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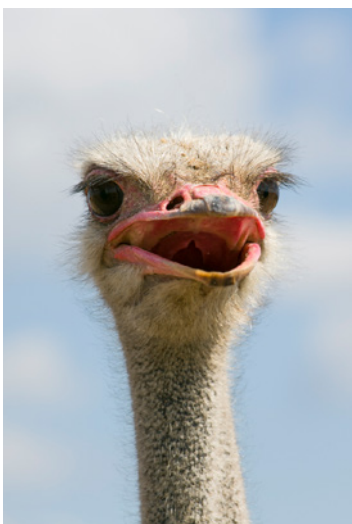
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Fly365 questions swirling

QUESTIONS about the final weeks and months of operation of OTA Fly365.com continue to mount, with the company seeming to have allegedly taken advantage of extended ticketing time limits on higher class fares to delay payment to airlines.

Posts overnight on a Facebook group established to support the thousands of people who are currently out of pocket have highlighted the unusual practice, which saw Fly365.com make bookings in Y class - the most expensive Economy tickets - even though customers were paying the prices of significantly less expensive Q class fares.

Y class tickets can be held for up to 30 days without payment, meaning customers with these bookings were able to check their reservation online even though Fly365 had allegedly not actually passed the money on.

Moreover Y class bookings can be rebooked each month to keep them live, "so Fly365 could have been doing this for months!" according to one commenter.

The group, which now has more than 2,500 members, is providing

mutual advice on accessing credit card chargebacks, which are expected to resolve the majority of consumer claims.

However experiences related by Fly365 customers also confirm what appears to be a clear pattern of strange conduct, with many online bookings not even actually confirmed with airlines and clients only holding Fly365 invoices rather than any airline confirmations.

The collapsed company is now in the hands of Nic Raja from Rogers & Carson, who noted that the Liquidator has not cancelled any flights "and is actively taking steps to minimise the risk of agencies and/or airlines cancelling or causing disruptions to flights of those customers".

Today's issue of TD

Travel Daily today has seven pages of news and photos, a front cover wrap for **Tourism New Zealand**, plus full pages from:

- Hurtigruten
- Travel Trade Recruitment
- Hamilton Island

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*T&Cs APPLY

THL sees bushfire rebound

NEW Zealand-listed tour, activity and motorhome group Tourism Holdings Limited (THL) says it has already experienced a rebound in forward bookings from long-haul markets, after an initial dip in late Jan and Feb due to the Australian bushfires.

THL today released its first-half result, with net profit down 25% to NZ\$13.1 million, reflecting tough market conditions in the USA vehicle sales market.

Revenue for the period was flat at NZ\$207m, with THL's brands including campervan operations Maui, Britz, Road Bear, Mighty, Just Go and El Monte along with NZ-based attractions Kiwi Experience, Waitomo Glowworm Caves, Ruakuri Cave, Aranui Cave and Black Water Rafting Co.

CEO Grant Webster said the first half of the financial year had seen lower visitor numbers for both Waitomo and Kiwi Experience, while the company's recently

launched small group tours product had experienced "strong demand and forward bookings".

Webster confirmed a market update earlier this month which factored in a forecast reduction in Chinese inbound visitors from Feb-Apr 2020 due to the COVID-19 containment measures.

"The global situation with COVID-19 continues to remain uncertain, however at this stage we do not consider there to be any additional information that causes any change to our assumptions," he said.

There were initial concerns about a spate of cancellations earlier this year amid global media coverage of the Australian bushfires, which did cause a drop in long-haul forward bookings.

"We have since experienced a rebound and do not expect the impact to be material to the total business in the remainder of this financial year," he said.



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Sapphire's surge

THE launch of Princess Cruises' winter program featuring the redeployed *Sapphire Princess* has been met with "unprecedented interest" from agents, so much so the line's booking engine POLAR struggled to keep pace.

Princess Cruises' Director of Sales and Marketing Nick Ferguson said the spike in booking queries was greater than any previous program release.

"We want to thank all our trade partners for their valued support and patience...however we're pleased to see that confidence in cruising remains strong in our market," he said.

For more info, [CLICK HERE](#).

NZ famil adventures

WINTER families in NZ are on offer for agents who sell trans-Tasman Virgin Australia flights between 24 Feb and 05 Apr.

See [cover page](#) for more details.

Travel Daily on location from Gold Coast, QLD

Today's issue of *TD* is coming to you courtesy of MTA - Mobile Travel Agents, which is hosting its annual conference this weekend.

TODAY, MTA delegates have arrived at Hope Island on the Gold Coast for the beginning of the group's 2020 conference.

Hosted at the InterContinental Sanctuary Cove, the 20th anniversary conference opened in the morning with a delicious grazing lunch for attendees, before formalities kicked off.


Tonight, the Welcome Beach Party will ring in the lighter side of the weekend, as agents and other delegates let their hair down for what is sure to be a fun and informative weekend.

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Get into the Greek

TOMORROW is the last day for **TD** readers to score a chance to win an eight-night holiday in Greece, courtesy of Luxury Greece Collection, a division of Greece & Mediterranean Travel Centre.

See **page seven** for more details.

Trafalgar COVID-19 waiver

THE Travel Corporation's Trafalgar and Cost saver brands this morning released a new commercial policy, providing more flexible cancellation terms "in recognition of the current trading conditions".

Effective immediately, guests on all Trafalgar and Cost saver trips departing on or after 01 Apr 2020 will have cancellation penalties waived until 30 days prior to departure, allowing passengers to change their dates or travel to a different destination.

The offer applies to land bookings only, and also excludes European trips featuring the 2020 Oberammergau Passion Play.

"With the constant changes and travel updates, we want to provide a way for our valued agent partners to alleviate their clients' booking concerns," said Trafalgar MD Jason Wolff.

He said the company knows travel agents are working harder than ever and still have guests wanting to travel "but also need additional comfort and flexibility to secure their trip".

Airline loyalty tie-up

LATAM Airlines and Delta Air Lines will offer reciprocal frequent flyer benefits under a new loyalty program agreement.

Beginning Apr, LATAM Pass members will be able to earn and redeem miles on Delta flights, while Delta SkyMiles members will be able to earn and use miles on LATAM flights.

Delta has acquired a 20% equity stake in LATAM (**TD** 03 Jan).



Window Seat

MUCH to the chagrin of the non-millennial travelling public, Instagram is now a heavy influencer on where people plan to visit.

Vanity plate firm Click4Reg recently decided to investigate what the most "Instagrammed" road trips in the world were, with US Route 66 coming in first place, with 1,708,620 tags of #route66 and #route66roadtrip.

Finishing a distant, but proud second, was Victoria's Great Ocean Road, scoring 1,291,178 hashtags.

The United States registered three of the top 15 road trips, with Norway also scoring two on the list; Atlantic Road and Trollstigen.

Interestingly, Bolivia's Death Road finished in fourth spot, despite its high-risk status.

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Shangri-La extends

SHANGRI-LA Group has extended its Golden Circle Program tier status to Diamond and Jade Golden Circle members to 31 Dec in the wake of the ongoing travel disruption caused by COVID-19.

Shangri-La Group has also extended its cancellation waiver through to 31 Mar.

Hamilton Is hiring

HAMILTON Island is seeking a number of new staff members to join its growing team.

An International Accounts Manager and a Recruitment Specialist are both currently being sought - for further information, see the **back page**.

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Hotels in Asia feel pinch

HOTEL occupancy throughout Asia continues to show signs of distress in the wake of the coronavirus, according to figures released by STR this week.

Macao saw the steepest occupancy decline, plunging from 96% to just 3% within six weeks, from 06 Jan to 16 Feb, with luxury casino resort Wynn Macao losing around US\$2.5 million a day.

The significant fall was brought on by the 15-day shutdown of casinos in the region, put in place on 04 Feb to curb the spread of coronavirus.

Hotel occupancy in Hong Kong fell by 64%, with occupancy rates now sitting at 25%, followed closely by Taiwan, which has fallen 59% to reach an occupancy rate of 26%.

These levels are in line with those seen during the 2009 global financial crisis, according to STR's area director for the Asia-Pacific

region, Jesper Palmqvist.

"With so much dependence on Chinese arrivals, it was anticipated that key markets around the region would see a negative impact from the coronavirus outbreak," Palmqvist explained.

"In certain markets, we saw an almost immediate decline in occupancy levels in the early days of Feb.

"The impact will likely continue until containment is reported and recovery begins."

According to the STR's figures, Indonesia has felt "some" occupancy and rate impact in Bali, but not to the same extent as other Asian regions.

Thailand, on the other hand, has gained 4% in hotel occupancy rates, climbing to 58%, while Australia has seen an increase of 11% to reach rates of 73%.

UTracks opens 2021

WITH many of its boat-based active trips sold out for 2020, UTracks has now opened its 2021 Bike and Boat bookings.

Now available for purchase are itineraries such as the seven-day Scotland Coast to Coast Walk and Barge; and the Bordeaux Bike and Boat, the Provence Bike and Boat and the Veneto Bike and Boat, all eight days.

Itineraries lead in at \$1,930 per person, twin share - for more, call UTracks on 1300 303 368.

Let's get tropical

OCEANIA Cruises has unveiled its collection of 2021/2022 Tropics & Exotics Voyages, sailing to the Caribbean, South America, the South Pacific, Africa and the Far East.

More than three quarters of the 105 itineraries launched are new, with 10 new port calls, such as Port Arthur, Whittier, Mystery Island, Panama City, Naze, Ishinomaki, Iles des Saintes, Moji, Onahama and Otaru.

Intrepid links with WWF



INTREPID Travel has announced a partnership with WWF-Australia to introduce the new Giants of Antarctica expedition on *Ocean Endeavour* voyages in 2021/22.

The 11-day expedition will give guests the opportunity to learn about whale migration, experience Zodiac excursions and see wildlife such as penguins and seals, while accompanied by WWF-Australia researchers; there will also be interactive presentations delivered on board.

The partnership will "support marine scientists in their urgent work to understand more about whales, as well as providing our customers with the opportunity to support the long-term protection of this unique ecosystem," said Intrepid Travel CEO James Thornton.

Additionally, the Intrepid Foundation will allocate \$150,000 to WWF-Australia's Protecting

Antarctic Giants project over the next two years, with the data from the project to be used to develop a conservation policy.

MEANWHILE, WWF's Senior Manager for the Antarctica Program, Chris Johnson, has signed on to speak at *Travel Daily's* Sustainability Summit taking place in Sydney on 22 Apr.

To purchase tickets, [CLICK HERE](#).

It's Out There push

DESTINATION NSW has unveiled the new It's Out There marketing campaign, which invites Australians to visit Broken Hill and the Central Darling region to experience, what it labels, "a different kind of outback".

It's Out There highlights the region's landscape and cultural features, and Indigenous culture.

The campaign, which targets couples aged 45 to 60 years old, will take the form of images and videos across digital advertising, social media platforms and print editorial through to Sep.

"Many people have heard of Broken Hill, but...don't realise how many incredible, quirky and diverse experiences this region has to offer," said Minister for Jobs, Investment, Tourism and Western Sydney Stuart Ayres.

Travelport achieves

TRAVELPORT has achieved level 4 NDC aggregator certification from the International Air Transport Association, enabling the technology company to provide full order management and servicing of an NDC booking.

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Tina

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Favourite Destination: Italy

Destinations Visited: Croatia, Greece, Italy, Slovenia, Spain, France

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2. When ordering coffee, pay at the cash register first then take your receipt to the bar... Also, do NOT sit down and drink your coffee, have a quick cafe at the bar - its the only way.



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ABC, easy as one, two, three



AFRICAN Bush Camps (ABC) will accomplish the feat of opening three new safari camps in just over a year when the doors of its new flagship Khwai Leadwood opens in Botswana in Jul.

The property will be comprised of eight tents, and follows the launch of the Nyamatusi Camp in the remote Mana Pools National Park in Zimbabwe in Apr last year, featuring luxury tents in a solar powered camp.

Linyanti Expeditions opened in Botswana a month later, offering authentic tented experiences between May-Oct, and specialising in walking safaris.

Speaking to **TD** in Sydney last night, ABC Partnerships Manager Karl Parkinson said "tourism as a revenue driver for both Botswana and Zimbabwe is so important, and as a business we are funding all the NGO operations that we operate through our foundation".

Parkinson also praised the strong support from the trade in Australia, saying, "It's a very important part of our business".

ABC is also running a Pay 5, Stay 6 offer for package bookings - **CLICK HERE** for more info.

Parkinson, **pictured** centre, flanked by Alisa Feillafe and Rob Gurr from Ynot Concepts.



Air NZ off to a flyer

AIR New Zealand has released its new safety video, *A Journey to Safety*, highlighting the impact of New Zealand's biodiversity crisis through the story of a young girl, who transports a lost takahe to his new home - see it **HERE**.

MEANWHILE, Air New Zealand is offering fares across the Tasman from NZ\$69 until the end of Mon, for travel from mid-Mar.

LHR runway blocked

THE International Air Transport Association (IATA) has said the Court of Appeal's decision to block Heathrow Airport's expansion plans due to an incompatibility with the Paris Climate Agreement "threatens tremendous damage to the UK".

"Our aim should be to eliminate carbon, not travel...the UK Govt must show leadership [and] back expansion," IATA argued.

UAE new travel rule

THE Federal Authority for Identity and Citizenship has temporarily suspended travel using national identity cards of citizens of the UAE and other Gulf countries.

The new rule, which came into effect last night, aims to counter the outbreak of coronavirus, as six new cases were recently reported in the UAE, bringing the total number of cases in the region up to 19.

Fiji's Bulanaires

FIJI Airways has partnered with Tourism Fiji to bring its Bulanaire campaign, first introduced in Mar last year (**TD** 20 Mar 2019), on board the airline's flights throughout Mar and Apr.

Travellers will be able to engage with the campaign through the in-flight entertainment system, as well as enjoy complimentary add-ons at a number of resorts and hotels, with activities such as extended happy hours and complimentary massages.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd

Ready your rainy-day activities



Travel agencies have been busily managing the impact Covid-19 has had on their business. There will come a time when the

flurry of activity has quieted down. That may last a few months. It is anticipated –as happened following SARS– there will be a surge of bookings when it's all over.

Use those quiet months wisely. Get ready. Take the opportunity to get on to your "rainy-day" activities: the value-add tasks that take 'just a bit more time if you only had it'. Like doing a little housekeeping on your database, adding traveller interests, checking document expiries, creating mailing lists, analysing reports. And invest some time in understanding those opportunities that were in the too hard pile: automation, enhanced itineraries, report creation. Join some webinars, read the product notes, experiment, and importantly, be prepared for when the floodgates open.

Know that the industry heavyweights are all behind you right now and promoting your value in the market ("contact your travel agent"). Capitalise on it. Own it. And prepare for great things to come.

A travel agent is a trusted advisor, this is your time to shine.

Susan Enners, Country Manager Australia/New Zealand, Tramada – your travel technology partner



Travel Daily
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CORPORATE UPDATE

GBT gives its assurance

AMERICAN Express Global Business Travel (GBT) has launched Rest Assured Solutions, which will provide a suite of accommodation services.

The product aims to give travel managers confidence they are getting the most of out of their hotel program while offering travellers the best rates, by reducing out-of-policy bookings.

Unveiled this week at the Business Travel Show in London, the platform's development stemmed from research undertaken by GBT, which found less than half of Australian business travellers always follow their company policy or business travel guidelines, and that three out of five Australian business travellers feel they can find better rates for accommodation than their company's corporate travel program.

"Business travellers in the Asia-Pacific region have shown

that there is a need for an accommodation booking service which makes following company policy an easier, clearer process," said GBT Vice President & Regional General Manager APAC Jo Sully.

"Out-of-policy bookings are occurring when travellers are trying to save their company money, or when their policy guidelines aren't offering them the kind of accommodation they need.

"We've developed Rest Assured Solutions as a means to ensure that our travellers are able to access accommodation for the best prices, in the best locations, with the best facilities, without booking out-of-policy.

"Compliant bookings help to create more effective and centralised travel programs, so we're looking forward to seeing Rest Assured Solutions become a part of that."

Biz travel backs sustainability



MORE than half (65%) of business delegates are confident of the industry's ability to make travel more sustainable, according to a report published by the Global Business Travel Association (GBTA) and travel management platform CWT.

The report, titled *The Big Idea: How Can We Make Business Travel More Sustainable?*, stems from a "large-scale brainstorm session" held at the GBTA Conference 2019 Munich and attended by senior industry professionals as well as the

corporate buyer community.

When asked about the willingness of the industry to make business travel more sustainable, 71% of delegates reported feeling confident, with the main driver identified as the "growing social conscience", which is "putting pressure on companies".

Employer apathy, a perceived lack of alternative options, and lack of reporting or measurement were among the perceived constraints among delegates to achieving sustainable travel.

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CORPORATE CHATTER

with Peter Hosper

A nugget of good advice

I CHATTED recently with an airline executive - let's call him 'Bob' - and it shook me a bit.

It wasn't combative. It was friendly and business-like. And yet, I walked away thinking differently about our place in the travel ecosystem.

By 'our', I mean travel management companies - TMCs like mine.

For decades, TMCs have perhaps operated - no offence - like we're the ones wielding all the influence at the centre of the travel universe, perched at the pointy-end drinking fancy French fizz, politely (but firmly) asking for more from our supplier partners.

Guilty, your Honour.

So, what happened?

Bob described what was on the airline's plate - fuel prices, new routes, new aircraft, old aircraft, industrial relations, geo-political and environmental matters, serious global health

concerns, distribution and other foibles - and stressed that they're considering the impact of these things over the 40 years ahead, not just the next few.

OK, Bob, I get it. I appreciate the issues affecting your world.

Some of them certainly affect ours, too. And in that context, perhaps our little piece of that puzzle

- distribution - seems a bit insignificant.

But, frankly, we're not just going to shrug and relinquish our place at the table.

From the moment IATA announced its New Distribution Capability (NDC) with dubious fanfare about 'transparent shopping' and 'full and rich air content' benefits, many of my TMC compadres have had a few "Chicken Little" moments. (Again, guilty).

My chat with Bob left me thinking it's time we got real and stopped being angry about the things that, frankly, we can't control.

TMCs play a crucial role in the corporate travel ecosystem.

And while we need to accept that the next 40 years won't look like the last 40, we will continue to insist on a seat at the collaboration table, and make the business of travel management continue to work for us, our

partners - like Bob - and our joint clients.

When things settle down, we'll see Bob and his compadres at the distribution table.

Chicken Little warns us against blowing things out of proportion. She also tells us not to believe everything that we're told.

Well, that seems like good advice to us. We know.

“
Chicken Little warns us against blowing things out of proportion...she also tells us not to believe everything that we're told
”



Peter Hosper is one of Australia's most respected travel industry figures. His extensive global industry experience and connections were instrumental to his successful founding of The Travel Authority Group (TTA) with Sarah Bush in 2004. Since then, Peter has been an integral part of the exceptional growth of the business.



Hawaii spend up

VISITORS to the Hawaiian Islands spent US\$1.71 billion (A\$1.68 billion) in Jan, an increase of 5% compared to Jan 2019, according to preliminary statistics released today by the Hawaii Tourism Authority.

However, this number was mainly underpinned by domestic visitors, as well as Japan, with Canada (-4.3%) and all other international markets (-12.2%) showing a decline when compared to a year ago.

Tourism dollars from the Transient Accommodations Tax helped to fund a number of community events and tourism initiatives, such as the Japanese Cultural Center of Hawaii's New Year's Ohana Festival.

Air NZ correction

AIR New Zealand's full-year guidance announced on Mon is between NZ\$300-350 million, and is not a half-year guidance as was reported by **TD** yesterday.

Tassie walking on air

THE Tasmanian Government will re-open the Tahune Airwalk in the Huon Valley tomorrow, following recovery and repair work carried out after damaged caused by the Jan 2019 bushfires.

The attraction, expected to draw in more than 100,000 visitors each year, has undergone months of engineering inspections, debris removal, tree planting, rebuilding and repainting, with some tracks to remain closed until Jun.

LUXURY Escapes has launched an interactive pop-up "Holiday Lab", which allows customers to undertake a "series of sensory experiences" to help them discover their ideal holiday.

The Lab (**pictured**) was designed with the input of leading Australian doctor, mindfulness expert and founder of Mindful in May, Dr Elise Bialylew.

"As consumers engage with each experience, their responses are tracked through a custom-developed algorithm which helps to build the consumer's personalised travel persona and profile," said Luxury Escapes CEO Cameron Holland.

The Lab is free for the public, and will run from 27 Feb to 07 Mar at 421 Bourke St, Melbourne.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Travellers are being invited to #HolidayHereThisYear, with **Broken Hill Outback Resort** offering 12 new king-size swags to guests looking to camp out under the stars. Swags are available for \$30 each, or \$60 per couple, and include a head lamp. For info, call 1300 688 225.

Metro Hotels & Apartments in Sydney are offering a range of packages to guests looking to stay in the Harbour City during the 2020 Vivid Festival. Prices start from \$155 per night, see metrohotels.com.au.

Contiki has launched a Leap Year sale, offering 29% off 29 of its tours across Europe, Asia, New Zealand, USA, Canada and Latin America. The offer is valid on 29 Feb only, **CLICK HERE** to find out more.

Guests travelling on their own can access a "no solo supplement" on the Faroe Islands 2021 expedition cruise thanks to **Adventure Canada & Cruise Traveller**. Bookings must be made by 01 Jun, **CLICK HERE**.

Carnival Cruise Line is offering interior twin rates from AU\$75 per person, per day as part of its Leap Year Sale, on Pacific Islands sailings aboard *Carnival Splendor*. Offer ends 02 Mar - **CLICK HERE** for details.

Intrepid Travel is offering savings of \$1,099 on its 14-day Sydney to Cairns Northbound journey departing 21 Mar. The trip is priced at \$4,946ppts. To find out more about this tour and more, call 1300 458 437.

WIN A TRIP TO GREECE

This month The Luxury Greece Collection, a division of Greece & Mediterranean Travel Centre is joining *Travel Daily* to give agents the chance to win a luxurious Greek trip! The 8-night escape explores the must see destinations of Greece. Start in the ancient city of Athens and then relax and unwind on the scenic Greek Islands of Mykonos and Santorini in 5-star accommodation.

To win all you'll need to do is correctly submit BOTH an image and a short description (100 word max limit) to each of the 4 questions asked weekly over February.

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Mascot, \$70k + Super, Ref: 4147PE1

If you have worked on group air before then this new role is an exciting opportunity for you to earn top \$\$ working for an award winning corporate travel agency as their group air specialist. Working Monday to Friday only, this company believes in work life balance and ensures that they can assist their staff in mapping out their career path through internal promotion, sitting within a boutique corporate office. No day will be the same and you will be rewarded for your hard work.

For more information please call Paul on (02) 9119 8744 or click **APPLY** now.

Leisure Travel Consultant

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For more information please call Sam on (02) 9119 8744 or click **APPLY** now.

Travel Recruitment Consultant

Sydney, Uncapped \$\$, Ref: 5432S19

Join one of Australia's leading travel recruitment companies & by utilising your strong travel industry experience & superb sales skills enjoy earning a fantastic salary package with a realistic OTE of \$82k but many earning over \$100k. No two days are the same in this diverse role. You will need to be a people person, confident communicator & self-motivated. CBD offices with Mon-Fri working hours & a fantastic team environment with the autonomy to run your own desk with great rewards.

For more information please call Sarah on (02) 9119 8744 or click **APPLY** now.

Senior Luxury Travel Consultant

MEL, Attractive Package, Ref: 4385A01

Are you a travel consultant who has a passion for selling luxury products and providing exceptional customer service? We are currently looking for an experienced travel consultant, working in a very successful boutique retail agency in Melbourne's South East Suburbs. Work alongside industry professionals, while providing your expert destination knowledge to a repeat clientele base. Fantastic opportunity to work in a successful agency. Monday-Friday, get your weekends back!

For more information please call Ashleigh on (03) 9988 0616 or click **APPLY** now.

Business Development Partnership Manager

SYD: \$75k + Super + Bonuses, Ref: 3216R11

We are seeking a Business Development Partnership Manager who is responsible for generating growth through the ongoing recruitment of new customers. This role is Sydney based and responsible for whole of NSW region. The successful candidate would possess 5yrs experience in new business development and a proven track record in successful business relationship management. Extensive travel industry experience and exposure is a must. Self driven go getters please apply within for this opportunity.

For more information please call Ronny on (02) 9119 8744 or click **APPLY** now.

Senior Product Manager

Sydney, Up to \$130k + Super, Ref: 1989AJ1

Oversee all operations for the Product side of this business, overseeing both the product and airfare teams. You will excel at creating and driving product strategy, have the ability to think outside the box and be happy to lead by example, sharing your knowledge while actively negotiating and contracting tour packages with supplier partners. You will have extensive experience within the Product side of the Travel Industry, have proven success leading teams and a strong network in place.

For more information please call Antony on (02) 9119 8744 or click **APPLY** now.

Group Travel - SKI

BNE, Base + Uncapped Coms + Annual Ski Trip, Ref: 11842AW2

You have worked in travel for 12 months and ready for a new challenge - this is the role for you! This role is a combined Groups/Reservation role and gives you the chance to expand your knowledge, gain further experience and fast track your career! Have you hit the slopes?! Want a Ski/Snowboarding Famil Trip EVERY Year? Dedicated to providing outstanding service and the best ski deals, you will be working as part of the largest wholesale ski brand in travel. Ready to earn BIG \$\$\$ **APPLY NOW!**

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

Business Development Manager

MEL, Unlimited Earning Potential, Ref: 4423AB1

My clients are global leaders when it comes to Travel. They are seeking a BDM to join the Melbourne team and continue on with the success story. Your experience in Sales/BDM, and hunger for sales will be at the forefront of your day to day business where you will growing and maintaining an accurate sales pipeline. If you have a proven ability to plan, develop, and execute strategies, along with strong communication skills, this is the role for you. Contact me ASAP and **APPLY NOW!**

For more information please call Anisha on (03) 9988 0616 or click **APPLY** now.

Find your ideal travel job at www.TravelTradeJobs.com.au
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POSITIONS VACANT

ACCOUNTS MANAGER, INTERNATIONAL

Do you like the idea of working for a company that is 100% Australian owned and invested in promoting the iconic Great Barrier Reef and Whitsundays? A rare opportunity has arisen to work for Hamilton Island's Sydney office in the position of Account Manager, International, working with some of the largest trade partners in the industry.

Based within our Sydney corporate office you will be responsible for growing sales from the Americas and Inbound Tour Operators (ITO's) through professional networking; relationship building; trade marketing and industry know how.

About the Role

- Identify and develop new business opportunities with existing and new accounts
- Promote Hamilton Island throughout the U.S.A and Latin America, generating and increasing destination sales
- Build lasting relationships with trade partners including but not limited to; tourism bodies, travel agents, wholesalers and airlines
- Manage accounts and day to day operations, build strong relationships with internal and external stakeholders including in-market representatives
- Represent Hamilton Island at trade shows and industry events domestically and internationally
- Host and facilitate familiarisation trips for industry partners on Hamilton Island

About You

- Valid driver's licence
- Able to travel up to two weeks at a time
- Outgoing and confident with a natural flair for relationship building
- Extensive experience in similar role within the leisure travel industry
- Experience with Delphi and trade marketing advantageous
- Proven sales ability including negotiation skills and analytical thinking
- Existing industry network and contacts

Consideration will only be given to applications which include a covering letter addressing an applicant's ability to fulfil the accountabilities of the role.

APPLY NOW

RECRUITMENT SPECIALIST

What if you could use your recruitment experience and passion to attract top talent for Australia's number 1 holiday destination? Hamilton Island is an iconic, Australian owned brand based in the Whitsundays, offering amazing career opportunities for passionate individuals looking to work in the Australian tourism and hospitality industry.

We are currently looking for a Recruitment Specialist to join our team at our head office in St Leonards, Sydney.

About the Role

- Develop proactive relationships with hiring managers and other key stakeholders
- Recruit for Hamilton Island maintenance and trade roles
- End to end recruitment process including advertising, shortlisting, candidate screening, interviewing and reference checking
- Support the team with any tasks directed by the Recruitment Manager

About You

- Great communication skills with focus on phone and email communication
- Experience in hospitality or trades recruitment desirable
- Previous use of recruitment systems such as Taleo is an advantage
- End to end recruitment experience in a fast paced work environment preferred

Consideration will only be given to applications which include a covering letter addressing an applicant's ability to fulfil the accountabilities of the role.

APPLY NOW

Culture and Benefits

Dynamic and fun workplace culture
Convenient St Leonard's location
Free gym and subsidised fitness classes
Family and friends accommodation rates

For more information visit hamiltonisland.com.au/careers

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— OF —
OPPORTUNITY

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