



NO NCFS THE VIKING WAY

At Viking, we believe you deserve to earn commission on all elements of your clients' journey. That's why we've proudly supported our trade partners with no non-commissionable fares since Viking began 25 years ago.

Many cruise lines do not pay commission on certain components of a cruise fare. Things like taxes, fees and port charges are often excluded and this can add up to a lot of money you're missing out on.

That's why we do it differently, and why we're one of the few cruise lines to pay commission on all components of the cruise fare, with no qualification process necessary. Which means more money in your pocket for every Viking cruise sold.

What's more, Viking is highly inclusive - all onboard meals, beer and wine with lunch and dinner, a shore excursion in every port, plus onboard Wi-Fi are included for every guest. So, you can rest assured these experiences are captured in the cruise fare, and you'll earn guaranteed commission on everything with no fear of missing out on commission for add-ons your clients have booked once they're on board.

It's all part of The Viking Difference.



CRUISE FARES



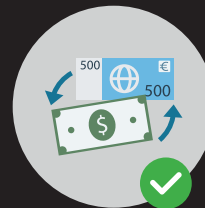
AIR FARES



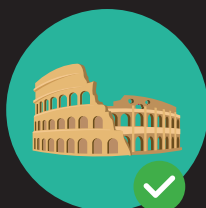
GRATUITIES



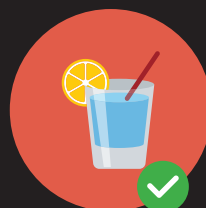
PORT CHARGES



TAXES & FEES



PRE- & POST-
CRUISE EXTENSIONS



DRINKS PACKAGES*

*If booked prior to departures

Air Tickets chief

HELLOWORLD has recruited former Qatar Airways Commercial Manager Alexandra Pisker to be its new General Manager of Air Tickets in Australia.

She takes on the role with more than 30 years of experience in the travel sector, having held sales roles with companies such as Australian Pacific Touring, Icon Holidays and Flight Centre.

The new recruit was revealed by Helloworld General Manager of Sales Steve Brady at the Travellers Choice conference over the weekend, where he also indicated the company's wholesale division is currently recruiting and onboarding several roles in Sydney and Melbourne as part of a rebuilding of operations.

More details will be revealed to the market next week.

VA seeks c'share to Bali

FRESH from beating out Qantas for additional capacity on the Indonesia route (**TD 08 Nov**), Virgin Australia is now seeking permission to codeshare with Qatar Airways and Singapore Airlines on flights to/from Bali.

In a letter penned to the International Air Services Commission late last week, VA asked for permission to vary 1,080 seats per week in each direction to Denpasar by permitting the use of capacity for codeshare services with the two international partner airlines.

Virgin Australia added that it also intends to implement the free sale codeshare on all of its services between Australia and Denpasar, as well as from the Gold Coast, when the carrier's services commence in Mar 2023, in doing so becoming the first

Australian carrier to offer direct flights on the route (**TD 14 Jun**).

The same letter also requested that the current conditions sanctioning the use of codeshare capacity with Delta Air Lines be dropped, as the long-standing codeshare/loyalty relationship was replaced with a new agreement with United Airlines in Dec last year (**TD 14 Dec 2021**).

MEANWHILE Virgin Australia has also requested it be allowed to codeshare on the New Zealand route with Qatar Airways, and to remove the use of the capacity to codeshare with Delta Air Lines, Air Berlin, Hong Kong Airlines, Air New Zealand, Alitalia (now ITA Airways) and Hainan Airlines.

No NCFs at Viking

NO NON-COMMISSIONABLE fares is "The Viking Way", and has been for 25 years, the cruise line is reminding travel advisors.

Viking is one of the few brands within the sector to pay commission on NCFs - see **cover page** for more information.

Hawaii disruptions

EXCLUSIVE

HAWAIIAN Airlines is allowing pax to reschedule their travel between now and 04 Dec without any change fees or fare difference, in light of the ongoing eruption of Hawaii's Mauna Loa, the world's largest active volcano.

The carrier said it is continuing to operate flights to and from Hilo and Kona today, and is closely monitoring the situation, with guests advised to check their flight status online - **CLICK HERE** for further information.

Meanwhile, Qantas said it is monitoring the volcano eruption, but reassured that there has been no impact on its operations so far.

The volcano began spewing ash and lava late on Sun night, with officials warning of a potentially larger eruption in coming weeks, and no communities at risk so far.

Today's issue of TD

Travel Daily today features six pages of news including our **Sustainability page**, plus a cover wrap from **Viking**.

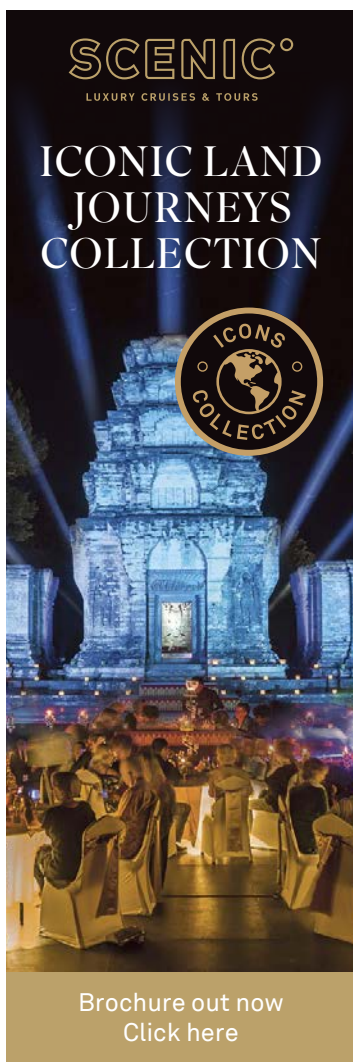
RSSC trade incentive

REGENT Seven Seas Cruises has launched its biggest-ever trade partner booking incentive, called "Our Gift to You".

The offer provides Australian travel advisors with a \$750 David Jones gift card for each new deposited booking on any sailing from 01 Jan to 30 Jun next year.

"As we enter the holiday season, we are celebrating our valued trade partners," local Vice President Lisa Pile remarked.

"To get in the festive spirit we are rewarding them with a very special present," she added.



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Travel Daily on location in Louisville Kentucky

Today's issue of *TD* is coming to you courtesy of Gate 7, where the Travel South USA International Showcase is on.

AT BREAKFAST on day two, Liz Bittner, President and CEO of Travel South USA, offered projections on tourism spend that by 2026 is expected to reach US\$10.8 billion, outstripping pre-COVID levels of US\$8 billion.

Mayor of host city Louisville, Greg Fischer, also told the group that Louisville's focus is on a five-star experience that begins with its workers.

We then spent the day meeting with the various state tourism departments that make up Travel South USA, with one of the most interesting learnings being how domestic American travellers buoyed tourism to the southern states during the pandemic.

A common theme was civil rights, with many states making significant investments in centres and experiences that tell a full, undiluted history, while the North Carolina's Barbecue Trail also caught our interest, with different experiences and tastes in the East and West of the state.

In Tennessee, we enjoyed a moonshine distillery created by Danielle Parton, daughter of pop icon Dolly.

Agents must take charge

EXCLUSIVE

IN A world of diminishing margins and evaporating BSP commissions, Travellers Choice (TC) Managing Director Christian Hunter believes a fee-for-service model is "no longer optional" for Australian travel agents.

Speaking over the weekend at the company's AGM in Melbourne (*TD* 28 Nov), Hunter said that it was "no secret" the sector needed to adopt service fees, suggesting the very financial viability of travel advisors are at stake for those who choose to put off making the change.

"If you're not charging fees on every transaction, down the track your future viability could be questioned - it is that important," Hunter argued.

"We have some members in our network who have absolutely taken the bull by the horns and are all over it...but we have a really broad spectrum within the network with some agents less confident," he added.

As a result of the mixed approach, Travellers Choice launched a dedicated workshop over the weekend run by Cornerstone Learning & Development, with designs on coaching and guiding members who are either reticent to charge fees, or would like to, but don't know how to broach it with often long-standing clients.

"These will be great sessions that will ensure we can be as good as we possibly can be

in securing our own revenues moving forward," TC's MD said.

Speaking with *TD* about the issue, Hunter added that often the problem was agents not valuing their own worth.

"Agents have got to take control and value their time, they've got to value their expertise, and that carries a price," he said.

"They can't rely on airlines to pay them commissions, it's not happening in other parts of the world, we've been very fortunate in Australia for a long time but that is changing at a rate of knots," Hunter warned.

Virtual pay deal

SABRE Corporation has formed a new partnership with Mastercard to accelerate the use of virtual cards for business-to-business travel payments.

The deal is being done through Conferma Pay, a company Sabre acquired in Aug (*TD* 12 Aug).

The securely generated, single use virtual card numbers provide a link between booking and associated payments to third party suppliers, with travel buyers and suppliers then able to more easily track and reconcile payments, as well as benefit from flexible pricing, financing options, and enhanced security.

live again

Want to go on a **famil** with someone you actually like?

Take a friend and take advantage of these special rates.

South Africa
SOUTH AFRICAN TOURISM

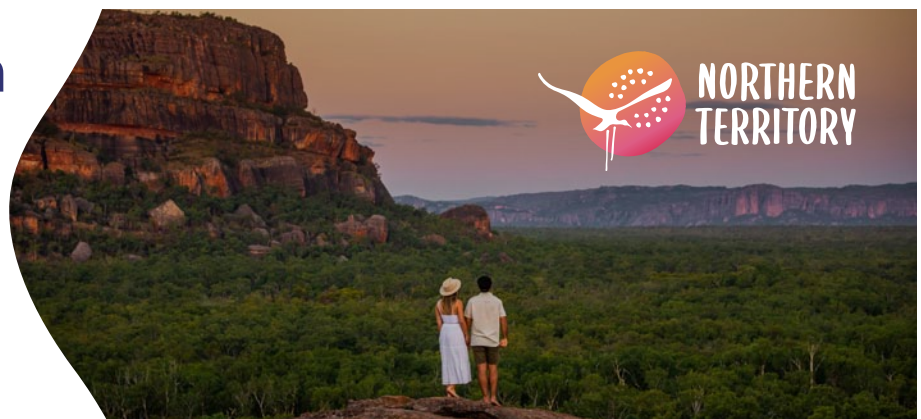
Become a Northern Territory expert

» Win one of three trips to the NT*

Join our live webinar to learn more about the Top End

[Find out more](#)

*T&Cs apply





QF sweetens the QDP pot

QANTAS has followed through with a commitment to offer travel agents access to discounts when using its Qantas Distribution Platform (QDP), announcing that up to 4% savings on base domestic fares are available from today (**TD** breaking news).

The carrier flagged that travel advisors would benefit from lower pricing when booking fares through its distribution platform back in Aug (**TD** 31 Aug), with Qantas confirming the added incentive to use its channel.

“The lower pricing we are launching today is part of our investment to modernise our distribution capabilities and the new discount complements the many capabilities already enabled through the Qantas Distribution platform such as richer content and increased customer personalisation,” Qantas Executive Manager of Global Sales and Distribution Igor

Kwiatkowski said.

“With 60 international markets now able to connect to the platform, our trade partners both around the world and at home will be able take advantage of up to 4% lower Australian domestic fares and other benefits.

“Working collaboratively alongside our trade partners, we know we can deliver a great outcome for our mutual customers and we look forward to welcoming more partners onto the platform in the coming months,” he added.

Commenting on the Qantas release today, Express Travel Group CEO Tom Manwaring said his business has made sure to embrace new technology to ensure secure access to airlines’ most compelling content.

“As an industry we need to continue to embrace change so that we can remain competitive and...access the best content.”

Aussies ❤️ Catalonia

AUSTRALIAN travellers have become the number one source market in the Asia Pacific for the popular Spanish region of Catalonia in 2022.

From Jan to Sep, there have been over 88,000 visitor arrivals to Catalonia from Australia, comprising close to 30% of the total number of arrivals to the popular tourist destination.

Demonstrating the growth trajectory is the jump on pre-COVID volumes, with Australia only accounting for 11% of total visitor numbers.

“We saw the Australian visitor numbers sharply increase in May 2022, increasing steadily until Jul, where they continued to rise strongly but at a lesser rate compared to the European summer period,” APAC Regional Director of the Catalan Tourism Board Raul Guerra said.

The average Aussie visit lasted five days, with an average spend of around \$800 per person.



Window Seat

WE KNOW air travel can have an impact on people’s lives, but perhaps one pilot has taken the concept too far.

A small plane crashed into power lines in the US state of Maryland this week, causing more than 90,000 homes and businesses to lose power.

Remarkably, nobody was injured in the incident, which saw the light aircraft impact the major power pole at around 10 storeys above the ground and becoming entangled in the lines - a truly shocking turn of events.



AUSSIE SPECIALIST *Christmas* TRIVIA EVENING

You're invited!

Join the Aussie Specialist team for your chance to win some EPIC prizes with our fun, online trivia evening, just in time for Christmas!

We're giving away gift cards, grocery vouchers, Australian wine, gin, picnic hampers and much more!

MORE DETAIL:

Thursday 1 December, 7pm-8pm AEDT

[Register here](#)



AUSSIE
SPECIALIST
PROGRAM

Overseas arrivals needed

TOURISM NT has conceded that while domestic holiday visitation and expenditure levels are tracking toward a strong recovery, int'l visitation is yet to return to pre-COVID levels.

"There is considerable work ahead to support tourism's rebound, with the upcoming 12 months focused on taking the Territory's domestic and global appeal to the next level through industry development activities and strengthening demand," according to Tourism NT's latest annual report.

Two focuses for Tourism NT for the short- and medium-term future are targeted grant programs and sustainable tourism, with the DMO to mark financing for improving the visitor experience, and driving the implementation of its suite of strategies and plans.

Tourism NT added it is also

working on a range of initiatives to make it easier for both the industry and consumers to make sustainable choices.

The report also showed that Northern Territory's 2030 target of reaching a \$3 billion visitor economy is still well within the region's sights, with the tourism sector once again gaining momentum.

During the 2021-22 period, the NT enjoyed a 46% rise in overnight spend to \$2.15 billion, \$1.1 billion of which was sourced domestically (up 55%).

Total visitors to the Top End also increased by 6% to 1.1 million, 694,000 of which were sourced from around Australia, while the average spend per trip also increased by 37% to \$1,642.

Almost a third of interstate visitors participated in an Indigenous activity - a key pillar of the NT's tourism framework.

Aussies honoured for contribution



AT ITS international symposium, Travel South USA last night honoured Australians at the Frazier History Museum in Louisville for their service in developing tourism to the South.

Gate 7 partnered with Vacaay, The Travel Junction and iTravel, each of whom were rewarded for their roles in the resulting integrated campaign.

The program featured a comprehensive awareness

component, generating in excess of 680,000 engagements, a range of new packages for the south, agent training and a retargeting campaign to drive conversion.

Pictured receiving their respective honours are MD of iTravel Steve Labroski and President and General Manager of Travel Junction MD James Whiting, with Kentucky Department of Tourism's Commissioner, Mike Mangeot.

Flight Centre gives back



FLIGHT Centre Travel Group (FCTG) is helping vulnerable and disadvantaged Australians to enter the workforce, after announcing five charities as the recipients of its annual workplace giving program.

The Flight Centre Foundation chose Meals with Impact, Steps Pathway College, Brainwave Australia, For Change Co and Zoe Support Australia to each receive \$75,000 prior to Christmas via its Giving Grants Program.

The charities all help a diverse range of people to enter the workforce, including refugees, young mums, people with brain injuries and the homeless.

"Our...employees, through our grants program, are thrilled to

help people experiencing barriers to mainstream employment," Head of People and Culture Allisa O'Connell said.

"What's extra rewarding is that many of these charities have a dual purpose, such as helping the circular economy through saving bikes from landfill and repairing them, and providing food for other people in need."

The Foundation has donated over \$20 million globally (\$15 million in Australia) since its launch in 2008, with employees donating through workplace giving and FCTG matching their donations dollar for dollar.

Pictured: Students of Steps Pathway College, which provides independent living skills for young people with autism, down syndrome and other complex and/or profound needs.

Ponant North 2024

THE Mediterranean, the Atlantic, and Northern Europe mark some of the highlights of Ponant's new Northern Hemisphere 2024 program.

The cruise line has launched sales for the season, with 50 new voyages aboard its ships.

The program includes discovering UNESCO World Heritage, sites and visits to monuments of rich cultural heritage - au.ponant.com.

Made in the Murray

MURRAY Regional Tourism is urging travellers to "give the gift of the Murray" this festive season through the launch of its 'Made in the Murray' platform.

The online directory showcases makers, creators, and producers local to the Murray River, encouraging travellers to enjoy a taste of the region from home.

For more info and to browse Made in the Murray, **CLICK HERE**.

Aussies behaving badly overseas

NEARLY one in five Australians between 35-44 years old admitted to culturally inappropriate behaviour while abroad, and 7% admitted intentionally breaking the law at a vacation destination, new research from Compare the Market has revealed.

The survey of 2,500 adults across Australia, America, and Canada identified Americans as the worst-behaved travellers, with the highest rates for stealing, cultural misbehaviour or other forms of law breaking, while Australians were the most well-behaved across all categories.

Overall, men were more likely to behave badly overseas compared to women, the survey stats showed, while over-55s were found to be the most respectful age group across the entire study.



Captain Cook protects Sydney

CAPTAIN Cook Cruises has announced a partnership with the Seabin Project, with each of the brand's voyages to now help protect Sydney Harbour from harmful plastics and ocean waste.

Nick Lester, GM of Captain Cook's parent company SeaLink, said: "we are proud to partner with the Seabin Project as we believe we have a responsibility to protect our beautiful Sydney Harbour."

"Guests can have comfort knowing that every cruise booking is helping [the company] to do our bit".

The Seabin Project to date has removed 100 tonnes of plastics and litter from Sydney Harbour.

AMEX GBT SECURES KEY ECO STATUS

AMERICAN Express Global Business Travel (Amex GBT) has been awarded a platinum EcoVadis status medal in recognition of its environmental, social & governance standards.

EcoVadis provides business sustainability ratings, and has a global network of more than 100,000 rated companies across a range of industries.

The achievement places Amex GBT among the top 1% of independently eco-assessed companies in the world.

"To be awarded platinum status from EcoVadis is another significant milestone on our purpose-driven journey and testament to the hard work

ecovadis

Business Sustainability Ratings

of our team," Amex GBT Chief Marketing and Strategy Officer, Evan Konwiser, said.

The EcoVadis medal is the latest in a long list of sustainability initiatives for Amex GBT, which became the first travel management company in the world to join the World Economic Forum in Oct (**TD 07 Oct**).

Earlier this year, the company also partnered with Shell and

Accenture to launch Avelia, one of the world's first blockchain-powered book-and-claim digital platforms for sustainable aviation fuel (**TD 24 Jun**).

Additionally, Amex GBT recently signed the Net Zero Carbon Events (NZCE) pledge, which is a joint commitment across the events industry to meet the targets identified in the Paris Climate Accord.

Barrier Reef in strife

THE Great Barrier Reef should be added to UNESCO's 'heritage danger' list, according to a new United Nations report.

The world's largest coral reef system and major tourist attraction is in danger of losing the unique environmental values that justify its 'World Heritage' status, according to scientists reporting to UNESCO.

They warned damage from climate change and agricultural runoff in Far North Queensland are risking the future of the Reef.

BA offers carbon removal credit option

BRITISH Airways is enabling customers to purchase carbon removal credits, offering them another way to address their carbon footprint.

BA's new online platform CO2laborate joins verified carbon offsets and sustainable aviation fuel as the airline's sustainability initiatives.

"In 2019, when we committed to achieving net zero carbon emissions by 2050, we identified that a vital way to meet this goal would be by using carbon removals and we currently expect that these could contribute up to a third

of our total action," Director of Sustainability Carrie Harris explained.

"While we continue to drive action to reduce our emissions now, including by improving operational efficiency, investing in more fuel-efficient aircraft and scaling up the availability of sustainable aviation fuel, we're excited to be supporting research and innovation to accelerate the scale-up of carbon removals solutions."

All carbon removal projects British Airways supports are certified by independent, recognised bodies.

Tahiti Tourisme joins Council

TAHITI Tourisme has joined The Global Sustainable Tourism Council.

Part of Tahiti Tourisme's 'Fari'ira'a Manihini 2027', the DMO's tourism development strategy for the next five years is to position Tahiti as the leading destination in the Pacific for sustainable tourism.

It is a critical roadmap that was co-constructed with the local population as well as public and private tourism stakeholders in a collaborative approach.



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WED 7 DEC 2022, 6PM TIL LATE



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MONEY

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

AU\$1 = US\$0.665

IT HAS been a dull week for the Australian dollar, which has been dampened by weaker-than-expected retail sales in Australia and the increasingly volatile situation in China.

Protests in China over the country's COVID-19 lockdowns and mass testing has flared for a third day, weighing heavily on investors amid fears that if the situation escalates, it could derail the global economy.

Wholesale rates this morning.

| | |
|--------------|-----------|
| US | \$0.665 |
| UK | £0.556 |
| NZ | \$1.079 |
| Euro | €0.643 |
| Japan | ¥92.34 |
| Thailand | ฿23.81 |
| China | ¥4.789 |
| South Africa | 11.42 |
| Canada | \$0.897 |
| Crude oil | US\$76.28 |

Naples tragedy

ONE person has died and up to 12 are missing in the southern Italian resort island of Ischia, after heavy rainfall triggered a massive landslide on Sat.

The force of the mud sliding down the mountainside caused at least 10 buildings to collapse, and has swept cars and buses onto beaches and into the ocean, with at least 100 people reportedly stranded without water and electricity.

Rescuers are currently searching for possible victims in the mud and debris, while authorities are urging people to stay home.

Hilton breaks ground in Brissie



QUEENSLAND'S Minister for Tourism, Innovation and Sport, Stirling Hinchliffe, joined Hilton last Fri to celebrate the start of construction of Hilton Garden Inn Brisbane City Centre North.

Located 13km from Brisbane Airport, the 129-room hotel is slated to open in the final quarter of 2024, and will feature a full-service restaurant and bar, meeting facilities, a fitness room and grab-and-go retail store.

The newbuild marks the debut of Hilton's Garden Inn brand in Queensland, offering travellers an upscale and affordable accommodation option ahead of the next Olympic Games, which will take place in Brisbane.

"Well-located accommodation will be highly sought-after as new opportunities emerge on our green and gold runway to the Brisbane 2032 Olympic and Paralympics," Hinchliffe enthused.

"This project will support good construction jobs and deliver greater choice for business and holiday visitors to enjoy more of Brisbane's great Queensland lifestyle," he added.

Pictured: Rupert Yang, Director for Image Developments; Stirling

Hinchliffe; Paul Hutton, Area VP and Head of Australasia, Hilton; and Tushar Raniga, Development Director, Hilton Australasia.

Thai Airways chief

THAI Airways has announced Chai Eamsiri as its new CEO, effective 01 Feb next year.

Eamsiri, who is currently the carrier's Chief Financial Officer, was chosen out of 53 internal and external candidates.

He takes the helm from Suvadhana Sibunruang, who has been acting CEO since Jun 2021, and will be tasked with leading the company's post-pandemic restructuring plan and overseeing the airline's recovery.

Last year, Thai Airways initiated bankruptcy protected restructuring of debt worth around 400 billion baht built up from the pandemic.

WE'RE HIRING

Journalist | Macquarie Park, NSW

Do you dream of writing long, dreamy stories about travel? If so then this job is NOT for you.

Although our publications include Australia's leading B2B travel newsletters and websites, our focus is on keeping our readers updated with the latest news in the travel and pharmacy sectors.

We are looking for a keen journalist to join our team to help deliver these must-read daily newsletters in the travel and pharmacy industries, working within a fun team to produce our suite of publications. Business Publishing Group is the leader in B2B publishing in travel and pharmacy, with our titles spanning multiple digital platforms including *Travel Daily*, *Cruise Weekly*, *Pharmacy Daily*, *travelBulletin* and *Travel & Cruise Weekly*.

You will need to be able to work in a fast-paced environment producing content to meet daily deadlines. Experience in B2B publishing would be an advantage. Full training in our production and IT systems will be provided, and a generous salary commensurate with experience is on offer.

The role is based in Macquarie Park, Sydney with WFH on Fridays.

Qualifications:

- Excellent verbal and written communication skills

Send your resume and covering letter to jobs@traveldaily.com.au

