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Vicari joins CVFR

AIRLINE Rep Services, the GSA division of CVFR Travel Group, has named Gabrielle Vicari as its new GM for Australia, New Zealand and South West Pacific.

Vicari is well known to the industry, with a range of senior roles in airlines over the last two decades including Singapore Airlines, Etihad and most recently Malaysia Airlines.

"After a short period outside the travel industry, I am extremely excited to be back and look forward to reconnecting with our key trade partners and strengthening the presence of all our GSA partners in region," Vicari said.

CVFR Group CEO Ram Chhabra said Vicari's vast experience made her a "huge asset" to the firm.

She'll be based in Sydney but will liaise with stakeholders across the region via Airline Rep Service offices in Sydney, Melbourne, Brisbane, Perth, Auckland and Fiji.

Harrex steps down at SATC

RODNEY Harrex, CEO of the South Australian Tourism Commission (SATC) for almost a decade, has announced his departure from the organisation, and will finish up this month.

"After nine and a half years at the helm - and being part of a record breaking, world-class tourism sector - now is the time for a new challenge," he said.

Harrex, who is 54, said he had been privileged to work

with some outstanding tourism operators and industry leaders during his time at the SATC, helping the state reach a record \$8.1 billion visitor economy.

He said he would be taking time to refresh, "and take a holiday in SA," before moving onto the next opportunity.

The announcement was acknowledged by SATC Chair Andrew Bullock, who highlighted Harrex's "significant contribution to the state's tourism sector".

"His passion, drive and insight has supported the industry through its most challenging times...it has ensured we are now in a very strong position to capitalise on opportunities and keep the momentum of COVID recovery going, as we grow our tourism sector even more in the future," Bullock said.

Viking on Today

VIKING is sailing the Danube with Nine's *The Today Show* this week, with segments running every day from 5.30am-9.30am.

The cruise line will travel along the Danube with weather presenter Tim Davies, who will be broadcasting live as he sails between Budapest and Passau exploring Bratislava, Vienna, and Krems - more cruise news in today's issue of *Cruise Weekly*.

Inspiring Feenaghty

JOHN Feenaghty has been appointed as Inspiring Vacations' new President, North America.

Feenaghty joins Inspiring after an extensive career, most recently as Chief Operating Officer with Goway Travel as well as several senior positions within the Flight Centre Travel Group.

Inspiring Vacations CEO Paul Ryan said the company was growing rapidly post-COVID-19, and "the addition of this role is the logical next step as we maximise the market interest in North America".

Today's issue of TD

Travel Daily today features six pages of news.

TIME scholarship

TOUR Atlas is sponsoring a scholarship for the Travel Industry Mentor Experience (TIME), on offer to a member of the travel industry who has started a new business in the last five years.

The aim is "to provide an opportunity for a travel industry innovator to pursue the growth and development of their business while being guided by the direction, wisdom, and experience" of a seasoned industry mentor," Tour Atlas said.

Applications for the scholarship are now open - [CLICK HERE](#).

CATO sponsorship

THE Australian chapter of the European Travel Commission (ETC) has joined the Council of Australian Tour Operators' (CATO) Travel Trivia Masters as a platinum sponsor.

The event, which takes place on 04 Aug, invites travel agents, CATO members, and other key industry personnel to enter teams of 10 for a two-course sit-down dinner and drinks.

With just over three weeks to go until the inaugural event, CATO said tickets are selling fast, and more than half of the sponsorship packages have been secured.

ETC Australian chapter Chair Sofia Hansson said the Commission is "delighted" to partner with CATO for the event.

Elevate

Taking your business to the next level

With global travel returning, imagine how much more you could achieve if you had an extra 15 minutes per booking? Are you ready to elevate your business?

Join Amadeus as they discuss emerging travel trends and the role of travel technology in the industry's recovery with Travel Daily and The Travel Community Hub.

Thursday 14th July at 1pm
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Window Seat

WYNDHAM Hotel's Days Inn chain in the USA has released a limited edition room amenity which brings new meaning to the term "pillow talk".

Rooms in select locations across the USA are now being equipped with the gadget that looks like an ordinary pillow, but offers guests compliments at the press of a button.

Actor Patrick Warburton - known to *Seinfeld* fans as David Puddy - has created a series of pre-recorded "witty, uplifting messages sure to make any guest smile," according to Wyndham Hotels.

Five of the special pillows will be available at each hotel and will be offered to guests during their stay on a first-come first-served basis while supplies last.

Domestic ups and downs

TOURISM Research Australia (TRA) figures for Apr showed an encouraging 31% uplift on Apr 2019 domestic overnight spend to \$10.1 billion - but overnight trips were still down 4% versus pre-pandemic levels.

There were strong spending results in all states and territories except the NT, and continued improvement in interstate travel and spending on accommodation,

Park Hyatt Jakarta

PARK Hyatt Jakarta has officially opened in the heart of Menteng.

Marking the entry of the Park Hyatt brand into Indonesia, the property delivers a modern luxurious residence for guests of the hotel's 220 rooms.

The residential-style interiors of Park Hyatt Jakarta are inspired by the beauty of the Indonesian rainforests, traditional crafts and indigenous natural materials.

shopping and F&B.

A total of 10.7 million overnight trips saw visitors spend 39.8 million nights away, with TRA citing a significant increase in average spend per trip, up 37% to \$939 compared to Apr 2019.

TRA noted interstate travel has accounted for 92% of the losses in overnight domestic tourism since the start of the pandemic.

The results were welcomed by newly inducted Minister for Trade & Tourism, Don Farrell, who noted the overall result was the highest spend since TRA began reporting monthly domestic detailed figures in Jan 2019.

"The Apr figures are welcome news for Australia's hard working tourism operators," he said, adding "as the fourth largest Australian export, a healthy tourism sector is vital to Australia's economy...it's crucial that we support its recovery".

The full snapshot is at tra.gov.au.

Forshaw back to Oz

AIRBUS has appointed Stephen Forshaw as its new Chief Representative in Australia and New Zealand.

The move will see Forshaw return to Australia after 18 years in Singapore, initially with Singapore Airlines as VP of Public Affairs and more recently with investment group Temasek.

He'll be based in Canberra from 01 Aug and will represent all Airbus divisions, reporting to regional chief Anand Stanley.

Air NZ COVID plan

AIR New Zealand has reintroduced its COVID flexibility policy until 31 Jul, in response to rising levels of illness within the community.

The change offers customers the ability to opt for a 12 month credit on booked flights if they are no longer able to travel, or change flights to another date and have change fees waived.



Enhancing connectivity from Australia

We are pleased to announce the resumption of daily services to Canberra via Melbourne, starting 1 October 2022.

With this resumption we will operate two daily flights from Melbourne, enhancing our network from Australia to 45 weekly flights.

qatarairways.com/tradeportal



GOING PLACES TOGETHER

New Rottnest Island plan

THE WA Government has announced a review of Rottnest Island's management, in order to guide the destination's future.

A draft *Rottnest Island Management Plan 2023-2027* will be open for community and stakeholder consultation before its expected completion in Jul 2023, before it replaces the current plan, which is set to expire in 2024.

The development of a new plan follows major investment in key Island infrastructure to better service tourists, and is part of its COVID-19 recovery strategy.

Western Australia's Minister for Tourism, Roger Cook, said the Plan will assist the Rottnest Island Authority to "recast and refocus, building on the successes that have been achieved in recent years," including \$100 million in upgrades.

"[Rottnest Island] provides

a quintessential Australian experience combining holiday activities with the pristine natural environment of a Class A reserve and marine sanctuaries, a rich cultural history, and unique opportunities for the occasional or regular visitor," he enthused.

"Now that borders are open across Western Australia and the world, all tourism destinations are working to regain visitors and Rottnest Island is no different."

Recent investment in the Island include major upgrades to energy and water networks, as well as its roads and jetties.

Last year, \$6.7 million was invested in improved visitor amenities at the Settlement Mall, and one of the Island's premier beaches at The Basin.

There was also recently a call for the creation of a wider range of recreational tourism businesses on the island (*TD* 04 May).

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When the AFTA, TAANZ generals talk...

THE Australian Federation of Travel Agents (AFTA) and the Travel Agents' Association New Zealand (TAANZ) are continuing their long-standing collaboration, with the two organisations catching up in Auckland recently.

The meeting saw TAANZ Chief Executive Officer Greg Hamilton and AFTA Chair Tom Manwaring (**pictured**) share ideas and insights on solutions and initiatives to deliver for their members.

"We haven't had much of an opportunity in recent years to get together but we have continued to collaborate across the Tasman as we navigated our way through COVID and into recovery," Manwaring lamented.

"We look forward to this important relationship between our two peak industry bodies continuing."

Added Hamilton: "as travel rebuilds to pre-2020 levels, it is



now more important than ever that the peak travel industry bodies in both countries work together as both countries share similar challenges and opportunities.

"Building consumer confidence, and awareness of the value and security of accredited travel agents is at the top of both associations' priorities."

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Sri Lanka advice

THE Department of Foreign Affairs and Trade has reissued its travel advice for Sri Lanka, while continuing to advise travellers to reconsider their need to travel to the country due to the ongoing security situation (**TD** 09 May).

Large demonstrations are taking place around the Presidential Secretariat and Galle Face Green in Colombo, with travellers advised to avoid these areas and carry relevant travel and identification documents with them at all times.

The new Smartraveller advisory warns that a public emergency may be declared at any moment, with curfews put in place at short notice, as well as disruption to power, cooking gas, fuel, and medicine supplies.

Sunshine Coast Kiwi service returns



AIR New Zealand marked the return of its direct service between Auckland and Sunshine Coast on Sat, with the first flight touching down just after midday.

A welcome event was hosted at Sunshine Coast Airport on the day, which included gifts and entertainment for arriving passengers.

The return of the route will provide more than 8,000 seats between the two destinations, serviced by an A320 or A320neo aircraft each Mon and Sat until 15 Oct.

"It's fantastic to be able to offer New Zealanders the opportunity to escape the cold &

Queenslanders the opportunity to get to our slopes and soon connect onto our direct service to New York," Air New Zealand Chief Customer and Sales Officer, Leanne Geraghty, enthused.

Visit Sunshine Coast CEO Matt Stoeckel believes the reinstated service will provide a "sustained boost" for the region's tourism industry, highlighting that New Zealand was the Sunshine Coast's top international market before the pandemic, bringing in 84,000 annual visitors and an economic value of \$110 million.

Pictured: Air NZ passengers disembarking on the Sunshine Coast.

Helloworld Mt Isa into administration

ADMINISTRATORS were appointed to a company named Murrieson Holdings Pty Ltd last week, with the business formerly trading as Helloworld Travel Mt Isa, Helloworld Mt Isa and Harvey World Travel Mt Isa.

The agency is still featured on the main Helloworld website, but a phone message indicates that it is permanently closed, while a Facebook update notes that most existing bookings are being managed by the teams at Helloworld Travel Gladstone, Biloela and Rockhampton.

A preliminary report from administrator Jonathan McLeod indicates a total of about \$140,000 owing, mostly to financiers and lawyers.



Watch Viking live on the Today Show

Tune in to The Today Show on Channel 9 every morning this week until Friday, 15 July as Viking travel along the Danube River between Budapest and Passau on board one of their award-winning Viking Longships, with weather presenter, Tim Davies. Filming in key locations, Tim will highlight a variety of experiences available to Viking guests on this popular section of the Danube River including a behind the scenes tour of the Lipizzaner Stallions, a visit to the Grand Market Hall in Budapest and much more!

[View cruises here.](#)





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Order Viking's brand-new expeditions brochure

Viking has released their new 2022-2024 Expeditions brochure exploring some of the world's most pristine and remote regions on their new state-of-the-art expedition vessels *Viking Octantis* and *Viking Polaris*. The brochure features new 2024 departure dates and several new itineraries, including a 19-day *Antarctica & South Georgia Island* voyage, two Longitudinal World Cruises, and five grand journeys exploring the coastlines of North, South and Central America. This coffee-table worthy planning tool will give your clients everything they need to know to plan their expedition voyage.

[View online here.](#)



Ormina specials

ORMINA Tours is offering \$200 off tours of Slovenia and Croatia, in a special promotion valid for all bookings on 2022 and 2023 departures - orminatours.com.

Rex Devonport tix

REGIONAL Express has opened sales for its new Melbourne-Devonport route which commences operation on 19 Aug.

The new twice-daily weekday flights will allow Melburnians to arrive in the Tassie city before 9am, according to Rex GM of Network Strategy, Warrick Lodge.

He claimed Rex had been "solicited for years to end the suffering of the local community, which has endured almost two decades of high prices and unreliable services by QantasLink, the incumbent monopoly operator".

Rex fares are priced from \$149 each way under its Community Fare scheme, with Devonport to become its third Tasmanian port alongside Burnie & King Island.

In-flight robbery

A PASSENGER aboard an American Airlines service from Buenos Aires to Miami has been arrested for allegedly stealing more than US\$10,000 in cash as well as credit cards from two fellow travellers mid-flight.

The carrier has confirmed details of the incident, with the man detained on landing by US Customs and Border Patrol officers after passengers and crew reported him acting suspiciously during the flight.

Flight Centre takes Vegas by storm



THERE was glitz and glamour galore in Las Vegas over the weekend, when Flight Centre Travel Group hosted its first Global Gathering since 2019.

About 1,200 top achieving Flighties from across the globe joined the celebration, including the Travel Associates cohort **above**.

The event featured comedian Jack Whitehall as a keynote speaker, and senior executives honoured excellence across the business in a series of awards, while of course there was plenty of time to party too.

In keeping with the event's timing to coincide with NAIDOC week, a gigantic Indigenous



mural was unveiled, with its nine individual pieces to now make their way home and feature in Flight Centre head offices across the country.

There were also plenty of suppliers dressed to the nines (**inset**), including Slava Atkins from Wyndham Hotels & Resorts; Kevin Looney of The Travel Junction; Stacy Harsh from Webbeds; Amy Mortlock of Disney Destinations; and Lucy Rawcliffe from Accor - as well as the World's Leading Cruise Lines team (left) courtesy of an Instagram post from HAL/Seabourn BDM Helen Courias.

The 2023 destination for the Flight Centre Travel Group Global Gathering was revealed as Bali, much to the delight of attendees.

Travel Daily Events

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The APAC head office is in Melbourne and this role is best placed in Melbourne or within an agreed territory.

To learn more visit

<https://www.hurtigruten.com/group/people/>

Air NZ celebrates connections



AIR New Zealand hosted a cocktail celebration at its Sydney office last week to celebrate the reconnection of Australia and New Zealand.

Guests were greeted with canapes and the airline's signature cocktail, the 'Kiwitini'.

Air New Zealand CEO Greg Foran and Chief Customer and Sales Officer Leanne Geraghty both spoke at the event, sharing insights into the future of flight at Air New Zealand.

New Zealand's Prime Minister, Jacinda Ardern, also made a special guest appearance at the celebration.

Pictured: NZ PM Jacinda Ardern with Air NZ's Sydney team.

Macau closures

MACAU has shut all its casinos and its mass transit system as the city's worst COVID-19 outbreak widens.

Essential services such as hotels, water & gas utilities, supermarkets, and pharmacies will remain open though, according to a government announcement on the weekend.

HTA departure

HAWAII Tourism Authority (HTA) Chief Administrative Officer Keith Regan is set to depart the agency on 03 Aug.

Regan took the role in Dec 2018, and has been "a steady hand guiding our administrative affairs through record-setting visitor numbers, the adoption of a new strategic plan, the collapse and reemergence of the industry during the pandemic, and HTA's move to new funding sources", according to President & Chief Executive Officer John De Fries.

TTNQ flight subsidy

TOURISM Tropical North Queensland (TTNQ) has announced a \$100 flight subsidy to boost visitors to its region.

The financial aid is available for interstate travellers only, and is expected to generate an extra 50,000 visitor nights over the next four months, and an additional \$14 million in spend.

The subsidy is available for Webjet bookings from today for travel before 20 Nov.

webinars, product launches and updates, executive interviews and more.

For more information contact us at events@traveldaily.com.au

MICE on the uptick

NEW South Wales' business events industry is rebounding, with BESydney having secured more than 100 events for the city alone between 2022 and 2029.

These events are expected to generate more than half a billion dollars, with the positive financial impact to be felt far beyond Sydney, with 46% of those surveyed in BESydney's latest research reporting visits to surrounding areas.

Destination NSW has also secured 29 regional and rural conferences through to 2024.

LOT adding Baku

LOT Polish Airlines has launched new flights to Azerbaijan from Warsaw.

The first Boeing 737 to Baku will take off on 27 May, with the flight to take four hours, and Business class passengers to receive meal service.

The flights are now available for purchase in booking systems, with the route to be operated on Tue, Wed, Fri, and Sat.

The connection is of particular business value, as Azerbaijan has been an important economic partner of Poland for years.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. 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.



APT - Canada & Alaska featuring USA 2023

APT is inviting travellers to plan their next adventure in North America, with a number of new itineraries showcased in its latest brochure. From rail journeys to ocean cruising, APT cater to a range of travel styles. The 25-day Rockies with Alaska by Sea and Land begins in Victoria, Canada, with stand-out features including a visit to the Butchart Gardens, an exploration of the majestic Shannon Falls, a trip through the Coast Mountains with stops

at Duffey and Seton lakes, and the option to part in the Banff Experience which includes a visit to the Cave and Basin National Historic Site.



Celestial Cruises - Authentic Encounters

Celestial Cruises has unveiled a new, small group shore experience program, 'Authentic Encounters', in its latest brochure, which highlights immersive, hands-on culinary, culture and adventure experiences in Greece and Turkey. Guests can enjoy 'Idyllic Aegean' itinerary experiences, including, wine tasting in Thessaloniki, hiking in Santorini, pottery making in Rhodes, home cooking in Mykonos, and sea kayaking in Milos. The brochure also highlights olive oil harvesting in Volos and baklava baking in Istanbul as new experiences on the 'Eclectic Aegean' itinerary.