



# WELCOME CARNIVAL LUMINOSA!



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## Today's issue of TD

*Travel Daily* today features five pages of news, a cover wrap from **Carnival**, a full page from **Destination Canada**, plus a product update from **Collette**.

## Gordon joins itravel

**EXCLUSIVE**

**FORMER** Cruiseco and Helloworld Travel Limited Commercial Manager, Josh Gordon, has taken a new role as Head of Commercial at itravel, commencing with the firm today. itravel MD Steve Labroski welcomed Gordon to the company, hailing his more than 22 years of expertise within the Australian travel sector.

"We are excited to have someone like Josh join the itravel team - his knowledge and experience speaks for itself.

"The future is bright, and we cannot wait to see how it all unfolds," Labroski added.

## Agents key to WA dreams

**EXCLUSIVE**

**TRAVEL** agents will play a crucial role in converting the buzz of Western Australia's Walking on a Dream global tourism campaign (**TD** 06 Sep) into travel bookings, Tourism WA's Managing Director Carolyn Turnbull believes.

Speaking with **TD** this week, Turnbull said the success of WA being able to rebuild its dented tourism economy would depend greatly on engaging effectively with the trade.

"Travel agents are critically important to the success of WA visitor economy - they are the frontline advocates for the destination to consumers and are fundamental in converting potential visitors to planning and booking a WA trip," she said.

Turnbull added that Tourism WA is now actively encouraging advisors to incorporate its Walking On A Dream message into their WA activity, with a

new module all about campaign recently published on its West Aussie All Stars Program designed to help support the ambition.

Famils will also continue to be an important part of the body's Aussie trade engagement, Turnbull confirmed, with several taking place in recent weeks.

Tourism WA research shows that nature & wildlife aquatic coastal experiences are currently the key drivers for visitation, as Aussies seek destinations that offer freedom, space and time.

However, Turnbull revealed that Indigenous tourism was one of the biggest development goals.

"Our vision is to make WA the premier Aboriginal tourism destination in Australia, so growing the Aboriginal tourism sector is a top priority," she said, adding the Walking On A Dream push had been inspired by the state's unique Aboriginal culture.

## Carnival hearts Qld

**THIS** morning's arrival of the highly anticipated *Carnival Luminosa* into Brisbane saw the ship's windows lit up with an I Heart Queensland message for its new home (see the **cover page**).

The latest addition to the Australian Carnival Cruise Line fleet, exclusively revealed here (**TD** 08 Jun), will operate 28 sailings from Brisbane from 06 Nov through to Apr 2023 with 60 ports of call across Australia, NZ and the South Pacific - more in today's issue of *Cruise Weekly*.

## Give Royal a hand!

**ROYAL** Caribbean International has welcomed its *Ovation of the Seas* to Australia, with the ship currently undertaking its first Sydney departure in 954 days.

Tomorrow further celebrations are expected with the arrival of *Quantum of the Seas* to her new Brisbane homeport, with Royal Caribbean's MD Gavin Smith saying the deployments were a key milestone.

He thanked suppliers, the travel industry and guests for the "unwavering support they have demonstrated over the last two years" - see today's edition of *Cruise Weekly* for full details.

## Driveaway incentive

**DRIVEAWAY** and Europcar are partnering on an incentive offering a lucky travel advisor the opportunity to win a \$1,000 gift card, simply by making a Europcar booking with Driveaway.

A runner-up prize is also on offer featuring five days free domestic car hire, with the incentive running from 28 Oct-13 Dec - see [driveaway.com.au](http://driveaway.com.au).

## ICC appoints CSR

**JESS** Zickar has been named as the new Corporate Social Responsibility (CSR) Manager at International Convention Centre Sydney, aiming to support the venue's extensive suite of initiatives for clients to reduce the environmental footprint of their events and maximise positive community contributions.

Destination WEBINARS



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Thursday 24 Nov: Great Journeys NZ & Grasshopper Adventures  
Thursday 1 Dec: Colorado & Oklahoma, USA

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## Window Seat

**THE** US National Park Service (NPS) has posed what appears to be a stupid, but apparently necessary, question on social media: "Do we really need to say 'don't hit golf balls into the Grand Canyon?'"

The update follows an incident in which a so-called influencer posted a video on TikTok in which she hit a golf ball off the edge, and then threw a driver into the canyon.

Officials have now managed to identify and charge the individual responsible, who is facing a court appearance.

The NPS painstakingly explained that "throwing objects over the rim of the canyon is not only illegal but can also endanger hikers and wildlife who may be below".

## Flight Centre reboots shops

**FLIGHT** Centre Travel Group will reopen 35 of its key red and white branded stores across the country in the coming months, after the pandemic forced a significant proportion of its Australian network into hibernation in 2020.

Brent Novak, Flight Centre Brand GM Australia, said the move was particularly significant for customers in regional areas, many of whom rely on face-to-face bookings with local consultants.

"While we continue to enhance our online booking process for customers, we know how vital it is to have real people in real buildings providing expert customer service with a human touch," he said.

"For many people, that's their number one reason for coming back to us...at a time when regional and suburban communities in Australia are witnessing services such as banking and telecommunications

closing branches and becoming available only online, Flight Centre will continue to provide customers with the choice," Novak promised.

"Rather than sacrificing bricks-and-mortar for broader online and call centre services, we're committed to enhancing all our customer channels," he added.

It's not just regional areas, with rebooted shops in coming weeks including Brisbane's Bulimba, Cleveland & Greenslopes.

A nationwide recruitment drive is currently underway to fill remaining vacancies in the reopening stores, seeking to fill 179 Travel Consultant and 25 store Team Leader vacancies after having already recruited almost 1,040 for the network in the last twelve months.

Once the 35 stores are brought of hibernation, the Flight Centre network will comprise 338 stores across the country.

## Collette exploration

**COLLETTE** is today showcasing its collection of 49 Small Group Explorations tours, taking trips for 14-24 passengers beyond the beaten path across the globe, with guaranteed departures now available through until 2024.

Collette BDMs can also prepare group quotations for the trips - see the special product profile on **page seven** for details.


## Flybuis Coles deals

**MEMBERS** of the Flybuis loyalty program will be able to access exclusive discounts at Coles supermarkets, with the introduction of new Flybuis Member Prices both instore and online on selected products.

The move is expected to boost engagement with the scheme, which offers a range of reward point redemption options including the Flybuis Travel portal which is operated by Corporate Travel Management.

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## DFAT ramps up passports

**THE** Department of Foreign Affairs and Trade (DFAT) has implemented a range of measures to meet forecast continued high demand for passports, after seeing a massive jump in requests which meant it missed processing targets between Apr and Jun this year.

The recently released DFAT Annual Report for 2021/22 details the surge, which saw as many as 17,000 new passport applications being received each day by 30 Jun 2022 - compared to between 7,000 and 9,000 daily prior to the closure of Australia's borders in Mar 2020.

Processing times were impacted by the high demand, with DFAT having now introduced a detailed operational plan to ramp up its production, call centre and processing capacity.

In Jun 2022 the Department issued 266,000 passports to Australian citizens - more than four times the 60,000 issued during the near record low demand period of Jun 2021.

Despite the increased demand, the Australian Passport Office maintained a high standard in processing passport applications - including its role in investigating and prosecuting fraud.

Five cases of passport identity fraud were detected using facial recognition technology, and a further nine potential cases of faked identities were detected "through other means".

A total of 39 passport

applications were refused on suspicion of fraud or dishonesty, while other activity saw the Minister for Foreign Affairs cancel 35 passports of reportable child sex offenders, at the request of state or territory police.

A total of 13.1 million Australians have a current passport, the DFAT report notes, while six million International Covid-19 Vaccination Certificates were generated during the year.

**MEANWHILE** the report also details the significant consular support efforts required to assist Australians trying to return from overseas who were impacted by border closures, passenger caps and quarantine requirements.

On 01 Jul 2021 there were 34,384 Australians still registered with DFAT as being overseas and seeking assistance to return to Australia - a number which eventually reduced to zero by Mar 2022.

As Australia commenced its staged international border opening on 01 Nov, demand for consular support came largely from unvaccinated Australians, including those who could not access a TGA-approved COVID-19 vaccine in their location.

During the 12 month 2021/22 reporting period DFAT updated Smarttraveller advisories more than 1,400 times, giving information on safe travel, self-reliance and consular services to the over 14 million people who used the site over the year.

## GJNZ deposit deal

**GREAT** Journeys New Zealand (GJNZ) has opened up pre-sale access to its new 2023 guided rail touring range, with zero deposit bookings now able to be made before 16 Nov.

There are 12 tours on offer, giving travellers the opportunity to see the country differently aboard the Northern Explorer, Coastal Pacific and TranzAlpine scenic rail journeys.

Prices lead in at NZ\$2,999pp for a Classic six day trip between Auckland and Wellington, while the 17-day Signature Tour from Auckland to Queenstown starts at NZ\$13,499pp - **CLICK HERE**.

## Contiki adds a bit

**CONTIKI** has launched a new "Contiki Plus" range, with upgraded inclusions on its Greek Island Hopping and Croatia Island Sail trips.

Guests who want to treat themselves can pay more on the Greek Island Hopping tour for 3-4\* hotels, most of which have a swimming pool, with the higher level trip leading in at \$3,101pp.

The upgraded Croatia Sail offering features a fully air conditioned vessel with private bathrooms, sun decks and mid-week linen service, priced from \$2,216pp compared to \$1,585pp for the traditional version.

\*Selected sailings, based on twin share. T&Cs apply.

## Flydubai appoints GSA

**DUBAI-BASED** low cost carrier flydubai has announced the appointment of Aviation Online as its new General Sales Agent in Australia, NZ and the Pacific.

The carrier operates a fleet of 68 Boeing 737 aircraft, with a newly launched offering of fully flat Business class seats and Recaro economy seats promising “more space and privacy, efficiency, reliability and passenger comfort”.

The flydubai network connects passengers from Dubai onward to more than 90 destinations across the Middle East, Europe, Africa and South Asia, operating more than 1,400 weekly services.

Emirates has an extensive

partnership with flydubai, offering interline baggage transfers, codeshare itineraries and Skywards loyalty tier baggage allowances on flydubai sectors.

Booking enquiries can be directed to 1800 359 726 or [flydubai@aviationonline.com.au](mailto:flydubai@aviationonline.com.au).

## Cooks advice lower

**SMARTTRAVELLER** has lowered the travel advice level for the Cook Islands, and is now advising Australians to “exercise normal safety precautions” with flights reinstated and COVID-19 vaccination requirements no longer applying.



## UA flies the flag to Brisbane



**THE** first scheduled non-stop passenger service by an American carrier from the US mainland to Queensland made history yesterday, with United Airlines Flight UA96 from San Francisco to Brisbane touching down.

United Airlines will fly between San Francisco and Brisbane three times per week using the Boeing 787-9 Dreamliner.

US Consul General Christine Elder was on board the historic flight, telling the welcome party on the tarmac the service will provide a significant economic benefit for both countries.

“We hope to see as many Americans visiting Australia as possible, and for Australians to come and explore everything the

US has to offer,” she said.

“We know that American tourists are among the biggest spenders to Queensland and that US businesses are the largest investors in Australia.”

**Pictured:** Elder with the passengers and crew as they celebrate the flight’s arrival.

## Be a cruise expert

**CRUISE** Lines International Association (CLIA) has formally launched its 2023 membership for Australia and New Zealand, offering those who join bonus rewards, access to live events and an education program designed to leverage the strong return of the cruise sector.

Also returning next year will be CLIA’s Travel Agent Rewards Program, providing bonus commissions and rewards when making bookings with participating CLIA cruise lines.

For more details about registration, [CLICK HERE](#).

## Air NZ Bali direct

**AIR** New Zealand will resume direct flights between Auckland and Bali from Mar next year.

The rebooted three-times weekly seasonal service, the first for the carrier since 2019, will operate between 29 Mar and 27 Oct, including the school holiday periods in Apr, Jul and Oct.

## Bonza touches down...again

**BONZA** is another important step closer to launching its debut flight, with its second aircraft touching down at Sunshine Coast Airport over the weekend.

Already referred to as Bazza, the plane joins Shazza as the first two members of the fleet, with a third as-yet-unnamed jet to touch down next week.

“We’ll be calling out on our social channels for Aussies to vote for their favourite name,” Bonza’s Chief Commercial Officer Carly Povey said.



## Destination NSW

### Associate Director, Regional Conferencing

- Lead business development strategy to grow the visitor economy of regional NSW
- Ongoing role based in Sydney, 35-hour working week with flexible work options
- Access to benefits such as discounted gym memberships and employee assistance programs

#### About Destination NSW

Destination NSW is the lead agency, champion, and voice for the visitor economy within the NSW Government. Spearheading a whole-of-government approach to visitor economy growth, Destination NSW is responsible for leading the delivery of the NSW Visitor Economy Strategy 2030 in partnership with government and industry.

#### About The Role

The Associate Director, Regional Conferencing will lead the delivery of Destination NSW’s regional conferencing strategy to increase the number and value of business events held in regional NSW, improve the business development capability of the business events ecosystem, and support the state’s seven Destination Networks in securing more business events for regional NSW.

#### How to Apply

To apply and view the full job description for each position please go to the [iworkforNSW](http://iworkforNSW) website

Should you require any additional information please contact: [recruitment@dnsw.com.au](mailto:recruitment@dnsw.com.au)

**Closing date:** Friday 4th November 2022 9:59AM

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Travel Daily



## BROCHURES

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. 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](mailto:brochures@traveldaily.com.au).



**AAT Kings Aussie Guided Holidays 2023/24**  
AAT King's Australian Guided Holidays brochure features an array of options for travellers seeking out unique Australian adventures over the next couple of years. Tours on offer include experiences such as fancy dinners under the stars, ancient culture visits in the Northern Territory, and visits to Indigenous gems in Western Australia. Guided trips on offer for 2023/24 are divided into first choice options, best buys, short breaks and day tours.



**Aurora Expeditions Awe-Inspiring 2023/24**  
Antarctica, The Arctic, Latin America, and the British Isles are just some of the amazing far-flung destinations on offer in Aurora's latest Awe-Inspiring brochure for 2023/24. The newly released brochure also includes ways passengers can extend their cruise adventures, the deck plans for ships like the *Greg Mortimer* and *Sylvia Earle*, as well as the best ways to plan a trip for clients who are travelling solo or in groups.

## Capture Solomons' hearts



**TOURISM** Solomons is currently offering travel agents the chance to score one of two \$50 Visa cards by adding a caption to the image above.

The image depicts two locals wearing an attire of the chiefs including a breastplate (Tema) nasal piercing with an intricately

carved mother of pearl and blend of feathers.

There is no restriction on the number of entries and submissions can be serious, funny, heartfelt, with Tourism Solomons stating there are no right and wrong answers.

Entries close at 5pm on 04 Nov, for more details, [CLICK HERE](#).

## QTIC new GM

**THE** Queensland Tourism Industry Council (QTIC) has introduced Melanie Anderson as its GM of Strategy & Advocacy.

Anderson has previously served as Tourism Noosa Chief Executive Officer, and the Qld Dept of Tourism's GM Tourism Industry Development, among other roles.

## Tasty Silversea

**SILVERSEA** Cruises has released details of the dining experiences aboard its new *Silver Endeavour* which is scheduled to welcome guests in Antarctica from 21 Nov.

Eateries will include La Dame, The Restaurant, The Grill, Il Terrazzino and Arts Cafe.

## Goal attack for Vic

**VICTORIA** will become the home of the Australian national netball team, as part of a deal between the sport's governing body and Visit Victoria which follows last week's withdrawal of a \$15 million Hancock Prospecting sponsorship.

Vic Tourism Minister Steve Dimopoulos said the five-year pact will commence in 2023 and see Victoria host at least one game per year and the 2023 Super Netball Grand Final, while the Diamonds' uniforms will sport the Visit Victoria logo.

It's expected that the netballers are also likely to participate in tourism promotional activity for the state under the agreement.

## Air NZ Chicago

**AIR** New Zealand has resumed flights between Auckland and Chicago, with the milestone seeing it recommence flights to almost all of its pre-COVID long-haul international ports apart from the cancelled Buenos Aires and London routes.

Chicago non-stops restarted yesterday and are currently scheduled to operate thrice weekly with Boeing 787 aircraft. "This is an exciting time for us," declared Chief Customer & Sales Officer Leanne Geraghty.

"Since New Zealand's borders reopened, we've been slowly resuming services and to now be flying to all our international destinations is a milestone moment for us," she said.

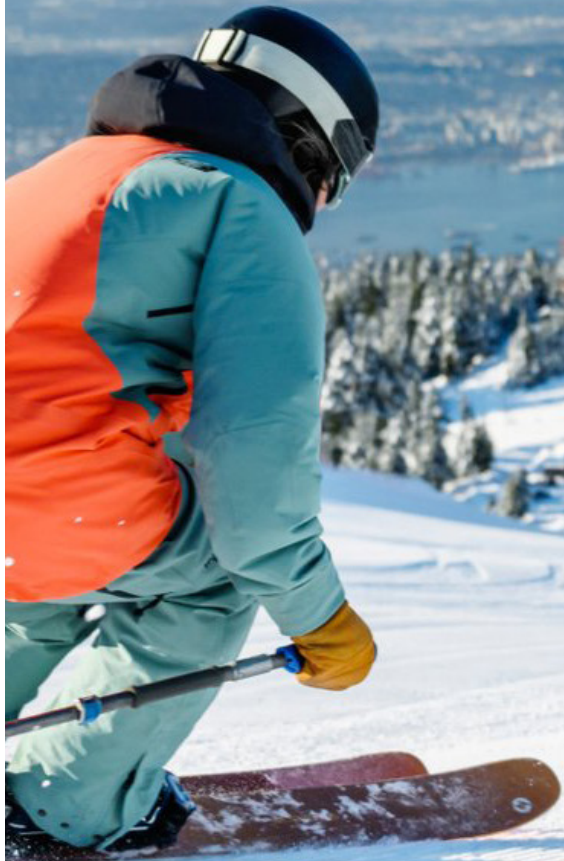
## ACCC extends Alliance probe

**THE** Australian Competition and Consumer Commission (ACCC) has now listed 20 Mar 2023 as the provisional date for the announcement of its decision regarding Qantas' proposed acquisition of Alliance Airlines.

The Public Informal Merger Review of the deal commenced in May this year, after QF announced plans to acquire the 80% of the FIFO and charter specialist it did not already hold.

The ACCC had previously said it would announce its findings by 01 Dec, but has delayed the process further "to allow the parties more time to provide information".

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