

# Travel Daily

First with the news

Tuesday 13th Dec 2022



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## Crooked Heritage

**BOUTIQUE** tour operator Crooked Compass has partnered with Heritage Expeditions to launch sea and land packages available exclusively through Wild Earth Travel.

The new program will kick off with expeditions through Papua New Guinea and Indonesia aboard *Heritage Adventurer*, with Japan to follow in the coming weeks - for further details, contact 1800 107 715.

## VA resumes GDS refunds

EXCLUSIVE

**VIRGIN** Australia has confirmed that effective immediately it has once again given travel agents the ability to self-manage refunds for their managed bookings, where fare rules permit.

The reintroduction of GDS refund capabilities comes for the first time since the carrier entered voluntary administration (**TD** 21 Apr 2020), when GDS refunds were restricted to inhibit any Future Flight Credit (FFC) tickets from being refunded, in line with the terms of the voluntary administration.

“Now that all eligible FFC tickets have been isolated, we are thrilled to be able to reinstate this functionality,” a VA spokesperson told *Travel Daily*.

Travel agents who do still have Future Flight Credit tickets associated to live bookings they are managing on behalf of their customers have been told that no refunds are permitted.

Any refunds that are processed that are not in line with the fare rules or Future Flight Credits Policy will be subject to an ADM, the carrier noted.

VA GDS refunds cannot be used in markets where BSP has been withdrawn.

## Outrigger refresh

**IN CELEBRATION** of its 75-year anniversary, Outrigger Resorts & Hotels has refreshed its branding, unveiling a new logo, updated imagery, and a revamped website under an “elevated yet playful aesthetic”.

As part of the brand renewal, the name of Hawaii’s first and only craft hotel - Waikiki Beachcomber by Outrigger - has been changed to Outrigger Waikiki Beachcomber Hotel.

## Share the Xmas cheer

**HO HO HO** loyal readers, it’s time to spread some Christmas cheer with *Travel Daily*.

We are seeking photos of Christmas functions or parties being held by your business for a chance to be published in the lead-up to Christmas day, so send any submissions, along with captions and a small description, to [christmasparty@traveldaily.com.au](mailto:christmasparty@traveldaily.com.au) to have your team’s festive flair up in lights.

## Batik Air is back

**SYDNEY** Airport this morning welcomed the resumption of Batik Air (formerly known as Malindo Air) flights from Sydney to Kuala Lumpur via Denpasar for the first time since Mar 2020.

## Today's issue of TD

*Travel Daily* today features six pages of news including our **Sustainability** page and a full page from **CLIA**.

## WWT rings the Bell

**WENDY** Wu Tours (WWT) has appointed Simon Bell as its new General Manager of Sales in Australia, where he will be charged with driving the company’s three-year growth and development plan.

Bell is based in Melbourne and reports directly to global CEO, Glen Mintrim, and arrives at WWT with a wealth of senior sales experiences, including most recently at Quest Apartment Hotels where he was Director of Sales, and before that held the Head of Sales position at STA Travel Australia.

“Simon’s track-record in driving sales, building highly commercially focused teams with some of the industry’s most profitable and successful travel companies is very impressive, plus he has the international experience and contacts in this sector,” Mintrim said.



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## Window Seat

**CHRISTMAS** has come early for kids in the remote NT communities of Elcho Island and Maningrida, with Santa arriving last week on the annual Airnorth Santa Flight.

Conducted in partnership with McDonald's Darwin, Mix104.9 Darwin and Coles Northlakes, the mission delivered fresh fruit, candy canes, footballs and toys to the children in each community.

The Airnorth Santa Flight has operated for more than 20 years, with CEO Daniel Bowden saying the operation "always serves as a reminder of the importance of community and even more so this year, as we recognise one of the few positive benefits of the pandemic - the enduring community spirit".

"We are proud to continue our tradition of delivering Santa, along with our valued partners to spread some holiday magic," he said.

Santa and some of his Airnorth elves are **pictured** below with the special aircraft.



## Messinis back in ATMC Chair

**TASS** Messinis has been reappointed as Chair of the Association of Travel Management Companies (ATMC), with the organisation's annual general meeting also seeing the re-election of committee members Kay Shrimpton from BCD Travel, Bay Travel's Alan Wolf, Glenn Wilcox from Corporate Travel Management, Goldman Travel's David Goldman, & Penny Spencer from Spencer Travel.

Also joining the committee is Danielle Russom from American Express Global Business Travel.

The ATMC represents the top 22 corporate travel agencies in Australia, supporting 26,000 businesses with an annual pre-COVID travel spend of \$6.5 billion.

The AGM also paid special tribute to Ollie Tams, who has acted pro-bono as the ATMC's Executive Director since Feb 2020.

Messinis, who recently

became a Strategic Advisor to Locomote (**TD** 05 Dec), said it was "an absolute honour" to be reappointed as ATMC Chair.

"There are multiple transformations at play in the corporate travel landscape, and ATMC has an increasingly important role as the independent voice for TMCs including with corporates and with suppliers," he said.

"We have made great progress already in terms of raising the critical role TMCs play in supporting and optimising travel procurement and supporting corporate travellers through the complexities of travel."

ATMC members also hailed the long contribution of Rob Dell, upon his well deserved retirement (**TD** 02 Dec).

## CX First class returns

**CATHAY** Pacific has announced the return of its First class cabin on select flights after a period of absence, with the premium offering recently reintroduced on services to London Heathrow from Hong Kong.

The carrier has confirmed that First class services will also relaunch on Paris flights CX261/CX260 from 18 Jan 2023, followed by Tokyo (Haneda) for flights CX548/CX549 from 10 Feb 2023.

To mark the return, CX has introduced a limited edition Krug 2004 Vintage Champagne, as well as a special celebratory edition of Blanc de Lynch-Bages 2018 and Chateau Lynch-Bages 2000, on First class flights to/from London.

## TM posts big Nov

**TRAVELMANAGERS** continues to make significant sales gains this year, revealing that last month was its best ever Nov, and the third-best sales month on record - fuelled primarily by airline and land sales.

Nov saw a 76% growth per agent from Nov 2019 to Nov 2022, as well as a 46% increase per agent for the five months from Jul to Nov 2022.

Europe remained the network's best destination for sales in Nov, with Asia and North America rounding out the top three.

Destinations showing strong growth compared with Nov 2019 were domestic Australia (up 84%), NZ (up 25%), Fiji (up 16%), and South Africa (up 14%).

TravelManagers also noted that luxury sales have performed well in recent months.

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**Queen Elizabeth**

Today's issue of *TD* is coming to you courtesy of Cunard, aboard the line's *Queen Elizabeth* as she voyages on an Australian Short Break cruise between Sydney and Melbourne.

**QUEEN Elizabeth** is continuing her inaugural post-pandemic Australian season, with the ship arriving in Fremantle about a month ago and having since undertaken a 25-night circumnavigation of the country.

The vessel departs Sydney Harbour this evening and then we'll spend a day at sea before disembarking in Melbourne on Thu - just enough time to get a taste of cruising, Cunard style.

*Queen Elizabeth* is one of three vessels in the Cunard fleet operating alongside *Queen Victoria* and *Queen Mary 2*, and will be joined in early 2024 by *Queen Anne*, which is currently under construction in Venice, Italy at the Fincantieri Marghera shipyard.

### NRMA acquires

NRMA Parks and Resorts has announced the addition of the Turtle Sands Camping and Holiday Park at Mon Repos to its growing collection of eco-tourism destinations and experiences.

Located close to Bundaberg's Mon Repos Conservation Park, the Mon Repos Turtle Centre and Mon Repos Beach, the holiday park has been home to a large number of nesting marine turtles since it opened in the 1970s.

A new Mon Repos Turtle Sands Retreat will open in mid-2024, and follows multiple purchases by NRMA in recent months.

### CLIAs tix sold out!

TICKETS have officially sold out for the Cruise Lines International Association (CLIA) 20th Annual Cruise Industry Awards, which will take place on 11 Mar 2023 at the Big Top in Sydney's Luna Park.

Anyone who missed out on securing a ticket and is interested in attending can contact CLIA to be added to the waitlist.

Business Publishing Group will once again serve as the media partner for the anticipated event.

## Waltzing into tourism history



**WHAT** do NSW Tourism Minister Ben Franklin and Robyn Willis Inglis, well-known travel and tourism industry personality, have in common?

Apart from a united dedication to the sector, they also have a unique family history link to the iconic Aussie Banjo Paterson poem and song *Waltzing Matilda*.

Willis Inglis is a long-time judge of the NSW Tourism Awards, and took the opportunity at the gala event at Sydney's Luna Park last month to be snapped on the photo wall with the Minister.

Franklin is the great, great nephew of the famed Australian poet Banjo Paterson, while Willis Inglis is the great, great niece of Christina Macpherson, who set the words to music.

"They collaborated in 1895 when visiting 'Dagworth', the Macpherson family property west of Winton, Qld, managed by Christina's brother and my great, great uncle Robert Macpherson," Willis Inglis told *Travel Daily*.

She said she was fortunate to be among many of the clan's descendants when both families were invited to the 1995 Centenary celebrations at the property, describing it as "a very special one-off famil".

Willis Inglis also noted that the 2022 NSW Tourism Awards Gala was the best yet, with "so many incredible entries despite the tough year they have had".

"It was also great to have this unique link with Minister Franklin," she enthused.



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## SYDNEY – SEOUL

### Daily Flight

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## Oh what a beautiful mornin!



**WINNERS** of the 'Sell your way to the USA' incentive hosted by American Airlines (AA) have experienced Oklahoma and Grapevine, Texas.

The fourth trip as part of the incentive saw winning travel advisors travel direct to Dallas with AA, experiencing the airline's Premium Economy product in both directions.

The trip commenced in Grapevine, with highlights including a walking tour of the historic main street, wine-tasting at Bingham Family Vineyards & Winery and Cross Timbers Winery, sipping some craft brews at Hop & Sting Brewing Company, and taking in some live tunes at the Holly Jolly Bar.

The winners were then whisked

off to Oklahoma, where they delved into the state's native history, cowboy culture, and southern charm.

The group toured Chisholm Trail Heritage Center & Garis Gallery of the American West, saw a live auction at Oklahoma National Stockyards and visited museums including the First Americans Museum, the National Cowboy & Western Heritage Museum, and the Chickasaw Cultural Center.

**Pictured** are Peter Hannaford, Jeff Gnade, Heather Egan, Kim Mildon, Jade Austin, Len Vigne, and Cathy Crawford.

### Spirit of the intrepid

**INTREPID** Travel has announced the return of its ANZAC Day Dawn Service Tour next year, after a pandemic-induced hiatus.

Australians will once again be given the chance to visit Turkey, where they can pay their respects to the fallen of World War I.

Highlights of the tour include travelling to the battlefields on the anniversary of the landing and wandering through Anzac Cove to the Nek and Lone Pine, as well as explorations through the trenches, attending a dawn service, and hearing the stories of heroism and camaraderie immortalised in ANZAC folklore.

The tour, capped at 44 people, does not include hotel accommodation in Gallipoli, with travellers sleeping under the stars as the ANZAC's did years ago.

### Swan acquires ship

**SWAN** Hellenic has become the new owner of Polar class vessel *SH Diana*, after Helsinki Shipyard awarded the tender to the luxury cruise line following the ship's auction on Fri.

Helsinki Shipyard initiated the tender last month, after the original buyer - a Russian leasing company - failed to take delivery of the ship.

The cruise line will now form a new agreement with the shipyard for the completion of the vessel, which is scheduled for delivery in Mar 2023.

For more details, see today's issue of **Cruise Weekly**.

## AFTA UPDATE

from Nina Hedges, Compliance Manager



### SEASONS

Greetings to all from the AFTA team. As we wrap up things here at AFTA for 2022, we wanted

to take the time to acknowledge the year that has been.

A year of jubilation to have the borders open, coupled with an unprecedented and somewhat overwhelming demand for travel that has certainly hit our industry with gusto.

AFTA wishes to take a moment to again recognise the resilience and tenacity of not only our incredible AFTA members, but all those who play a part in our travel industry.

The AFTA team look forward to 2023 with enthusiasm and confidence that our industry will continue to grow and thrive.

AFTA, as always, will be there championing our industry's cause, elevating the standard of our industry and advocating for each and every one of you.

No matter where you sit along the spectrum of our industry, we represent you and are committed to ensuring that you and your concerns are considered & heard.

The realignment of our AFTA membership to be from Mar to Apr annually will ensure that our team has the capacity to launch a number of exciting new developments for our members and the travel industry in general.

We know many of you have been calling out for more networking opportunities, and we have some exciting in-person events in the works.

We will also be launching an extremely dynamic virtual platform that is unprecedented in our industry.

The platform we are delivering will unite our industry like never before, so please make sure you stay tuned for further details about how to be one of the first to get access to this platform in the new year.

Finally, from the team at AFTA we wish you a safe, happy and joyful Christmas and we look forward to seeing you all in 2023.

## Interest-free holiday plans

**AUSTRALIAN** travel agents will soon be able to offer their customers a six- or 12-month interest-free instalment payment plan, thanks to a new deal between Latitude Financial and Zenith Payments.

The partnership will allow more than 5,000 travel advisors across the country to offer the payment plans on Latitude's Gem Visa and GO MasterCard credit cards.

The new offering is now available via three of Zenith's key brands including the TravelPay platform, which provides secure payment solutions to the travel industry so customers can pay for their trips.

Latitude, an interest-free shopping and consumer finance provider, serves more than 2.8 million customers across Australia and New Zealand, and boasts a partner network of more than 5,500 retailers.

The company's General Manager, Partners, Becky Cook, said the new partnership with Zenith Payments will "enable [Latitude] to support thousands of new merchants", while Andrea

Slark, CEO of payment facilitator Zenith Payments, added the new offering was a "great option for [her company's] customers who can now spread their payments and better manage their budgets over time".

Zenith is a leading payments facilitator while Latitude provides interest-free consumer finance.

For further details, see [gomastercard.com.au](http://gomastercard.com.au) or [gemvisa.com.au](http://gemvisa.com.au).

### Banyan renovation

**GARRYA** Tongsai Bay Samui is preparing to welcome guests when it officially opens on Thu, after undergoing multiple phases of remodelling and refurbishment.

Located on Thailand's island of Koh Samui, the Banyan Tree Group site sits on 28 acres of land overlooking the beach.

The property will offer 82 suites and villas, 74 of which feature a signature outdoor bath with a view, as well as a spa and a 24-hour co-working space.





### WTTC launches UNWTO collab

THE World Travel & Tourism Council (WTTC) has signed a new collaboration pact with the UN World Tourism Organization (UNWTO) and the Sustainable Hospitality Alliance, with a “shared vision to halt and reverse biodiversity loss by 2030”.

The deal was sealed in Montreal during the COP15 summit, with signatories committing to adopting a “nature positive approach to tourism through integrating biodiversity safeguards by reducing carbon emissions, the impact of pollution, the unsustainable use of resources, and by protecting and restoring nature and its wildlife”.

Almost 150 organisations have joined the movement so far including tour operators, international hotel groups, travel agents, destinations and wildlife charities across the globe.

WTTC President Julia Simpson said “travel and nature are intrinsically linked”, with wildlife tourism creating over US\$340 billion in revenue each year, supporting 21 million jobs.

She said the joint vision shows the industry’s commitment to preserve the planet for future generations.

## AIRLINES RATED FOR SUSTAINABILITY

THE newly released CAPA/ Envest *Airline Sustainability Benchmarking Report (TD 09 Dec)* provides a much-needed ranking and rating of individual airline sustainability performance.

Based on a “weighted composite of multiple sustainability KPIs”, the world’s 100 largest airlines are compared and contrasted for their carbon-focused environmental performance, with carriers sorted into Platinum, Gold, Silver, Bronze and Blue categories.

“At present airlines use a number of different and non-transparent methodologies,” the report notes, adding that “in the new data age airlines will no longer be able to use opaque reporting processes and selective performance statistics and promote messages about sustainability performance”.



Tables in the report include a summary of CO2 emissions per RPK, with the five worst performers being Scoot, China Airlines, EVA Air, Thai Airways and Japan Airlines.

The report noted that this metric was particularly impacted

in Asia Pacific, where very low passenger load factors were experienced as a result of restrictions imposed by COVID-19.

At the other end of the spectrum for 2021/22 were Wizz Air, Virgin Atlantic, Vueling, Volaris and Pegasus.

The rankings also take into account use of Sustainable Aviation Fuel, performance disclosures and reporting, with eight carriers qualifying for the top Platinum category, nine in Gold, 38 in Silver, 29 in Bronze and 19 rated as Blue.

On the SAF front, it was interesting to note that Qantas, Air NZ and Norwegian Air Shuttle were the only three airlines where customer-purchased offsets exceeded 3% of the airline’s total emissions.

For more information see [centreforaviation.com](http://centreforaviation.com).

### Virgin Atlantic big splash on SAFs

VIRGIN Atlantic has announced an agreement with Delta Air Lines for the purchase of 283 million litres of Sustainable Aviation Fuel (SAF), to be used for its flights departing from Los Angeles and San Francisco.

The seven-year pact will see 38 million litres delivered each year, under DL’s partnership with California-based renewable fuels supplier Gevo,

which will see it acquire 280 million litres of SAF annually through until 2030.

“We need to create strong demand signals to ensure SAF can scale affordably to the levels our industry needs on the path to net zero by 2050,” Delta Air Lines Head of Corporate Innovation, Pam Fletcher said.

The deal will meet about 20% of VS’ projected SAF needs.

### Marriott plugs in

MARRIOTT International has confirmed the expansion of its electric vehicle (EV) charging network across the Asia Pacific region, as part of a company commitment to source at least 30% of its electricity from renewables by 2025.

By the end of next year it expects to sign EV charging infrastructure deals in nine markets including Australia.



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## MONEY

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

**AU\$1 = US\$0.675**

**THE** Reserve Bank of Australia delivered a 25bp hike last week - the eighth consecutive rise this year and its highest point in 10 years - which briefly buoyed the AUD before it weakened again.

The USD is falling after hitting a 20-year high this quarter; conversely, the Chinese Yuan has seen its biggest two-week rally in the last few decades after adjusting its vaccination & quarantine protocols.

*Wholesale rates this morning.*

US	\$0.675
UK	£0.550
NZ	\$1.057
Euro	€0.641
Japan	¥92.96
Thailand	฿23.52
China	¥4.709
South Africa	11.88
Canada	\$0.919
Crude oil	US\$71.02

## Pan Am flight 103 suspect in custody

A **LIBYAN** man suspected of making the bomb that destroyed Pan Am flight 103 over Lockerbie, Scotland in Dec 1988, is now in custody in the United States.

Charges were brought against Abu Agila Masud two years ago, for his alleged key role in the deadliest terrorist incident to have taken place on British soil, which resulted in the death of 270 people - most passengers.

Until now, only one person had been convicted over the attack - Abdelbaset al-Megrahi, in 2001.

## Catch the HAL man

**HOLLAND** America Line (HAL) is giving away 10 x \$50 gift cards to the best homemade gingerbread created by travel agents.

To enter the comp, agents need to join the cruise line's Facebook group and post a photo of their gingerbread house creation before Tue 20 Dec.

**CLICK HERE** to join the group.

## No personal checks

**BALI** Governor Wayan Koster has this week insisted that Aussie tourists visiting the Indonesian island will not be subject to marital status checks at accommodation when tough new morality laws (**TD** 05 Dec) are implemented in three years' time.

Koster said the Bali Govt is able to "guarantee the confidentiality of visitors' personal data during their stay", declaring the popular tourist destination as "Bali as usual", despite the raft of new laws which includes jail time for sex outside of marriage.

## LLC in Cambodia

**AIRASIA** Aviation Group is preparing to launch AirAsia Cambodia, a new low-cost airline, after recently signing a joint venture agreement with Cambodian-based Sivilai Asia.

The new carrier, which is expected to commence operations in late 2023, will allow AirAsia to scale up its existing operations and network connectivity to further cut its operating costs.

The new airline will connect its network to the main points of Cambodia - Phnom Penh, Siem Reap and Sihanoukville - and eventually Asean and North Asia.

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## TTC 'rock' up to Aus Museum



**THE** Travel Corporation (TTC) celebrated the launch of partner Australian Museum's bedazzling new 'Minerals' permanent exhibition yesterday.

Adventure World Director Neil Rodgers and AAT Kings Group & Adventure World Chief Marketing & Digital Officer Bridie Commerford, both made an appearance at the opening event (**pictured**).

The display is one of the largest rocks and minerals collections in Australia, featuring more than 80,000 specimens from around the world amassed over almost 200 years.

## VN resumes HK

**VIETNAM** Airlines has announced the resumption of its services between Hanoi and Hong Kong for the first time in nearly three years.

The service, which restarted yesterday, will operate three times weekly, with the airline likely to add frequencies if demand is strong enough.

## Carlton Cannes

**IHG** Hotels & Resorts has continued to expand its Regent brand beyond Asia Pacific, with the recent signing of Carlton Cannes, A Regent Hotel.

The beachfront property in France will open in early 2023 after a two-year multi-million-dollar refurbishment.

Next year will also mark the opening of several more Regent-branded properties, including in Bali, Hong Kong, and Shanghai.

## Bonza takes Sheila

**BONZA** has welcomed the arrival of its third aircraft, 'Sheila', yesterday at the Sunshine Coast Airport, marking the completion of the budget carrier's initial fleet.

Like her companions 'Shazza' and 'Bazza', the Aussie airline's newest Boeing 737 MAX 8 was named by fans on social media (**TD** 07 Nov), narrowly beating out the much cooler name of Bruce.

Bonza revealed that its next two aircraft will be based at Melbourne Airport.



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