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# Travel Daily

First with the news

Friday 20th January 2017

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## EK 3x daily to Nairobi

EMIRATES has announced the addition of a third daily service to Nairobi, starting 01 Jun. Like the two existing services, flights EK717/718 from Dubai will be operated using three-class Boeing 777-300ER aircraft.

## Langham Pl into Australia

THE first Langham Place hotel in Australia has been earmarked for Adelaide's beach-side suburb of Glenelg, slated to open in 2019.

Replacing the Comfort Inn Hotel on Adelphi Terrace, the \$110 million, five-star hotel will form part of a 12-storey, five-star waterfront development.

Langham Place, Glenelg will be operated by the Lustro Hotel Group and offer 146 rooms, 60 residential apartments, restaurants, high-end shopping, business and leisure facilities.

Demolition of the Comfort Inn Hotel will begin in Apr and once completed, the property will be the first hotel managed by the international Langham Hotel Group (LHG) in South Australia.

Following a ribbon cutting ceremony at the site yesterday, Tourism Minister Leon Bignell said the news "further confirms private and public investment in SA's tourism sector is booming."

"The State Govt sees tourism and major events as an important part of the transformation of South Australia's economy and the development of Langham Place confirms this," he said.

To date, 11 new hotels have been announced for Adelaide between now and 2020 and the state is experiencing record visitor numbers.

"The South Australian region is experiencing strong growth as a leisure destination," said LHG chief executive Robert Warman.

"By partnering with Lustro Hotel Group, we are pleased to add another luxury hotel to our global collection and further strengthen the Group's presence in the Pacific," he added.

The property will be Langham's third in Australia, joining The Langham locations in Melbourne and Sydney.

LHG distinguishes the style of Langham Place properties as "understated contemporary elegance" while The Langham hotels offer "classic grandeur and utter serenity".

## Jetstar SGN fares

JETSTAR is celebrating its new Ho Chi Minh City routes from Melbourne and Sydney (TD yesterday), offering fares priced at \$199 one way - see cover wrap.

Subject to regulator approval, Jetstar will launch the route on 10 May using Boeing 787 Dreamliner aircraft, with thrice weekly flights from Melbourne on Mon, Wed & Sat, and four weekly flights on Tue, Thu, Fri and Sun.

To secure the discounts, fares need to be booked by next Mon.

## Evergreen fleet boost

THREE brand new Evergreen Tours' owned and operated European river ships are on track for delivery in Apr and May, the Aussie company has confirmed.

Operating under the banner of the Emerald Waterways, (Evergreen's sister brand), the new vessels include *Emerald Destiny* and *Emerald Liberte*, which will ply the waters of the Rhine/Danube and Rhone/Saone respectively in Apr and *Emerald Radiance* on the Douro in Portugal from May.

The new ships will almost double Emerald's existing fleet.

Evergreen's gm Angus Crichton told *Travel Daily* the new ships offered the same quality and design as the company's award winning Emerald 'Star-Ships'.

"The best thing for agents is a client can cruise on any Emerald ship on six rivers in Europe and have exactly the same cabin - number, layout, size & position."

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## Voss joins AF-KLM

AIR France-KLM has named Quentin Voss as its country sales manager for Australia and New Zealand, responsible for all sales activities in the region.

Voss has 18+ years experience in the travel and airline sectors, including positions with Qantas Holidays, Air New Zealand & most recently at Qantas as manager leisure revenue development.

He started at AF-KLM this week.

### Today's issue of TD

*Travel Daily* today has five pages of news and photos, including a front cover wrap for Jetstar plus full pages from: (click)

- Albatross Tours
- Travel Trade Recruitment

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STARTS THIS WEEKEND

## New ships for Holland America & Princess

**CARNIVAL** Corporation has announced orders for two new cruise ships from Italian builder Fincantieri, giving it a total of 19 vessels currently on order or under construction.

The two additions are destined for the Holland American Line fleet in 2021 and for Princess Cruises in 2022 and will be built at the Marghera and Monfalcone shipyards in Italy.

"We are extremely pleased to formally announce these two new ships and build on the success and popularity of their sister ships already sailing guests around the globe," said Arnold Donald, ceo of Carnival Corporation.

Holland America's new 99,500-tonne, 2,660-guest ship will be its third "Pinnacle" class vessel, while Princess Cruises' 145,000-ton ship will carry 3,660 passengers and will be its sixth "Royal" class vessel.

## Tiger set for Bali return

**TIGERAIR** Australia will revive its Bali services from 03 Feb after a breakthrough in negotiations with the Indonesian Government late yesterday.

No details of its agreement have been given, however a statement issued by the airline last night says it has received approval to operate scheduled flights to and from Bali using its Airbus A320s.

Tigerair had previously operated the route with Boeing 737-800s

on a charter arrangement with its parent Virgin Australia.

Its services, from Melbourne, Adelaide and Perth, will resume "subject to final procedural approvals being secured".

All Bali flights in the meantime remain cancelled, with Virgin Australia accommodating returning passengers where possible and outbound passengers being offered refunds.

Flights from 03 Feb onwards will go on sale "on or before" that date, Tigerair says.

The airline's flights to and from Denpasar were halted abruptly by Indonesian authorities on 11 Jan, with regulators accusing Tigerair of breaching its licensing conditions by selling one-way fares online to passengers not originating in Australia.

The airline responded saying it had been subjected to "new administrative requirements" by Indonesian regulators.

## Monograms expands

**MONOGRAMS** is this year offering South American holidays for the first time, with 11 different city stays and multi-city holidays available.

Packages are aimed at semi-independent travellers and include hotels, transfers, city tours and the services of a local host, from \$961ppts for four days in Rio de Janeiro - details [HERE](#).

## Book SYD car space

**SYDNEY** Airport has unveiled a pre-bookable parking scheme, giving users a guaranteed space ahead of their travel.

From 01 Feb, the Domestic P1 parking station will offer an online service from which travellers can book space in designated areas close to the terminals.

Access is granted using a QR code on a confirmation email or a designated credit card, and bookings can be made up to 12 months in advance.

A short video explains the process - to view, [CLICK HERE](#).

## Travelodge into HK

**HONG** Kong's Hotel Rainbow in Kowloon is set to become the first Travelodge-branded property in Asia from next month.

The 126-room hotel will rebrand as Travelodge Kowloon after a refurbishment, under an agreement with the Tai Hung Fai property group.



## From humble beginnings to creating unforgettable global journeys

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## \$599 Insight Italy fare push

**INSIGHT** Vacations has launched the second phase of its 2017 European campaign, unveiling a special \$599 return fare to Italy.

The deal covers 15 different tours within Insight's portfolio, including its popular Luxury Gold product 'Ultimate Italy'.

Speaking exclusively to *Travel Daily* this morning, Insight Vacations' managing director Alex O'Connor said Italy was chosen as the tour operator's hero product as it was a "perennial favourite" among first-timers to Europe.

"It's also a destination you can return to time and time again and find something completely different," said O'Connor.

Italy has seen a big upsurge of travellers looking for unique culinary experiences.

"With all its regional produce and incredible cuisine, it really ticks all the boxes from the food

and wine perspective," she said.

Overall, the category of touring is experiencing a massive resurgence in consumer interest.

"I think these air deals across the market are really helping... we've had a lot of agencies, who may not have sold a lot of touring beforehand, report that a lot more people are coming in and looking at it as either a standalone option or added onto a cruise," she said.

"It's really encouraging to see touring as a category perform so strong this year."

Insight Vacation's special Italy \$599 air deal is available from 21 Jan until 23 Feb.

**MEANWHILE**, Insights' Travel Corporation sister brand Trafalgar has released \$899 return airfares to Europe and Britain across its 109 trips.

The promotion is valid from today through until 01 Feb.

**Cook Islands Tourism Corporation is relocating their office from the Gold Coast to Sydney and need to fill several positions as follows:**

### Marketing Manager:

Responsible for running the day to day operations with a small team of three.

We need someone who has experience in marketing in the travel industry, has the ability to understand market influences, can propose and implement both brand and tactical campaign activity and work closely with various airline and wholesale partners. An understanding of the various distribution channels is paramount, as is the ability to proactively seek out new business opportunities.

### Sales Ambassador:

This person will become the 'face' of Cook Islands Tourism to the trade in Australia. The role requires someone who is outgoing and who would love to sell our little paradise. While the role is very much an informational one, the successful candidate will have an innate desire to grow the business by working with the retail trade, attending consumer and trade shows and assisting with various sales and marketing initiatives. They will host family trips to the Cook Islands several times annually and will be required to travel domestically within Australia regularly.

### Marketing Co-ordinator:

As always, we need someone who is the glue to hold everyone together and this role is there to support the Marketing Manager and Sales Ambassador. Duties include proofing advertisements, checking itineraries for journalist and trade famils, ensuring our databases are up to date, assisting with social media, controlling our collateral and handling trade and consumer enquiries.

If any of these positions sound like you, please send a CV and covering letter to

[marketing@cookislandstourism.travel](mailto:marketing@cookislandstourism.travel)

Applications close Friday 27 January 2017.



## Hyatt wellness focus

**HYATT** Hotels Corporation this week announced the successful acquisition of Miraval Group, a provider of wellness and mindfulness experiences.

The buy-out includes an initial investment of \$215 million for the Miraval brand and the resorts in Tucson and Austin.

An additional \$160 million will be spent over the next two to three years to fund the properties' expansion and the acquisition of the Cranwell Spa & Golf Resort in Lenox.

## Platinum Travel shifts

**THE** Platinum Travel Corporation in Brisbane is set to relocate from its premises in Milton into a brand new office in the heart of the CBD.

From 30 Jan, Platinum Travel will be found at Level 4, 370 Queen Street, Brisbane.

## HNA mulls ASX listing

**CHINA-OWNED** HNA Group is contemplating listing a large logistics business on the Australian Securities Exchange, reported the *Financial Review*.

The conglomerate, which owns a stake in Virgin Australia, is believed to have sought the advice of bankers and other advisors on listing structures, valuation and investor interest.

It is understood HNA Group is seeking to list the logistics business on the ASX300 in the coming 12 months.

## Samoa Tourism show

**THE** travel trade is invited to register for the 2017 Samoa Tourism Exchange, the country's largest annual B2B event.

Held from 03 to 05 Apr, the program will bring together the country's suppliers of tourism products and services as well as travel product and contracting managers from across a number of source markets.

**CLICK HERE** to register.

## Window Seat

**A PARIS** wax museum that was halfway through making a Hillary Clinton lookalike when Donald Trump won the US election has made a hasty substitute, just in time for the Presidential inauguration.

*Reuters* reports the Grevin Museum had to go into overdrive when Trump staged his upset victory, casting its Hillary work aside.



But unlike a counterpart in London's Madame Tussauds which used yak hair for the famous Trump coiffure, the Grevin version incorporates real human strands.

"It was hard to get the right colour," a spokeswoman said.

## STR Airbnb data

**A NEW** study conducted by STR found Airbnb's three million listings now outnumbered the inventory of Marriott International's inventory of 1.1 million rooms by nearly 3:1.

The study, which compiled Airbnb source data from 13 markets from 01 Dec 2013 to 31 Jul 2016, also revealed that the online marketplace's market demand and revenues both sat at approximately 4% and 3% respectively.

The 12 months ending Jul last year saw hotel occupancy significantly higher than its house-share counterpart.

Sydney's hotel occupancy was the highest at 85.4% while Mexico City recorded the lowest with just 68.7%.

To view the full results of STR's Airbnb study, **CLICK HERE**.

## TASCo famil spaces

THE Africa Safari Co. has space for one male and one female on an 11-day Namibia Educational Safari from Windhoek on 27 Feb. For full details, [CLICK HERE](#).

## CTS agent's Munich musing



**TRAVEL** agent Chris Keighley, from Complete Travel Services Victoria won herself a trip to Munich for selling the most hotel nights in Germany during the Expedia TAAP campaign in partnership with the German National Tourist Office.

Her recent action-packed trip sponsored by Munich Airport and Munich Tourism included a visit to the famous Christmas Markets,

Bavarian Castle Tours and plenty of delicious German beer and dining experiences.

Keighley said she felt like royalty when the Munich airport team arranged a special Bentley to pick her up as soon as she disembarked the plane - a welcome usually fit for a President.

Chris Keighley is **pictured** above soaking in the Bavarian capital.

## Air China to Athens

**AIR** China plans to launch a thrice-weekly service from Beijing to Athens in Greece from Sep, pending gov't approval.

The route would be serviced by Airbus A330-200s or Boeing 787s.

## Trump in Vancouver

**A NEW** Trump International Hotel and Tower has opened in Vancouver, Canada this week.

The 147-room tower offers one- and two- bedroom suites including Grand de Luxe suites.

## Ski resort buried

**AROUND** 30 people are believed to be trapped inside Hotel Rigopiano in central Italy after the luxury ski hotel was buried by an avalanche during the early hours of Thu.

The natural disaster is understood to have been triggered by several strong earthquakes which were felt in central Italy on 18 and 19 Jan.

Rescue services, who were severely delayed in reaching the site due to heavy snow, fear many may be dead with two bodies already pulled from the hotel.

Two people who were outside the hotel at the time of the avalanche survived.

## Humpack diving

**NINGALOO** Reef Humpback Whale interaction tours will again be available in Exmouth and Coral Bay in Western Australia between Aug and Nov.

The tours were offered on a preliminary trial basis last year with 1,644 people signing up to enjoy the experience.

Humpback Interaction prices for adult swimmers at Exmouth Diving and Whale Shark Centre will be around \$400pp.

Other options are available with Live Ningaloo for \$550pp or Ningaloo Discovery's Tour, with prices starting from \$350 for adults and \$280 for children.

## Marvel EPD bonus

**TRAVELMARVEL** is offering agents who book a 2018 Europe Gems or Russia cruise and pay in full 10 months in advance, a bonus early payment discount of up to \$1,000 in addition to its fly free promotion.

The deal is valid until 30 Apr; phone 1300 196 420 to book.

## AA Basic Economy

**AMERICAN** Airlines will be introducing a new no-frills Basic Economy fare from 10 Feb.

The oneworld carrier's president Robert Isom said the fare meant AA now had "something to offer every customer".

Those flying on the basic ticket will still receive free entertainment options, soft drinks and snacks and one carry-on item that fits under the seat.

The cheaper tickets are non-refundable and non-changeable.

Today's Technology Update is brought to you by **Excite Holidays**.



It is truly astounding just how much planning and thought goes into that little tiny search bar, in order to make

the overall user experience as efficient as possible. I've preached the value of simplicity on this column in the past, in terms of simplifying a huge range of inventory to deliver the best results to any user. But what about the user experience from the front end? At Excite Holidays, we spend a huge amount of time mapping out a user experience that aims to be so efficient, the experience of using the site feels as intuitive as possible. Here are three of the more important steps in this process:

### Analysis

We get our hands dirty, looking at a wide variety of approaches to search functionality from a variety of different industries, as well as our own. As a user, what's natural, and what feels unnatural? Most importantly, how can we make our own system even better than anything else we see out in the market?

### User Flows

We get the whiteboard out and map out the most efficient user flows from start to finish. What do our customers ultimately want, and how can we get them there as quickly as possible?

### User Interface Elements

In the travel industry, there are several key elements to any search - location, hotel name, star rating, price range, the list goes on. Predicting how our users will make their search decisions allows us to build an efficient search experience that always knows what you are about to do next.

*Damian Sutton, Chief technology officer, Excite Holidays*



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# 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](mailto:specials@traveldaily.com.au).

**Tahiti Travel Connection** has savings of up to \$2,000 per couple available on its Intercontinental Island Getaway Moorea package. Book before 31 Jan and travel before 31 Mar 2018 to score a seven night package from \$2,799 per person. The deal includes return Economy flights with Air Tahiti Nui, accommodation and a free snorkelling experience. **CLICK HERE**.

Book before 28 Feb to stay five nights and pay four at **Fontelunga Hotel & Villas** in Tuscany, Italy. The deal is valid for stays between 25 Mar and 30 Apr. To book the special email [info@fontelunga.com](mailto:info@fontelunga.com).

Save \$1,000 per person on **Bench Africa's** 14-day small group tour traversing Kenya and Tanzania. Prices for the journey which departs on 11 Sep lead in \$14,495. To secure the deal phone 1300 237 422 and quote 'Best of Kenya and Tanzania'.

**Outrigger Waikiki Beach Resort** is offering an Oceanfront Indulgence package for Valentine's Day including a date for two with cocktails at Blue Note Hawaii, the choice of a private beach-yoga session for two or an in-suite massage for two from Infinity Spa. Rates start at \$429 per night for a premium oceanfront room.

## London visitor record

**A RECORD** 14m international visits to London were achieved during the first nine months of 2016, according to Int'l Passenger Survey figures released yesterday.

Between Jul-Sep there were 5.2m overseas visits to the city, a decrease of 0.8% on the same period in 2015, but still the second highest summer period on record.

China arrivals were up 40%.

## SYD pax growth up

**INTERNATIONAL** passenger growth at Sydney Airport in 2016 reached 8.9%, the fastest in 12 years and the strongest total pax increase for six years.

In Dec, international pax growth was up 7.2% on the prior corresponding period, while domestic passenger numbers inched 1% above the same time last year and 3.8% for the year.

The number of Japanese nationals travelling through the airport jumped 29.4% in Dec.

## Booking.com pact

**INGENICO** ePayments will provide global payment processing to Booking.com to help increase the conversion rate of visits into online payments made through its platform.

Booking.com will also gain access to Ingenico's Elevate Business Intelligence solution, allowing the company to analyse payment performance.

## Change at SITA

**SUMESH** Patel has stepped into the role of SITA president Asia Pacific, replacing Ilya Gutlin, who will assume the position of president for SITA's global Air Travel Solutions division.

Patel has been with SITA for over 24 years and was previously vp business management.

## SilkAir CNS increase

**SILKAIR** will increase the number of weekly flights from Cairns to Singapore from three to four in Jun and up to five between 04 Jul-29 Aug.

## Hunter Expo a raging success



## AIME Rising Star

**THE** Asia-Pacific Incentives and Meetings Expo (AIME) will launch the Rising Star award at this year's event to recognise up-and-coming talent in the industry.

Young professionals under 30 are invited to apply online by submitting their greatest achievement at [aime.com.au](http://aime.com.au).

## Southern Goldie app

**AN APP** providing a mobile guide to the Southern Gold Coast region is now available on the App Store and Google Play.

Using the app, visitors to the region can follow links to find out information on villages, iconic surf beaches, events and festivals and free activities.

The Southern Gold Coast mobile app was developed for Connecting Southern Gold Coast by Bond University students.

**LAST** weekend's helloworld Holiday & Cruise Expo in Newcastle proved to be the biggest year to date, welcoming between 8,000-10,000 attendees.

Representatives from over 70 airlines, cruise lines, tour companies and hoteliers flocked to the expo, along with special guests, Kung Fu Panda, Puss in Boots & helloworld's "helloroo".

This year saw the introduction of a Virtual Reality Lounge, giving clients a closer look at a range of products and attracting large crowds until well past 3pm.

A record number of bookings were made with the helloworld Hunter Travel Group at the expo and the team fielded over 50% additional enquiries than last year's event.

Brett Dann, managing director of Hunter Travel Group, is **pictured** manning the expo floor with the "helloroo".



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### New 2017 departures announced due to popular demand

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Our new 2017/18 Christmas, New Year and Winter Wonderland tour brochure is due out in early March. Featuring a massive 28 unique tours we have something for everyone!

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- French & Italian Castle Markets – 11 Days
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- Christmas in a French Alpine Village – 11 Days

Plus 3 exciting Winter Wonderland tours with departures in late January – early February!

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Albatross will be operating 7 unique Oberammergau tour programmes in 2020 ranging from 4 to 20 days. Agents are invited to pre-register their interest now.



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### International Travel Consultant

Gold Coast, OTE \$60-70k, Ref: 2104SF1

Here is the new role that you have been waiting for! Work for an international agency in their Gold Coast offices as part of their online team in a supportive and exciting environment. If you have at least 1 year experience as a travel consultant, with strong attention to detail, great sales record, and a loyal client profile, we want you. Work with repeat and referral clients who are incentivised to book through you and sell the whole package, with no cold leads and no price beating!

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

### Travel Consultant / Team Manager

City Fringe, Up to \$65k + Comms DOE, Ref: 2567PE2

This busy agency located on the city fringe is looking for a Senior Consultant/ Team Manager to come on board and take care of a small team of 3. Working closely with the MD of the business, the role combines sales consulting and mentoring. The store has high repeat and referral business along with an online presence; customers that come in are looking for someone that will provide exceptional service. Are you ready to get away from the price beats or being treated like a number?

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

### Travel Sales Representative

Melbourne, \$55k + Incentives + Car, Ref: 2661KF2

Brand new Sales Manager opportunity with a well respected tour operator! Do you have proven sales and business development experience and an outstanding sales record? This leading company are looking for an experienced sales executive or sales representative to assist with their ongoing expansion across the travel market. To manage key accounts and to identify key business development opportunities within the travel market. There are excellent benefits on offer for the right person.

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

### Travel Sales Manager Part-Time

Adelaide, \$55k + Car + Bonus, Ref: 2660HC1

Rare Sales Development Manager opportunity for a fantastic and well respected touring company! Do you have sound Sales experience and a proven sales record? This leading tour company are looking for an experienced Sales Executive or Sales Development Manager to assist with their ongoing expansion across South Australia. Excellent benefits are on offer for the right person. It is a 3 days part-time position. You will receive a fantastic salary package + SUPER & company allowance package.

For more information please call Hannah on (08) 6365 4313 or click [APPLY](#) now.

### High End Travel Consultant

Sunshine Coast Qld, \$35-40k, Ref: 2238CN1

Looking for an experienced Travel Consultant, experience is required for this opportunity. Be part of this established business. Selling high end travel itineraries, which are out of the ordinary and unique experiences for customers. You will have repeat and referral clients and work within an office environment with great earning potential with lucrative bonus structure. On top of that, it has career progression and a close-knit culture with amazing management to help you develop your next steps.

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

### VIP Travel Consultant

Sydney, Circa \$50-55k + Super, Ref: 6720SO8

Working for a highly innovative leisure and corporate boutique agency shortly to move in to lovely brand new offices in the CBD, a consultant is required to manage high-end worldwide trips in luxury. You will have excellent communication skills and will you will never look back! If you prefer to work in a less formal and stuffy environment with chill out areas and a modern culture then you simply can not walk past this advert. You should have experience selling luxury travel or virtuoso.

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

### VIP Travel Consultant

Melbourne, Up to \$65k + Super, Ref: 2671HC1

This high-end corporate travel company is one of the most reputable companies in Melbourne. It is a close knit team known for their exceptional customer service and excellent reputation in the corporate sector. You will work towards KPIs and you would be putting together complex itineraries. A strong GDS is a must. We are looking for consultants with a passion for customer service and you will be rewarded for your hard work with excellent career progression and a great salary package.

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

### Online Cruise Consultant

Auckland, \$39-45k + Incentives, Ref: 2669KF1

Leading cruise specialist located in Auckland! This is a great opportunity for an experienced cruise specialist or travel agent with solid cruise knowledge! You will answer all incoming enquiries from customers in an office environment. The company prides themselves in having solid repeat and referral customers so customer service is the key to succeed within this position along with your great sales skills. This role is for someone that is happy to be part of an ever growing and stable team!

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

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