared to FY19.

The half-year financial results will be announced on Tue 25 Feb.

Adelaide expansion

ADELAIDE Airport will open the first section of its expanded terminal to customers on 26 Feb, with six new stores set to open on the day, including Penfolds Wine Bar and Kitchen.

“Next month will see the first of several staged openings of the terminal expansion and refurbishment between now and project completion at the end of 2021,” said Adelaide Airport Managing Director Mark Young.

The expansion will include a “complete refurbishment of retail areas”, resulting in a more than 80% increase in the overall size of the terminal’s retail and dining precinct across domestic and international areas.

International upgrades will include a second, longer baggage belt for arrivals, more space for emigration and immigration processing, and more.

RCCL makes the (steel) cut



ROYAL Caribbean Cruises (RCCL) marked the beginning of *Celebrity Beyond*’s construction with a steel-cutting ceremony today at the Chantiers de l’Atlantique shipyard in Saint-Nazaire, France.

The third ship in *Celebrity Cruises*’ Edge Series, *Celebrity Beyond* is set to be delivered in the last quarter of 2021.

“The Edge Series is all about innovation and pushing beyond boundaries and convention, and *Celebrity Beyond* will continue this legacy,” said RCCL Chairman and CEO Richard Fain

Pictured: Royal Caribbean

Cruises and Chantiers de l’Atlantique executives raising the signed commemorative ship cut-out at the ceremonial steel-cutting for *Celebrity Beyond*.

From left are: RCCL Chairman and Chief Executive Officer Richard Fain; *Celebrity Cruises* President and Chief Executive Officer Lisa Lutoff-Perlo; RCCL Executive Vice President, Maritime and Newbuilding Harri Kulovaara; and Chantiers de l’Atlantique General Manager Laurent Castaing.

Livn, Guestlogix

TOURS and activities network Livn has entered into a strategic partnership with travel commerce platform, Guestlogix.

Guestlogix will integrate Livn’s API into its solution, allowing it to offer clients last-minute, last-seat availability in real-time.

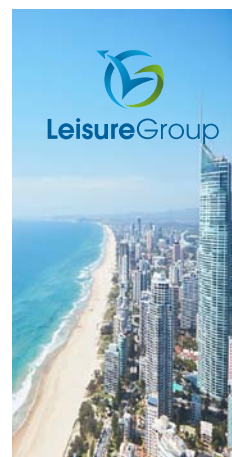
The deal will also give passengers the ability to make bookings in-flight.

Livn’s API infrastructure connects resellers to over 20 global tours and activities reservation platforms with access to over 700,000 products from more than 15,000 suppliers.

Accor to rid plastics

ACCOR has announced its commitment to join the UN Global Tourism Plastics Initiative, which aims to “combat plastic pollution of the world’s oceans and other natural environments”.

In addition to its previous commitment to eliminate all plastic straws, stirrers and cotton buds (**TD** 03 May 2019), Accor will also do away with individual plastic toiletry amenities and cups by the end of 2020, and all remaining single-use plastic items by 2022.



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Leisure Group is looking for an experienced Product Specialist to join our rapidly growing business based in Broadbeach on the Gold Coast.

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Key focus of the role:

- Ensure sales budgets are met and ROI is ascertained on all sales spend.
- Maximise revenue growth through thorough business plans and carefully curated sales activities.
- Deliver presentations to large and small groups to drive business and promote the APT and Travelmarvel suite of products.
- Create and implement a training plan for the NSW territory to train and motivate travel agency consultants on product selling features.
- Develop market intelligence summary reports covering: product feedback, competitor analysis, APT product opportunities and general market trends.

If this sounds like you, why not find out more head to <https://applynow.net.au/jobs/ni/APT5215>

Delta Wheels Up

DELTA Air Lines has sealed a deal to combine Delta Private Jets with private aviation platform, Wheels Up.

The partnership establishes “one of the world’s largest owned and managed fleets of nearly 200 private aircraft,” Delta said.

In the coming weeks, the two companies will communicate directly with customers to roll-out cross-platform partnership benefits as well as other features they claim “cannot be found anywhere else within the private aviation industry”.

As part of the agreement, Delta’s COO Gil West has joined the Wheels Up Board of Directors, enthusing that the partnership “is opening up a whole new world of travel options to more travellers than ever before”.

Raffles buyout

RAFFLES Maldives Meradhoo, located on private island Gaafu Alifu Atoll in the Maldives, is offering the opportunity to rent out the island for a four-night stay for US\$1 million.

The price is all-inclusive of Raffles’ services and the use of “an additional deserted island”.

Grapevine appoints

TEXAS’ Grapevine Convention & Visitor Bureau has appointed business consulting and representation firm Canuckiwi as its international representation firm in Australia and New Zealand, effective immediately.

Canuckiwi will be responsible for managing travel trade strategy, public relations and industry alignment across both countries for the Texan town.

“As the host city to Dallas Fort Worth International Airport, we have enjoyed welcoming a growing number of visitors from Australia and New Zealand each year,” said Grapevine’s Director of Leisure and International Sales Heath Egan.

Ngala Treehouse

LUXURY Africa safari company &Beyond will open the Ngala Treehouse Experience on 10 Feb at its Ngala Private Game Reserve in South Africa.

The four-level treehouse will offer guests a “remote overnight retreat” and includes an enclosed bedroom with a king-sized bed, a hot shower, rooftop sleep-out platform, stocked bar and coffee station.



QANTAS Group’s new Pilot Academy officially opened in Toowoomba today, along with the launch of a scholarship program for indigenous, female and regional students.

Qantas will provide three scholarships for indigenous students, each valued at \$85,000, and to be made available in the future for female students and candidates from regional and remote areas.

The training facilities include a 1,500m² hangar, four flight training simulators, classrooms, plus purpose-built pre-flight briefing and flight scheduling areas.



The academy has the capacity to train up to 250 pilots each year, with the first 34 students having started their training at the new facilities earlier this month and 100 students expected to be in training by the end of 2020.

Upon completing the 12-month training, graduates will hold a commercial pilot licence and join Qantas’ pilot talent pool.

Students are **pictured**.



Jobs at Beyond Travel

Beyond Travel continue to grow with several positions available, its the ideal time to join a great team and expand your horizons:

Product Coordinator support our team of niche product specialists. Ideally you have product loading experience, exceptional organisational skills and attention to detail.

NEW Product Procurement Specialist, champion a portfolio of unique destinations as you identify and create speciality products to drive growth.

Wholesale Sales Consultants join our team of destination experts. Bring your passion for travel, bright and outgoing personality and strong communications skills for a rewarding career.

Applicants with experience in Tourplan, or first-hand travel experience in the destinations we specialise in, like Russia, Scandinavia, Eastern Europe, or Croatia, will have an advantage.

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Mortimer 360° tour

AURORA Expeditions has launched a 360° virtual tour of its new ship, *Greg Mortimer*.

The cruise line said the virtual tour will allow agents and customers to familiarise themselves with the ship.

Aurora Expeditions is also supplying the iframe code to travel agents so they can embed the virtual tour on their website.

To take a look, **CLICK HERE**.

La Quinta Istanbul

WYNDHAM Hotels has opened its first La Quinta property in Europe, the 404-room La Quinta by Wyndham Istanbul Gunesli.

The hotel has three restaurants & over 1,500m² of meeting space.

Luxperia expands

LUXPERIA has announced the expansion of its management in the Southeast Asian region.

Principal founder Linh Le will lead the growth of business from English-speaking markets to support locally run and operated tour operators in the UK, Australia, Europe and the US.

In addition, his team will offer business consultation, guidance and mentorship to "other like-minded operations" to improve guest satisfaction levels and strengthen competition against "larger pre-existing giants".

"The fundamental start of working responsibly in tourism is to ensure money and profits are funnelled back to our local communities," Le said.

An elephantine photo bomb



LUXURY Africa travel brand Singita recently treated MTA – Mobile Travel Agents' Advisor Maria Turra to the Ultimate Southern African Safari Experience.

Included in the trip was accommodation at the Singita Pamushana Lodge in Zimbabwe, which is set in the 130,000 acre Malilangwe Wildlife Reserve, and the Singita Ebony Lodge and Singita Lebombo Lodge in the

Kruger National Park.

The national park, located in South Africa, is one of the country's largest game reserves and features a high number of wild lions, leopards, rhinos, elephants and buffalos.

Pictured during a visit to the Kruger National Park, Maria Turra poses for a happy (or terrified?) snap with a fully-grown, roughly seven-tonne African bull elephant.

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.

Luxury hotel **The Langham Sydney**, has named **Stephen Lech** as its new Executive Chef. He will lead the culinary program for all aspects of the hotel, including the recently opened Kitchens on Kent restaurant.

Russell Windebank has been appointed as Product Operations Manager at **Beyond Travel Group**. Prior to this role, Windebank was Group Manager at the Globus family of brands Australasia for almost a decade, and has also worked for Odyssey Travel.

Heathrow Airport has named disability campaigner **Helen Dolphin** and equality and inclusion regulator **Keith Richards** as new co-chairs of the Heathrow Access Advisory Group (HAAG), where they will be tasked with improving the airport's assistance services and facilities.

Heidi Barker has been announced as Vice President, Corporate Communications for Ethics and Compliance at leisure travel company **Carnival Corporation**. Barker will be based at the company's headquarters in Miami, and will commence the role in Mar.

Crown Resorts Limited has appointed Non-Executive Directors **Helen Coonan** and **John Horvath** as Deputy Crown and Deputy Chair of Crown, respectively. In addition, the Board has appointed Crown's Chief Financial Officer **Ken Barton** as CEO of Crown.



St. Basil's Cathedral, Moscow, Russia

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 - A small group size means a more personal travel experience highlighted by stays at some of Ireland's top hotels including lavishly restored castles, grand hotels, and manor houses.
 - Visit Belfast's award-winning *Titanic* Belfast interactive museum & enjoy a sumptuous 9-course *Titanic* tasting dinner
 - Learning – at an Irish farm, the Belleek Pottery factory, the Ulster American Folk Park, and The Jameson Experience, a museum of Irish whiskey distilling



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Russian Glories, Baltic Treasures

14 Days from Vilnius to Moscow
Departing 26 June 2020
2021 departure dates available!

Starting from **\$11,990***pp twin share | **\$14,285***pp solo travellers

- TAUCK VALUE INCLUDES**
- **TAUCK'S YELLOW ROADS** – Drive along coastal roads, through peaceful forests and idyllic farms as you travel across the Baltic region from Lithuania to Latvia and Estonia
 - **TAUCK EXCLUSIVE** – Guided early-morning visit to The State Hermitage Museum, allowing you to view its treasures when crowds are fewer
 - A private concert featuring the music of Finnish national composer Jean Sibelius in Helsinki
 - A gala "Tchaikovsky Night" dinner with live music at L'Europe in St. Petersburg
 - An evening of Russian ballet in St. Petersburg



[View Itinerary](#)

Scandinavia

13 Days from Stockholm to Oslo
Departing 3 August 2020
2021 departure dates available!

Starting from **\$11,740***pp twin share | **\$13,537***pp solo travellers

- TAUCK VALUE INCLUDES**
- **TAUCK'S YELLOW ROADS** – Journey from Stockholm to North Zealand, from Bergen to Loen and on to the fjords of Norway
 - **TAUCK EXCLUSIVE** – Private welcome reception & dinner at Stockholm's Vasa Museum
 - Three included flights – from Stockholm to Copenhagen, Copenhagen to Bergen, and Ålesund to Oslo
 - Guided visit to the historic Fantoft Stave Church near Bergen
 - Exclusive early-entry private visit to Denmark's historic Frederiksborg Palace



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Previous revenue or yield management experience within the travel, hotel or airline industries is highly regarded. A top package and long term career opportunities on offer.

STEP UP IN HOTEL SALES

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MELBOURNE- TOP PACKAGE ON OFFER

Are you a BDE or Sales Exec looking for your next step up? Well this may be the role for you. We currently have a reputable and well known hotel brand looking for a highly driven and motivated sales extraordinaire to join one of their well-established Melbourne hotels. Mentored by a superb DOSM you'll be responsible for managing and growing sales activities across market segments. A strong salary package + long term career progression and development on offer.

OPERATIONS ROLE

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SYDNEY- STRONG SALARY PACKAGE

Be very quick for this rare gem. You will be leading a team of the very best consultants servicing corporate clientele. Strong leadership skills and strong Travel Industry knowledge required. You will enjoy a strong salary package and the chance to work in an environment where you will have plenty of room for career development and advancement. Interviews have commenced - so don't miss out.

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SYDNEY- SALARY UP TO \$110K

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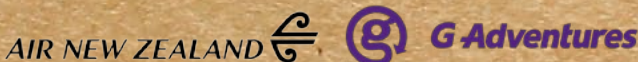
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