

Explore to inspire

2022 ROADSHOW SERIES

NEW AUSTRALIAN DATES ANNOUNCED



You and your clients are invited!

You and your clients are invited to join us this November as we are back on the road for our 'Explore to Inspire' Roadshow Series!

Come and meet our team of expedition and destination experts, discover our new itineraries and let us plan your clients' next adventure with PONANT, and enjoy some canapes and a glass of Champagne!

PLUS, **exclusive offers available** on the day to all attendees.

To secure your clients' space and yours, click below to register, call 1300 737 178 or email reservations.aus@ponant.com. Registration essential.

CANBERRA

Wed 23 November - 6pm session
Hyatt Hotel Canberra

GOLD COAST

Mon 28 November - 2pm or 6pm session
Sofitel Gold Coast

NOOSA

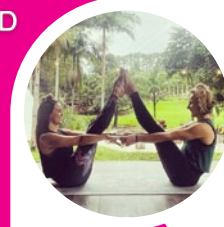
Tue 29 November - 5.30pm session
Peppers Noosa Resort & Villas

Doors will open 15 minutes prior to session start time.

REGISTER NOW

World Leader of Luxury Expeditions

 **PONANT**
EXPLORE TO INSPIRE



AA returns to SYD

AMERICAN Airlines has announced the return of its Sydney to Los Angeles daily service from 29 Oct after a five-month pause (TD 19 Sep).

Operated by Boeing 787-9 aircraft, the service relaunch will coincide with the start of the 2022-23 winter flying season and cater to increasing demand from Australians looking to travel to LA, both as a destination and as a gateway to other parts of the US.

Travelport NavAgent launch

TRAVELPORT has today announced the release of a new platform called NavAgent, an add-on to its Smartpoint desktop claimed to save the average travel advisor at least an hour a day.

Developed in collaboration with Navitas Solutions and travel agent data services and automation provider Agentivity, the system automatically updates the agent's Smartpoint display with a CRM view of the traveller.

Customer details and preferences such as purchase history, favourite departure airports, airlines and other suppliers are featured along with past and future bookings and unused ticket coupons.

Early trials of the platform have shown higher quality engagement with customers and optimised

time for agents through intelligent workload optimisation and data-driven personalisation.

Agentivity Head of Partnerships, Edd McArdle, said "together with Navitas, we are absolutely thrilled with how Travelport supported us to get NavAgent out there into the hands of travel agents".

The collaborative approach with developer partners to deliver the new platform enabled accelerated delivery to travel retailers, according to Travelport Chief Commercial Officer - Agency, Jason Toothman.

NavAgent is now immediately available for Travelport+ users across the globe, with more info at agentivity.com/navagent.

AAT restarts tours

AAT Kings will restart day tours in Sydney and Melbourne from tomorrow following a pause caused by the pandemic.

Returning are the Blue Mountains All-Inclusive Discovery tour in NSW, the Great Ocean Road & the Twelve Apostles Day adventure, and the Phillip Island - Penguins, Koalas & Wildlife exploration in Victoria.

MEANWHILE the operator has also unveiled a new day tours booking portal, aimed at creating a more seamless experience for its trade partners.

Agents can now search and book day tours filtering by duration, month, dates or destination - all via the one intuitive online platform.

For more details about the platform and tours, see [HERE](#).

Today's issue of TD

Travel Daily today features seven pages of news including the **Luxury** update and a photo spread from the **NTIAs**, plus a front cover wrap from **Ponant**, plus full pages from:

- The Travel Junction
- Helloworld

New Ponant dates

PONANT'S Explore to Inspire 2022 roadshow series has had new dates announced.

The cruise line will be dropping in on Canberra on 23 Nov at the Hyatt Hotel Canberra - A Park Hyatt Hotel, Gold Coast on 28 Nov at Sofitel Gold Coast Broadbeach, and Noosa on 29 Nov at Peppers Noosa Resort & Villas.

See the **cover page** of today's **Travel Daily** to register for the exciting roadshow series.

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Travel Daily travelBulletin

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Say G'day goes global

TRAVELLERS around the world will be reminded why 'There's Nothing Like Australia' when Tourism Australia's new global campaign goes live tomorrow.

Following the introduction of new ambassador, CGI animated Ruby the Roo, to the global stage last week (**TD** 12 Oct), Tourism Australia is gearing up to roll out *Come and Say G'day* across key international tourism markets.

The marketing push includes broadcast advertisements, print, and out of home advertising placements, and social, digital and content marketing initiatives, alongside partnership activity with airlines, state tourism organisations, and key distribution partners globally.

To kick off the campaign, a short film, *G'day*, will premiere at a global launch event in New York tomorrow, along with local in-market media and viewing events in Tokyo, Singapore,

Mumbai, Frankfurt, Berlin, Paris and London.

The film "aims to create an emotional connection to Ruby the kangaroo, by establishing her backstory and setting her up to be a long-term Brand Ambassador," TA's Chief Marketing Officer Susan Coghill said.

The marketing push will also feature Ruby's friend Louie, a toy unicorn, and a remake of the classic song *Down Under* by Australian band King Stingray.

Sep travel spend up

TRAVEL spending intentions were up by 3.6% in Sep, bouncing back from a 3.9% dip in Aug and four months of straight declines.

New data from CommBank also showed that travel spend with travel agents and cruise holidays enjoyed healthy growth, with the annual improvement on travel spending standing at 137.7%.

Mint expands NZ

MINT Payments is preparing for its expansion into the New Zealand market, with its new B2B payment solutions, MintEFT, to roll out to businesses in the country by the end of 2022.

In addition to Mint's existing offerings, the new solution will provide B2B EFT payments and offer integrations with popular travel mid-office systems in market, including Tramada, PowerSuite and Odysseus.

Mint is inviting agents and suppliers to register their interest **HERE** ahead of the big launch.

Drive in the desert

ARIZONA offers life on a grander scale, and we're not just talking about The Grand Canyon.

It's time to explore the Southwestern state with a number of exclusive, self-drive holiday packages with The Travel Junction - for more information about Arizona, see **page eight**.

Bamboo adopts tech

THE rapidly expanding Bamboo Airways has decided to implement Amadeus' Altea PSS, Network Revenue Management, and Reference Experience solutions, as the Hanoi-based carrier looks to quicken growth.

Recruiting smarter

NOOSA Cruise and Travel owner Natalie Cherry has co-founded a new venture called Hunt, offering an app designed to help travel businesses recruit for talent faster using intuitive technology.

"As a local business owner based here in the Noosa and Sunshine Coast region, I saw the need for an application to disrupt the traditional job seeking platforms and decided to develop a tool that was accessible to all, without the need for expensive job ads and long hours sifting through CVs," Cherry said.

The app can be download via Apple or Google.



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INDEPENDENT HOLIDAY PACKAGE EXPERTS



Window Seat

RYANAIR has jokingly banned late night TV host James Corden from its services, in a cheeky nod to the issues the British-born star is having with the Balthazar restaurant in NY.

The owner of the premises, Keith McNally, accused Corden of being abusive to his staff when an order came to the celeb's table incorrectly, leading to a life ban.

A flood of Twitter memes have followed since, including from the Irish carrier which slapped a fake ban on Corden.



EK revives daily Taiwan

EMIRATES is bringing back daily operations from Dubai to Taipei from 06 Nov, following Taiwan's removal of COVID-19 quarantine restrictions for visitors.

Operated by a Boeing 777 aircraft, the extra three flights a week will help meet growing air travel demand and offer Emirates' passengers increased connectivity and options to and from Taiwan.

Eligible travellers can enter Taiwan visa-free, with all arriving passengers advised to undergo a seven-day self-health monitoring period, and keep an eye on the latest entry requirements.

The carrier said its decision to increase the flights from four times weekly demonstrates its commitment to "aid the market's travel and tourism recovery".

Emirates commenced non-stop daily flights to Taipei in 2014, with the Dubai-Taipei route later upgraded with daily two-class services in 2016.

Following the return of travel to the region, Emirates has increased capacity on other in-demand Asian destinations, including extra flights to Singapore and Guangzhou and First class product to Manila.

MEANWHILE Emirates has recruited cricket royalty in Rohit Sharma to star in its latest marketing running during the ICC Men's T20 World Cup in Australia.

The tournament kicked off on Sun, with Emirates' "Lover of Cricket" ads running during the broadcast, with the airline directly serving 14 of the 16 nations participating.

Pax pattern analysis

SKYSCANNER has launched a new "Catchment Analysis" platform to help airports and airlines better understand pax behaviour and route demand.

Skyscanner says 295 data points are analysed using AI to "provide unique insight into worldwide traveller behaviour and market trends", detailing the top routes being searched for by travellers in each airport's catchment area.

The company is tapping into its huge datasets, generated from its 90 million monthly users conducting searches & bookings, with the platform also advising whether pax are then choosing to fly from somewhere else instead.

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Cruise on course for zero

MORE than 60% of new-build cruise ship capacity in CLIA's ocean-going members will rely on LNG fuel for primary propulsion, according to the cruise body's 2022 *Global Cruise Industry Environmental Technologies and Practices Report*.

The report claims the use of LNG results in 95-100% fewer particulate matter emissions, as well as close to zero sulphur emissions, and an 85% reduction in nitrogen emissions.

"As a transitional fuel LNG provides real benefits now, but also allows LNG-ready ships to adapt to a future generation of sustainable marine fuels," the report stated.

Shore-side power capability also continued to make solid headway, with cruise lines continuing to invest in their ships' ability to have engines switched off in port.

The report indicated that 40% of global capacity are now fitted to operate on shore-side electricity in the 29 ports globally that have the capability available.

Meanwhile all new ships on order are specified to have advanced wastewater treatment systems installed, and currently

EK's Diwali delights

EMIRATES is "welcoming the Diwali light on board" to celebrate the Hindu festival on flights to and from India.

The airline will serve Diwali delicacies on these services from 23 to 28 Oct, with Emirates passengers able to enjoy elegant mixed nut *tribooj* in First and Business classes, garnished with glimmering edible silver leaf.

Meanwhile, Economy passengers will be able to savour traditional *motichoor laddu* with their hot breakfast.

First and Business class lounges in Dubai will also be serving Diwali-inspired delights such as *dal kachori* and vegetable *samosas*, accompanied by *tamarind* or *mint chutney*.

78% of the CLIA's ocean fleet capacity is served by advanced wastewater treatment systems - representing a 9% increase compared to 2021.

CLIA Global President and CEO Kelly Craighead said the latest progress update showed that the cruise industry is clearly demonstrating its commitment to pursuing net-zero carbon cruising globally by 2050.

"Innovation and engineering are at the heart of the industry's vision for net zero carbon cruising and the cruise industry continues to lead the way by investing billions to incorporate new technologies," she said.

EY lux partnership

ETIHAD Airways has launched a partnership with interiors firm Armani/Casa to deliver 'The Constellation Collection', launching on board in Dec.

The collection includes a dining service featuring ceramics and glassware, as well as premium textiles, including a pillowcase and duvet set, for a luxurious inflight experience.

"Known globally for its Italian luxury and elegance, Armani/Casa is the ideal brand partner," Etihad Chief Executive Tony Douglas said.

Four Seasons CEO

FORMER Hyatt boss Alejandro Reynal has taken the job of CEO and President at Four Seasons Hotels & Resorts.

Reynal succeeds Four Seasons' John Davison, who formerly served as the company's leader, and despite stepping down from the position, will continue to remain as a board member.

"It is an honour to join Four Seasons, a company I have always admired for its unwavering focus on its values and for the boldness of its innovative spirit," Reynal said, adding that he looked forward to working with the board on future growth projects.

THE Whitsundays has welcomed 31 trade delegates to the region to take part in the first Whitsundays Tourism Exchange today in three years.

The Tourism Exchange, hosted at Club Wyndham, Airlie Beach, deployed a speed dating format to open up more conversations between the 36 local hotels, tour operators, transport operators, travel wholesalers, inbound travel agents and online travel agents (buyers) from all over the country.

The rapid fire networking sessions were followed by a special function held last night

Pride wars in the air

VIRGIN Australia and United Airlines are spreading their wings in an expansion of the local carrier's Pride Flight.

On sale now **HERE**, VA will more than double their Pride Flight services to Sydney next year, and will launch maiden flights from Adelaide and Perth, as well as the first international service from San Francisco, operated in partnership with United.

All Pride Flight tickets sold include complimentary entry to the official Pride Flight Landing Party at iconic Sydney LGBT venue The Beresford.

VA said that \$30 from the sale of each ticket on the services will also be donated to the Minus18 LGBT youth charity.

MEANWHILE, Qantas has revealed it will match Virgin's pride flight services by operating a special WorldPride Flight from Los Angeles to Sydney of its own for the namesake event next year.

Pride will take to the air on 22 Feb ahead of the three-week WorldPride festival, which also coincides with Sydney Gay & Lesbian Mardi Gras.

at the Shute Harbour Marine Terminal, while buyers were able to attend an exclusive welcome event tonight.

Providing further exposure for The Whitsundays will be through 17 attendees who will stay on after the exchange to take part in a *famil* of the region.

"We've seen record breaking visitation to The Whitsundays this year and this event is another way we work to attract those visitors," Tourism Whitsundays CEO Rick Hamilton said.

"The goal of this event is to make sure every person looking for a holiday has access to The Whitsundays through their chosen booking channel."

Sponsors for the exchange include BIG4 Adventure Whitsunday Resort and Daydream Island Resort.

Pictured: Tourism hitting the dating scene yesterday.

LATAM back in biz

LATAM Airlines has announced that it will be capable of exiting bankruptcy from 03 Nov.

The company said: "this process will allow the group to emerge more agile, with a more competitive cost structure, adequate liquidity to face the future, with approximately US\$10.3 billion in equity, and close to US\$6.9 billion in debt."

LATAM filed for chapter 11 bankruptcy in 2020 (**TD** 27 May 2020), a process it won court approval for in Jun of that year.

The reorganisation plan will inject about US\$8 billion into LATAM through a combination of capital increase, issue of convertible bonds and new debt.

LATAM has slowly been progressing toward pre-pandemic passenger capacity (**TD** 18 Jul).

SLH inks La Vie deal

SMALL Luxury Hotels of the World (SLH) has announced a new “strategic brand partnership” with La Vie Hotels & Resorts, under which it will provide bespoke hotel management services for independent luxury hotels in the Asia-Pacific region.

The partnership will see SLH offer global distribution, sales and marketing support to complement La Vie’s upper-upscale and boutique range.

La Vie is an independent Australia-based hotel management company, and the first new property to join the SLH brand will be the Islington Hotel Hobart.

La Vie acquired the 11-room historic property earlier this year with plans to return it to its former stately charm.

Other projects in the La Vie pipeline include an “exciting new-build in the stylish Surry Hills district, Sydney” which is due to open in Dec.

“As a hotel owner and operator, La Vie understands the needs and constraints of an independent hotel...hence our winning combination of ‘Act Local, Think Global’ will offer entrepreneurial management and distribution solutions that are relevant and effective for independently spirited hotels,” said SLH Senior VP Asia Pacific, Mark Wong.

VIRTUOSO ADDS 120 PROPERTIES

THE Virtuoso network has confirmed the addition of 120 properties across the globe to its Hotels & Resorts program this year, with the “strategic and targeted growth” aiming to ensure member agencies, advisors and their upmarket clientele have “hospitality options to suit every taste”.

The Virtuoso Hotels & Resorts program is now in its 30th year, offering specially negotiated amenity packages giving guests value-added benefits with every stay such as room upgrades, F&B credits and more, serving as a key differentiator for its members.

The additions complement the existing portfolio of 1,500 of the world’s “most stunning and sought-after hotels,” Virtuoso said.

“The hotels that join Virtuoso’s program can expect to see market share shift in their direction, leading to increased sales,” the organisation added, noting that



the properties that joined the network this year have already seen an average 106% increase over their 2019 figures.

110 of the additions are existing properties spanning a range of geographies and style, such as NoMad London, Abercrombie & Kent Villas and Rosewood Sao Paolo (pictured), while 10 of the newbies are part of Virtuoso’s Preview program, a pre-opening

partnership which offers early access to Virtuoso advisors for training, networking and sales & marketing efforts.

Virtuoso said it facilitates access to high-value travellers via various initiatives such as inclusion in the digital “Best of the Best” hotel guide and its in-house *Virtuoso*, *The Magazine* publication.

For the full list of Virtuoso partner hotels see virtuoso.com.

Ritz-Carlton’s new luxury yacht finally sets sail

THE Ritz-Carlton Yacht Collection’s long-awaited *Evrima* is currently undertaking her maiden commercial voyage in Europe, with parent company Marriott International saying the launch illustrates the “world-renowned brand’s commitment to innovative, groundbreaking luxury travel experiences”.

The 298-passenger vessel is

the first of three custom-built vessels, with plans to operate in the Mediterranean, the Caribbean, Central America and South America on voyages ranging from seven to 10 nights.

Ritz-Carlton Yacht Collection CEO Douglas Prothero said the company was revolutionising luxury cruising, “creating an entirely new category” for upmarket clientele.

Virgin rates out

VIRGIN Limited Edition has released its 2023 rates for Son Bunyola, the brand’s huge 810-acre estate on Mallorca featuring the ultimate seclusion in a range of private villas.

All-inclusive prices start at €24,500 for seven nights exclusive use, while self-catering is priced from €14,000 - [CLICK HERE](#).

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Bryce Canyon, USA

Kicking industry goals at NTIA

GUESTS arriving at last Sat's National Travel Industry Awards in Sydney were greeted by an extravaganza created by the event's official welcome sponsors, Qatar Tourism, Discover Qatar and Qatar Airways.

The destination is gearing up to host hundreds of thousands of visitors next month, with the FIFA World Cup 2022 in Nov putting the global tourism focus squarely on Qatar as a place to visit in its own right.

A floral photo wall became a popular selfie spot, with some of the Qatar team **pictured**: Richard Styles from Qatar Tourism, Jessica Shelton-Agar and Steve Reynolds from Discover Qatar, and Philip Dickinson from Qatar Tourism.

Qatar Airways also sponsored the Travel Consultant Scholarship,

while Qatar Tourism supported the Most Outstanding Marketing Campaign - Supplier category and Discover Qatar was the sponsor for Most Outstanding Consumer Travel Journalist.

Lots more NTIA pics at facebook.com/traveldaily, with today's winner interview feature at travelbulletin.com.au.



JUSTIN Kestel from Qatar Airways presents the Travel Consultant Scholarship award to Kristy Moore of Travel Moore.



ACCOMMODATION

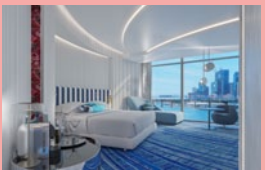
WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Secluded within Jimbaran Bay on the south coast of Indonesia, the newly renovated 430-room **InterContinental Bali** features a fresh look that blends modern elements with traditional Balinese style, as well as revamped amenities. The property houses a grand ballroom, which has a 2,800-guest capacity and showcases an array of artworks, and several cuisine options, including fine dining at Bella Cucina and sushi and teppanyaki at the KO Restaurant.



Accor has recently unveiled its new flagship Novotel hotel in Devonport, Tasmania. Overlooking the Mersey River, just a stone's throw from the Spirit of Tasmania terminal, **Novotel Devonport** offers a selection of 187 spacious guestrooms with a choice of city or river views as well as a selection of luxurious executive suites. The hotel features 24-hour room service, a fitness centre, a meeting room, and direct access to the paranapple convention centre.



W Sydney has confirmed it will officially open in Oct 2023. Set in the heart of Darling Harbour, the waterfront property will offer rooms, suites and ultra-luxe suites with sleek, modern decor and an ocean-inspired interior palette. Highlights include azure bathrooms and walk-in robes. The property will also offer an infinity pool, two-storey rooftop bar and a number of restaurants and venues featuring dramatic colours and adorned with street art.

Exploring Indonesia, virtually



A GROUP of Indonesia travel specialists were recently given the opportunity to immerse themselves in the destination via a 360° virtual reality journey.

The 64 guests, including airline representatives, Melbourne Airport executives and travel agents, were invited by the new social enterprise, Impact Adventures BAKTI Kominfo, to an event in Melbourne at the Pavilion RACV City Club.

The event combined a photography exhibition and a fine dining experience with the premiere screening of two documentary films showcasing the 'Lesser-Known Indonesia', with guests able to use VR goggles to see the films in true 360 degrees (**pictured**).

So far, Impact Adventures has produced 30 virtual tours of remote Indonesia, showcasing cultural events and sustainable tourism experiences such as kayaking and rafting in the Asahan River, along with virtual cooking classes and a virtual underwater tour of Maumere in

Eastern Nusa Tenggara.

Guest of honour, Consul General of the Republic of Indonesia in Melbourne, Kuncoro Waseso, made the opening remarks for the event, along with a presentation from the head of air connectivity between Melbourne and Indonesia, Peppy Adi-Pumomo from Melbourne Airport.

Albany gets smarter

GUESTS visiting Western Australia's port city of Albany can now enjoy four fully customisable, multi-attraction passes with tourism software Smartvisit's first digital WA pass.

The 'Great Southern Flexi Pass' offers savings and flexibility to visitors, as well as access to Smartvisit's app for easy reservation and instant booking confirmation, in addition to maps and planning tools.

From whale watching to mountain climbing and wine tasting, the pass features a broad range of experiences hosted by local tour, activity and restaurant operators - click **HERE** for details.

Xmas travel threat

AIRPORT travel around Australia could be thrown into chaos over the holiday period, with over 800 airport firefighters set to vote today on whether to take strike action.

The United Firefighters Union, who claim they are understaffed after losing 12% of their workforce during COVID, are pushing employer Airservices Australia for more resources, and said they "fully expect" a yes vote to take strike action.

Hurtigruten bonus earnings

HURTIGRUTEN Expeditions is offering agents an extra 10% commission for 2022 and 2023 Galapagos itineraries booked up until 30 Nov 2022.

The bonus commission applies to all four year-round itineraries in the destination, and complements the cruise line's existing sales incentive that gives travel advisors a free cruise when they book three cruises during 2022 - full details can be found on Hurtigruten's trade portal **HERE**.

ARIZONA

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3 NIGHTS

- 4-STAR HYATT REGENCY PHOENIX
- COLOURS AND CANYONS FULL DAY TOUR WITH MAVERICK HELICOPTERS
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4 NIGHTS

- 1 NIGHT BEST WESTERN PLUS WINSLOW INN
- 1 NIGHT DOUBLETREE BY HILTON HOTEL FLAGSTAFF
- 1 NIGHT RAMADA BY WYNDHAM KINGMAN
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- FORD FOCUS 4 DOOR OR SIMILAR, PICK UP AND RETURN TO PHOENIX AIRPORT

Package Code: AU31740

from
\$1,169
per person*

GRAND CANYON ROAD TRIP

5 NIGHTS

- 1 NIGHT DOUBLETREE HILTON FLAGSTAFF AN IHG HOTEL
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- 1 NIGHT BEST WESTERN PLUS AT LAKE POWELL
- 1 NIGHT THE WILDE RESORT AND SPA
- 1 NIGHT HOLIDAY INN EXPRESS AND SUITES OLD TOWN AN IHG HOTEL
- VAUXHALL JETTA 4 DOOR OR SIMILAR PICK UP AND RETURN TO PHOENIX AIRPORT

Package Code: AU29183

*Based on twin share accommodation. T's and C's apply.

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[LEARN MORE ABOUT ARIZONA, THE GRAND CANYON STATE](#)

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Helloworld has two different roles available, and they are:

TRAVEL NETWORK SUPPORT

Working across our retail team, this role will support our network of agents and internal teams. The Network Support Team works closely with all departments at Helloworld Travel to ensure that our network of agents is informed. It's an important role in the network, and some of the key tasks include:

- Management of existing agency details and onboarding of new agents
- Supporting our sales and network teams
- First point of contact for information and sending out regular communication to the networks

NATIONAL NETWORK DEVELOPMENT MANAGER

This role works across the Retail Division and will provide strategic direction and be responsible for the growth of the Helloworld Travel network of agents. The focus of this senior position within Helloworld Travel is to increase the number of locations which in turn increases revenue and profitability across the Retail Division and solidify Helloworld Travel as a market leader. Some of the key tasks include:

- Growth of the Retail networks based purely on new agent acquisition
- Generate and identify new business leads to increase the size of our network
- Enhance the Helloworld retail network Value Proposition
- Ability to understand the commercial investment required to acquire new agents

If this sounds like you and you're looking for a role that is dynamic, fast-paced and rewarding, then join us at Helloworld Travel.

Helloworld Travel is a diverse business with a range of divisions across the company which are constantly evolving and growing, meaning that we can offer our employees career opportunities, professional growth, and development.

To apply for these roles, [CLICK HERE](#) or email your resume to hr@helloworld.com.au