

### Today's issue of TD

Travel Daily today has seven pages of latest industry news plus a full page from Italian National Tourist Board.

### Peiris out at IHG

EXCLUSIVE

**INTERCONTINENTAL** Hotels Group's Director of Operations, Australasia & Pacific, Ruwan Peiris, has left the business under a restructure which has seen his role made redundant.

Two new staff are being recruited instead: a Director of Operations - Luxury & Lifestyle and a Director of Operations - Premium & Mainstream.

Matt Tripolone, who was named IHG MD Australasia & Pacific 11 months ago, announced the move to stakeholders, saying the "significant change to our overall operational model...best prepares us for the future" as well as aligning with the IHG structure in other markets.

He paid tribute to Peiris, saying "Ruwan has been a wonderful pillar of our business since 2015, and has done a fantastic job of leading the operations of our Australasia & Pacific estate over the past seven-plus years".

"He is known for his excellent relationships across the industry and he has played a significant part in growing our estate to its current 70+ hotels, including the operationalisation of four new brands into market," he said.

Peiris finished with the IHG business last Fri.

## Rex plots loyalty scheme

**REGIONAL** Express has confirmed plans to launch a new frequent flyer program in the coming months, with the move hoped to build on the carrier's strong performance in Jul which it says was driven by its new travel agency agreements (**TD** 24 Jun).

The deals included pacts with Helloworld, Webjet, Consolidated Travel, Corporate Travel Management and Flight Centre, all of which kicked off on 01 Jul.

Rex Executive Chairman, Lim Kim Hai, this morning confirmed plans to further boost the Rex Boeing 737 fleet (**TD** breaking news), noting that revenue on jet routes had doubled in Jul with a strong 86% load factor thanks to the travel agency relationships.

"I have every expectation that our numbers will continue to grow sharply over the next few months, since Jul has seen only 30% of the committed monthly passenger contributions from these tie-ups," he said.

The Rex turboprop network also performed strongly, with revenue and passenger numbers comparable to pre-pandemic levels but with a significant uplift in revenue and load factors.

Lim said the regional success "also validates our decision to stand our ground against Qantas, which flooded the market on marginal regional routes in an attempt to destabilise us".

"Not only did their plan not succeed, but we are now having record passengers

and revenues on our regional network by concentrating on the larger regional routes in direct competition with them," he said.

Lim said Rex intended to expand regional operations to "other regional cities that are currently monopolised by QantasLink", anticipating the new Melbourne-Devonport route launching this month which has been operated solely by QF for 17 years.

The Rex Chairman said the carrier had "made a vow to repay the people of Australia for keeping it afloat with the government support we received through COVID".

"We hope that we have started to repay this faith in some small ways by providing a service the travelling public can count on," he added, noting Rex's on-time performance which is in "stark contrast to the total chaos and dysfunctionality of the other carriers".

### Now in Kim's Orbit

**ORBIT** World Travel has landed the signature of respected travel executive and former TravelEdge CEO Kim Wethmar.

In her new strategic advisory role with the business, Wethmar will work alongside Director Lisa Story and Executive Director Michael Chase-Smith to drive strategic change in an increasingly more complex industry.

"To bring the expertise and talent of someone like Kim Wethmar into our business at this time is vital," Story said.

"There is real opportunity now for Orbit to remodel the business with our excellent team and ensure they are enabled and confident to manage what is a more complex travel landscape."

Wethmar was the CEO of TravelEdge in 2019 when it was bought by Helloworld, at which point TravelEdge was the largest private TMC in the country.

HLO has since sold the business to Corporate Travel Management.

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## Canada's Campbell retires

**DONNA** Campbell (pictured), the iconic face of Canada within the Australian travel industry, this morning announced her retirement at the end of this month after more than 25 years with Destination Canada.

Campbell's career in tourism has spanned 44 years, starting out on Vancouver Island where she was an assistant for Destination British Columbia.

Making her way into international marketing, she was eventually seconded to open Destination Canada's regional office in Singapore in 1997.

That in turn led to her "dream role - Managing Director of Destination Canada in Australia," Campbell said.

She headed up the local office of what was then known as the Canadian Tourism Commission until 2005 when she took on a Vancouver-based role with the organisation - but then two years



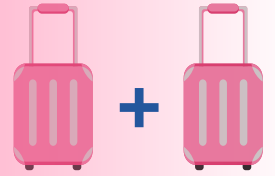
later returned once again as MD, Australia from 2007 until 2010.

In 2010 the Canadian Government closed down its office here, replacing it with a GSA operation led by Campbell's company DC & Associates which has held the contract since then.

"My heart is full, and I can honestly say I've got no regrets, having worked in an industry where people give their personal best every day," Campbell said.

A spokesperson for DC & Associates told **TD** further updates on the new GSA situation post Campbell's retirement would be provided in the coming days.

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## Emirates to STN

**EMIRATES** has resumed services to a third London gateway, with daily Dubai-London Stansted services taking off.

The expansion boosts EK's London operations to nine daily frequencies, including six services to Heathrow, two to Gatwick and now one to Stansted.

EK said the added services would help meet market demand and offer customers more travel choices and connectivity.

## CATO golden tix!

**THIS** week's CATO Travel Trivia Masters on Thu night is a sellout, but a few COVID cases have led to cancellations meaning **TD** can today exclusively offer six "golden tickets" to the highly anticipated event at Sydney's Hyatt Regency Hotel from 6pm on 04 Aug.

The last-minute opportunity will be won by the first six readers to "Name three CATO members" - send your answers via email to [catotrivia@traveldaily.com.au](mailto:catotrivia@traveldaily.com.au).

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## \$250 agent incentive

**SHE Evolves** is offering agents \$250 per person commission on each ticket sold and a free package for every 10 tickets booked to its debut women-only wellness retreat, hosted at the Shangri-La Yanuca Island in Fiji from 26-30 Oct - [CLICK HERE](#).

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## Club Med chilled for Dec



**CLUB Med** has revealed more details about its upcoming Club Med Kiroro resort in Hokkaido, Japan (**TD 01 Jul**), which is comprised of two existing properties re-designed and re-branded to form one giant integrated snow resort.

Club Med Kiroro Peak (**pictured**) will open in Dec, followed by Club Med Kiroro Grand in 2023, with the two buildings only a three-minute buggy ride apart and in total offering 400 guest rooms.

Boasting the most annual average snowfall in the country, guests will have direct access to 23 pristine ski courses, as well as snowboarding, snowshoe experiences, and a snow park.

Guests can also enjoy a range of facilities including workshops, nature centres, an indoor resort pool with a dedicated kids zone and an in-house public bath.

## No paper planes

**AUSTRALIA'S** new low-cost airline Bonza has partnered with digital aviation solutions company TrustFlight to become the first airline in the country to introduce paperless aircraft technical logs.

The move to fully digitise the tech logs will save over 58,000 sheets of paper each year, allowing the carrier to reduce operating costs, minimise waste, and save time.

TrustFlight will also provide Bonza's Continuing Airworthiness Management Organisation with fleet technical management support that will help it launch with low-cost flights.



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## Cost the biggest factor

**NEW** research from Booking.com has revealed that cost is the greatest consideration for Aussies when it comes to booking post-pandemic travel, followed by safety and convenience.

Almost half (47%) of the Australians who were surveyed identified cost as their main deterrent to travel, highlighting the rising cost of living, with 67% saying access to flexible cancellations and clear refund information was also a significant motivator to booking travel.

Despite the concern of cost, seven out of 10 Aussies (72%) are still eager to prioritise domestic travel in the next 12 months, and 40% said they are likely to travel internationally at some stage over the next six months.

Melissa Ellison, Area Manager Australia at Booking.com said, "it is clear that whilst travel has been reinvigorated with borders now open, cost of living

pressures across Australia are still a significant factor in the decision to travel again.

"Tourism operators and governments at all levels need to continue to work together to provide sustainable and affordable options for re-energising the sector."

### QR ADL to NZ sale

**QATAR** Airways has launched a new sale to encourage trans-Tasman travel and celebrate the expansion of its Adelaide-Auckland route (**TD** 27 Jun).

The airline is now operating five weekly flights between the two cities, with return fares starting from \$699, with guaranteed flexibility also available under the saving.

The deal is available until next Wed for travel until the end of next month - for further information, **CLICK HERE**.

## It was the best of Thames



**VISITBRITAIN** has ramped up its marketing efforts in a bid to boost visitation to the country during the Birmingham 2022 Commonwealth Games and beyond.

A trade faml recently took place in the West Midlands region, of which Birmingham is a part, in celebration of the Games.

A small number of top travel trade partners from Australia were taken on a tailored educational visit to region, giving them the chance to try its tourism offerings first-hand, while experiencing the electric atmosphere of the Games.

Tourism experiences ranged from a self-drive boating experience in Birmingham, to a culinary course in the heart of the city's Balti Triangle, a street-art tour of Digbeth, a production of *Richard III* at Shakespeare's birthplace Stratford-Upon-Avon, and a visit to England's largest historic site, Kenilworth Castle.

**Pictured** at Cadbury World in Birmingham are Sasha McAlister, The Travel Corporation; Ellie Mellor and Tom Marlow, West Midlands Growth Company; George Christakis, VisitBritain; Sarah Gerrand, Helloworld Travel and Tim Holden, Flight Centre.

## BE THE FIRST TO LIVE IT UP

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## Sorrento opening

**INTERCONTINENTAL** Sorrento Mornington Peninsula has heralded a “new era of seaside glamour in Victoria” when it opened its doors to the public this week.

The hotel was unveiled as the luxurious new centrepiece of ‘The Continental’, a fabled 1875 landmark site that has undergone a transformation into a precinct including restaurants, bars, and a wellness centre.

InterContinental Sorrento Mornington Peninsula boasts 108 rooms, an impressive Mediterranean pool deck area (pictured), 24-hour fitness centre, elegant events areas, two restaurants, a beer garden, and speakeasy venue to enjoy late-night entertainment.



## TM appoints BDM

**TRAVELMANAGERS** has made a new appointment to support its record growth, with Kylie Wilson to join as a Business Partnerships Manager with the National Partnership Office team.

Wilson will help provide a range of support to TravelManagers’ network via enhanced supplier relations, business planning, and business development support.

The company plans to add two more BDMs soon.

## Kiribati finally opens

**THE** Kiribati border reopened yesterday, after a closure of two years and four months.

The shutdown devastated tourism operators across Kiribati, but there is optimism for a sustainable return to normalcy, the destination believes.

Flights to Kiribati from Australia will operate fortnightly aboard Solomon Airlines from Brisbane.

## A cruise to remember



**QUARK** Expeditions BDM for Asia Pacific, Tenille Hunt, is back in the country after enjoying a thrilling nine-day voyage of Southern Greenland aboard the cruise line’s boundary-pushing *Ultramarine* vessel.

“I’m honestly not quite sure how to put into words this amazing adventure,” Hunt enthused, adding that among the too many highlights to mention was a heli-hiking adventure, visiting the remote local communities, as well as being the co-captain of a helicopter flying over the Greenland ice sheet.

“With no voyage line this expedition was left to the craftsman ship of our expedition leader, captain and team, and boy



did they deliver, they are the best in the business without doubt,” Hunt added.

*Ultramarine* (pictured inset) boasts a range of cutting-edge expedition cruise facilities, including two twin-engine helicopters, a wraparound deck for maximum viewing pleasure, an internal hangar that can quickly deploy its 20 Zodiacs, as well as a high-resolution LED screen Ambassador Theatre.










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## Window Seat

**WELL** this might be a tough travel reputation to simply shake off for pop sensation Taylor Swift, who has been accused this week of excessively using her private jet.

According to a report compiled by sustainability marketing agency Yard, Swift racked up 1,185 times more than the average person's total annual emissions between 01 Jan and 29 Jul, taking off 170 times in for a total of 16 days in the air.

The popstar's total flight emissions for the year stands at 8,240 metric tonnes, however, Swift has blasted the claims, suggesting her jet also gets loaned out to other people.

"To attribute most or all of these trips to her is blatantly incorrect," her publicist said.

Boxer Floyd Mayweather ranked as the second-worst offender for private jet CO2 emissions, also earning himself the dubious honour of taking the shortest flight, with his \$60 million set of aerial wheels emblazoned with "Mayweather" livery flying to Vegas in under 10 minutes.

Other celebrities coping heat over private jet usage on the list included Jay-Z, baseballer Alex Rodriguez, Blake Shelton, Steven Spielberg and Oprah.

But the winner for most outrageous sheer opulence Instagram post has to go to Kylie Jenner, who shared the below shot of herself and partner Travis Scott mulling which of their private jets they should choose.



## Trip.com goes green

**TRIP.COM** Group has announced it intends to launch more than 10,000 low-carbon travel products as part of its pledge to build a greener future for travel and tourism.

The global online travel agency also listed other major sustainability goals moving forward, including the promotion of greener travel concepts, engaging 100 million travellers in low-carbon practices, and reducing carbon emissions across its own operations.

The sweeping set of objectives followed a recent survey conducted by the OTA which showed that travelling sustainably is among the most crucial concerns for travellers.

Trip.com recently partnered with CO2 flight emissions company Chooose, and had previously signed a strategic partnership with Travalyst.

With Intrepid co-founder Darrel Wade at the helm as Chairman, Travalyst aims to encourage travellers to make more eco-conscious choices, and is led by ambassador Prince Harry.

## Short-term action

**VICTORIAN** tourism groups are urging action on short-stay properties, with *The Age* reporting the Vic Government has been asked to follow other jurisdictions such as NSW and limit the number of days such properties can be listed online.

The Accommodation Association of Australia and the Victorian Tourism Industry Council argue this style of letting is hampering the economic recovery of businesses, some of which have been forced to limit operating hours because of staff shortages, and has reduced the number of houses available to long-term tenants.

Towns across rural Victoria have struggled to attract employees, with the cost of rental properties soaring during the pandemic.

## AFTA UPDATE

from Dean Long, CEO



**LAST** week (and as reported in *Travel Daily* yesterday), the Australian Federation of Travel Agents (AFTA) released

its Annual Report in a new format featuring a range of key insights about our performance and member profiles.

While last year does seem a long time ago in light of the current pace of recovery, the lack of clarity of a border reopening strategy and no demand meant we still needed government support.

As we detailed in the report, no other sector has been able to match the combined efforts of AFTA and our members during the COVID-19 pandemic.

Even at our lowest, we have banded together to unlock financial support and concessions from the government which primarily supported independent small and medium-sized businesses.

No one entity can claim all of the success, but AFTA is incredibly proud to have led this engagement.

AFTA prepared the detailed cost analysis which Treasury

could approve and our member activations and working across the travel and tourism industry sealed the deal.

Since becoming AFTA CEO in Oct last year, the body's success has been based on the ability to collaborate, consult and act.

It has been about working together to harness all the experience and enthusiasm available to deliver results for all.

The ability to operate in this fashion is also based on the continued support of the broad church that makes up AFTA.

ATAS accredited membership includes our 166 tour operators and wholesalers comprising 14% of the total, along with 842 retail travel agents (71% of the total), 83 corporate travel agencies/TMCs (7%), 59 mobile agents (5%) and 35 online travel agencies (3%).

This allows AFTA to speak on behalf of the whole sector when in Canberra and other jurisdictions and deliver the government action we require.

Lastly, tomorrow AFTA, in conjunction with the Federal Department of Agriculture, Fisheries & Forestry, are hosting a webinar on what we need to keep the border with Bali open.

The webinar will be held on Wed 03 Aug at 2pm (AEST).

No prior registration is required, just add **THIS LINK** in your diary to attend.

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## Tas ready for ships

TASMANIA is gearing up to receive 150 cruise ship visits during the upcoming 2022-23 cruise season, a new schedule released by TasPorts has shown.

The breakdown of visits will see 78 vessels bound for Hobart, 33 for Burnie, 23 for Port Arthur, six for Bell Bay, six for Coles Bay, and two for Port of Devonport.

"Independent economic research confirms that the financial contribution of a single medium-sized cruise ship visit to the state is around \$650,000 per visit," TasPorts Chief Executive Officer Anthony Donald said.

## Travel is being reshaped

NEW holiday trends are set to reshape the travel industry, according to consumer insights released at Nine's State of the Nation travel event last week.

Aimed at providing new consumer travel trends within Australia post-pandemic, the event saw The Future Laboratory provide insights on the horizon for the industry, which included a culture of remote working, a passion for having a positive impact on cultures and the planet, and a desire to push the boundaries of bespoke experiences that will drive future travel trends.

The presentation suggested people are now splashing more cash on their holidays, with Qantas seeing a strong demand for premium cabins,

and Abercrombie & Kent Australia revealing a 25-30% rise in the value of transactions by Australian travellers.

The event also explored the changing role of agents, with research revealing nearly half of all American travellers who rarely or sometimes used an advisor in the past are now more likely to use one post-pandemic.

"We're seeing people spend a lot of time online planning and finding inspiration, and then coming to a trusted travel advisor and working with them to curate not just one trip, but the next three or four trips, because if you are solely focused on what you're doing next, you will probably miss out on that experience," said Virtuoso's local General Manager Fiona Dalton.

## Komodo fee protest

KOMODO tourism businesses in Indonesia are protesting price hikes to the national park from US\$13 to US\$250, with local tourism businesses stating have "no other option" but to strike.

## MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.703**

THE Aussie dollar rallied considerably yesterday to reach US70.3 cents, however forecasters expect it to remain fairly volatile in the short-term.

The global economic outlook must improve in order for the Australian dollar to maintain a stable upward trajectory, while the stalled growth of the Chinese economy and global recession fears continue to cause AUD volatility.

Wholesale rates this morning.

US	\$0.703
UK	£0.573
NZ	\$1.109
Euro	€0.685
Japan	¥92.53
Thailand	฿25.40
China	¥4.759
South Africa	11.59
Canada	\$0.903
Crude oil	US\$98.62



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### RECENT EVENTS

Amadeus - the latest travel technology trends with Kaylene Shuttlewood and Lance Batty - [CLICK HERE](#) to view.

Switzerland Tourism "Winter Magic Tour" with Livio Goetz and Lisa Maroun - [CLICK HERE](#).

"The Tide Turns for Cruise" with CLIA MD Joel Katz and Jill Abel from the Australian Cruise Association - [CLICK HERE](#).

Norwegian Cruise Line "The Great Cruise Comeback" - [CLICK HERE](#).

Quark Expeditions showcase of Ultramarine - [CLICK HERE](#).

AFTA CEO Dean Long Executive Interview - [CLICK HERE](#).

Entire Travel Group with Brad McDonnell and Greg McCallum - [CLICK HERE](#).

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