



## Today's issue of TD

*Travel Daily* features six pages, including the **Luxury Update** and **ATAC** photo page, plus a product update from **Topdeck**.

## TNZ's last chance!

**TOURISM** New Zealand is reminding agents to complete its quarterly Australia trade survey before 5pm Fri 14 Oct.

Agents who complete the 15-min survey will be in the running to win one of five \$100 gift cards - see **HERE** for more details.

## Back-Roads bargain

**BACK-ROADS** Touring is offering a \$250pp discount on its UK and Europe trips, as part of its 2023 'Save Your Seat' sale.

The offer can be applied to select 2023 itineraries (excluding May and Sep departures), including the 13-day Emerald Isle Tour, priced from \$5,379pp including the \$250pp saving.

The discount is available for new bookings made before 23 Nov.

## Garuda back to MEL

**INDONESIAN** carrier Garuda will resume Melbourne/Jakarta return services from 23 Nov, operating twice weekly flights using A330-300 aircraft.

The airline said the resumption was motivated by increased market demand for international corporate and leisure travel on the route, with planes to be configured for 36 Business class and 215 Economy class seats.

## Arrivals, departures slow

**THE** resurgence of travel looks to have taken a bit of a breather in Aug, with figures released by the Australian Bureau of Statistics indicating a slight slowing in total overseas arrivals and departures during the month.

Based on border crossings, there were 1,027,700 arrivals into Australia during the month, a drop of 53,910 trips compared to the Jul figures, while departures also fell 26,270 to 942,210.

However the results are still a

massive increase on the situation 12 months ago, both in terms of resident returns and international visitation to the country.

Overseas arrivals comprised 348,440 short-term trips during the month, compared to just 6,390 in Aug 2021 - while a total of 607,950 Australians headed overseas, versus only 10,310.

In Aug 2022, New Zealand was the most popular destination visited by Australians, accounting for 15% of all resident returns, followed by Indonesia, the UK, the United States and Fiji.

In terms of international tourists visiting Australia, NZ was the leading source country with 75,500 trips, followed by India with 32,410 and then Singapore with 29,150 arrivals to Australia.

## nib boosts coverage

**NIB** Travel Insurance will now pay travellers impacted by COVID-19 cancellations an extra \$7,500 for costs incurred during their trip.

The insurer has raised the claim to a total of \$10,000 at no extra cost to premiums, and applies to travellers who take out a comprehensive insurance policy.

When travelling internationally, the full travel insurance policy covers unlimited emergency overseas medical costs if a traveller: is diagnosed with COVID-19 or its variants; is not permitted to board because of suspected infection; incurs mandatory quarantine expenses; has a relative hospitalised with COVID-19; incurs childcare costs due to being diagnosed with COVID-19; pet costs due to being diagnosed with COVID-19; or a tour is cancelled due to insufficient staff due to the provider contracting COVID-19.

## UA lifts SYD-SFO

**UNITED** Airlines will expand its non-stop services from San Francisco to Sydney over the upcoming summer peak travel period, with three additional weekly flights to operate from 14 Dec through to 08 Feb 2023.

The expansion will complement UA's existing daily services on the route for a total of 10 weekly frequencies, the carrier said.

United has also confirmed the 28 Oct resumption of Houston-Sydney flights, while on the same day it will launch its new non-stop San Francisco-Brisbane services and resume Los Angeles-Melbourne flights.

## Time to Play & Pause

**TOPDECK** is highlighting its Play and Pause trip style, which is ideal for travellers who prefer smaller groups and plenty of 'you' time - see **back page** for more.

## NTIA Peoples Choice

**AFTA** has this morning named the inaugural People's Choice Award finalists at the NTIAs.

Based on 11,000 votes cast, the candidates are: TravLin Travel Frankston Victoria, TravelManagers Lismore NSW, Helloworld Carousel Cannington WA, Tailor Made Travel Mount Gambier SA & Macleay Valley Travel Kempsey NSW.

## Captain's incentive

**CAPTAIN** Cook Cruises Fiji is offering agents one free night in an Ocean View Stateroom aboard *MV Reef Endeavour* for every client they book on a three-, four-, seven- or 11-night Fiji cruise.

Agents can accumulate their credits for bookings made until Mar 2023, with additional nights able to be booked at a special rate of \$160pp per night.

For further info, **CLICK HERE**.

## Win a \$200 gift card

**BKB** Holidays and Outback Spirit are giving 12 top-selling agents the chance to win a \$200 Visa gift card when they book any Outback Spirit, Outback Spirit with the Ghan, Great Southern Rail, Indian Pacific and Sal Salis packages before 09 Dec.

**Carnival**  
CHOOSE FUN

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As a way of saying a big **"THANK YOU"** to our Travel Agent Rock Stars for the **10 YEARS OF FUN** we've had together, we're giving you the chance to win a custom pair of Fun Shoes!

## Ruby hops by Japan



**TOURISM** Australia is banking on the charisma of a computer-generated kangaroo to help bolster the visitor credentials of the country in overseas markets.

Unveiled today in Tokyo for the first time, Ruby the Roo bounded around a digital billboard in Shinjuku, before she will hop in front of potential tourists in destinations like Singapore, London and New York.

Aussie actress Rose Byrne voices Ruby in English-speaking markets, while the CG ambassador will be voiced by local artists in non-English speaking cities, with the

latest push part of TA's 'There's Nothing Like Australia' brand platform, which aims to convert interest into bookings.

Pre-pandemic, Japan was Australia's fifth largest market with 499,000 Japanese travellers spending \$2.1 billion in 2019, while Australia welcomed 9.5 million international visitors annually, spending \$45.4 billion.

**Pictured:** Tourism Australia's team of Bede Fennell, Susan Coghill, Phillipa Harrison, Derek Baines and Andrew Hogg flanking Federal Tourism Minister Don Farrell for the big launch in Japan.

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## ATAC looks to the future

**THE** newly appointed Australian Travel Agents Cooperative (ATAC) board (**TD** 10 Oct) is set to drive an agenda of expansion, with the aim of further showcasing its unique offering for independent travel agencies in Australia.

Speaking with **TD** at the ATAC conference in Melbourne earlier this week, the group's new Chairman, Jack Taylor from the ACT's Performance Travel, said that having survived the pandemic intact, it was now time for the group to grow.

"What does sustainability look like for ATAC in a futuristic business model?" he asked.

"There has to be evolution, we know, and we're excited to navigate these challenges with our members," Taylor said.

Whatever changes eventuate - which could include the group for the first time ever actually charging fees to its members to take ATAC to the next level - "at the end of the day we know that ATAC will retain its core values, independence and partnership in prosperity - but we have to evolve the business", he said.

During the pandemic ATAC only lost four members, while the group's ranks have expanded by around 15 over the last year.

All members are shareholders, and are paid an annual dividend on their shareholding which amounts to a 12% return - money which has continued to flow over the last two years.

GM Michelle Emerton noted the

total transparency of the ATAC model, which sees a guaranteed cut of all overrides paid to members.

"There's no smoke and mirrors," she said, noting that pre-COVID ATAC was making up to eight payments a year to members.

More from ATAC on **page five**.

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## Adelaide cracks 2019

**NIGHTLY** hotel occupancy in Adelaide has reached the highest level since the start of the pandemic, recording 91% of the city's rooms filled.

The new data from the South Australian Tourism Commission showed there were 9,001 CBD hotel rooms occupied of the 9,911 available, with the high rates driven by events late last month, including The AFL Masters Carnival & the World Indigenous Peoples Conference on Education.

## Jayride discounts

**JAYRIDE** has unveiled a new shareholder benefit scheme which offers discounts on rides at any of the 1,600 airports around the world it hosts operations.

Those with more than 20,000 shares can access unlimited 10% discounts for up to six months, while those with more than 100,000 shares are able to obtain 15% savings for six months.

## BNE set for major revamp

**PREPARATIONS** for the 2032 Summer Olympics in Brisbane are expected to precipitate major changes at the host city's largest airport, according to Brisbane Airport CEO Gert-Jan de Graaff.

In details contained in a speech which will be delivered soon at Flight Centre Corporate's Illuminate event, de Graaff reveals that BNE is likely to receive a host of upgrades before the 2032 games, including new mass transport solutions to and from each terminal.

Further changes noted in the overhaul will see significant refurbishments made to the domestic terminal, the construction of a new mezzanine for security checkpoints, new baggage systems, as well as a range of autonomous products such as self-service check-ins.

De Graaff also revealed there are opportunities for the use of biometric technology in other

stages of the process at airports, during check-in for example.

"I'm foreseeing this level of implementation to occur in the next five to 10 years, however, it could come earlier because we know the tech is there," he said.

The airport's chief added that new BNE terminals would be critical to servicing the rising number of visitors forecast by 2032, stating the hub is "running out of domestic terminal capacity", and would require additional international terminal capacity before the Games.

Becoming net zero or even climate positive is also part of BNE's development blueprint, de Graf noted, adding the airport will be gradually revamped over the next few years in time for 2032.

Encouragingly, BNE's CEO also believes a full domestic travel recovery will be realised by 2023, with volumes to exceed 2019 levels by 2025.

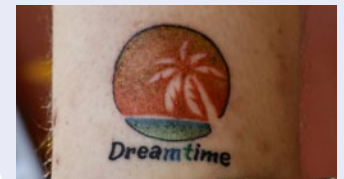


## Window Seat

**SOME** holidays just leave a permanent impression on people, and for a smaller cohort this can literally be the case.

German traveller Lucas Wittstock had such a great time exploring Far North Queensland, he decided to ink the hostel's branding that he was staying in on his leg forever.

The Dreamtime Traveller's Rest is now immortalised for many Germans to see on Wittstock's left pin, and while the gesture might seem frivolous to some, the tourist said "it's not a joke" as he seriously enjoyed making friends while in Australia.



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#### NORWEGIAN PRIMA

17 SEP 2023





### Sydney Intercontinental's reimagined offering



#### INTERCONTINENTAL

Sydney has relaunched to the market after a \$120 million transformation said to herald in the "next chapter" of luxury accommodation for the city.

The makeover includes a redesign of guest rooms, public spaces, wellness areas, the club lounge, restaurants and bars, with GM Jennifer Brown saying, "InterContinental Sydney is one of the city's most loved and storied hotels, and we are excited to welcome back our guests to form part of its next chapter and explore what the new era for this hotel hails".

There's a new Club InterContinental Lounge located in the property's reimagined rooftop space, while the transformation has also seen the hotel's reception and entrance area updated with "organically designed

reception pods" where guests are welcomed with an intimate and seamless check-in experience.

Wellbeing amenities have also been revitalised, and continue to incorporate a state-of-the-art gym and an indoor heated pool on level 31, overlooking the Sydney Opera House.

The public opening of Aster Bar on Level 32 (pictured) offers unparalleled views to guests and locals alike, alongside Australian flavours and produce.

The updated property features a host of flexible meeting and event areas, including The Conservatory, a newly designed breakfast space which can be booked as an exclusive premium event location throughout the day and evening - more info at [sydney.intercontinental.com](http://sydney.intercontinental.com).

## VIRTUOSO AIR ADDITION

**THE** new partnership between Virtuoso and Express Tickets (TD yesterday) will see Express ticket "empowered to negotiate premium fares on behalf of Virtuoso for the exclusive benefit of Virtuoso members".

The addition of an air offering to the Virtuoso range in Australia and New Zealand is a key development, with Virtuoso member agents able to take advantage from the shop and book functionality within the Express Tickets platform - accessing fares via the advisor's GDS of choice as well as "curated direct-connect content from NDC capable partner airlines".

Virtuoso GM Australia and NZ, Fiona Dalton, said adding air to the portfolio was due to the

"rapidly changing air distribution landscape", with Virtuoso members "looking for choice and convenience in relation to air ticketing arrangements".

Express Travel Group Executive GM, Ari Magoutis, said "Express Tickets is proud to be associated with Virtuoso and we look forward to showcasing our service capability and technical proficiency to Virtuoso members across Australia and NZ".

Dalton noted that many airlines were also seeking to provide "exceptional premium air experiences to Virtuoso clients", signalling the potential for further announcements in the future welcoming other "best-in-class air service providers to our valued community".

### APT NZ 2023/24

APT is returning to New Zealand, today releasing a new 2022-23 program offering 10 "stellar curated trips" showcasing premier offerings and experiences.

APT Product Manager for Australia and NZ, Maureen Styles, said the company was delighted to be offering guests holiday options in NZ once more, with flagship itineraries including the 17-day NZ Wonderland, the 20-day Essence of NZ and the 19-day NZ Rail and Cruise Discovery - 1300 278 278.

### Vista gets bubbly

OCEANIA Cruises will debut a new Moët & Chandon Champagne Experience aboard its new Vista which will be christened during a gala launch cruise departing Rome in early May. The culinary offering is a "delectable three-course pairing extravaganza featuring rare vintages".

Oceania Vista will continue to offer the Dom Perignon Experience in its fancy Privee dining venue, as well as adding two Connoisseur Wine Pairing Lunches.

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# ATAC agencies get set to thrive

**MEMBERS** of the Australian Travel Agents Cooperative (ATAC) let their hair down in Melbourne earlier this week, wrapping up their annual conference with a gala dinner hosted at the new Marriott Melbourne Docklands Hotel. Delegates from across the country made the most of the opportunity to network in person with preferred suppliers, with many attendees also taking home prizes from the generous sponsors there.

ATAC Chairman Jack Taylor said after the landmark post-pandemic gathering it was now time for the organisation to thrive. With the group's compelling offering for independent agencies described in the past by some as the industry's best-kept secret, "it's time to get ATAC out there," Taylor enthused.



**COLIN** and Lyn Spain from Grey Nomads Travel & Cruise - which must be Australia's only truly mobile travel agency operating full-time from a motorhome!



**THE ATAC Board:** Jack Taylor, Performance Travel; Sandra Ferraro, Time 4 Travel; Nicole King from Ballarat Holiday & Cruise; Simon Flower of Flower Travel; TravelMoore's Kristy Moore; and Holly Velardo, HollyDay Travel.

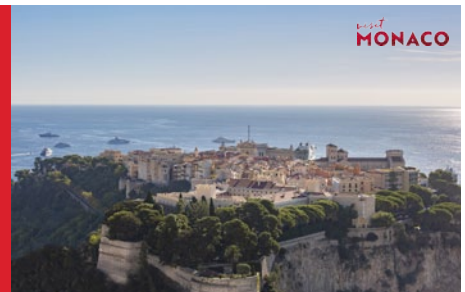


**ATAC GM Michelle Emerton** with outgoing Chairman Ken Morgan from Two's a Crowd.





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## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



**The Strand Hotel** has unveiled the final phase of a multi-level restoration of its 99-year-old pub, with the new rooftop bar and 17-bedroom house and hotel now open. Located in the heart of Sydney's CBD, the rooftop is an intimate space for guests and locals, featuring a kaleidoscope awning, festoon lights, and live entertainment and weekly DJs. The bar serves signature drinks alongside a menu of light dishes.



Thailand's newly transformed beachfront property, **JW Marriott Khao Lak Resort & Spa**, is preparing to reveal its new resort extension. The property now offers an additional 127 rooms including a two-bedroom villa, along with new facilities, including an aquatic playground with an outdoor swimming pool and a brand-new JW Grand Ballroom, which can host up to 800 guests for conferences and events.



**The Langham, Gold Coast** has opened the doors to its new bar, Coral Moon. The new venue features an open-bar concept overlooking the Pacific Ocean, with warm, colourful decor, relaxed, fireside lounge seating, and a cocktail bar that serves five signature exotic house creations, along with an extensive range of beer and wine, which can be paired with modern-Asian-fusion signature dishes and snacks.

## First Nations for CamperMate

**EXPERIENTIAL** travel platform CamperMate is bringing the Indigenous tourism industry to the forefront with the addition of 200 Welcome to Country Aboriginal experiences via its app and website.

The partnership will expose the Indigenous experiences marketplace to around 500,000 CamperMate app users looking for more authentic cultural travel adventures.

## Kayak sails to Oz

**AMERICAN-BASED** travel search engine KAYAK has announced the launch of its 'Now You're Travelling' brand platform in Australia via media agency Cummins&Partners.

The campaign, which aims to "empower Aussies to travel their way this holiday season", will roll out across online video, digital, out-of-home advertising, and social media, and features Australian contemporary hip hop artist, Nardean.

## We have a front-row seat



**INTREPID** CEO James Thornton took to the stage at the Association of British Travel Agents' Travel Convention in Marrakech in Morocco this week, **pictured**, to deliver an impactful keynote on the climate crisis.

Speaking to over 350 travel professionals at the event, Thornton said, "travel and tourism have a front-row seat to the climate crisis - what we do now will ultimately shape all of our futures".

"If people ask 'can they afford to be more sustainable', I would challenge them to consider

whether they can afford not to?" "If we don't take action we won't have a world to show travellers," Thornton powerfully concluded.

The three-day event is themed around 'travel's new landscape', and will see a number of industry leaders, external experts and guest speakers present thought-provoking content in a series of business sessions.

## Boeing deliveries

**BOEING** has announced major program deliveries across its commercial operations today for the third quarter of 2022, with its financial results flagged to follow later this month.

The aerospace manufacturer delivered a total of 112 passenger aircraft for the quarter, including 88 Boeing 737s, followed by nine each of its B767s and B787s, as well as six of the B777.

## Nordic & Baltic in Oz

**THE** Nordic & Baltic Countries Roadshow kicked off its sixth annual event at the Mercure Central hotel in Sydney last night after a three-year hiatus.

There were around 40 attendees at the workshop, including local travel advisors, tour operators and suppliers, who all had the opportunity to connect with seven suppliers from the European regions.

The next workshop will be held at the Hilton Brisbane Hotel tonight, before the roadshow wraps up on Thu at Denmark House in Melbourne.





# Topdeck Trip Style: Play & Pause

**IDEAL** for travellers who prefer smaller groups, the Play & Pause trip style offers a perfect balance of group activities and all-important “you time”, with an average of 20 people per group and a max of 28.

Opting for private accommodation - usually twin-share with an ensuite - rather than shared dorms, travellers will get plenty of free time and privacy to recharge at the end of a fun-filled day.

The fast-paced trip style ensures you get to see the best of multiple destinations in either Europe or North America under the guidance of a knowledgeable trip leader, with plenty of optional experiences to choose from.

Play & Pause trips include welcome and farewell dinners, additional meals on select days, as well as walking and driving tours of must-see locations with the group.

Got an itch to tick off bucket-list items in Europe? The Play & Pause: Central Europe Highlights tour, which visits 12 countries in 24 days, is perfect for travellers seeking a balance of social outings and solo adventures.

The whirlwind itinerary includes a walking tour of Rome, a visit to Lake Bled in Slovenia, and a Berlin highlights drive, to name just a few, while optional extras include a bike tour of Paris, a guided tour of Vatican City, and a Berlin food tour.

Travellers who crave alone time and freedom to explore will appreciate the entire day of free time in Paris, Swiss Alps, Rome, Venice, Prague, Berlin and Amsterdam.

The trip includes 23 nights in hotel-style accommodation and 31 meals.

## FIND THEIR STYLE

To arrange for a Topdeck training session with one of our BDMs email:

[tradesales@topdeck.travel](mailto:tradesales@topdeck.travel)

For more detail on all of the Topdeck trip styles click [HERE](#).



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