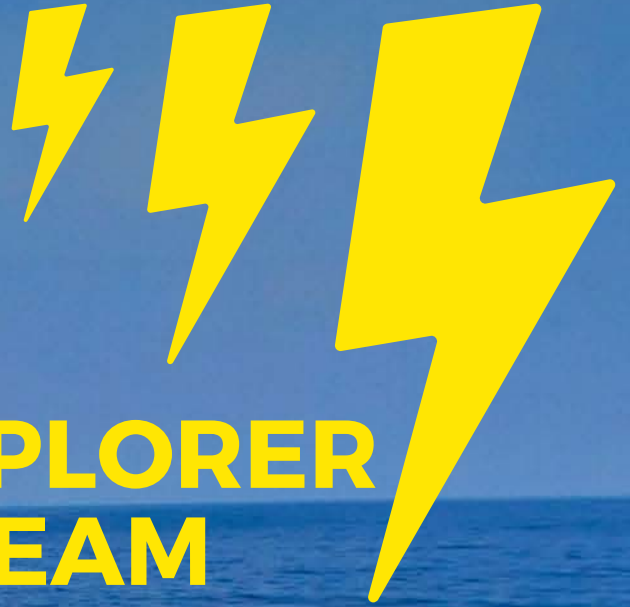




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Dream flash sale

CRUISERS can access some great fares aboard the new *Explorer Dream* during her upcoming Australian season, with special deals on Queensland voyages available in a five-day "flash sale" starting today. See the **cover page** for details.

Tempo TD offer

EMPLOYEES of the collapsed Tempo and Bentours are being offered a free *Travel Daily* subscription in order to keep up with industry job opportunities as well as the latest on the failure.

Bona fide impacted staff can access the offer by using the code TEMPOHOLS when signing up at subs.traveldaily.com.au.

MEANWHILE other ATAS-accredited suppliers have stepped up to assist agents rebook clients, including Sun Island Tours on 1300 665 673, and Greece and Mediterranean Travel Centre on 1300 661 666 - more on **page 3**.

C&K puts Tempo and Bentours under

COX & Kings, the Indian parent company of Tempo and Bentours, has been branded as "duplicitous and underhanded" by a number of Australian suppliers caught up in the shock failure of the business yesterday (**TD** breaking news).

In recent months Cox & Kings Australia has repeatedly assured the travel trade that it was "business as usual" despite the financial issues at Cox & Kings India (**TD** 03 Jul).

Just this month Tempo Holidays held brochure launch events around the country, while marketing campaigns to promote the brands were also under way.

The first inkling of the collapse came from agents who circulated questions about the company after clients with prebooked accommodation, transfers and excursions overseas were told their travel had not been paid for.

Things escalated yesterday, and late in the afternoon the

company said it had been placed into voluntary administration.

The company said the board is in the process of appointing an official administrator who would then co-ordinate with all the interested parties.

The collapse marks the end of an era for the Tempo and Bentours brands, which had been in operation for up to 40 years.

AFTA last month cancelled the company's ATAS accreditation (**TD** 22 Aug), while suppliers have been contacting **TD** to express disgust at the conduct of the company's 100% owner, Cox & Kings.

"They told us they would supply a letter of guarantee from the bank and the auditor, EY," a furious local Bentours supplier told **TD**.

It's unclear where client funds have ended up, but despite trading locally for many years, the company only last month claimed to have set up a trust account, with the collapse likely

to see customers, suppliers and travel agents empty-handed as unsecured creditors.

Tempo Holidays and Bentours AUS/NZ have been advised by Cox and Kings India that the company had been in recent weeks seeking investors/buyers with heavy interest, however it had not materialised.

The newly established Australian office of Hurtigruten Cruises says the closure will impact voyages booked for travel between Oct and Dec 2019, with a dedicated assistance site for affected agents now live at hurtigruten.com.au/bentours.

Today's issue of TD

Travel Daily today has six pages of news and photos, a front cover page for **Dream Cruises**, plus full pages from:

- United Airlines
- Travel Trade Recruitment

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Ovolo help in HK

OVOLO Group Founder and CEO Girish Jhunjhnuwala has called on the Hong Kong Government to help the country's suffering hospitality industry.

In a statement, Jhunjhnuwala said tourism had always been a vital pillar of the Hong Kong economy, with the city acting as a hub for business and leisure travellers from across the world.

"When our businesses weather tough times, those whom are hit the hardest are not the top-level executives but our team members – the employees working at the forefront of our organisations," Jhunjhnuwala explained.

Jhunjhnuwala also claimed tourist arrivals had fallen 5% in Jul and an alarming 40% in Aug.

Ignite to go international

IGNITE Travel Group founder Randall Deer is set to take his unique readymade package model global, in a new 50/50 joint venture with Flight Centre Travel Group announced today.

Flight Centre Travel Group will also take 100% control of the business in Australia and New Zealand (*TD* breaking news), acquiring the 51% of the company it did not already own.

"This will allow full deployment and integration of Ignite's product suite through FCTG's leisure network, beyond the recently launched 'Flight Centre Exclusives' product range, to include its market-leading My Holiday Centre brands such as MyFiji, MyHawaii and MyCruises," the companies said.

Deer founded Ignite in 2005, and said the deal would enable the potential of its business model to be unlocked.

Ignite turned over more than \$180 million in 2018/19 across its three distinct business models, which specialise in the promotion and distribution of leisure inventory such as hotel rooms, airline seats and cruise cabins.

"Expanding our presence through the Flight Centre network will not only benefit our travel partners, but will also help attract a new customer segment to FCTG and to bring this new product range to other markets internationally," Deer said.

Ignite will continue to operate

within the FCTG Emerging Brands division, and will remain a separate entity on the Gold Coast under the leadership of its current CEO, Ryan Thomas.

As well as working to expand the Ignite offering internationally, Deer will take on a new "strategic product development role" within Flight Centre.

Flight Centre MD Graham Turner said the readymade package model was growing rapidly in Australia, with Ignite's "unique IP and skills making the company pioneers and a market leader in the exciting new sector".

He noted that Ignite's sales had grown more than 40% per annum over the last two years.

"Full ownership of the business will allow for streamlined integration of Ignite's innovative products and will deliver new offerings and choices for our customers," Turner said.

The terms of the acquisition have not been made public at this stage, with Flight Centre saying it would use its existing debt facilities to fund the deal.

Climate strike 2day

THE travel industry has thrown its weight behind a Global Climate Strike taking place today.

Travel representation firm GTI is one company taking part in the strike, saying "we are in a climate emergency and we hope everyone will demand action".

Indonesia change

INDONESIA'S House of Representatives looks set to pass a set of new laws by the end of the month which could impact Australian travellers.

A final draft was agreed to Wednesday night, with the amendments to see the criminalisation of extramarital intercourse, cohabitation outside of wedlock and insulting the President, with punishments to include jail time.

DFAT has advised changes to Indonesia's criminal code will only enter into force two years after laws are passed.

New AFTA role

AFTA has begun advertising for a newly created Head of Education and Training role (*TD* yesterday).

Reporting to the Chief Executive, the role is designed to drive education policy needs, as well as engage stakeholders on education outcomes.



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Travel Daily on location in Halifax, Canada

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

ANTICIPATION is building as a number of Australian travel industry staffers prepare to board *Scenic Eclipse* in Halifax, Nova Scotia tomorrow.

The World's First Discovery Yacht has just cruised north from her christening voyage out of New York, and now the return trip will spend 10 days exploring the Canadian and US east coast.

Over the weekend our journey will include a Scenic exclusive after-hours visit to the Fortress of Louisbourg, and a call at the charming northern community of Rose Blanche - keep up with all the *Scenic Eclipse* action at facebook.com/traveldaily.



Unleash your inner child at Disney World. Read more in the September issue of *travelBulletin*.

CLICK to read *travelBulletin*

FCTG X2 Halong

CROSS Hotels & Resorts has grown its portfolio with the signing of a hotel management agreement of X2 Vibe Halong Bay.

The property management company, a Flight Centre Travel Group business, will expand its presence in Vietnam upon the hotel's opening in late 2023.

The property will comprise 470 guestrooms across 39 storeys within the heart of Halong Bay.

It will be the fourth Cross Hotels & Resorts location in Vietnam, following the debut of X2 Vibe in Viet Tri, Phu Tho Province in Aug last year, and the signing of the luxury X2 Hoi An Resort & Residence and Away Hoi An, opening in 2020 and 2021 respectively.

MD of Cross Hotels and Resorts Kent Davidson said the agreement was in keeping with the company's mission to operate distinct and aspirational brands for scalable growth.

BA strike cancelled

BRITISH Airways pilots have pulled out of planned industrial action that had been scheduled for next week (**TD** 10 Sep).

The pilots have been locked in a dispute with the carrier after rejecting an 11.5% pay increase over three years, in Jul.

BALPA, the pilot's union, told the BBC that the airline's pilots had made a number of sacrifices in recent years to help it through tough times, and deserved to benefit from the carrier's reported 9% rise in profits last year.

However, the group lifted its threat to strike on 27 Sep, "in a genuine attempt at establishing a time out for common sense to prevail," a spokesperson said.

Meanwhile, union groups representing BA cabin crew, ground staff and engineers have accepted the airline's offer of an 11.5% payrise, which the carrier said was "fair and generous".

New York plastic

A GROUP of New York State lawmakers have put forward plans to ban hotels from using single-use plastic containers for toiletries from 2024.

The ban would eliminate an estimated 27.4 million plastic bottles from the hospitality industry a year and comes as part of a wide push to curb plastic use.

Western Syd push

WESTERN Sydney International will be promoting the opportunities its curfew-free operations will create for airlines this weekend as it makes its first appearance at the World Routes 2019 exhibition in Adelaide.

"A new approach to Sydney" will be the message Western Sydney Airport will take to the global conference for airline network planners.

The facility is scheduled to open in 2026.



Window Seat

THREDBO is waving goodbye to Merritts Chairlift, one of its oldest and dearest friends, but for some, it doesn't have to be goodbye forever.

The chairlift will be decommissioned and disassembled at the end of the season to make way for Australia's first gondola, but on Tue, 112 of the double chairs from the chairlift will go up for auction online.

All proceeds will be distributed to charities such as the Children's Hospital Foundation Australia, as well as local Snowy Mountains nominated charities.

To access the online auction, **CLICK HERE**, and to view a tear-jerking tribute video to the dearly departed, **CLICK HERE**.

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28 JUNE 2020

CLICK HERE FOR MORE INFORMATION OR CALL 1300 255 200

*Offer correct as of 10 September 2019 and are subject to change or withdrawal. Offer ends 20 September 2019 unless extended. For full terms and conditions click here.

Railway 15% comm

AGENTS are being offered 15% commission for all bookings on Railway Adventure's exclusive Sri Lanka on the Viceroy Special tour, as the business seeks to revive tourism in the country after attacks on hotels and churches over Easter (**TD** 23 Apr).

The 15-day roundtrip from Colombo departs on 05 Nov, with prices starting at \$10,475ppts.

For more information on the offer, **CLICK HERE**.

Heritage in Laos

HERITAGE Line's new luxury cruiser, *Heritage Line Anouvong*, will make her maiden voyage along the upper Mekong River on 29 Sep 2020.

To mark the launch of the new 10-cabin vessel, Heritage Line is offering a 20% discount on reservations for travel between Oct 2020 and Apr 2022, booked by 15 Oct.

CLICK HERE for more details on the departures.

Universal's Aussie mission



AUSTRALIAN travel agents are being urged to capitalise on missed opportunities for pre-selling tickets to Universal Studios in Los Angeles as the theme park is seeing solid growth from the market generated from direct sales.

In Australia for the first time as part of a sales mission, Dennis Quinn, Senior VP Sales at Universal Studios Hollywood told *Travel Daily* yesterday the company saw a "great lift from Australia" over the past year, despite some concerns about the unfavourable exchange rate.

He said that Australia is within the top five international source markets, with growth surging since the opening of the Wizarding World of Harry Potter in 2016.

Quinn noted that what made Australia unique was how and when its travellers chose to purchase tickets.

"Not as many visitors to Universal are pre-purchasing via the trade, which I see as a tremendous opportunity for growth for the trade."

"We know that when visitors are planning their holiday to Los Angeles, we rise to the top for intent to visit but there's a risk that if they don't pre-purchase their tickets they'll miss out or get distracted with other things, so for us strategically, we want to partner with the trade to capitalise on securing more pre-purchased sales," he said.

More famils are seen as a key to updating agent knowledge with Quinn saying they'll "continue to work with our trade partners to host famils because I think the more the travel advisor has a personal experience, the better they are as sellers".

Quinn's visit comes ahead of the

2020 launch of Universal's newest ride The Secret Life Of Pets, anticipated to open during the North American summer.

"Since 2012, 75% of Universal Studios has been reinvented so there's always a reason to visit," he said.

Quinn is **pictured** alongside Kathy Smits, VP International Tourism for Los Angeles Tourism & Convention Board.



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 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!

Win a Samsonite Suitcase



This week ANA and *Travel Daily* are giving away a Samsonite 55cm Octolite Spinner (RRP \$299.00).

ANA has been awarded the respected 5-Star rating every year since 2013 from SKYTRAX. ANA - All Nippon Airways now offers daily flights from Sydney & Perth to Tokyo flying 787 *Dreamliner* aircraft, with more than 40 connections to Japan's domestic cities.

To win, have the most inspiring answer to the question below:

Where would you like to visit in Japan and why?

Send your entry to ana@traveldaily.com.au



Earlybird wins with Emirates



FLIGHT Centre Ashburton's Zoe Shaddock has claimed the first of four 250,000 Emirates Skywards miles prizes as part of the airline's earlybird incentive.

Shaddock claimed the win after she achieved the highest sales of the airline's earlybird fares during the first week of the promotion.

Agents can be in with a chance to win when they book earlybird fares for their clients on Emirates'

flights to Dubai, Europe and the UK departing between 01 Feb and 30 Sep 2020.

Passengers will be able to select and purchase regular seats for \$1 per sector.

The incentive period runs until 01 Oct.

Pictured, winner Zoe Shaddock, Flight Centre Ashburton, Victoria, receiving 250,000 Emirates Skyward miles from Emirates Sales Executive, Tracey Bethune.

RESERVATIONS/TICKET OFFICER POSITION Air Cargo Partners Worldwide

A full time position is available for a Reservations/Ticket Officer to work with our international client airline in their Perth city office.

Only candidates with the following attributes should apply:

- Previous international reservations & ticketing experience (airline or travel agency) or the successful completion of a travel and tourism course
- Fares & ticketing 1 & 2 qualifications
- Excellent communication & listening skills
- Ability to work within a small, multiskilled team
- Total commitment to providing customer service
- Ability to work with minimal supervision after successful induction period
- Proficiency in Microsoft Office, email & other internet applications
- Knowledge of Amadeus GDS system, would be an advantage

Resumes are to be submitted to hr@acpworldwide.com.au

Applications close on the 27th September 2019



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Travel & Cruise
Weekly

Scenic Oman brox

SCENIC Luxury Cruises and Tours has launched extended itineraries including in emerging destinations, Oman and Israel, in its latest brochure covering Egypt and Jordan.

The new itineraries include two 26-day tour and cruise trips, A Journey through Antiquity, Cairo to Jerusalem starting from \$25,775pp, and Wonders of the Nile Jordan and Oman, from \$25,290pp.

Earlybird specials are available for bookings made before 28 Feb, with flights included on select Ultimate Journeys, and Fly Business class available from \$2,995pp on select Ultimate Journeys.

BITRE on time perf

AUSTRALIAN domestic airlines' on-time performance slipped below the long term average for all routes in Aug.

The airlines average 76.4% for on-time arrivals, down from 80% in Aug 2018, while 78.1% of flights departed on time, compared to 81.5% in the prior corresponding period.

Virgin Australia had the highest level of on-time arrivals (76.3%), ahead of Jetstar (73.7%), Qantas (73.5%) and Tigerair (64.4%).

VA also topped the list for on time departures (79.3%), followed by Qantas (75.6%), Jetstar (72.5% and Tigerair (66.3%).

QantasLink recorded the best on time statistics of the regional airlines for both arrivals (81.7%) and departures (82.5%).

Oktoberfest treats

AUSTRALIANS travelling to Germany with Emirates between 21 Sep and 06 Oct, will be treated to some Bavarian delicacies to celebrate Oktoberfest.

Regional food and drinks will be served across all classes and in airport lounges for the duration of the annual beer festival.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by ReadyRooms



Our new Neptune system has been up and running at Seven Oceans for almost three months now. Over the last few months we've taken bookings on 49 of 78

available cruise lines with agents booking cruises to destinations all over the globe from Greenland to the Galapagos Islands!

Before launching Neptune we put significant work into adding value for agents. The air, hotel and cruise packaging we've delivered has certainly been a success with positive feedback from our users. What has also been very interesting are some of the other time saving benefits that we've delivered on that agents have really adopted and are enjoying.

We put a lot of work into the Neptune platform to ensure we deliver all the details of on-board benefits during the booking process. This was identified as a gap in our previous system and while we anticipated this would be a benefit, feedback from both agents and cruise line partners is that this is proving to be very valuable for all users.

With the high level of repeat cruise customers, the ability to automatically import cruise line past passenger details has also proven to be a very popular feature that gets great feedback. Once key client details are added, the system can automatically bring in additional passenger details and apply any relevant past passenger information to the booking.

Thanks to all that agents who've jumped straight on board with Neptune. We value your support and we're looking forward to continuing to serve your needs in this dynamic part of the travel industry.

Steve Brady, ReadyRooms





Alitalia amenity kit

ALITALIA is rolling out a new amenity kit for Premium Economy passengers.

Designed by Diesel, the kit will include dental supplies, such as a toothbrush and toothpaste; a night kit, with cotton socks and a sleeping mask; a comb; and Diesel signature cosmetics, such as a facial mist and lip balm.

Aussies ♥ Colorado

COLORADO topped one million international visitors in 2018, with visits from Australians up nearly 10%, according to the Colorado Tourism Office.

The State also enjoyed an all-time record in visitor spend of US\$22.3 billion, up 6.7% on 2017.

Aussie visitors spent an average of US\$3,006 per person, an increase of almost 16%.

RWC fans flock

THE UK, New Zealand and Ireland will be among the best-represented visiting fans at this month's Rugby World Cup, according to Travelport.

With teams from England, Scotland and Wales, the UK has seen the greatest increase in flight bookings to Japan against the same time last year.

Australia is ranked sixth, with 3% more Aussies visiting from 18 Sep-04 Oct on the same 2018 period.

WA works begin

CONSTRUCTION of the \$24 million Kalbarri Skywalk (**TD** 12 Oct) in Western Australia is underway, with the installation of two cantilevered walkways over the Murchison River Gorge.

The Skywalk is expected to open in early 2020.

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

Early booking savings of 10% are available on **Busabout's** 15-day Ultimate Balkan Adventure. Deals are valid until 18 Dec for all travel in 2020, with prices starting at \$1,619 per person. Conditions apply, and for details, call 1300 287 226.

Norwegian Cruise Line has extended its earlybird sale to until 30 Sep. The sale offers Australian and New Zealand cruisers 20% off their fare for sailings in 2020, which can be combined with the line's Take 5 Free offer, including beverage and speciality dining packages. For further information visit www.ncl.com or call 1300 255 200.

Book a Eurail Global Flexi or Consecutive Pass in First or Second class with **International Rail** and enjoy a 10% discount. Valid when booked by 10 Oct for travel completed by 15 Dec. For more information on the offer, head to www.agent.internationalrail.au.

Royal Caribbean International is offering seven-night sailings to the South Pacific leading in at just \$999. Travellers can enjoy up to 30% on a number of sailings aboard *Voyager*, *Radiance* and *Ovation of the Seas*. Offer valid for bookings made before 01 Oct, and for more details, see www.royalcaribbean.com.au.

STAFF from accommodation management company The Hotel Network have been putting their best foot forward this month for "September".

Raising money for kids with cerebral palsy, staff have been taking 10,000 steps per day for 28 days.

Each team has a fundraising goal of \$200, with donations over \$2 tax deductible.

Funds raised will go toward research and specialised equipment that helps kids with cerebral palsy.

"This year we initiated a health and wellness program at The Hotel Network so September

seemed like a perfect activity to be involved in," said General Manager Natalie Comley.

"Not only do we improve employee physical and mental health by encouraging our staff to get moving but we can also raise funds to support people living with cerebral palsy."

The team **pictured** are: Yolande Bassingthwaighe, Lynda Cali, Arun Thirumorthy, Atlanta Grier and Tammy Howarth.

WD single-use

WYNDHAM Destinations' (WD) vacation club will eliminate single-use plastics from food and beverage operations at its timeshare resorts.

The company will also host organised cleanup opportunities for employees at many of its coastal resorts.

Wyndham is developing a plan which will see it eliminate more than 4.8 million single-use products by the end of 2020.

New Hilton GM

HILTON has named Adrian Teh as Cluster General Manager for Hilton Melbourne Little Queen Street and DoubleTree by Hilton Melbourne - Flinders Street.

Teh began his career at Hilton in 2014, as Director of Operations at Hilton Brisbane, before moving to Hilton Sydney in the same role.

Anantara Desaru

ANANTARA is making its debut in Malaysia with the upcoming opening of Anantara Desaru Coast Resort & Villas.

Set to debut on 01 Dec, the newbuild offers a total of 123 keys, comprising of guestrooms, one- & two-bedroom pool villas and three- and four-bedroom residences.

The accommodation also includes an infinity pool, a full kitchen and chef & butler service.

Other resort facilities include multiple dining options, an observatory bar, two swimming pools, a signature Anantara Spa, dedicated kids and teens clubs and a conference centre.

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Corporate Travel Account Manager

South Sydney, to \$90k + Super, Ref: 4144PE1

Our client, an award winning boutique leading independent Business Travel Management agency providing a range of travel services to their clients within different vertical markets are looking for a Corporate Account Manager who possess good relationship building, analytical and travel product skills to join their team and nurture + grow a portfolio of small key accounts. You will be rewarded with career progression and development along with being part of a company with high staff retention.

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

Senior Travel Consultant | Boutique, High-end Canberra, \$50-\$55k + Comms, Ref: 3323AJ1

A rare opportunity to join one of the most sought after Retail Travel Agencies in Canberra has just presented itself. This well-established and friendly agency is now on the lookout for an experienced Travel Consultant to join the ranks in order to deliver high levels of customer service to their large and loyal client base. Salary is negotiable depending on experience and the range on offer is up to one of the highest in NSW. A lucrative commission structure is also on offer!!

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

Hotel BDM - Northern Suburbs VIC, Lucrative Salary + Bonuses, Ref: 4227AB2

BDM required for Northern Suburbs hotel. My clients are searching for a team member who will be responsible for local sales and business development in the area. You'll be working closely with senior management and the owners to seek new business and build clientele. Build, manage, and maintain accounts for this widely known and reputable Hotel Company. Come work for this team where your experience in sales will be valued and well rewarded. Interested? Contact me ASAP and APPLY NOW!

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

Luxury Holiday Planner BNE, Lucrative Salary Package, Ref: 4050MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY \$40k + commission + super and close to the beach. If you're interested PLEASE APPLY NOW!

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

Wholesale Reservations Agent

SYD, \$50k + Bonuses, Ref: 1788RL2

This well known travel brand is looking for a travel reservations consultant to join their ranks! The ideal candidate should be fun, energetic and sales/customer service focused which is a minimum requirement in upholding the award winning brand image. This company offers very attractive famill opportunities for all staff. If you want to kick start your career in a successful company with great career progression then make sure you apply immediately as this will be a sort after role!

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

Travel Recruitment Consultant Sydney, Uncapped \$\$, Ref: 5432SJ9

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