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Kingston funeral

A MEMORIAL service for the late Max Kingston (**TD** 04 Oct) will take place this Thu 13 Oct at 2pm in the Magnolia Chapel at Sydney's Macquarie Park Crematorium in North Ryde.

Hyatt Euro growth

HYATT Hotels Corporation has announced an exclusive collaboration with German family-run hospitality business Lindner Hotels AG, with the move expected to see over 30 hotels across seven European countries join the Hyatt brand portfolio.

The majority of the properties are slated to transition to the boutique JdV by Hyatt brand, described as a "collection of independent hotels with unique personalities", and all will be integrated into the World of Hyatt loyalty program.

The agreement will expand Hyatt's brand footprint to 15 new markets such as Kiel, Leipzig, Sylt, Bratislava and Interlaken, and extend distribution in key destinations such as Dusseldorf, Hamburg & Frankfurt.

About 5,500 rooms are encompassed by the deal.

Changing of ATAC guard

THE Australian Travel Agents Cooperative (ATAC) has elected a new Chairman, with Jack Taylor from ACT-based sports specialist travel agency Performance Travel taking over from incumbent Ken Morgan of solo travel agency Two's a Crowd at the organisation's Annual General Meeting in Melbourne yesterday.

ATAC is this week holding its first post-pandemic member conference at the new Melbourne Marriott Docklands, with scores of agents from across the country in attendance along with key supplier partners.

Morgan steps down as ATAC Chair after six years due to his term expiring, with the AGM also electing newcomer Kristy Moore from Travelmoore to the board to fill his vacancy and also take the role of Treasurer.

Others re-elected as ATAC Directors include Sandra Ferraro from Time 4 Travel; Nicole King from Ballarat Holiday & Cruise; Holly Velardo from HollyDay Travel in SA; and Simon Flower

from Flower Travel who continues as Vice-Chairman.

Opening the conference this morning, Morgan hailed the support of the event's sponsors, who stepped up immediately to support the gathering.

"It's all about reconnecting and re-establishing relationships that have probably gone by the wayside in the last couple of years," he said.

As well as a sessions with CATO MD Brett Jardine (see **page 3**), the ATAC conference this morning saw Travel Agent Achievers' Roslyn Ranse conduct a hands-on workshop on "How to thrive in a reduced margin environment" while a networking exhibition later in the day will be followed by the conference gala dinner.

Canada VIP famil

DESTINATION Canada recently hosted a group of VIP industry Aussies on a fabulous famil, in partnership with Destination British Columbia and Air Canada.

Participants included Air Canada GM Australia/NZ Vic Naughton; Adventure World Travel MD Neil Rodgers; Rodney Muller, SkiMax MD; Luxury Escapes GM Air, Tours, Cruises & Tourism Boards, Helen Demetriou; Entire Travel Group's Greg McCallum; Helloworld Partnerships Manager, Sarah Gerrand; and Flight Centre Regional Sales Manager Rachael Lochhead.

See **page four** for all the pics.

Kangaroo campaign

KANGAROO Island has launched its first ever national tourism campaign, aiming to boost shoulder season visitation and shift perceptions that the destination is still impacted by the 2020 bushfires.

A stunning "Kangaroo Island Unfiltered" video is now online at traveldaily.com.au/videos.

Today's issue of TD

Travel Daily today features five pages of news including a cover wrap from **Topdeck**.

QF BNE-Tokyo

A NEW Qantas non-stop service between Brisbane and Tokyo Haneda Airport will debut on 01 Dec, with the route secured under the \$200 million joint Qld Government and industry Attracting Aviation Investment Fund which was created to boost the state's tourism sector.

Qld Tourism Minister Stirling Hinchliffe said the thrice weekly flights were a key milestone.

"For the year ended Dec 2019, Japan represented the third largest market by expenditure and fourth largest by visitation to Queensland," he said.

"In that year Japanese visitors totalled about 219,000 generating \$459.7 million in overnight expenditure and an average length of stay of 15.8 days."

Qantas International CEO Andrew David said QF would be the first airline to operate commercial scheduled flights between Haneda and Brisbane.

QF's A330-300 aircraft will operate the new route each Mon, Thu and Sat ex BNE, departing at 1130 arriving in Japan at 8pm.

The new service follows tomorrow's key resumption of Japan's visa exemption scheme for short-stay visitors, allowing Australians to enter without a visa or requiring formal arrangements via tour operators.



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Valhalla Provincial Park © Destination BC/Kari Medig

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Travelex banks on pre-order

FOREIGN exchange service Travelex has launched its first foreign currency ATM click & collect service at Brisbane Airport, allowing travellers to pre-order foreign cash online before collecting it from the airport prior to departure.

Describing the launch as an “industry first”, Travelex revealed the contactless service has also been rolled out at Heathrow in London to comprise the two pilot destinations, offering customers up to AU\$800 to be picked up from converted US dollars or Euros, with more currencies to follow soon.

Travelex added it would also be

increasing the number of ATMs at Brisbane and Heathrow airports to cater for the uptake of new service, with more airports to be incorporated into the pick-up strategy in the coming months.

Pick-up ATMs are not only designed to be more convenient, Travelex Managing Director Darren Brown says, but will also help combat the perception that currency exchanges at airports are more expensive than other retail locations.

The move follows a major expansion push announced in Jun (**TD** 28 Jun), which included the opening of 10 new stores in Australia and NZ at shopping centres and in key cities, and a pledge to further digitalise the business in line with opportunities to service clients.

The company has made no secret of its plans to grow its suite of digital products, which includes multi-currency prepaid contactless cards and touch-and-go channels.

A&K adds to Japan

ABERCROMBIE & Kent has released a new range of Japanese experiences following the country’s easing of restrictions.

The new portfolio features four tailor-made journeys, a luxury small group journey and a Cherry Blossom Luxury Expedition Cruise, with two new itineraries: Art & Culture in Japan, and Winter in Hokkaido.

The 10-day Northern Japan: Winter Hokkaido tour, priced from \$9,495pp, visits the coastal city of Hakodate, Japan’s seafood capital Sapporo, the port city of Otaru, and the snowy mountains of Niseko.

For further details on A&K’s latest Japan-based experiences, [CLICK HERE](#).

Devonport opens

NOVOTEL Devonport is officially welcoming guests, marking Accor’s first Novotel-branded property in Tasmania (**TD** 19 Jul).

Located a short distance from the Spirit of Tasmania terminal, the 187-key hotel overlooks the Mersey River and houses the Mr. Good Guy restaurant and bar, as well as a 24-hour fitness centre and a meeting room.

Cheers to ATAC!



LAST night the networking component of the 2022 ATAC “Future Focus” conference (see **p1**) kicked off with a cocktail party on the top floor of the new Marriott Melbourne Docklands Hotel - adjacent to the property’s stunning rooftop pool overlooking the Vic capital’s skyline.

Member delegates mingled with partners from the conference’s 24 participating suppliers, with the gathering taking place following an afternoon of closed sessions including an ATAC Board Meeting and then the organisation’s Annual General Meeting.

Pictured toasting future success are ATAC Board Member Holly Velardo from HollyDay Travel, keynote speaker Roslyn Ranse from Travel Agent Achievers, and newly minted ATAC Director Kristy Moore from Travelmoore.

US costly visa delays

THE United States is in danger of losing out on millions of visitors in 2023 if it does not address “staggering” visa delays, new analysis compiled by US Travel Association reports.

The queue for visitor visa interviews has grown to over 400 days for first-time applicants from top source markets.

Issues with the US Department of State’s visitor visa processing will likely see an estimated 6.6 million potential visitors opting not to travel to the US in 2023 at a loss of around US\$11.6 billion in projected spending.

In response to the findings, the US Travel Association is calling on the Biden Administration to make first-time visitor visa processing an economic priority.

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Window Seat

PERHAPS falling into the “only in America” category is news from San Francisco, where a new fine-dining restaurant for dogs opened on 25 Sep.

Called Dogue, the eatery in the city’s fancy Mission District, offers a range of dishes including a US\$75 three-course canine “Bone Appetit” tasting menu.

A recent offering featured “chicken soup simmered with organic unfiltered apple cider vinegar for eight hours then infused with organic chaga mushrooms”, a second course of a “chicken skin waffle and charcoal flan”, and a main course of grass-fed steak tartare - aka raw minced beef.

There’s also an in-house “pawtisserie” serving snacks made from locally sourced “real human-grade ingredients”.

It’s an evolution of a fancy doggy day-care business which has been operating since 2015.

The restaurant claims a range of health benefits for its doggy clientele, citing increased energy, improved skin and coat, high enthusiasm for meal time and “better digestion with smaller, firmer stools”.

Owner Rahmi Massarweh said he believes Dogue “may be the first restaurant in the country to serve a tasting menu exclusively for dogs”, reports the *LA Times*.

CATO DMC agent warning

THE Council of Australian Tour Operators (CATO) has cautioned travel agents about the risks of dealing directly with overseas suppliers, urging them to ensure they have appropriate corporate structures and insurance.

Speaking to delegates at the Australian Travel Agents Cooperative (ATAC) conference in Melbourne this morning, CATO MD Brett Jardine said one of the few positives from the COVID-19 pandemic was an increasing recognition among the industry of the value of dealing with Australian-based businesses.

Scout booking glitch

A RENUMBERING issue for some Scout services codeshared with Singapore Airlines has seen a host of bookings fail to transfer, with agents required to urgently rebook passengers in the original booking class on the renumbered flights, as the original seats held are no longer confirmed.

Impacted reservations are now showing as ‘No booking’ status, with impacted flights including departures from 30 Oct 2022 through to 25 Mar 2023 on SYD-SIN SQ8516 which was renumbered to SQ8668, and SYD-SIN SQ8517 renumbered as SQ8669.

Also impacted are 05 Nov-25 Mar departures on SIN-CJU SQ8490 renumbered as SQ8670 and CJU-SIN SQ8491 renumbered to SQ8671.

“There’s a lot of opportunity for retailers to try and do their own thing and work with destination management companies (DMCs) and suppliers directly overseas.

“There’s nothing illegal about that, but I would caution that if you’re doing it, ensure you have your business structure set up correctly, that you have the right insurances in place,” he said.

“The minute you start to do things like that, you are technically putting yourself in the position of a tour operator.

“You’re no longer an agent, so just be very careful,” he warned.

MEANWHILE Jardine’s presentation also saw him detail a slower than expected recovery in group touring post-pandemic.

In terms of the bounceback, corporate, VFR and high-end leisure is turning around, but “I think group touring has probably been a little bit slower than what we anticipated,” he said

“But people are certainly enquiring, and there’s a lot of demand for curated, tailor-made specific journeys”.

Jardine noted that people are still somewhat hesitant to travel, “although in saying that, the cruise industry seems to have bounced back very quickly, which is great for consumer confidence”.

“But at the end of the day they’re all leisure travellers, and if the cruise industry bounces back well, which I am sure they will, that will have a positive effect on every other part of the industry”.

R U OK to travel?

IN LIGHT of Mental Health Week, Smartraveller has released an update encouraging Australian travellers to complete a mental health checklist before jetting off on their next holiday.

The DFAT website lists a number of mental health difficulties experienced by Australian travellers, as well as a ‘mental health travel kit’ which makes suggestions to help Aussies prepare for their next trip - for more details, [CLICK HERE](#).

Seize the Days in Qld

THE Queensland Government is now offering more than 500 deals on visitor experiences, flights and accommodation as part of its ongoing Seize the Days domestic travel campaign.

The push is rolling out in NSW and Victoria this week in print and digital media, with the aim of converting the growing intent for a holiday to Qld into bookings.

Around 6.7 million visitor nights and \$4.4 billion for Queensland’s visitor economy is expected to be delivered by the campaign - to view the list of deals, see [HERE](#).

PNG drops testing

TRAVELLERS are no longer required to provide proof of COVID-19 vaccination when entering Papua New Guinea, DFAT has advised.

Face masks are still required to be worn when entering health facilities, and visitors will still need a visa on arrival.

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Destination Canada hosts unbearably exciting VIP famil



SPECTACULAR scenery in the Discovery Islands of British Columbia.

KEY members of the Australian travel industry recently collaborated during an exclusive VIP famil led by Destination Canada, in partnership with Destination British Columbia and Air Canada, including a luxury wilderness stay at Sonora Resort in the Discovery Islands archipelago off the coast of British Columbia, and urban adventures in Vancouver.

The group participated in a valuable strategy session, together with Maureen Riley, Vice President International, Destination Canada, Julie King, Managing Director, Julie King & Associates (Destination Canada GSA - Australia), and several DMOs from across Canada, with a focus on building a sustainable recovery for Canada.

The session provided the opportunity to share insights and knowledge and Destination Canada updated partners on its new brand direction and strategic objectives for the Australian market.

Sonora Resort's grizzly bear and eco tours took the group through a moss-covered rainforest to

various bear-viewing towers on the banks of the river, led by a Homalco First Nation Guide who provided stories and historical context along the way.

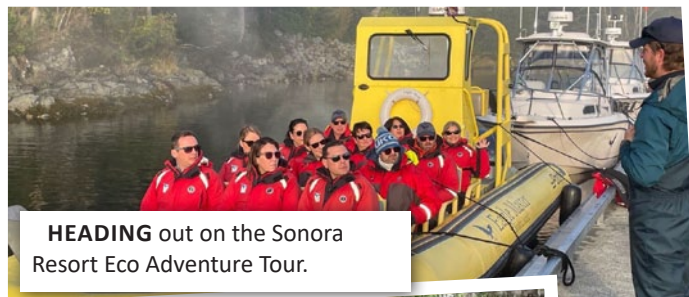
The tours also included a phenomenal humpback whale and sea lion-spotting experience.

The group stayed at the JW Marriott Parq Vancouver and Sheraton Vancouver Wall Centre during their time in the city.

In addition to the activities showcased here, the group experienced forest bathing, Grouse Mountain, Stanley Park, Granville Island and an incredible Harbour Air 'flightseeing' tour.



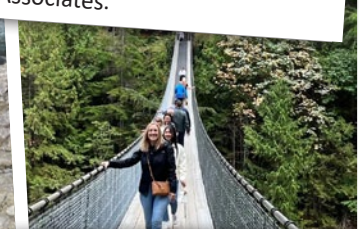
GRIZZLY bears make a rare appearance from Aug to Oct when they descend on the river to feast on spawning salmon. Great pic captured by Julie King of Julie King & Associates.



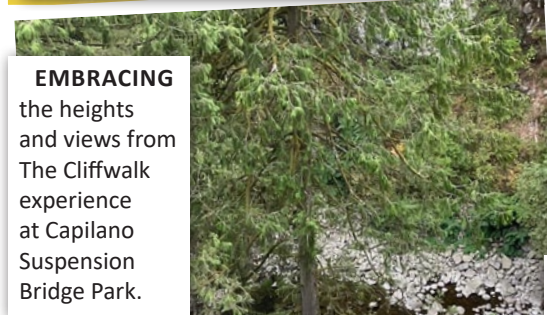
HEADING out on the Sonora Resort Eco Adventure Tour.



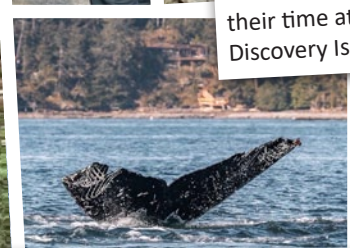
THIS rocks! The group enjoying their time at Sonora Resort on the Discovery Islands, BC.



FLIGHT Centre's Rachael Lochhead takes in the views from Capilano Suspense Bridge in Vancouver.



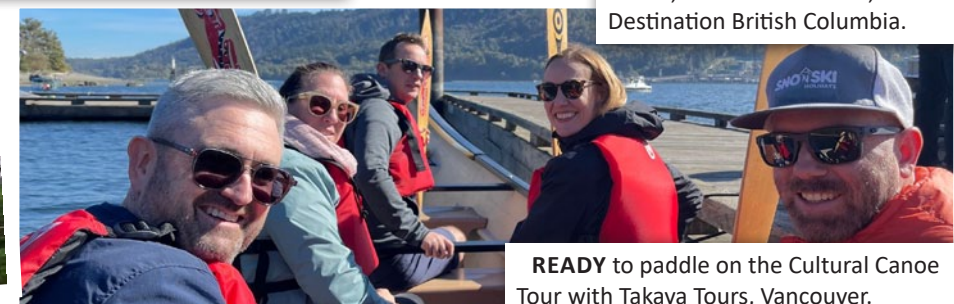
EMBRACING the heights and views from The Cliffwalk experience at Capilano Suspension Bridge Park.



WHALE watching on the Sonora Resort Eco Adventure Tour.



MAUREEN Riley, Destination Canada; Neil Rogers, Adventure World; and Monica Leeck, Destination British Columbia.



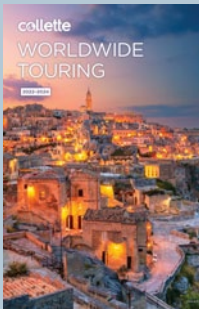
READY to paddle on the Cultural Canoe Tour with Takaya Tours, Vancouver.

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BROCHURES

THIS week's Brochures of the Week is brought to you by Collette. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Collette: Worldwide Touring 2022-24
Collette has unveiled a new brochure ahead of its 105th touring year in 2023, which will encompass more than 160 tours to over 50 countries. Over 20 of the tours are showcased in the latest brochure, including class tours, small group exploration adventures, river cruises, faith journeys, and 'spotlight' city stays, to a number of popular destinations including Japan, Italy, North America, and Ireland. Collette includes a 24-hour cancel for any reason policy, which allows travellers to get a full refund (minus the deposit).



Viva Holidays - Greece 2023
Viva Holidays has released a new 60-page brochure detailing its Greece offerings for 2023, including a range of day tours, extended tours, accommodation, and island cruising options, as well as vehicle and ferry transfers. Accommodation options include Athens and the island hot spots of Santorini, Mykonos, Paros and Crete, as well as Naxos, Ios, Kos, Rhodes, Corfu and Zakynthos. Travellers can choose between standard and luxury short-break packages, in addition to island hopping itineraries and tailor-made travel plans.

SETO plots future growth



THE Student Educational Travel Organisation (SETO) Board, a division of CATO, held its first annual strategy day in Brisbane last week.

In what the board described as a "highly productive day", the team reviewed the strategic, operational and financial risks of

the sector, before deciding on the strategic goals SETO will focus on over the next 12-18 months.

The board (**pictured**) also heard important insights from Business Development Manager Brett Harvey, and said that it plans on sharing SETO's strategic intent with SETO members in the coming weeks.

Board members in attendance included Liz Anderson, David Walker, Jamie Wansey, Anne-Marie Mitchell, Dan Kellard, Rebecca Fleming, Peter Fletcher and Aaron Zoanetti.

Feel New in Tweed

THE Tweed Tourism Company has launched a marketing campaign encouraging Brisbane and Sydney travellers to "Feel New in the Tweed".

In partnership with Destination NSW, the multi-channel consumer campaign will see activity run across national television, digital channels and outdoor advertising, as well as a retail partnership with Expedia Group's wotif.com.

Through a collaboration with outdoor experience content creators, We are Explorers, the campaign will also showcase the region's local heroes, including Keri Algar, founder and chief distiller at Soltera Rum.

NSW Minister for Tourism Ben Franklin believes the campaign will enhance awareness and drive bookings to the Tweed region.

Kiribati commits

KIRIBATI has committed to greater sustainable tourism development, with the country's Minister for Tourism, Bootii Nauan, signing the Pacific Leaders Sustainable Tourism Commitment in Tarawa late last week.

The agreement will make sustainable tourism a regional priority for environmental, socio-cultural and economic development in Kiribati, with the Pacific Council of Tourism Ministers also set to also adopt the Pacific Sustainable Tourism Policy Framework.

WA airport rail boost

PERTH'S Metronet Airport Line has officially opened, with Prime Minister Anthony Albanese, WA Premier Mark McGowan and WA Transport Minister Rita Saffioti on board the very first service, which departed High Wycombe Station yesterday.

The \$1.86 billion project saw 8.5km added to Perth's rail network, and will run every 12 minutes in peak periods.

It will be the only train service in Australia to transport commuters to and from the airport at a regular passenger fare.

VA push pays off

VIRGIN Australia's bookings for inbound passengers to Tasmania have skyrocketed 229% above 2022 targets, as a result of the airline's partnership with Tourism Tasmania to stimulate visitation to the Apple Isle during the winter off season.

The 'Tassie Tux - what to wear when you come down for air' campaign, in collaboration with Australian active sportswear label P.E. Nation, also saw inbound Tasmania flight searches increase by 118% over the prior three-month period.