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INDEPENDENT HOLIDAY PACKAGE EXPERTS

## Today's issue of TD

*Travel Daily* today has five pages of news including **Business Events News** and full pages from:

- United Airlines
- Swan Hellenic

## Alliance CEO goes

**ALLIANCE** Aviation CEO Lee Schofield has resigned from the role, effective immediately.

The sudden departure has been made for personal reasons, ending a tenure on the executive team that commenced in Jun 2012, with Schofield being promoted to CEO and Executive Director in May 2015.

"It has been a privilege to work at Alliance and be part of the executive for the last 10 years, I would like to express my gratitude for the opportunity to serve," Schofield said.

MD, Scott McMillan, will assume the responsibilities of the CEO role for the interim period - more appointments on [page five](#).

## Discova opens Cuba office

**FLIGHT** Centre Travel Group's Discova DMC operation has expanded its operations in the Caribbean with a new office in Havana, Cuba.

The business, which was formed three years ago from the merger of Asia-based Buffalo Tours and Olympus Tours in the Americas ([TD 30 Jul 2019](#)), now has bases in 15 countries across the globe.

"We're super excited to be launching Cuba as our new destination in the Americas," said Director of Sales Andrew Turner.

"Discova has big ambitions to grow significantly over the next few years and this is an exciting destination to kick off our post-pandemic expansion," he added.

"We have listened to our partners and know Cuba's reputation and demand will help them grow...we're confident we have the experience to transfer our global values and standards to create experience-rich holidays

in this unique destination."

Other Americas offices for Discova include presences in Mexico, Costa Rica and the Dominican Republic, while Discova is also growing closer to home, including the recent opening of its new lounge at Bali International Airport ([TD 22 Jun](#)).

Turner flagged further ambitions for Discova, which is working on opening up in two more key global destinations by the end of 2025.

## FC promotes Astrid

**FLIGHT** Centre has appointed Astrid Richardson to the Director of Global Operations, Flight Centre Independent, where she will work underneath the newly installed Global Managing Director of Independent and Premium Travel Brands Danielle Galloway ([TD 29 Jun](#)).

The appointment accompanies Rachel Kingswell moving to the GM of Travel Associates Australia role ([TD 26 Jul](#)), and creates two key vacancies, GM FCTG Independent Australia and a National Operations Leader for Travel Associates Australia.

## New Cal savings

**ENTIRE** Travel Group is offering savings of 25% on independent holiday packages to a range of New Caledonian resorts, with prices starting from \$1,000ppts.

[CLICK HERE](#) for further more details about packages.

## Kimberley savings

**BOOK** early and save 30% on Kimberley cruises with Swan Hellenic in 2023 and see what others don't in the Top End.

Applicable 11-day sailings will depart in Jul and Aug next year, calling at ports such as Darwin & Broome - see [page seven](#) for info.

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## Window Seat

EXPEDIA offshoot Hotels.com is offering one lucky American the opportunity to be paid to stay in the country's "10 best retro beach motels".

The promo offers a US\$5,000 salary plus US\$10,000 for travel expenses, with prospective vacationers asked to complete an online questionnaire in their quest to become the Retro Beach Motelier.

Forget sitting by the pool and scrolling the 'gram' - for this adventure, Hotels.com is providing a collection of "old-school seaside accessories" including high SPF zinc, vintage sunnies, a solar-powered radio and a beverage cooler.

The trip is also intended to be fully documented - using a retro Polaroid camera of course.

## COVID plan "a £486m waste"?

A NEW report from a British Parliamentary Committee has found that the "traffic light" system implemented to manage the UK border during the pandemic was riddled with governance failures, with officials unable to determine whether it was worth the disruption caused.

The platform cost at least 486 million pounds to implement, but government "did not set clear objectives" for the huge investment, while the Committee also blasted arrangements which forced airlines to play a key role in checking health documents but gave them no specific additional support for the requirements.

"Government changed the rules at least 10 times between Feb 2021 and Jan 2022, but gave the travel industry little time to adapt its operations for those changes.

"People travelling found the rules difficult to understand, and 40% of people did not know the

rules on self-isolation," the report noted, adding that "departments have failed to protect the taxpayer and the public from the risk of fraud and poor quality of service from providers of COVID tests for people travelling to the UK, or to vigorously pursue the fraud that has occurred".

The Committee also found that despite an intention to be self-funding, the hotel quarantine system implemented for UK arrivals from "red list" countries was subsidised by taxpayers to the tune of 329m pounds.

## EK doubles Tel Aviv

STRONG demand has seen Emirates announce a second daily flight between Dubai and Tel Aviv, just a month after the landmark route commenced operation.

The new schedule offers the option of a morning arrival at Ben Gurion Airport, and also provides 20 extra tonnes of cargo capacity.

## Cruise360 program

CRUISE Lines International Association (CLIA) will showcase the huge opportunities for travel advisors as the cruise sector rebounds from the pandemic at next month's Cruise360 conference and exhibition.

Revealing the event's program this morning, CLIA MD Joel Katz said "more than ever before, Cruise360 Australasia 2022 will allow us to reunite around the future and share real insight into the new opportunities emerging from cruising's global revival".

As well as a major trade show featuring more than 40 exhibitors, the agenda will highlight new cruise demographics, consumer behaviour and tips from successful cruise sellers, while ticket prices also include entry to an industry-wide cocktail party on the preceding evening.

Cruise360 takes place on Thu 25 Aug at Sydney's Hyatt Regency - for further information, see today's **Cruise Weekly**.

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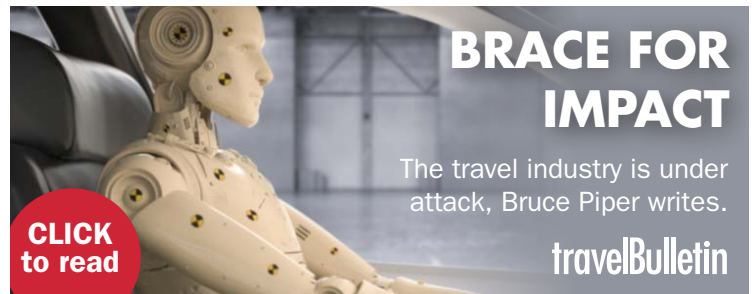
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## BRACE FOR IMPACT

The travel industry is under attack, Bruce Piper writes.

travelBulletin

CLICK to read

## Airly links with GlobeAir

**AUSTRALIAN-BASED** private aviation provider Airly has inked a strategic long-term partnership with European private jet company GlobeAir, opening the door to international expansion opportunities for the Aussie start-up.

Both companies target services toward affluent travellers seeking “more choice and convenience” in air travel, with the alliance

enabling Airly access to hundreds of airports across Europe, and significant new exposure in the global aviation market.

Under the terms of the deal, GlobeAir and Airly will also focus on enhancing digital capabilities, with travellers now able to book flights using WhatsApp.

Airly has previously described itself as the “Uber of the skies”, and offers private flights in groups of four or less along the eastern states of Australia for a fixed upfront annual fee of \$10,950, promoting itself as being half the price of comparable charters, with fixed, all-inclusive pricing, and no positioning fees.

### Indo pax price hike

**INDONESIA'S** airport authorities are rolling out rises in the Passenger Service Charge at 19 of its air hubs, with increments to increase by as much as 34% for international travellers.

Affected airports include Lombok International Airport and Juanda International Airport, however Bali will be unaffected.

### Europcar expansion

**EUROPCAR** has announced the rebooting and opening of new car rental locations across Australia.

Reopenings include stations in Coffs Harbour Airport in NSW and Brisbane City (within the Sofitel) in QLD, while new operations have been set up in Darwin City NT, Newcastle City NSW, Whyalla SA and Pullman St Kilda Victoria.

The expanded footprint will also herald the entry of subscription-based car hires and a car-sharing pilot program (**TD** 10 Jun).

## Club Med stalwart departs



**IEUEN** Redlich has resigned from his role as Club Med's Transportation & Pricing Manager of the Pacific after more than 40 years with the company.

Redlich's story is one of the Australian dream, working his way up from the mail room to be one of the brand's most senior managers in the head office.

Early work life included delivering mail for the Sydney head office in 1982, before going on to manage Club Med's call centre and ultimately being promoted to lead the Transport and Pricing department in 1998.

“Ieuen has been an integral part of Club Med over the past four decades, and it's difficult to imagine Club Med without him - for a lot of the Pacific team there hasn't been a time without him,” Club Med General Manager of the Pacific Michelle Davies said.

Anita Sedlan, the former Omnichannel Sales & Customer Care Manager, has succeeded Redlich in the position.

**Pictured:** Redlich holding the trophy along with his loyal and loving team.

## Qantas hits back

**QANTAS** has labelled Rex's ongoing claims about predatory practices “increasingly absurd”, rebuffing calls by its rival for the ACCC to reinvestigate the airline (**TD** 27 Jul).

Of particular contention was Rex's claim that Qantas is exiting the Melbourne-Wagga route, with Qantas insisting the move is only a temporary suspension due to operational constraints.

“We've always said we'd only operate on routes that were commercially viable or that had genuine growth potential, which is exactly what we're doing,” a spokesperson for QantasLink told **Travel Daily**.

“The only new route Qantas has recently withdrawn from is Melbourne-Mount Gambier because we didn't see the growth materialise and it's no longer viable for us to continue operating.

“Rex need to stop blaming others and take responsibility for their decisions to exit so many regional routes,” Qantas added.

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## NZ demand soars

**RECORD** attendance at last month's MEETINGS 2022 business events showcase in Christchurch, New Zealand came along with surging interest, with an independent survey confirming more than \$100 million worth of business was secured over the two-day gathering.

The post-MEETINGS report commissioned by Business Events Industry Aotearoa (BEIA) found that as a result of taking part in the event, 79% of buyers said they were already booking in activity, while 21% were still considering options such as their final destination choice.

BEIA CEO Lisa Hopkins said the numbers reflected the "skyrocketing popularity of Aotearoa New Zealand as a business events destination and show the huge demand for face-to-face meetings in inspirational settings".

Next year's MEETINGS event is scheduled for Wellington 21-22 Jun 2023.

## CONFIDENCE IN EVENTS GROWS

**AUSTRALIA'S** business events sector is expected to benefit from increasing corporate confidence, with new research from Tourism Australia (TA) confirming that 84% of decision-makers are now planning events within the next six to 12 months.

That's the highest figure since the start of the pandemic, with Robin Mack, Tourism Australia's Executive GM of Commercial and Business Events Australia, saying decision-makers are showing a clear desire to return to face-to-face gatherings - along with a declining use of hybrid event formats.

"It's so pleasing to see there has been a positive shift in the

attitudes of domestic corporate decision-makers towards planning business events in Australia," Mack enthused.

The figures also show improving prospects for domestic retention of business events, with 95% of those planning activity offshore saying they are likely to relocate events within Australia over the next year.

Mack noted that the research also indicated that TA's *Event Here This Year* campaign had been a positive contributor to the strong sentiment.

The campaign had 15.4 million impressions over three months, with 96% of corporate decision-makers who were exposed to the

promotion already taking positive steps towards planning a face-to-face business event in Australia.

Long-term prospects are also looking up, with the figures revealing that among businesses planning to hold domestic events in the future, the "vast majority estimate that the number of events intended, the number of attendees per event and the allocated budget of their domestic events will be similar to, if not greater than, pre-COVID levels," Tourism Australia said.

The domestic sentiment survey was conducted last month, polling 454 people who are either solely or partly responsible for event decision making in Australia.

### Frothy festival

**THE** Schwartz Family Company will host the inaugural Gold Coast Beer & Cider Festival on Sat 22 Oct, with over 40 premium producers expected to take part - for details see [gcbeerciderfestival.com.au](http://gcbeerciderfestival.com.au).

### Thumbs up for TCEB win



**THAILAND** will shortly welcome its largest business events gathering since the country's reopening, with more than 10,000 delegates set to attend the 2022 Unicity Global Leadership and Innovation Conference next month.

Attendees, who are distributors of the nutritional supplement company's products in over 50 countries, will gather at Bangkok's IMPACT Exhibition & Convention Centre.

Thailand Convention and Exhibition Bureau (TCEB) is supporting the event, with Senior VP - MICE Capability and Innovation, Supawan Teerarat, saying "as the COVID-19 situation abates and business

and travel and tourism resumes worldwide, we are mobilising our resources to attract more MICE events to Thailand".

"International corporations are confident that Thailand is ready to host events of all sizes because we have the necessary controls and support in place."

As well as the main conference program, delegates will undertake post-event tours to Pattaya and Phuket.

**Pictured** celebrating the win are, from left: TCEB Director of Meetings & Incentives, Supanich Thiansing; Supawan Teerarat; Unicity International President Christopher Kim, and Unicity International Exec VP APAC Bobby Kim.



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## APPOINTMENTS

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

**Serge Cuypers** has been appointed as the new General Manager of Anantara Mai Khao Phuket Villas, while **Arnaud Beril** has also joined Anantara Golden Triangle Elephant Camp and Resort as the new Resort Manager. Both resorts are located in Thailand.

**Airguides** has welcomed **Tony Carne** aboard as its new Chief Operations Officer, bringing with him a wealth of experience in the tourism industry. Former roles include being the Digital Product Lead (Self Drives - new product innovation) at Intrepid Travel in 2020/2021.

A new Business Development Officer has joined **The Travel Junction**, as **Kelly O'Neill** returned to the travel sector this week. She had previously worked for Etihad for 13 years in the accounts department, and before that was with Jetset Travelworld Group and Flight Centre.

**Stephen Clarke** has been made the new Executive Chef at **QT Perth**, where he will be charged with leading the property's Santini Bar & Grill, Rooftop at QT and QT Cafe. He joins the team from the Clarke's of North Beach restaurant, where Clarke cultivated a renowned menu sourced from local Perth ingredients.

## Merger falls through

**SPIRIT** Airlines has walked away from its proposed merger agreement with Frontier Airlines, opening the door for JetBlue to renew its takeover bid.

Spirit had delayed a shareholder vote several times on the merger as it struggled to persuade shareholders the deal was the right move for the airline.

## Qld boosts SMEs

**MORE** than 1,000 Queensland small businesses, including tourism and hospitality companies, will receive grants of \$5,000 to get operations back on track under a new tranche of funding from the Qld Govt.

Money from the scheme can be spent on website development, marketing plans or business coaching services.

## Mexico rail project

**THE** cost of a touted tourist train looping through Mexico's Yucatan Peninsula could balloon to as much as US\$20 billion.

The proposed Mayan Train rail line, which the country's President Andres Manuel Lopez Obrador believes is crucial to its economy, aims to link archaeological sites with Mexican beach resorts.

The line will travel through the south-eastern Mexican states of Chiapas, Tabasco, Campeche, Yucatan and Quintana Roo, providing a mode of travel for tourists and local residents.

Apart from the rising price tag, critics of the ambitious infrastructure project say it would cause environmental damage, especially along the Cancun to Tulum section of the track.

## CATO ramps up intelligence



**THE** Council of Australian Tour Operators (CATO) met with officials from Tourism Research Australia (TRA) this week to finalise plans for a major project that will provide in depth analysis around outbound leisure travel.

"TRA research and support is a critical part of our narrative with government that defines the overall value of outbound travel to the Australian economy," CATO observed at the meeting.

TRA is a division of Austrade and is the premier supplier of tourism intelligence in the country.

**Pictured:** Members of the TRA team with CATO Managing Director Brett Jardine and Vice Chairman Dennis Bunnik.

## More airports cap it

**AMSTERDAM'S** largest airport will have a capacity cap imposed indefinitely from Nov next year as the Dutch Government seeks to limit environmental and noise pollution in the country's capital.

Schiphol Airport will limit flights to 440,000 passengers a year, a move local transport authorities said are designed to limit budget carriers using the Netherlands as a transfer hub to link with other European destinations.

**MEANWHILE** Frankfurt Airport in Germany has followed Heathrow Airport in imposing a temporary travel cap as it looks to reduce disruption from delays and cancellations.

Germany's busiest airport said the move would cap the number of take-offs and landings to 88 movements per hour.

## Carrier far less spicy

**DESPITE** India's peak aviation safety body ordering budget carrier SpiceJet to reduce capacity by 50% as it reviews its safety protocols, the airline has stated it will have "absolutely no impact on our flight operations".

"Due to the current lean travel season, SpiceJet like other airlines, had already rescheduled flight operations," the airline said.

India's Directorate General of Civil Aviation issued a show cause notice on 06 Jul after SpiceJet flights were involved in at least eight technical malfunction incidents since 19 Jun.

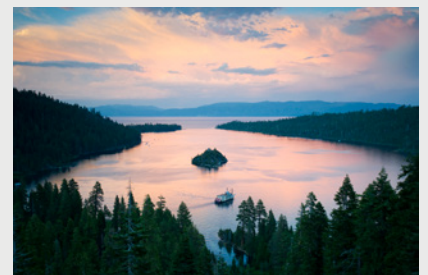
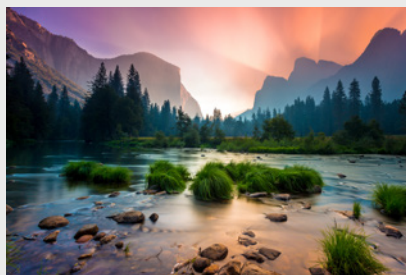
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### Terms and Conditions

Entrants must be free and available to travel to the USA Saturday 15th Oct, returning to Australia Monday 24th October. The prize winners will be responsible for all expenses not outlined in the prize description including but not limited to food and beverage, gratuities, activities, souvenirs, and the securing of and payment for any Visa expenses required for entry into the US. The prize cannot be changed or deferred to another date. By participating, the entrant agrees to be bound to these terms & conditions and the decisions of United, and agrees to waive any right to claim ambiguity in regard to the contest mechanics and/or the interpretation of these terms & conditions.

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