

# IF YOU SEEK



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## Cruise360 this week

**THE** highly anticipated Cruise360 event is almost here, with a special cocktail evening taking place on Wed night before the big day on Thu.

The Hyatt Regency Sydney will play host to Cruise360 from 8.30am to 5pm, with attending CLIA travel agents in the running to win one of 19 cruise holidays.

CLIA is also recommending attendees take a voluntary COVID test prior to attending, with anyone who feels sick on the day asked not to attend.

View the full program [HERE](#).

## Travelling with U

**MANAGE** Health is offering those working in travel the chance to undertake an online course to help 'offload their baggage' and cultivate better empathy and coping skills.

Conducted via Zoom over an eight-week period, the Travelling with You workshops touch on topics such as relationship building, how to have difficult conversations, active listening skills & self-awareness tools, as well as an accredited Mental Health 1st Aid course.

Registration closes 31 Aug - for more details, [CLICK HERE](#).

## Seek New Zealand!

**AOTEAROA** New Zealand can offer travel agents' clients a deeper and more meaningful travel experiences than other destinations - see the [front page](#) to find out more.

## Qantas seeks atonement

**QANTAS** is offering its Frequent Flyer members \$50 towards a return flight from Australia or New Zealand and 12-month status extensions for Silver loyalty members in a bid to make amends for poor performance over recent months.

The airline has been the subject of thousands of customer complaints and negative news stories since the resumption of travel, as long queues, mishandled bags and delays/cancelled flights continue to plague its operations.

In addition to a status extension and a \$50 discount on local flights, the carrier is also extending its previously announced commitment of up to 50% more reward seat availability on Qantas International, trans-Tasman and domestic routes until 30 Jun 2023, which will be released from 12pm (AEST) today.

Platinum and Platinum One members will also receive Qantas points gifts via email from today, and additional invitations will also be issued for members to use themselves, or offer to a Frequent Flyer friend, colleague or family member, to enjoy a pre-flight visit to a Qantas Lounge.

Gold members will be issued with an invitation to visit a Qantas Domestic Business Lounge, while Silver members will be rewarded with an invitation to visit the Qantas Club or an international Business Lounge.

Qantas Group CEO Alan Joyce

took the unusual step of issuing a personal apology video to travellers over the weekend, admitting that its services had not been good enough, despite the logistical challenges it still faces over worker shortages.

"On behalf of the national carrier, I want to apologise and assure you that we're working hard to get back to our best," Joyce said.

"We're already seeing a sustained improvement in baggage handling and on-time performance, and while factors out of our control like weather can have an impact on our schedule, we expect things to keep improving each week."

In response to Qantas' apology initiatives, the Transport Workers Union labelled the move a "stunt", with National Secretary Michael Kaine calling for Joyce to resign and an independent body be created to make aviation calls in the public interest.

## Today's issue of TD

*Travel Daily* today features five pages of news plus a front cover wrap from **Tourism New Zealand**.

## Travel Daily on location in Lephalale

Today's issue of *TD* is coming to you courtesy of **Qantas Airways** and **TripADeal**, which are hosting a **luxury African safari** famil.

**THE** luxury African safari will begin its last day on the prowl with a game drive and champagne brunch, as it forages for some antelopes.

The final drive will come to an end at Kudu Rock, where there will be an opportunity to spot those which feast on the antelopes, such as leopards, hyenas, caracals, and more.



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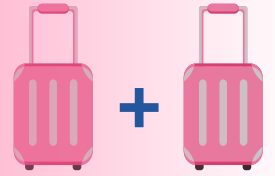
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FROM AND TO ASIA, EUROPE,  
AND AMERICA



## FC revamps content

**FLIGHT** Centre Australia has overhauled its travel blog, launching a new inspirational content hub on its website.

“It’s been a long time coming, and I’m so excited to see it roll out globally with new features in the next few months and become the most immersive, beautifully curated travel inspiration space on the net,” the company’s Global Content & Social Media Leader Vicki Fletcher said.

View the ‘Window Seat’ [HERE](#).

## Restrictions bite Event

**HOTEL** and resort operator Event Hospitality & Entertainment has posted strong recovery results for the 12 months to 30 Jun 2022, led by a 46% increase in group revenue to \$953.8 million.

However the resurgence was largely driven by its entertainment division including cinema locations, with the hospitality arm, which includes the Rydges and QT brands, seeing a drop from \$33.45 million in EBITDA recorded for the year to 30 Jun 2021, to \$26.58 million for the last 12-month period, representing an overall decrease of about \$6.87 million

Revenue for Event’s hotels was up slightly to \$217.74 million from \$202.7 million the previous year, while occupancy dropped by 5% on the back of challenging headwinds such as lock downs and travel restrictions last year.

QT outperformed its sister Rydges brand in terms of occupancy, posting 50.4% of rooms filled compared with 45% at Rydges properties, while the overall impacted revenue figure was offset by an increased average room rate, which rose by

8.2% from \$170 to \$184.

Meanwhile Event’s major resort asset, Thredbo, saw its numbers badly affected by COVID-19 restrictions during five weeks of mandated closures in a peak period, resulting in a \$14.33 million slide in revenue for the latest financial year.

EBITDA at the popular ski resort also fell by \$16.54 million to \$9.58 million, with a rare shining light noted in Jun, which saw revenue and EBITDA outperform the same month before the pandemic hit in 2019.

Encouragingly, Event managed to scale down its debt to \$210.4 million, an amount lower than pre-COVID levels, fuelled in part by \$273.5 million worth of divestments over the last year.

Event’s CEO Jane Hastings said that despite the challenges of the first half of the year, the second half rebound shows the business is ready to take advantage of expected future tailwinds.

“Our hotel strategy has evolved to enable expansion into all segments of the market, from luxury to budget accommodation, Hastings said.

## Coral sails East Indies

**CORAL** Expeditions has launched a series of new voyages through Indonesian islands such as Komodo, Sulawesi, as well as the Malaysian island of Borneo.

The three-voyage series aboard *Coral Geographer* will track the maritime and trading history of the region, in addition to exploring ancient island cultures and the wildlife of the East Indies.

The first 14-day voyage departs Darwin on 20 Mar 2024.

[CLICK HERE](#) for more details.

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## Window Seat

**CAR** rental giant Avis is looking a little red-faced after billing a Vancouver woman for driving more than 36,000km in a three day period.

The incident saw Giovanna Boniface charged more than CAD\$8,000 for renting a vehicle at Toronto Pearson Airport on 13 Aug and using it to help her daughter move into college in Kitchener, a round-trip of about 170km in total.

Upon returning the car, the receipt showed she had driven 36,482km in 68 hours - or an average of 536.5km/h, just under half the cruising speed of a modern jet aircraft.

Boniface said she had tried disputing the charge with some difficulty, but once Avis was contacted by local media for a comment the company apologised and promised to provide a refund within three to five business days.

## JAL Beijing return

**JAPAN** Airlines has announced its intention of resuming non-stop flights between Tokyo Narita and Beijing Capital Airports.

Initially services on the route will operate once per week, with the carrier announcing plans to return to other markets in China as travel restrictions ease.

## Aqua Aston comes to town



**THE** team from Aqua-Aston Hospitality is in Australia this week to promote their Hawaii properties to the local trade.

They kicked off their visit last Fri with a lunch at Sydney's Mr Wong's, where apparently the dumplings were on point!

The company manages a variety of resorts, boutique hotels and condominium properties under brands including Aqua Hotels & Resorts and Aston Hotels & Resorts as well as Marriott International, Hilton Worldwide and IHG Hotels and Resorts.

The guests included Rhonda Khabir, recently promoted to Senior VP of Sales & Marketing who has joined Aqua-Aston's six-strong Executive Committee, on which five of the spots are now held by female leaders.

Recent Hawaii additions to the

portfolio included the "ultra luxe" Espacio The Jewel of Hawaii.

**Pictured** above are Theresa van Greunen and Rhonda Khabir from Aqua-Aston (centre) with Polly Simmons and Kylee Kay of Linkd Tourism.

## Streamlined Toronto

**AUTHORITIES** in Canada have announced a range of measures to reduce ongoing congestion at Toronto Pearson Airport, where flights are regularly being forced to hold passengers on board upon arrival because of massive inbound queues.

The Government has confirmed there are now 30 new primary inspection kiosks at the airport, while improvements continue to be made to the ArriveCAN app, including the ability to do an optional advance declaration which cuts down the time a traveller spends at the kiosk.

For the week of 08-14 Aug just 42 aircraft were held on the tarmac at Toronto, compared to the peak of 383 during the week of 23-29 May, while 87% of passengers at Canada's four largest airports were screened within 15 minutes.

## Club Med

Club Med operates 70+ Premium to Luxury all-Inclusive beach and snow resorts worldwide.

### Head of Marketing

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Club Med Founder Gerard Blitz 1950

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- **This role will report directly to the General manager.**
- **We are looking for an experienced Head of Marketing that can drive, motivate and inspire the marketing team.**

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## AFTA wastes no time

**THE** Australian Federation of Travel Agents (AFTA) has secured detailed briefings with 22 government ministers and ministerial offices, 25 shadow ministers and offices, and 35 departmental contacts in the first 100 days of the Albanese Government.

Most recently, AFTA Directors and CEO Dean Long had a briefing with Federal Minister for Immigration Andrew Giles on the interim findings of AFTA's Jobs and Skills Member Taskforce.

"The AFTA board and team continues to work intensely hard behind the scenes to grow awareness and understanding at a political and bureaucratic level of the importance of Australia's travel sector, the economic contribution of our members, and the preferred solutions to the many challenges impacting recovery," Long said.

"As disclosed in our Annual



Report and at Fri's AGM (**TD** 19 Jun), in the last financial year to 31 Mar 2022, AFTA donated \$47,500 to the Labor Party, \$83,727 to the Liberal Party and \$44,318 to the National Party, in addition to our ongoing investment in the relevant business programs," he added.

**Pictured:** AFTA Director David Smith, AFTA CEO Dean Long, AFTA Director Laura Ruffles, Webjet's Head of People and Talent Emma Evans, Federal Minister for Immigration Andrew Giles, and American Express GBT Director Strategic Planning APAC Deborah Ellison in Canberra last week.

## 85% by end of '22?

**GLOBAL** airline seat capacity is predicted to bounce back to 85% of pre-COVID levels by the end of 2022, according to Flight Centre-owned FCM Consulting's latest *Global Quarterly Trend Report*.

The Australian domestic market is forecast to track close to the global average at 83% of pre-COVID levels by the end of 2022, with NZ not far behind on 79%.

"We're seeing an upward tick in aviation globally with the second quarter showing a steady monthly growth in seats offered, down 23% when compared to the same time-period pre-COVID," FCM Consulting General Manager Felicity Burke said.

North and South America are leading the return to normality, with both continents forecast to exceed 2019 volumes by Nov.

**MEANWHILE** the same report showed air fares continue to be erratic, with average prices rising on routes like AKL to MEL, but dropping between MEL & SYD.

## Tassie blitzes spend

**VISITOR** spend in Tasmania for the Jun quarter 2022 totalled \$868 million according to the most recent Tasmanian Visitor Survey, the highest spend for any Jun quarter on record.

The state recorded close to 300,000 visitors across Apr, May and Jun, a strong result which complemented Tasmania's record domestic spend numbers for the 12 months to Jun.

Domestic visitors forked out \$2.3 billion for the 12-month period, up a whopping 163% on the previous year.

Jun 2022 alone saw more visitors to Tasmania than any previous Jun period, with the total spend for holiday visitors three times more than Jun 2019.

"These fantastic results are a credit to the resilience of everyone in the industry who have endured a difficult few years through the pandemic, and are now looking to the future," Tas Premier Jeremy Rockliff said.



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**Voyage of Discovery** | 11 Days  
Bergen to Trondheim

**Classic Voyage North** | 7 Days  
Bergen to Kirkenes

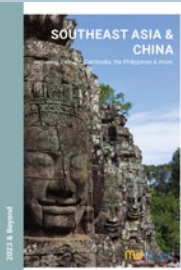
**Classic Voyage South** | 6 Days  
Kirkenes to Bergen

**\*Terms and conditions apply.**  
\$4,941 price based on Q2 Mini Suite aboard MS *Nordnorge* on 28 Nov 2022 Classic Roundtrip Voyage and is subject to availability. Price correct as of 12 Aug 2022. On sale until 30 September 2022.

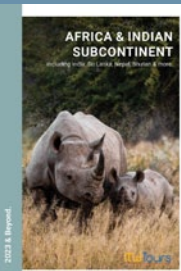


## BROCHURES

THIS week's Brochures of the Week is brought to you by MW Tours. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



**MW Tours - Southeast Asia and China 2023**  
New tours are presented in detail by MW Tours in popular Australian outbound markets such as the Philippines, Cambodia, and Laos. The operator also presents its fully upgraded Vietnam product, which includes one-way private transfers to Sa Pa - a district-level town of Lao Cai Province in the Northwest region of the country. The destination is popular with travellers for its amazing ecology and rich history. The brochure also features improved accommodation options in all destinations, in addition to a wider range of excursions in the Philippines to places like Northern Luzon.



**MW Tours - Africa and Subcontinent 2023**  
This brochure includes the full list of new adventures on offer throughout eastern and southern Africa in 2023, as well as all of the best packages and product. New luxury Sky Safaris and fly options are detailed, as are a number of relaxing beach stay properties in Tanzania, Kenya and Mauritius. Improved itineraries in India and Sri Lanka are also included, many of which allow travel agents the chance to easily extend their clients' tours to include additional days in the north or south. More lodge packages and Indian Golden Triangle options are also available.

## Port of Devonport

TASPORTS has announced it will invest in new infrastructure at the Port of Devonport to cater for a projected increase in the number of visitors arriving on the new Spirits of Tasmania.

The Tasmania Government awarded its first major contract to do with the upgrade late last week, which will include the delivery of a new berth, a new wharf structure, and reclamation of the existing Berth 3E, which will be specifically designed for new Spirit of Tasmania vessels.

## OTA disruption?

A NEW members-only online travel club has launched to the market with the ambition of disrupting the online travel agency (OTA) sector by focusing on aggressive pricing.

Travelsecrets.com claims to be building a community based on significant savings for travellers, relying on word-of-mouth marketing and cheaper deals, while claiming bigger players like Booking.com and Expedia squander margins on SEO and advertising to win market share.



## Dancing through Africa



THE second day of the Qantas Frequent Flyer x TripADeal luxury African safari famill began with guests rising early for a morning walking safari, on which they shared breakfast with impala, giraffes, and several very skittish vervet monkeys.

The group then made its way to a sister property Rhino Lodge for lunch, before heading out to Sunset Rock, in the western part of Sebatana Private Lodge, for games and a literal sundowner, as night fell over the Waterburg massif of northern South Africa.

At night, the group experienced a traditional tribal night with the local Tswana people, which included a traditional, cutlery-free dinner of polenta, spinach, and a traditional stir fry made with Guinea fowl.

The first challenge, however, was being allowed to enter the chief's quarters by his bodyguard, who as tradition states, can often make arrivals wait up to three months outside for entry.

After dinner, the group was treated to a show of traditional South African dancing – with audience participation highly

encouraged (pictured).

A dance troupe of young boys also delighted revellers with a "gumboot dance", which was pioneered in South Africa's mines in the 1890s as a way for workers to communicate and bond.

## Sri Lanka visa idea

WITH unrest starting to subside in Sri Lanka for the first time in months, the country's Tourism Ministry has announced it will be issuing longer visas for tourists to revive its visitor economy.

Under the new proposal submitted to Cabinet, travellers will be able to stay for up to 180 days for those who apply via Electronic Travel Authorization from the existing 30 days, while single entry visa travellers will be able to stay up to 270 days.

Multiple entry visas could also be extended for a year under the changes, which was previously limited to only 90 days.

Fuel shortages and economic mismanagement has badly impacted tourism in Sri Lanka, as wide-spread demonstrations plagued the country.