

Welcome back!

The Kimberley, Indonesia, Papua New Guinea, New Zealand... As *Le Soléal* joins *Le Lapérouse* in Australian waters in May, there are now even more options for close to home exploration in 2022!

Wild Landscapes of Kimberley & South East Asia

Broome to Bali

14 nights aboard *Le Lapérouse*
 Departs 5 September 2022
 Includes transfer from city centre to pier

Book early and save up to 20%*



Ancient Cultures of Papua New Guinea

Cairns to Honiara

10 nights aboard *Le Soléal*
 Departs 11 October & 1 November 2022
 Includes transfer & flight Honiara/Brisbane

Book early and save up to 25%*

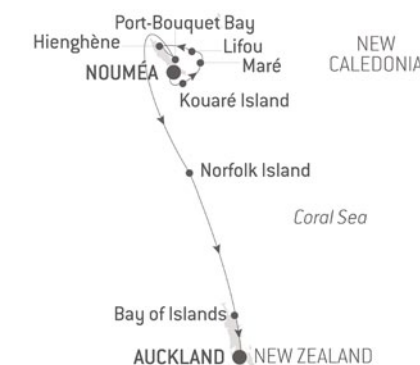


Pacific Islands Discovery with National Geographic

Nouméa to Auckland

10 nights aboard *Le Soléal*
 Departs 22 November 2022

Book early and save up to 25%*



More at au.ponant.com

*Book early and save is based on the Ponant Bonus offer, Ponant Bonus is yield managed and may change at any time without notice. More terms and conditions apply, visit au.ponant.com for more information. ABN: 35 166 676 517. Photographs : © PONANT Laure Patricot, Nick Rains / Adobe Stock.



Ponant offers more

AS PONANT'S *Le Soleal* joins *Le Laperouse* in Aussie waters this month, there are now even more options for short-haul cruises.

In Australia, there are a range of Kimberley cruises aboard both ships, and internationally, Indonesia, Papua New Guinea, and NZ headline - see **cover page**.

CEB touches down

CEBU Pacific Air will resume flights between Manila & Sydney from Jul following the easing of restrictions in the Philippines.

To celebrate its Australian relaunch, CEB is offering SYD-MNL promo fares of \$299 from 01-09 Jun, valid for travel from 01 Nov to 31 May 2023.

The carrier debuted in Sydney on 09 Sep 2014, with flights being on hold since Mar 2020 due to the pandemic.

An A330 fleet will be used to service the route, offering capacity of up to 459 passengers.

AFTA addresses shortage

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) is in the process of finalising a proposal for the new Albanese Government to address chronic staffing shortages currently being experienced by the travel sector.

AFTA CEO Dean Long said the strategy document was being created as part of its Oct budget papers, and will serve to highlight to the Federal Govt that travel and hospitality are at the forefront of staffing challenges, and therefore need a tailored plan to address the problem.

"Even within our sector, everyone has been impacted equally," Long argued.

"TMC, retail agencies, wholesalers and ITOs are all understaffed, which is having a negative impact on the services we are providing," he added.

The proposal will argue that government recruitment

departments need to better understand the needs of the travel sector to ensure training programs they supply support Aussies to find a job in travel.

To achieve this aim, AFTA is creating a fact sheet to promote why a job in travel is fulfilling.

Meanwhile AFTA is also calling on the government to place travel consultants on the skilled migration list, expanding from travel agency managers to the front line in travel, while the proposal also underscores the need to incentivise returning travel workers - see **P4** for more.

Azamara flash sale

AZAMARA has announced a flash sale offering US\$1,000 of shore excursion credit on select 2022 and 2023 voyages through to 18 May 2023, on bookings made by 10 Jun 2022.

CLICK HERE for more details.

Today's issue of TD

Travel Daily today features five pages of news, a front cover from **Ponant** and a full page from **Viking Cruises**.

Explorer to depart

AFTER a successful test sailing last week, P&O Cruises Australia's *Pacific Explorer's* first guest cruise departure will take place later today from Sydney, on a four-night sailing to Brisbane.

Once arriving in the Queensland capital on Thu, *Explorer* will become the first cruise ship to alight passengers at the Brisbane International Cruise Terminal - more details on the milestone moment in **Cruise Weekly**.

Exploring again

VIKING'S Explorer Sessions are back - don't miss the chance to reconnect with your clients and secure bookings for this year and beyond - see **page 6** of today's issue for more details.

Help your customers let their business fly

We've made the flying benefits with Qantas Business Rewards even better for your customers*. With up to 10% off selected flights*, a Flyer Bonus for travellers† and up to 30% off Qantas Club Membership*.

To help your customers let their business fly, learn more at qantas.com/agencyconnect

**BUSINESS
REWARDS**



Important information: *A business must be a Qantas Business Rewards Member to earn Qantas Points for the business. A one-off joining fee of \$89.50 applies, is inclusive of any applicable GST and may be varied by Qantas from time to time, without notice, in its absolute discretion. Membership and Qantas Points for business are offered under the Qantas Business Rewards Terms and Conditions and earning thresholds apply. †Savings are available exclusively to Qantas Business Rewards Members on the base fare of selected fares only and do not apply to taxes, fees and carrier charges. Availability is limited. Member Deals are subject to the Qantas Business Rewards Terms and Conditions. *Discounted Qantas Club membership is available to Qantas Frequent Flyer members who are Qantas Business Rewards Flyers of the Qantas Business Rewards Member. Discount applicable is dependent on membership level. The discount applies to Qantas Club Individual membership rates and is managed under the Qantas Club Qantas Business Rewards scheme. Qantas Club membership is subject to the Qantas Club Terms and Conditions. Qantas Australian Domestic and International lounge network is subject to change due to changes in state and territory specific restrictions, or health and safety advice. Please remember to check our airport service changes page for the most up to date information on Domestic and International lounge openings and updates. Lounge access eligibility conditions apply. †You must be a Qantas Frequent Flyer to earn Qantas Points. A joining fee may apply. Membership and points are subject to the Qantas Frequent Flyer program terms and conditions. Qantas Frequent Flyers will earn 250 Qantas Points per eligible flight booking where a Qantas Business Rewards Member's ABN and the traveller's Qantas Frequent Flyer membership number are quoted at the time of booking. An eligible booking must include a domestic or international flight with a Qantas "Q" flight number on the ticket that is purchased in Australia, has a ticket number commencing with "081", and is booked and travelled for business on or after the date the business registers for Qantas Business Rewards. Points will be credited to the Frequent Flyers account within 6 weeks from the date of travel. Points cannot be withdrawn from members' account once credited if the booking is changed or cancelled. No retrospective claims can be made for this offer.



Entire takes on Canada

Outbound interest surges

INTERNATIONAL outbound travel demand from Aussies topped pre-pandemic levels by more than 20% in Apr, according to new figures published by Google this week.

The destination Australian travellers are showing the strongest interest for is Denpasar in Indonesia, which more than doubled the volume of searches recorded in Apr 2021, while the traditional mainstay market of London also grew by 60% to hold down second spot.

Google searches for Singapore also performed strongly for the month, increasing by 56% to snag third spot, followed by Auckland (up 37%) and Honolulu (up 32%).

Head of Travel for Google Australia, Michelle Allen, said that while the growth in travel searches clearly indicate that Australians were keen to make up for lost time, it was important

that travel suppliers also cater to the changing needs of Aussies while booking trips.

According to Google's data, flexibility was an increasingly important factor for travellers when deciding to take a holiday, with many prioritising the option to change plans if necessary.

Travel insurance was another major area of growth, with Google searches up by 346% in Apr on the previous year.

Meanwhile the report also showed a growing interest from overseas travellers to make their way to Aussie shores, with Brits topping the list of keen visitors, followed by the United States, New Zealand, India & Singapore.

Hamilton Island in Queensland was found to be the number one domestic travel destination searched, placing ahead of Warner Bros Movie World, the Gold Coast and Taronga Zoo.



ENTIRE Travel Group was recently represented at the Rendez-vous Canada trade show by Destination Manager Canada Sam Treby and Sales & Marketing chief Greg McCallum (pictured).

More than 20 Australian buyers in total attended Rendez-vous Canada, owing to the popularity of the market with Aussies.

McCallum said Destination Canada's global business-to-business event, held this year in Toronto, provided the perfect opportunity to reconnect post-COVID with Entire's network of partners, and get up-to-speed with new and emerging products and experiences.

"Over the past couple of years innovative new experiences have been introduced across all of Canada's provinces and territories," he noted.

Qantas delivers stunning rebuke

QANTAS has hit back at Rex Airlines' claims of bullying behaviour leading to the cessation of air routes (**TD** 30 May), accusing the carrier of cooking up "more weird conspiracy theories".

"Rex is always looking to blame others when it withdraws from regional routes, but none of its claims stack up to scrutiny," a spokesperson for Qantas said.

"Rex has a monopoly on three routes it's abandoning, so if it can't make them work it has no-one else to blame but itself."

Qantas also insinuated Rex had wayward investment priorities which had seen the airline abandon its core regional base to chase other markets.

"Rex says it doesn't have the funds to cross-subsidise these routes, but it doesn't have a problem finding money to invest in more aircraft for its capital city 737 operations - that must be confusing for regional customers given Rex's tagline is that their 'heart is in the country'," QF said.

Crown cops fine

CROWN Resorts has copped an \$80 million fine for its UnionPay scheme (**TD** 07 Apr).

The company was hit with the record fine for allowing Chinese high rollers to shift money out of their country through Crown Melbourne's operations.

"Crown's CUP process was a clandestine, deliberate process, which not only breached the *Casino Control Act* but was also devised to assist patrons to breach China's foreign currency exchange restrictions," the Victorian Gambling & Casino Control Commission said.



A STAR ALLIANCE MEMBER

Account Service Representative Maternity cover position / 12 months

Based in Sydney our Sales team are eager to welcome a new **Account Service Representative** to **United Airlines**.

This dynamic, challenging full time role will be responsible for offering best in class sales support to our key agency and corporate customers. Our Account Service Representatives complement the field sales effort and play a pivotal role within United's operation in Australia and New Zealand.

Our preferred candidate will possess a positive approach to problem solving, enjoy being part of a team, be a great communicator at all levels and take pride in their work.

Responsibilities include:

- Providing pre and post travel assistance to United's customers
- Managing fare and reservations enquiries
- Tracking and reporting of sales activities

The successful candidate will have the following skills and experience:

- Reservations and ticketing experience
- Minimum of 3+ year's industry experience with an airline or travel agency
- Strong communication and presentation skills
- MS office experience
- The ability to organise and prioritise within an ever changing and demanding work place
- French speaker preferred but not essential

Applications should be sent to SYDSALES@UNITED.COM

Travel Daily on location in Minnesota, USA

Today's issue of *TD* is coming to you courtesy of Viking Cruises, aboard the new *Viking Octantis* as it cruises North America's Great Lakes.

OCTANTIS crossed Lake Superior into US waters overnight, traversing the giant body of fresh water after a day at Silver Islet.

The ship docked in Duluth Harbour, where guests were tendered ashore after breakfast to clear US customs and then take part in a host of shore excursions and explorations.

With inclement weather the morning kayaking trip was cancelled, but participants instead enjoyed a fascinating visit to the Split Rock Lighthouse, a landmark which protected maritime commerce and seafarers and has now been preserved in 1920s condition.

Other trips took in the historic Glensheen Mansion, as well as a train ride along the lake's north shore to nearby Two Harbors, while on board action included tours of the "hangar" where expedition equipment is deployed, as well as the science lab where Viking researchers study water quality in conjunction with the University of Western Australia.

S'pore letting fine

A FORMER real estate agent in Singapore has been fined more than \$1 million for illegally subletting properties for short-term stays on Airbnb & HomeAway.

Simon Chan Chai Wan pleaded guilty to nine charges under *Singapore's Planning Act*, with the court hearing he let out 14 units between Jun 2017 and Jul 2018, *The Straits Times* reported.

In Singapore all private residential properties rented out for accommodation are subject to three-month minimum stays.

No lounging around for SIA

SINGAPORE Airlines (SIA) has relaunched its flagship SilverKris and KrisFlyer Gold lounges at Singapore Changi Airport's Terminal 3, following a \$50 million renovation project.

The lounges have had their collective capacity expanded by 30%, allowing the areas to accommodate close to 1,200 travellers at any one time, as well as undergoing a complete design overhaul to reinforce its appeal.

Changes in the Business class section of the SilverKris Lounge include the division of the area into four distinct sections, with rest quarters to sleep now on offer, in addition to a main dining hall with self-service buffet, a living room with sofa seats and productivity pods, and a courtyard-style area offering light bites for short-stay guests.

The Business class section is also now one fifth larger than it was before, and incorporates a new full-service bar (pictured), open from morning until late at night.

The revamped version of SIA's most exclusive space within the SilverKris Lounge, The Private Room, can now host 78 Suites and First class guests and offers day rooms, comfortable seating and a full fine dining experience.

All systems go!

WENDY Wu Tours (WWT) has revealed it has experienced the busiest week for Japanese tours since 2019, following news of group tours starting up in the major Asian market from 10 Jun.

"This milestone represents one of the final, and undoubtedly one of the most eagerly anticipated reopenings for Asia tourism following the pandemic," the operator said, adding it was ready to go on group tours as soon as it is given the final all clear.

This week saw WWT receive an uptake of 170% on the previous week, with close to three quarters of these inbound queries coming from agents.



Meanwhile at double the size of its previous incarnation, the KrisFlyer Gold Lounge has adopted a new open design with expansive views of the airport runway, as well as an expanded dining area and open concept working spaces, and dedicated restrooms and shower facilities.

SIA CEO Goh Choon Phong said that extensive research had gone into the renovation in a bid to position the carrier for future growth propelled by the rebounding aviation sector.

"Opening these lounges at this time signals our commitment to SIA's premium brand and growth strategy," he said.

"It reinforces our position as Changi Airport's anchor airline, and reflects our confidence in Singapore's future as a pre-eminent global air hub."

Trip suspended

JOURNEY Beyond's Horizontal Seaplane Adventures has confirmed the temporary suspension of operations until 10 Jun due to a "marine incident" over the weekend.

A tour boat is believed to have impacted rocks as it moved through fast-moving rapids, with some injuries resulting in passengers being airlifted to Perth for medical treatment.

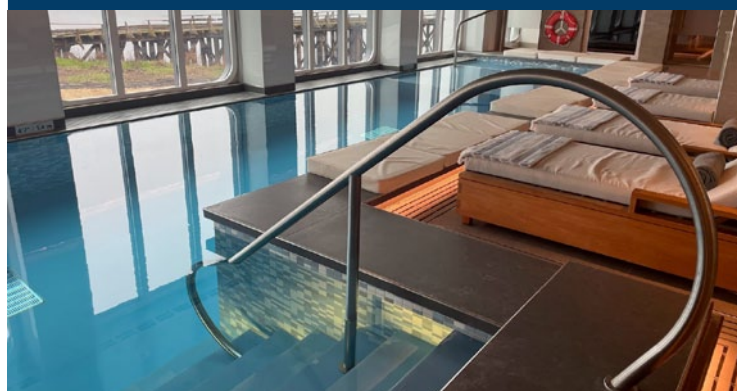
The operator said it was working to care for guests involved in the incident, while passengers whose upcoming bookings have been affected are also being contacted.

Agency cuts ties

EVIL Twin PR has advised the market that it will no longer be representing Visit Maldives in Australia beyond its initial 12-month contract signed last year (*TD* 20 Jul 2021).

The agency, which also represents other popular island market destinations such as Tahiti and New Caledonia, confirmed its relationship with the Maldives would formally come to an end in late Jun, with no specific reason given at the time of publishing.

Travel Daily On Board: Viking Octantis



The spa aboard Viking Octantis

Like Viking's ocean vessels, the expedition-focused *Viking Octantis* also features an expansive spa which is open to all guests at any time. With large picture windows, the heated pool provides an amazing setting to watch the ocean drift by, while other features include a thermal suite, an invigorating icy bucket shower, a snow room, steam room and sauna as well as a plunge pool open to the outside environment.

A wide array of spa treatments is also available including massages, facials, manicures and pedicures, along with a fully equipped hair salon.



Window Seat

THE 1911 theft of *Mona Lisa* and its subsequent return led to a massive increase in public recognition of the painting.

However, yesterday saw *Mona Lisa* on the receiving end of perhaps the most heinous crime in its history, when the portrait was pelted with cake by a man masquerading as a wheelchair-bound old lady.

Before being subdued by security guards, the cake-throwing ne'er-do-well also managed to throw rose petals in the direction of *Mona Lisa*.

Fortunately due to its thick glass case, the painting pulled through undamaged.

The illegality was supposedly a climate-related protest, with the offender (now detained by authorities) yelling in French "think about the Earth...there are people destroying the Earth...all artists think about the Earth...that's why I did it...think about the planet."

RSSC milestones

REGENT Seven Seas Cruises (RSSC) is celebrating its 30th anniversary with a range of commemorative voyages ranging from seven to 21 days.

Cruising aboard each of RSSC's five ships, the sailings will feature commemorative pins and gifts, an anniversary party on each voyage, specialty cocktails, and one-of-a-kind dining options, alongside special entertainment and more.

As a thank you to its past guests, the cruise line said it is also offering double Seven Seas Society savings on the voyages.

For more details, [CLICK HERE](#).

Geelong ready in Oct

SPIRIT of Tasmania has confirmed its mooted Victorian terminal relocation to Geelong will take place on 23 Oct.

The ferry company will begin sailing between the Victorian port city and Devonport, with the new terminal to be aptly named Spirit of Tasmania Quay.

The facility will be fitted with cutting-edge tech, including seamless boarding and security processes & easy parking access.

AFTA UPDATE

from Dean Long, CEO



AFTA is finalising a proposal to put forward as part of the Oct budget.

The critical shortage of workers is an economy-

wide issue, but the visitor economy, including hospitality and travel are at the forefront of these shortages.

Even within our sector, everyone has been impacted equally, TMC, retail agencies, wholesalers and ITO's are all understaffed, which is having a negative impact on the services we are providing.

As we await the announcement of the new ministry, I wanted to share the main themes of our submission.

Firstly, industry must be connected to the Job Active Providers which currently manage those Australians who are unemployed or underemployed.

We need Job Active Providers to understand our needs and ensure the training programs they supply support Australians in finding a job in travel.

AFTA is currently developing fact sheets that promote why a job in travel is a fulfilling one.

These will be given to the Job Active Providers to encourage job seekers to choose a career in travel.

Secondly, we need to allow greater levels of immigration and place travel consultants on the skilled migration list.

AFTA has successfully advocated for travel agency managers to be a pathway for migration, now the new government must include front line consultants.

AFTA utilises our partner industry groups including the Business Council of Australia to advocate the benefits of modernising the existing immigration frameworks.

Lastly, as a sector we must identify why people might want to return to travel, given many of the 'perks' will not be returning any time soon.

Over the last two years, many of our old team members have moved to industries that have higher remuneration and lower stress levels, we must ensure that our workplace culture is positive, supportive and with a financial reward and recognition program that is competitive in today's environment.

For the sector, you can be assured that AFTA has the network across the incoming government to continue our conversation and advocacy and importantly, ensure they understand our challenges and what needs to be done to address them.

TIME to network

THE Travel Industry Mentor Experience (TIME) is holding its next Melbourne networking event on 08 Jun at the Reho Travel office ([CLICK HERE](#)).

Victorian state representative Ingrid Berthelsen said anyone is welcome to join the event to learn more about TIME and hear from guest speaker, Reho Chief Executive Officer Karsten Horne.

"Now is the perfect time to think about investing in yourself for your business or career and the future," Berthelsen enthused.

Ocean Victory debut

AMERICAN Queen Voyages' first expedition ship *Ocean Victory* has launched in Alaska.

The new vessel will offer a season of 11- and 12-night deep-nature adventures from May to Sep from 2022-2024.

To mark the maiden Alaska voyage of *Ocean Victory*, savings are being offered on 2023-2024 cruises, with up to US\$2,000 off per couple for those booking by the end of next month.

Many complimentary inclusions are also available - see [HERE](#).

Keep up to date with Travel Daily on the go

Download the Travel Daily app from the Apple Store today.



Travel Daily



Creative agreement

CREATIVE Cruising has announced a new partnership with the Globus Family of Brands, in a bid to help meet increased demand for river cruising.

Creative's GM Caroline Hitchen said, "the Globus and Cosmos touring product opens up so many creative packaging opportunities for us to deliver to our trade partners".

All Avalon Waterways cruises, Globus & Cosmos tours are now available to book with Creative Cruising, with packaged products to follow in the coming months.

MONEY

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

AU\$1 = US\$0.717

THE Australian dollar is off to a strong start this week, with the AUDUSD up 0.5%, marking a new three-week high, while the AUDEUR and AUDJPY also made solid gains, at 0.3% and 0.9% respectively.

The Aussie market showed strong retail sales data for Apr, despite surging inflation.

Meanwhile, the US market is experiencing losses amid signs the US central bank might pause its rate hike plans in Aug.

Wholesale rates this morning.

US	\$0.717
UK	£0.569
NZ	\$1.098
Euro	€0.668
Japan	¥91.93
Thailand	฿24.51
China	¥4.778
South Africa	11.143
Canada	\$0.909
Crude oil	US\$115.07

The most chilled party ever!



SNO'N'SKI Holidays held its annual Agent Ski School & Apres Party last Fri at Flight Centre HQ in Brisbane for the first time since 2019 due to the pandemic.

More than 130 travel agents and 25 international ski destinations were in attendance - the biggest turnout ever for the event, which was open to all travel agencies in the Sno'N'Ski network.

Managing Director, Daniel Walker, said, "after two years without these face-to-face events, we were thrilled with the level of support from both our suppliers and travel agents.

"We know agents and suppliers are busy, and the turnout was a testament to how passionate our industry is about travel."

Attendees participated in fun training sessions, and three ski prizes to Switzerland, Aspen Snowmass & Queenstown were given away.

Sales & Operations Manager, Luke Pritchard said the event was a "great opportunity for

our suppliers to share their knowledge of the world's best ski destinations and inspire retail travel agents to talk about ski with confidence."

Sno'N'Ski intends to plan more events this year after receiving positive feedback from attendees.

Pictured: Agents and attendees swanning around in front of the crowd during the big party event.

Watch & Win with Arizona webinar

THERE is still time for agents to complete the Arizona Office of Tourism webinar series and be in the running to win an e-gift card ranging from \$50-\$200 value.

The six-part series consists of 10-12 min episodes, featuring the latest information and itinerary ideas from the Grand Canyon state, designed for Australian & New Zealand travellers.

The fourth episode will be released on 02 Jun - **CLICK HERE** to view the webinar series.

SYD project starts

THE NSW Government's \$2.7b Sydney Gateway project has begun, with the first four of 17 massive concrete headstocks now installed at Mascot.

The headstocks will support an 800-metre flyover road, providing motorists a toll-free connection to Sydney Airport and slashing travel times to & from the airport, when it opens at the end of 2024.

COMING EVENTS

TD Events is the new way to showcase your product or service to the travel industry.

Wed 22 Jun - Amadeus - details coming soon

Thu 28 Jun - Livn Group - details coming soon

Missed an event? Don't worry, you can catch up at any time.

RECENT EVENTS

"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.**

To organise an event for your company, enquire at traveldaily.com.au/events



Viking Explorer Sessions

The Viking Explorer Sessions are back. Don't miss the chance to reconnect with your clients and secure new bookings for 2022 and beyond.

The latest Viking Explorer Sessions have just been announced for Sydney and Brisbane. For one day only in each city, Viking will host a series of informative and inspiring information sessions showcasing the best of Viking's river, ocean and expedition products. This is your opportunity to register you and your clients for these complimentary sessions, learn about the world of Viking and walk away with new bookings.

If you have clients in the Sydney or Brisbane area, here's why you should attend:

- It's the perfect opportunity to reconnect with your clients in a five-star environment.
- Enjoy tea, coffee, and refreshments before each session.
- Viking will do the selling for you. Each information session will leave your clients eager to book their next cruise.
- There's an exclusive offer available to clients who attend.
- Viking experts will be there to answer any questions you and your clients may have and place bookings back to your agency.
- It's a great training opportunity with back-to-back sessions covering everything you need to know about Viking.
- You'll earn commission for all bookings your clients make from the day.

Simply choose the sessions that are of most interest to you and your clients and register — but be quick, these information sessions book out fast!

What's New in the World of Viking | 10.00 am
River Cruising | 10.00 am and 1.00 pm
Ocean Cruising | 11.30 am and 1.00 pm
Ocean and Expedition Cruising | 6.30 pm

SYDNEY
 Wednesday, 22 June 2022
 Sheraton Grand Sydney
 Hyde Park

BRISBANE
 Thursday, 7 July 2022
 Emporium Hotel
 South Bank



REGISTER HERE