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Your Summer of Consultant Rewards starts here with Royal Caribbean, Celebrity Cruises and Azamara Club Cruises' all-new retail consultant incentive.

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*Terms and Conditions Apply. Incentive ends 31 March 2019.

RCL agent rewards

ROYAL Caribbean Cruises is offering a New Year bonus as part of its Summer of Consultant Rewards campaign.

Agents can earn double points for every booking made with Royal Caribbean International, Celebrity Cruises and Azamara Club Cruises until 15 Jan.

Consultants will also go in the running to win one of three cruise prizes.

For more information, see the **cover page**.

Albatross pre-order

ALBATROSS Tours is urging travel agents to pre-order a 2019/20 Christmas, New Year & Winter Wonderland brochure, which is set to become available in Mar.

In 2019/20 Albatross will introduce new tours including the nine-day Northern Lights, Ice Hotels & Huskies.

More details on the **page six**.

Au tourism going strong

AUSTRALIA'S int'l visitation numbers saw strong growth during the year ending Sep 2018, with arrivals up by 6% to reach 8.4m, the latest figures from Tourism Research Australia show.

China continued as a growth market, witnessing an 8% rise in visitor numbers to 1.3 million, while spend increased 12% to \$11.5 billion, and nights were up by 8% to 57.6 million.

The country now accounts for 27% of total spend by int'l visitors on trips to Australia.

Visitor numbers increased from New Zealand, the US and the UK, up 3% to 1.3 million, 736,000 and 699,000, respectively and there was stronger growth in the number of visitor arrivals from Japan, up 6% to reach 419,000.

Despite strong performance in arrivals and spend during the period, overall nights only inched 1% higher, while average duration of a trip fell 4% from 34 nights to

32 nights during the year.

On the domestic front, overnight tourism performed "exceptionally well" over the period, with spend leaping 10% to reach \$70.3b, supported by a 7% rise in overnight trips and 6% increase in nights.

The figures indicate more Australians are travelling for a holiday, which accounted for 39% of growth, followed by visiting friends and relatives (30%) and business (33%).

More Australians headed to Tasmania, which experienced 11% rise in visitor numbers.

Today's issue of TD

Travel Daily today has five pages of news, including a front cover wrap for **RCL**, a photo page for **Silversea Cruises** plus full pages from:

- Albatross Tours
- Travel Trade Recruitment

Oceania newbuilds

OCEANIA Cruises overnight announced an order for two new 1,200-passenger "Allura-class" cruise ships.

To be delivered by Fincantieri in 2022 and 2025, the vessels will represent an "evolution of the Oceania Cruises experience," according to the line's CEO Bob Binder, who is expected to provide further details during an exclusive event in Sydney today.

The new class of mid-size ships will "retain all the warmth, popular design elements and signature amenities of the line's award-winning *Marina* and *Riviera* while affording guests an additional level of comfort, convenience and many new luxury amenities," Binder said.

Norwegian Cruise Line Holdings CEO Frank Del Rio said the new Allura-class ships would help meet strong global demand for upscale culinary and destination-focused cruise vacations - more in today's issue of *Cruise Weekly*.

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COMING SOON!

53 prizes will be up for grabs, including Trip Dollars, Accommodation in the Maldives, Spa Vouchers, Google Home Mini's and more!

*Conditions apply, full details will be released soon

Back to Business

Bonus

Get more from your next business trip and enjoy double Qantas Points and entry to win a business prize pack worth \$15,000

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BUSINESS REWARDS



QF, CX Hong Kong, Korea codeshare

QANTAS has lodged an application with the Int'l Air Services Commission (IASC) seeking permission to use its capacity on the Hong Kong route for the provision of codeshare services with Cathay Pacific.

The carriers said they expect CX to offer codeshare services on flights operated by Qantas on the Hong Kong route from 31 Mar.

Qantas has also requested a new allocation of 400 seats per week on the Korea route, in order to provide "joint services" with Cathay Pacific and Cathay Dragon.

QF said the capacity would be fully utilised by 27 Oct, with the IASC now inviting submissions and other applications for capacity on the route by 22 Jan.

Expedia promises "puffery"

LAWYERS for Expedia have argued that claims on the website of its Australian offshoot Wotif that customers can "book with confidence" should not be relied on because they are simply a sales pitch or "puffery".

The extraordinary own-goal argument was part of evidence presented by Expedia's legal representatives last month during a hearing in the ACT Civil and Administrative Tribunal (ACAT), as reported by the *ABC*.

Consumer Hugh Selby booked an apartment in Hawaii with beach views through Wotif, but when he arrived in Oahu found the

property was what he described as a "dilapidated basement with views of an outdoor kitchenette".

After unsuccessfully seeking a refund from Wotif he took Expedia to ACAT which handed down its decision in early Dec.

The Tribunal found that Expedia had "engaged in misleading and deceptive conduct" by claiming consumers could book with confidence because of the firm's "great local knowledge".

That was despite submissions by Expedia's lawyers who claimed terms of use on the Wotif website included a warning that information displayed about specific travel products and services "is provided to us by the relevant travel suppliers."

"The Expedia Companies are not responsible for such information and we rely on the accuracy of the information supplied by the relevant third party suppliers," they insisted.

However the Tribunal disagreed, finding that Wotif's prominent "Book with Confidence" wording took priority over the fine print in the site's terms and conditions and awarded Selby a full refund.

The Wotif site no longer shows the "Book with Confidence" claim.

TA marketing chief heads to Coles

TOURISM Australia's Chief Marketing Officer, Lisa Ronson, will leave the organisation after being confirmed as the new Chief Marketing Officer of supermarket giant Coles (*TD* breaking news).

Ronson has led the TA marketing team for four years, with the organisation's CEO John O'Sullivan saying she had "brought a new level of customer centricity, commercial focus and creativity to our marketing".

Key campaign successes have included the "Dundee: The Son of a Legend Returns" Superbowl promotion, Aussie News Today and UnDiscover Australia.

She will stay until Mar to help manage the transition to a new CMO and bed in Tourism Australia's newly appointed global creative and digital agencies, M&C Saatchi, Digitas and ASAP+.

ACTE seeks chief

THE Association of Corporate Travel Executives has announced the resignation of its Executive Director Greeley Koch, who is stepping down effective 22 Mar to "pursue another path in the business travel sector".



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Viking World Cruise

VIKING Cruises has announced that its 2021 World Cruise will span a whopping 161 days (more than five months), visiting 75 ports across six continents.

The *Viking Sun* will set sail from Miami on 14 Dec 2020, with the trip featuring six new ports of call including Honolulu, marking Viking's maiden visit to Hawaii.

Pricing starts at \$85,995ppts including Business class flights, transfers, all gratuities, complimentary visa services, free luggage shipping and the Silver Spirits Beverage Package - for more info call 138 747.

Raffles Maldives

ACCORHOTELS has announced the 01 Feb opening of the new Raffles Maldives Meradhoo, which becomes the group's fourth property in the Maldives and the first under the Raffles brand.

The 38-villa resort is located on Gaafu Alifu Atoll, and offers Beach Villas, Beach Residences and the Raffles Royal Residence along with a collection of Overwater Villas and Residences.

It's accessible by a 55-minute domestic flight from Male and then a 15-minute speedboat ride from Kaadedhdhoo Airport - rafflesmaldives.com/meradhoo.



National Manager - Corporate (HWBT)

We are seeking an experienced and self-motivated **National Manager (Corporate)** for our Helloworld Business Travel network.

Located in **North Sydney**, you will play a key role in:

- Increasing revenue and profitability of the HWBT Network;
- Management responsibilities, including managing and growing network revenue streams, strategic planning, relationship management and communications;
- Ensuring the HWBT value proposition is communicated, demonstrated and delivered to all members
- Assisting key agents in driving staff productivity by developing procedures to monitor conversion success, customer service standards and cost of seat analysis

In addition, the **National Manager (Corporate) HWBT** will be responsible for managing a state-based sales resource, ensuring they are reaching their targets. For more information click [here](#).

If you are interested in applying for this role, please send your resume to careers@helloworld.com.au

Shadow Play preview



ACCORHOTELS has unveiled a preview of the new guest rooms that will be available at its upcoming hotel in Melbourne, Shadow Play by Peppers.

The 46-floor property will open in Apr, with the first glimpse showcasing a collection of contrasting colour schemes, described by the hotel chain as embodying “seductive dark

statement pieces contrasting with white stone and timber”.

“This opening also represents a strong indication of our continued focus on the introduction of the luxury Peppers brand to key CBD markets,” said AccorHotels COO Pacific Simon McGrath.

The hotel will feature a heated pool, a gym, and an enclosed garden space on the 46th floor.

COOK ISLANDS

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Flights & 6 nights from \$999pp*

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SALE ENDS - 30 JAN

*Conditions Apply. Prices are per Person based on Twin Share
Photo Credit: Cook Islands Tourism

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Singapore breach

SINGAPORE Airlines (SIA) has confirmed that “a one-off software bug” recently breached the security of its frequent flyer program KrisFlyer.

An internal investigation conducted by the airline revealed that 285 member accounts were affected, exposing the name, email address, account number, membership tier status, and total KrisFlyer miles.

In seven of the cases, SIA admitted that passport details may also have been compromised by the data breach.

Cambodia on Sabre

CAMBODIA Airways (KR) has signed a deal with Sabre to have its flights listed on the tech company’s travel marketplace.

“By selecting Sabre as our first distribution partner...we are well-positioned to execute our expansion plan,” said KR Chief Financial Officer Kevin Fu.



Window Seat

THE impression that celebrities travel with more style and poise than the regular Joe Blow may hold true for the most part, but on occasion even the rich and famous take holiday snaps they would rather forget.

Justin Bieber **pictured** right taking in the sights of London is one example, with the pop star hiding his identity via a gas mask - very inconspicuous.



Or how about that holiday photo that seemed like a good idea at the time but then ultimately came across a little pretentious - enter Kim Kardashian **left**.



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Silver Muse calls Australia home



SILVERSEA Cruises celebrated the inaugural arrival of its fleet's iconic flagship, *Silver Muse*, which sailed into Sydney Harbour on Sun morning.

The arrival of *Silver Muse*, which the company says is "widely regarded as one of the most luxurious boutique cruise ships in the world", marks the first time in a decade that Silversea has brought one of its new vessels to Australia.

The ship was welcomed by the Australian Girls' Choir at White Bay Cruise Passenger Terminal.

Silversea Cruises also commemorated the much-anticipated arrival of *Silver Muse* with a campaign to support Australia's drought-stricken farmers and their families via Rural Aid - [CLICK HERE](#) for more.

The arrival was celebrated on board with Roberto Martinoli, CEO, and Barbara Muckermann, CMO, attending from Monaco, who gathered to welcome friends and travel partners of Silversea.

On behalf of Silversea Cruises, and its partner, the Royal Geographical Society (RGS), Destination NSW GM Stephen Mahoney received a print of a 1744 RGS map of Australia, considered to be the first map published in England, wholly devoted to Australia.

SILVER Muse sailing into Sydney Harbour and under the Harbour Bridge.



SOME of the Silversea sales team: Jim Petritsis, NSW North; Julie Golding, NSW South; Rebeka Belcher, WA, NT & SA; Jacqui Tufala, QLD and Craig Owens, Sales Director Aus & NZ.

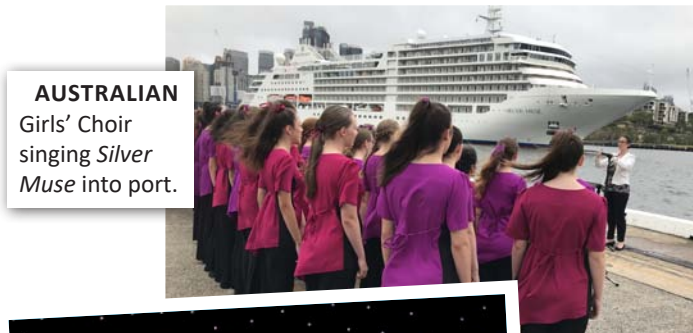


CAPTAIN Marco Sangiacomo and Grant Gilfillan, Chief Executive Officer and Director, Port Authority of New South Wales during the plaque ceremony.

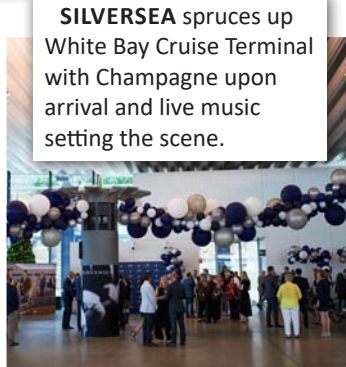


THE Channel 9 *Today Show* film crew after a successful few days of filming aboard *Silver Muse*: Simon Carr, Sound Technician; Glenn Edwards, Cameraman; Gerry Campbell, Producer; Stevie Jacobs, Presenter and Leanne Fonagy, Director Marketing Aus & NZ, Silversea.

SILVERSEA'S promise of an enhanced onboard experience was met, with seafood being one of the heightened editions of Project Invictus.



AUSTRALIAN Girls' Choir singing *Silver Muse* into port.



SILVERSEA spruces up White Bay Cruise Terminal with Champagne upon arrival and live music setting the scene.



BRETT Dudley, Founder & Chair of ECruising; Roberto Martinoli, CEO Silversea and Barbara Muckermann, CMO Silversea.



CAPTAIN Marco Sangiacomo; Adam Armstrong, Managing Director Aus & NZ, Silversea; Vicki Van Tassel, Cruise Director, *Silver Muse* and Stephen Mahoney, GM Destination NSW.



SILVER Muse Venetian Lounge filled with eager travel partners and media.

LATAM US\$400m refresh



LATIN American carrier, LATAM Airlines, has revealed a new virtual video tour which features the airline's new cabin design, following a US\$400m (AUD\$562 million) transformation of the cabins (pictured).

The carrier is set to transform the interiors and in-flight experience of more than 200 aircraft over the next two years.

The video tour of a Boeing 787-9 aircraft showcases a new Premium Business cabin, which will feature seats with more

privacy, configurations for couples and singles, fully-flat beds and up to an 18" personal screen.

The Economy cabin will also be revamped with a new look.

LATAM Airlines Peru and LATAM Airlines Brazil will receive the first refreshed aircraft in early 2019.

Watch the video [HERE](#).

MEL traffic growth

THE number of international travellers flying through Melbourne Airport in Nov grew almost 10% compared to Nov 2017, according to the Melbourne Airport Passenger Performance Nov 2018 report.

The data indicated that the airport welcomed more than 85,000 additional int'l pax in Nov, with the total number lifting to almost 950,000.

However, domestic growth was the weakest result since 2014, at 0.05%, including domestic pax flying via an international service.

Grandiosa float out

SWISS-BASED cruise line, MSC Cruises, celebrated the float out of *MSC Grandiosa* at a shipyard in Saint-Nazaire, France, where the vessel is being built.

She has now been moved to a wet dock, where work will continue until her delivery in Oct.

Sales for *MSC Grandiosa's* itineraries are already open.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



The **Sanctuary Ngorongoro Crater Camp** in Tanzania has unveiled a range of upgrades to its safari tents as part of a multi-million dollar investment program. The camp's classic canvas tents have been redecorated and furnished with an "earthy natural palette" which complements the surrounding terrain. The camp also features a new raised lounge area and wraparound decking.



The beach villas at the **Anantara Dhigu Maldives Resort** have reopened their doors following an extensive renovation, with all 70 boasting a bright, contemporary and luxurious finish. Outdoor bathrooms feature deep tubs centred in courtyard gardens and a separate air-conditioned shower area, with terraces also now featuring traditional Maldivian swings. The property has also modernised its amenities to reduce energy requirements.



The **Astral Hotel**, located in The Star Sydney, has welcomed a new addition to its bar scene with the opening of G&Tea on the ground floor. The venue offers a menu of artisan tea and gin that is "playful yet sophisticated", with guests encouraged to relax during the day, and enjoy screens lit up with fireflies at night.

MGallery Sapa open

MGALLERY Hotel de la Coupole has recently opened its doors in Sapa, Vietnam.

Overlooking the Sapa Valley and rice paddy fields, the 249-room resort features a restaurant, a bar and a patisserie.

The property also includes a gym, spa and a 435m² ballroom for up to 570 guests theatre style.

P&O tribute cruise

IN CELEBRATION of the King of Rock and Roll's 84th birthday, P&O Cruises has announced a "Tribute to the King" cruise for its 2020 program.

P&O's third Tribute cruise will be the central theme of a four-night *Pacific Explorer* cruise to Moreton Island from Sydney on 17 May 2020.

The cruise is being offered with P&O's \$1 deposit deal.

Trafalgar air deal

TRAFALGAR has launched a \$799 air offer with American Airlines for travellers visiting the West Coast USA.

Travellers opting for an East Coast USA or Canada getaway, can travel for \$999 return.

The offer is available until 15 Feb - [CLICK HERE](#) to book.

Elysian to open

THE Sojourn Retreats group is set to launch the former Paradise Bay Eco Resort as Elysian this month, following a year of works.

The property was rendered non-operational over the last three years following damage by Cyclone Marcia and then Debbie.

Located on the southern tip of Long Island in the Whitsundays, the all-inclusive retreat caters to 20 guests with a private chef, spa treatments & aquatic adventures.

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Senior Documentation Executive

Sydney, to \$60k + Super, Ref: 33828PE1

You will be responsible for handling supplier communications & confirmations for specific tours, through to finalising documentation including detailed tour notes and itinerary. Some communication with travellers and booking of pre-and post-travel arrangements is involved. On occasion there will be the opportunity to accompany a group assisting the tour leader as a tour manager, This is a niche tour provider and a love of the arts, history, music, drama, theatre would be of high advantage.

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

Inbound Groups Travel Consultant

Sydney, \$50k-\$55k + Super, Ref: 1995JB1

Our client is seeking a Travel Groups Consultant for their office based in Sydney CBD! The ideal candidate will have experience organising travel for groups of travellers, negotiating group rates with various hotels, airlines and ground operators and using their exceptional attention to detail to ensure all aspects of the trip are booked accurately. Must have experience with inbound travel and speak French fluently. The successful candidate will receive a competitive base salary plus super.

For more information please call Jacqueline on (02) 9119 8744 or click [APPLY](#) now.

Travel Consultant Work Life Balance

Various Locations, \$40-\$60k + super+travel perks

The ideal candidate will have a wealth of travel knowledge and pride themselves in delivering sales through service! If you love creating tailor made itineraries and are currently liaising with wholesalers and suppliers - then this is the role for you! Must have excellent product knowledge & solid working knowledge of a major GDS and other internal portals. Work face to face, online and on the phone and join this boutique agency, sharing your love and passion for travel - APPLY NOW!

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

Operations Coordinator

N.Suburbs Melbourne, \$45k + Super, Ref: 3831HC1

Are you looking for something a little different in the travel industry? We have a great sales support role available with a leading travel company. This highly successful travel company are looking for a fantastic sales support assistant. We are looking for a consultant who is willing to be flexible in their work place and keen to learn the ropes. This is a dynamic, busy, fun environment where no days are the same, offering a multitude of different tasks are yours to sink your teeth into.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

BDM - Educational Travel

Sydney, \$60k + Uncapped Comms, Ref:1557AJ1

Exciting opportunity to join a market leading company specialising in group tours. You will be responsible for driving business, identifying potential clients and outlining the fantastic service offering available. My client provides fully tailored travel packages for schools, clubs and associations and pride themselves on going the extra mile. With such a great product/service offering behind you, you can expect to enjoy high conversion levels coupled with an uncapped incentive structure.

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

Team Sales Leader (No Consulting)

Brisbane, \$58-\$60k + bonuses, Ref: 2673SZ4

An exciting new role has become available for an Assistant Team Leader or Team Leader to be part of a growth period within a highly rated wholesaler & tour operator. A global business operating out of 3 countries, You don't need years of management experience, you just need to be motivating, personable & able to show keen interest in developing a team. There is a promotion opportunity in the next 18-24 months to work directly underneath the GM so move into 2019 with a fresh start!

For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

Travel Consultant step into Product

Brisbane, \$50-60k, Ref: 1363CGA1

We are looking for a motivated Travel Consultant looking to get into product. You will provide coordination, assistance and support to obtain, contract, load and distribute relevant product. You will also be responsible for building and growing relationships with our suppliers. The ideal candidate will have a good understanding of land/air components as you will be required to package together travel products. Be part of a growing company with a fun & fast paced working environment.

For more information please call Courtney on (07) 3123 6107 or click [APPLY](#) now.

Senior Travel Consultant – High End!

Melbourne East, \$60k-\$65K + Super, Ref: 3825JP1

Are you an experienced Travel Consultant who loves working with high end product? This is the opportunity for you. You will be working for a leading agency in the eastern suburbs who really value their staff members. You will be rewarded with an exceptional salary based on your experience as well as bonuses, family opportunities and a great supportive team environment. This opportunity doesn't present itself often and won't last long so don't miss out on this great opportunity.

For more information please call Josh on (03) 9988 0616 or click [APPLY](#) now.



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