



## Today's issue of TD

Travel Daily today features five pages of news.

## Carnival P&O, HAL, Seabourn shift

**CARNIVAL** Australia has detailed a “comprehensive sales restructure” across its P&O Cruises, Holland America and Seabourn brands.

The now completed changes see Key Account Managers for P&O Cruises Australia, HAL and Seabourn all reporting into Head of Sales Andrew Thwaites, while dedicated Sales Support functions will report to Alex Pikardt, Head of Sales Operations.

The arrangements also “reflect the desire of Holland America Line and Seabourn to uncouple in order for each to take different commercial paths to grow in the region,” according to VP of Sales Ryan Taibel - more details in today's issue of *Cruise Weekly*.

## QF opens Japan rewards

**EVERY** Economy Qantas and Jetstar seat between Australia and Japan will be made available to Qantas Frequent Flyer members as a Classic Flight Reward over a six-week period between 11 May and 20 Jun 2023, as the carriers celebrate the destination's reopening.

To mark the start of that rewards seat bonanza QF will also operate two “Points Planes” between Sydney and Tokyo Haneda on 10 May 2023, in which

every seat in every cabin can be booked as a Classic Reward.

In addition Jetstar Economy seats will also be on offer for redemption for travel between 11 Oct and 30 Nov 2022.

The restart of Hong Kong flights, scheduled for 30 Jan 2023, will also see every seat in all cabins on select HKG services bookable as Classic Flight Rewards.

Points bookings can be made from today until 13 Oct, with QF Loyalty CEO Olivia Wirth saying the business was “focused on giving frequent flyers every opportunity to use the points they've been saving for their next trip.”

## AA new APAC VP

**AMERICAN** Airlines has named Kyle Mabry as its new VP of Operations and Commercial for APAC and EMEA.

Mabry has been with the carrier for over 25 years, most recently as VP of Global Sales, with his new role coming in the lead-up to this month's resumption of AA's services to Australia and NZ.

## Oregon re-engages

**TRAVEL** Oregon has appointed Canuckiwi as its in-market representation firm in Australia and New Zealand, reigniting the destination's local presence as restrictions ease.

## AFTA hails sponsors

**THE** Australian Federation of Travel Agents has thanked the plethora of Silver Sponsors for next week's National Travel Industry Awards, saying they have “stepped up to support the sector's most anticipated celebration after the most challenging time in history”.

AFTA CEO Dean Long said the scale of investment and support by all of NTIA's sponsors was a significant show of faith in the growing value of the sector.

“Times are hard for every business right now on a range of fronts, but none are doing it tougher than travel...this fact makes the generous financial commitments from our NTIA Silver Sponsors all the more meaningful to AFTA, our members and our industry.”

Silver NTIA sponsors include Amadeus, APT, Flight Centre, Globus, IHG, MTA, Qantas, Sabre, Stuba, Tramada, Travel Trade Recruitment and TravelPay.

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## Window Seat

**WELL** it's Oct folks and you know what that means, the spookiest day of the year is right around the corner!

To celebrate the frightening countdown to Halloween, Tripadvisor has compiled a list of the best-rated scary tours in Australia to check, but beware, they are very, very cursed.

The Newcastle Dark Stories True Crime Tour tops the list, taking visitors through the city's crime-ridden past and unexplained murders, while the Toowong Cemetery Ghost Tour in Brisbane is also popular.

Here people can learn about the famous (and infamous) folks buried in the various graves, tombs and crypts.

The graveyard also houses a statue that is rumoured to come to life when you least expect it, a notorious deceased governor, and an evil black widow - adult nappies are sold separately.

## G Adv adds to team

**G ADVENTURES** has expanded its local sales team with two new appointments on the east coast.

Nikki Woodward will be based in Brisbane and represent Queensland and northern NSW, while Ben Goschnick has taken up the role of Global Purpose Specialist for New South Wales and ACT from Sydney.

The first port of call for the duo will be getting out on the road to meet with agents about how to better sell G Adventures' Classic, 18-to-Thirtysomethings and National Geographic Journeys travel styles.

"Our agency partners will love them and we're beyond excited to be building back our sales team after the long hiatus caused by the global pandemic," G Adventures Australia Managing Director Sean Martin said.

## Tourism's united front



**IN A** welcome showing of cross-political unity, tourism ministers from across the country gathered in Adelaide yesterday to flesh out how to accelerate the recovery of Australia's visitor economy.

Top of the agenda (**TD** breaking news) was the ambition to restore the visitor economy to pre-COVID expenditure levels of \$166 billion by 2024, with all ministers committing to deliver outcomes over the next 12-18 months.

Highlights of the collective strategy include finding solutions to ongoing aviation challenges and bolstering tourism worker numbers by expediting education and ensuring tourism training is included in fee-free TAFE courses, as well as a focus on insurance, sustainability, Indigenous, nature, and accessible tourism.

The Ministers also continued their longer-term support for the THRIVE 2030 plan, aiming to grow expenditure to \$230 billion

## HK free flight plan?

**HONG** Kong is reportedly preparing to give away 500,000 airline tickets in a bid to boost tourism, only a week after the once-popular destination dropped mandatory hotel quarantine (**TD** 26 Sep).

The promotion was first rumoured in early 2020, with the Airport Authority Hong Kong telling *CNN* that half a million tickets from local airlines would go to global visitors, with further details to be revealed soon.

by 2030 with a regional spending target of \$100 billion.

"The industry is bouncing back strongly, but there is work to do," Federal Tourism Minister Don Farrell said, adding "there is no silver bullet, but by working together and empowering key stakeholders we are mapping a way forward that will benefit all Australians and the broader economy".

CATO MD Brett Jardine welcomed the plan to rebuild a strong tourism workforce, saying the Government "remains engaged with CATO around challenges faced by the industry".

Dean Long, AFTA CEO, said the continuation of the THRIVE 2030 targets was an important step in the continued bipartisan approach to travel and tourism.

He noted that AFTA Director Laura Ruffles from Corporate Travel Management is one of nine industry leaders making up the THRIVE Industry Advisory Group responsible for the strategy's ongoing implementation.

"AFTA's ongoing engagement with responsible Ministers and directly with Treasury on workforce issues will continue as the Government develops its white paper," Long said.

**Pictured:** The who's who of tourism: Andrew Barr, ACT; Federal Tourism Minister Don Farrell; Roger Cook, WA; Zoe Bettison, SA; Steve Dimopoulos, Vic; Ben Franklin, NSW; Nicole Manison, NT; and Stirling Hinchliffe, Qld.

## Qantas tastes better

**AFTER** facing a backlash from travellers about a lack of vegan and vegetarian options on board its domestic flights (**TD** 23 Sep), Qantas is rolling out a new domestic Economy menu.

Catering to a wider range of dietary requirements, there are now six variations of the menu for each service time, with new dishes including bolognese calzone, chicken and potato croquettes, and zucchini and caramelised onion frittatas.

In related news, Qantas customers will also be able to taste test a selection of plant-based meat dishes as part of a trial in its Sydney Domestic lounges over the next week.

Frequent Flyers in the Sydney Business Lounge will be able to sample and provide feedback on the penne pasta bolognese with parmesan, while cocktail pies with tomato sauce will be on offer at the Qantas Club.

## KE bolsters loyalty

**KOREAN** Air has chosen Amadeus' Customer Loyalty Suite to manage its loyalty program Skypass, with the deal brokered to help the carrier better engage with its customers and grow its membership base.

Amadeus' loyalty system pledges to help its clients "maintain a competitive edge with a highly configurable loyalty system providing a detailed view of customer insights and intelligence".

The latest agreement brings the total number of loyalty members powered by Amadeus' programs to 600 million globally.

## AIME selling fast

**ASIA** Pacific Incentives and Meetings Event (AIME) will return to the Melbourne Convention and Exhibition Centre from 13-15 Feb 2023, for its 30th anniversary.

The event is expected to attract 400 hosted buyers, 2,000 visited buyers and over 300 exhibitors.

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## Travello raises \$10 million

**THE** Queensland Investment Corporation (QIC) has led the latest funding in youth-focused travel company Travello, with the start-up securing \$10m via a Series B round this week.

The company envisions itself as being the leading tour and travel experiences brand for millennials in Australia, with co-founder and CEO Ryan Hanly confident of capturing the pent-up demand for travel as the world recovers from the COVID-19 pandemic.

"The 'travel experiencers' vertical is the biggest opportunity in travel and will see significant growth in both the near and long term," he contends.

"The sector is still very young, conservatively 10-15 years behind flights and accommodation in every aspect, it's a really immature market and that's what presents such a great opportunity," Hanly added.

Travello's business model is

banking on the underpenetrated online service for tours and activities, which according to Hanly, only covers 25% of the market versus 75% for flights and accommodation.

Recent Mastercard data also shows that consumers are prioritising travel-related spending despite the rising cost of living, a trend that Travello said it would look to leverage through its latest tranche of funding.

Another advantage for the company the founder believes is its digital experiences being largely free of competitors - especially since STA and Student Flights went under during COVID.

"One of our biggest competitors is the pamphlet wall in the lobby or a hotel, so Travello's digital first play uniquely positions us to capture the growth potential this market offers," Hanly said.

More funding from Paspalis Innovation is due soon.

## Hilton toasts spring with Pommery



**HILTON** Sydney has launched a partnership with Champagne brand Pommery, with the new season activation giving guests the opportunity to experience the tittle in a variety of settings.

Guests who book a stay at a Hilton Sydney City Suite,

reimagined for spring as the "Blue Sky Suite", will receive a free bottle of Pommery Blue Sky NV - best enjoyed on ice paired with blue macarons made in-house.

Pommery will be also offered at Caffe Cino, Zeta Bar and Marble Bar as well as at a special Champagne cart in the lobby.

**Pictured** at a launch event on Wed are Hilton Sydney GM Hayden Hughes; Pommery's Courtney Tanser; and Laura O'Reilly, Hilton Sydney Marketing.

## Jayride jumps up

**JAYRIDE** has seen a record high number of passenger trips booked in the first quarter for the 2023 financial year, at 141,000 - up 117% compared to Q1 FY22.

The global transfer marketplace has also recorded a jump in net revenue growth, which hit \$1.25 million for Q1 FY23, representing a 157% increase from the same period last year.

## Gschwind traded

**FORMER** Queensland Tourism Industry Council chief, Daniel Gschwind, has been named the new Chair of Trade and Investment Queensland.

The Switzerland-born Gschwind led Queensland tourism for two decades and is currently Professor of Practice at Griffith University's Institute for Tourism.

Gschwind replaces former Queensland Government Special Representative to China and Vietnam, Steve Bredhauer, who was chair since Dec 2015.

## MGallery Seoul

**ACCOR** has opened its first MGallery property in South Korea, the 196-key Hotel Naru Seoul - MGallery Ambassador.

The 196-key property is located in the Mapo-gu district, on the northern banks of the Han River.

## ANZCRO appoints

**ANZCRO** has welcomed Kylie Wapp as its new Business Development Manager, a role which she will start on 17 Oct.

Wapp has clocked up travel experience in retail, groups, coach tours and business development since launching her travel career with the New Zealand and Australian specialist in 2008.

Wapp will be off to a busy start with the launch of ANZCRO's New Zealand Book in mid-Oct.

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More information to come

## CORPORATE UPDATE

### Strong outlook for 2023

**THE** corporate travel sector is continuing a strong recovery trajectory, according to a new industry poll released by the Global Business Travel Association.

The monthly survey of almost 600 business travel buyers, suppliers and industry stakeholders around the world is the 29th in a series conducted by the GBTA since the onset of the pandemic, aiming to understand the recovery path forward.

“We continue to see progress as business travel makes its way back to being a US\$1.4 trillion global industry,” said GBTA CEO Suzanne Neufgang.

“It is also important to understand the context of global business travel’s recovery.... Asia is still opening its borders, international business travel in general started picking up only earlier this year across the globe, and the US has only permitted unrestricted travel since Jun.”

#### BCD axes Travelport

**BCD** Travel has confirmed it will end its distribution relationship with Travelport, focusing on a streamlined two-GDS strategy with Sabre and Amadeus which will “enhance our speed to market with functionalities that will improve travellers’ planning and booking experience,” according to BCD SVP of Global Supplier Relations, Thane Jackson.

#### FCM pyjama party

**FCM** Meetings & Events has partnered with The Pyjama Foundation as part of its support for UNICEF’s International Day of The Girl (IDOTG).

Scheduled for next Tue 11 Oct, IDOTG aims to create a better future for girls, with The Pyjama Foundation’s simple literacy programs for those in foster care “changing the world, one child at a time,” according to FCM Meetings & Events GM Simone Seller - support the work [HERE](#).

Interestingly, the latest poll indicates that economic considerations are now eclipsing COVID-19 concerns.

On average, travel managers estimate their domestic business travel volume is back to 63% of pre-pandemic levels, while international is sitting at 50%.

Just 4% of supplier respondents said they believed COVID-19 would continue to be a limiting factor in 2023, while 75% of business buyers said there were no immediate plans to limit business travel because of economic concerns.

78% of the travel managers surveyed expect the number of business trips taken by employees at their company will be “higher” or “much higher” in 2023 vs 2022.

The poll also looked at the rise of hybrid working, with 72% of respondents saying they do not expect flexibility to work from home will impact the number of business trips taken by staff.

Many managers also reported a rise in desire for blended work and leisure or ‘bleisure’ trips among employees.

#### GBT joins WEF

**AMERICAN** Express Global Business Travel (GBT) has joined the World Economic Forum (WEF), an independent non-profit organisation committed to improving the state of the world.

GBT is the only travel management company to be a member of the Forum, with CEO Paul Abbott saying the firm aims to participate in a range of WEF initiatives focusing on addressing the environmental impact of travel-related carbon emissions.

Amex GBT is joining WEF alongside mobility platform partners Accenture and Shell Aviation, which together launched a landmark Sustainable Aviation Fuel on the Avelia blockchain platform earlier this year (*TD* 24 Jun).



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### McGearys raise a glass to *Polaris*



**TRAVELMARVEL** recently hosted APT Travel Group co-owners and Directors, Geoff and Rob McGeary, on its brand-new river ship, *Polaris*.

“It was terrific to be on board our newest addition to the fleet and to experience all the unique and special features of the newly designed ships for ourselves,” Rob McGeary enthused.

The father-son duo said they received many compliments from guests about the “friendly and helpful” staff on board, as well as the shore excursion guides,

who “consistently go above and beyond”.

“A premium new ship is great, but it is our passionate people that make the difference,” Rob McGeary said, adding that Travelmarvel and APT are now both operating their full itineraries, as they are no longer accommodating low water issues.

**Pictured:** The McGearys in McGeary’s Bar, the traditional Irish style pub available aboard *Travelmarvel Polaris*, named after the founding family of the APT Travel Group.



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## TRAVEL SPECIALS

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

**Royal Caribbean** is offering 30% off bookings and a balcony upgrade in Oct. The offer can be applied to a number of sailings, including an eight-night cruise from Brisbane to select islands of the South Pacific on 04 Apr 2023, starting from \$1,199pp - [royalcaribbean.com](http://royalcaribbean.com).

To celebrate its 75th anniversary, **Outrigger Resorts & Hotels** has announced 25-50% savings on bookings at its resorts across the Asia Pacific region and Hawaii, as well as complimentary food and beverage packages - to learn more, visit [outrigger.com](http://outrigger.com).

Cruisers can save up to \$3,400 per couple on **Viking's** 12-day Pharaohs & Pyramids sailing from Cairo to Cairo, as well as its eight-day Venice, the Adriatic & Greece voyage from Venice to Athens. Bookings must be made by 31 Oct. Phone 138 747 for further details.

Cruise Traveller and **Fred.Olsen Cruise Line** are shouting free beverages on 42 European cruises in 2023 for bookings made by 31 Oct. Sailings featuring the free drinks package range from six to 16 nights and depart from UK ports. Call Cruise Traveller on 1800 507 777 to take advantage.

## Vietnam strategy

**VIETNAM** has outlined a tourism strategy to 2030 that will see destinations such as Hoi An, Sapa, Ha Long, Da Nang, Nha Trang and Phu Quoc all heavily promoted as attractive travel destinations, the country's Deputy Minister of Sports and Tourism Doan Van Viet said.

"We have a lot going on, much of it guided by the Vietnam Tourism Development Strategy to 2030," he said.

"The strategy clearly defines our goal in developing modern and holistic infrastructure, especially transport infrastructure in tourism clusters, tourist sites and areas with tourism potential."

The city of Quang Nam in central Vietnam will also be promoted as an emerging sustainable tourism hub.

## Prescribing travel

**OAKS** Hotels, Resorts & Suites is searching for "the happiest person" to celebrate its new brand campaign, 'Happy Folks Choose Oaks'.

According to founder of The Happiness Institute, Dr Tim Sharp, 97% of people feel happier when they have a trip to look forward to, and 71% feel energised when they have travel booked within six months.

"Travel taps into some of the key principles of happiness because it's intrinsically linked to embracing new experiences and breaking out of our usual routines," Sharp explained.

The winner will be announced in Mar 2023, with the 'lucky' person set to receive a holiday for every season at an Oaks property of their choice.

## Mercure Sydney opens



**TODAY** marks the opening of Accor's latest property, Mercure Sydney Martin Place, located in the CBD on Phillip Street.

Positioned close to some of Sydney's major attractions, the four-star hotel offers guests 86 rooms, 24-hour reception, unlimited wi-fi access, and parking and laundry facilities.

Sarah Derry, CEO Accor Pacific, believes the hotel's central location will make it a popular choice for leisure seekers as well

as business travellers.

"[The hotel] offers guests a fantastic location in the centre of town with some of the city's most iconic landmarks within easy walking distance from the hotel," Derry said.

To celebrate the launch of the hotel, Accor is offering stays from \$339 per night for sale and travel until 31 Dec - [CLICK HERE](#) to make a booking.

## Tassie funds training

**THE** Tasmanian Government has announced it will continue funding the Visitor Experience Training (VXT), an industry-led training entity backed by the Tasmanian Hospitality Association and the Tourism Industry Council Tasmania.

The support includes an added \$650,000 in base funding through to Dec 2023, with an additional \$350,000 to be made available for ongoing training activity.

Since it started 15 months ago, VXT has delivered 55 short courses for over 400 Tasmanians.

## Military-run airline?

**THE** Mexican Government is considering the creation of a commercial airline run by its military, President Andres Manuel Lopez Obrador, has revealed earlier this week.

The ten-plane operation, which could be ready as early as next year, would service destinations that private airlines do not adequately operate to at the moment following the bankruptcy proceedings of Interjet and flight cuts by Grupo Aeromar.

Got a confidential tip? Contact Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)