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## Today's issue of *TD*

*Travel Daily* today features six pages of news, including a full page from **Austrian National Tourism Office**.

## Travelpay into NZ

**ONLINE** payment processor TravelPay is launching in NZ shortly, offering both customer-to-agent card payments and agent-to-supplier bank payments via its TravelPay B2B platform.

To register interest [CLICK HERE](#).

## Austria launches new hub

**THE** Austrian National Tourist Office (ANTO) today released the first modules in a new "Austria Resource Hub," a new model for communication with the trade which is being pioneered by outgoing ANTO Director for Australia, Astrid Gruchmann-Licht.

It's her final project for the organisation after 33 years (TD yesterday), and going forward Kathrina Denk will be promoted to the role of Market Representatives, sharing offices with the Austrian Trade Commission and the Austrian Consulate-General in the Sydney CBD from Jan 2023.

The new hub is a "more sustainable way to communicate with the trade," Gruchmann-Licht told *TD*, with initial destinations featured including Salzburg, Innsbruck, and the Arlberg and Wolfgangsee regions.

The content has been developed by Gruchmann-Licht herself, paying a visit to each destination to get the latest product updates from experts on the ground and producing videos as she experienced many of the activities on offer.

"We are excited to launch a 'one-stop-shop' for creating a unique trip to Austria," she said.

"Inside the hub, agents can not only find the highlights for destinations Aussies love to visit, but the videos will really give them a better understanding of what is waiting for their clients - and themselves - in the cities and regions," she said.

To celebrate the hub's launch travel agents can win one of six spots on a unique "Pre-Christmas in Austria" famil from 22-30 Nov including EK flights - for more info see the **last page** of *Travel Daily*.

## Bali travel grants

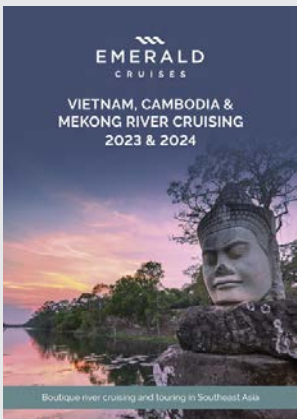
**THE** Federal Government has opened applications for a new grant allocating a total of \$2.2 million for victims, families and first responders involved in the 2002 Bali bombings to take part in memorial services.

Commemorations will take place on 12 Oct, the 20th anniversary of the attacks, both in Canberra and also at the Australian Consulate-General in Bali - for details [CLICK HERE](#).

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## SENIOR EXECUTIVE Digital Marketing & Public Relations

The Hong Kong Tourism Board (HKTB) markets and promotes Hong Kong as a travel destination worldwide, driving inspiration and enhancing visitors' experience once they arrive. HKTB, Australia, New Zealand & South Pacific operations is looking for an experienced Digital Marketing & PR Executive to join their marketing team.



Based in Sydney, this role will focus on a combination of creative digital and publicity campaigns working with the Marketing & PR lead to support strategic development, campaign implementation and optimisation across the two disciplines.

Ideally, candidates will have relevant tertiary qualifications, excellent written & communication skills, extensive software capabilities & digital landscape knowledge.

This is an opportunity to join a dynamic team of dumpling enthusiasts!

The position comes with a competitive salary package and health benefits.

Applications should be sent by **Tuesday 4th October 2022** to  
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# Travel Daily

Tuesday 20th Sep 2022



## Window Seat

ONE criminal syndicate has gone to extreme lengths to fleece First class passengers exploring the French countryside on high-speed trains over a six-year period.

One of the three men apprehended over the weekend admitted to previously wearing women's clothing & a wig as a disguise, with most of the thefts occurring when unsuspecting travellers got off the train to stretch their legs.

Among the high-value items stolen was a briefcase containing jewellery worth €50,000, a €70,000 watch, as well as many designer handbags, shoes and cameras.

The men face up to seven years in prison if convicted.



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## Tourism embracing cruise

THE Australian tourism industry is "seeing cruises as a way to really boost inbound travel", according to Oceania Cruises CEO Howard Sherman, who made the observation this week during his first ever visit Down Under.

Sherman became Oceania's President at the start of the year, prior to which his role within parent firm Norwegian Cruise Line Holdings (NCLH) involved the group's onboard revenue and destination development.

"Often people come to a bucket list destination like Sydney for the first time on a cruise ship, then figure out where they want to go in the future," he told *TD*.

"Destinations that present themselves well to the cruise traveller become beneficiaries in perpetuity," Sherman added, noting cruise lines also do the heavy lifting of initial marketing to acquire the customers.

"It's better than tourism boards having to go out and do all the hard work," he suggested.

Sherman also reiterated recent comments about Sydney's inadequate cruise infrastructure

during last month's Cruise360 conference by Oceania's local chief, Steve Odell (*TD* 29 Aug).

He cited the example of North America, where 20 years ago Vancouver was the Northwest's top cruise port, now displaced by Seattle "because Vancouver didn't grow, and Seattle did".

NCLH has had a long tradition of working together with locals to help develop new cruise infrastructure, with Sherman saying it can be a win-win for both sides, leading to strong employment and economic outcomes for communities.

Just last month NCLH donated a waterfront parcel of land in Juneau, Alaska to the native-owned Huna Totem Corporation, in a deal which secures future operations, jobs and prosperity. "I think that's the path forward, not to try to go around, but to partner with the local people."

More from Oceania in today's issue of *Cruise Weekly*.

## Vale Pasquale

THE Australian travel sector is today mourning the death last Fri of Pasquale de Matteis - aka PDM - the founder of Australia's first travel agency chain, Summerland Travel, in the 1970s.

De Matteis "touched the lives of 10,000s of travellers, creating itineraries people could only dream of," his family said.

PDM also mentored many, with his Morphet Vale funeral to be live streamed from 11am this Fri.

In lieu of flowers please make donations to Bowel Cancer Australia ([CLICK HERE](#)) - more details at [alfredjames.com.au](http://alfredjames.com.au).

## Last voting chance

AFTA has reminded members that there's now less than 48 hours left to "ensure your clients are voting for their favourite travel agency" in this year's National Travel Industry Awards.

The initiative, being conducted for the first time this year alongside News Corp Australia's Escape (*TD* 14 Sep), has already seen a huge push by many members, according to AFTA CEO Dean Long - [CLICK HERE](#) for details.

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## NT Govt flags travel tender

**THE** Northern Territory Government has indicated plans to issue a three-year tender for an Across Government Contract for the Provision of Travel Management Services, with formal documentation for

the public procurement process expected to be released in Nov.

The notice of the future tender opportunity from the NT Department of Corporate and Digital Development notes that the scope of services will include a provider to “facilitate booking of domestic air travel on regular passenger transport, accommodation, car rental, coach, rail and marine transport”.

The notice also suggests the NT Govt will implement a panel arrangement for the booking of international air travel along with “associated services including tickets, document delivery as well as visa, passport and insurance services for international travel”.

Indicative price range for the opportunity is \$2.5m-\$5m.

Prospective tenderers will be required to offer booking capabilities via online, phone and email channels - more details at [tendersonline.nt.gov.au](http://tendersonline.nt.gov.au).

## More QDP access

**QANTAS** has today increased global access to its NDC-based Qantas Distribution Platform (QDP), activating the system in 20 additional countries.

Today’s expansion includes Croatia, Greece, the Czech Republic, Denmark, Finland, Eswatini, Hong Kong, Hungary, Lesotho, Malta, Montenegro, Namibia, Norway, Portugal, Serbia, Slovakia, Slovenia, Sweden, Taiwan and Turkey.

The carrier said the move “further extends the ability for global agents to access Qantas’ advanced retailing technology”.

## Warren is a winner!

**JODIE** Warren from Adventure World has taken out the Elysian Retreat competition run in partnership with **Travel Daily**.

She will now enjoy three nights at Elysian Retreat for two people, helicopter transfers, all meals, use of water sports equipment, yoga classes and more.

The Elysian Eco Retreat is a family-owned, adults-only island resort in the Whitsundays.

## CATO, KTO rhyming

**THE** Council of Australian Tour Operators has joined forces with Korea Tourism Organization (KTO) to deliver a series of upcoming CATO member events in Brisbane, Melbourne and Sydney.

Registrations are now open for the gatherings, which are part of CATO’s renewed focus on providing networking opportunities and support for members, according to CATO MD Brett Jardine - **SIGN UP HERE**.

## Agents defy falls

**INTENTION** to spend household income on travel declined for Aussies in Aug, according to the latest data published CommBank.

The average Australian home saw a 3.9% decline in spend on travel when compared to Jul, the fourth consecutive dip on the trot, joining entertainment & transport as declining segments.

Bucking the trend however was spend with travel agents, tour operators and cruise ships, all of which outperformed a dwindling interests in hotels in motels & resorts, tourist attractions, as well as trailer parks & campgrounds.

## Give the Earle a burl

**TIME** is running out to book a spot on board Aurora Expeditions’ world-first Antarctic Climate Expedition sailing in Feb 2023, a trip which will be led by oceanographer and conservationist Sylvia Earle.

Register by 28 Oct **HERE**.

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GOING PLACES TOGETHER

## Air NZ climate expert starts sooner

AIR New Zealand's recently-unveiled Chief Sustainability Officer Kiri Hannifin will start her role at the airline sooner than originally announced (**TD 07 Jun**), with commencement date moving from 05 Dec to 07 Nov.

The newly-created role will be charged with making tangible changes that reduce the carrier's carbon footprint.

## Azamara savings

FOR a limited time, Azamara is offering discounts of up to 15% and US\$500 of onboard credit for select 2023 Azamara sailings.

To take advantage of the promotion, bookings must be made between 20-30 Sep.

**CLICK HERE** for information.

## Canada could scrap

CANADA is reportedly mulling a decision to drop all testing and vaccine requirements for travellers entering the country.

Sources inside the Canadian Govt told local media that the ArriveCAN program may become optional in the near future, while other border testing measures will likely be scrapped altogether.

Aside from a general decrease in COVID cases globally, the decision is also being fuelled by a need to alleviate long queues plaguing the country's airports.

MEANWHILE, in a landmark ruling, the Canadian Transport Agency (CTA) has ordered Air Canada to compensate two pax with C\$2,000 for a flight being delayed due to crew shortages.

In making its decision, the CTA said staffing issues were generally in the airline's control.

## AFTA UPDATE

from Dean Long, CEO



AS EVERYONE would have seen last week, AFTA's ongoing partnership with News Corporation is highlighting the message

of the importance of being ATAS Accredited.

While the top line promotion is focused on consumers identifying their favourite travel agent, there is an entire campaign through escape.com with tips and tricks from Australia's finest travel businesses.

We have featured some amazing independent, corporate and retail businesses and travel professionals and I wanted to share a couple of these highlights. Wendy Harch from Travel at Sixty spoke about the importance of seat selection and getting in early.

Jolee Gallagher from Main Beach Travel spoke about the importance of ensuring a travel professional knows your preferences so they can advocate for their client's needs.

GBT Vice President and Regional GM, Jo Sully, spoke about the role corporate travel agents played in bringing

Australians home during disasters.

And finally, the advice I always follow from Andrew Sullivan from The Don't Forget Travel Group which is to always get an exit row seat when you can!

Currently we have 12 different stories out in escape.com, covering key insights, must-see destinations, the importance of using a travel professional and how to survive a long haul flight.

All of these stories feature ATAS travel professionals and AFTA will continue to promote the ATAS brand and build consumer awareness of the Scheme.

Lastly there is only 48 hours left to ensure your clients are voting for their favourite travel agency.

We have already seen a huge push by many members and it is great to see such positive stories rolling in from around the country.

If you haven't already, make sure your clients know about this great competition and vote for your ATAS business as Australia's favourite travel agency.

There are some great prizes for them to win as well as helping your business be recognised.

**CLICK HERE** for more details.



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## Ballooning package

GLOBAL Ballooning Australia is celebrating 30 years and more than 100,000 passengers carried.

To celebrate its 30th anniversary Global Ballooning has launched a limited-edition package, the Ultimate Ballooning, Stay & Spa Getaway for two.

The package includes a sunrise Yarra Valley hot air balloon ride, a sparkling buffet breakfast, a one-night stay in a Spa suite, a three-course dinner, and more.

## Swim on a dream

A TRIAL has been proposed at Shoalwater Islands Marine Park and Jurien Bay in Western Australia this summer for travellers to swim with seals.

The pilot offers swimmers close encounters with seals, and if successful, will transition to a licensed industry.

WA Minister for Tourism Roger Cook said the pilot is a great fit for its new Walking in a Dream tourism campaign (**TD 06 Sep**).

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## Back to the Broken Heel



**LGBTQIA+** travel agency & tour operator Planetdwellers has embarked on its first Broken Heel bus tour to the Broken Hill Festival in more than two years.

“The trip is filled with colour, laughs, food, drinks all to match all the divas, disco, desert and, of course, drag,” the company said.

Travel agents can book the tour for their clients and earn 10% commission on the 2023 dates, which will be released soon.

## Swanning in to town

**SWAN** Hellenic has announced Julie Jones as the New Business Development Manager for Australia and New Zealand, where she will oversee sales and build trade relations.

Jones is an avid traveller and has been working in the industry for over 10 years, specialising in expedition cruising, luxury holidays and small ship cruising.

Her previous roles include Product Co-ordinator at Creative Cruising, Sales Co-ordinator at Ponant, and a stint at Silversea.

**Pictured:** Planetdwellers’ group prettying themselves up in front of the ‘Welcome to Broken Hill’ sign as they joined the Broken Hill Pride parade.

## Ovolo short film

**OVOLO** Hotels has produced a short film on the group’s journey through the quarantine, which highlights the Ovolo Homecoming Project, offering disadvantaged Hong Kongers \$1 per night quarantine stays, as well as its new deep cleaning program - [CLICK HERE](#) to watch the film.

## Taiwan travel shaken

**FOLLOWING** recent earthquakes in Hualien and Taitung in the nation of Taiwan, disruptions to train services travelling between the two cities have been reported, DFAT has advised travellers.

Aussies are encouraged to confirm travel arrangements before heading off to Taiwan, and visitors should also be aware of the possibility of aftershocks.

# Darwin gears for events

**THE** Darwin Convention Centre is preparing for the return of international business events to its venue this month, with the IFCO2022 International Foster Care Conference set to take place from 23-25 Sep.

The event is expected to attract more than 600 delegates, with 84% of registered attendees travelling to Darwin from interstate or overseas.

Since Australia’s borders opened in Feb, the centre has received a rising number of enquiries from associations considering Darwin as a host destination, and General Manager Peter Savoff expects this interest to strengthen as the industry continues to rebuild after the pandemic.

“As Australia’s northernmost capital city, the [centre] is well positioned in close proximity to South East Asia, allowing easy access for business events to attract delegates from across Australia and South East Asia.

“International delegates from

the UK, Europe, Middle East and the USA can also easily access Darwin with regularly scheduled flights from other major Australian cities and directly via Singapore and Indonesia, making Darwin as a host destination incredibly appealing.”

Located on the resort-like Darwin Waterfront Precinct, the Centre is within walking distance of high-quality accommodation, upmarket shops and eateries, a sheltered sandy beach and a wave lagoon pool, all adding to its appeal as a host destination.

The Darwin Convention Centre recently announced successful bids for the World Aquaculture and World Community Development Conference in 2023 (**TD** 10 Jun), as well as securing three more international conferences since then.

## Cairns Airport net zero by 2025

**CAIRNS** Airport has announced it will push to achieve net zero greenhouse gas emissions by 2025, and will switch to 100% renewable energy in order to reach this target.

Alan Dugan, Cairns Airport General Manager, Property and Infrastructure, revealed that 95% of the airport’s emissions are related to electricity usage, while direct emissions from fuel used on-site only equate to 5%.

The direct emissions will be offset by carbon sequestration using the mangrove forests on the airport’s land holdings, via a partnership with Deakin University’s Blue Carbon Lab.

The airport will also address the scope their emissions - including those that are not directly controlled by the hub, such as waste management, beyond 25.

## Air India to morph

**AIR** India has revealed a five-year transformation plan which identifies several objectives, including the expansion of its network and fleet, with the aim of growing its domestic market share to at least 30% while also broadening international routes.

Under the ‘Vihaan.AI’ roadmap, the airline will also revamp its customer proposition, improve reliability & on-time performance, enhance its tech, sustainability, and innovation, and invest in industry talent.

CEO Campbell Wilson dubbed the plan “the dawn of a new era”, after also announcing the addition of 30 new aircraft over the next 12 months (**TD** 14 Sep).

Join us for an evening to learn about the Northern Territory, enjoy great food and wine, and win fantastic prizes!

**Melbourne** 11 October, Luminare

**Brisbane** 12 October, The Calile Hotel

**Sydney** 13 October, MCA

[Register now](#)



**NT Muster  
2022**



## Singapore rep hurt?

**SINGAPORE'S** Law and Home Affairs Minister, Kasisviswanathan Shanmugam, has shot down suggestions made by Virgin founder Richard Branson that its approach to drug crime is denting its reputation as a place to visit.

Speaking with the *SMH* this week, the Minister defended a recent surge in hangings for drug traffickers, claiming Singapore has actually enhanced its reputation in recent years "because of the way we handled the pandemic and the calmness in which we went through the whole thing."

"Singapore's position has never been stronger - we stand out as a place to go to if you want to do business in this region," he said.

## IHG makes a big hit with rugby



**IHG** Hotels & Resorts is now the home of rugby in Australia, as the sport's official hotel provider.

The company has had a long partnership with the sport, which is at almost two decades, and as part of the new agreement, all teams overseen by Rugby Australia will stay at the company's hotels until at least the end of 2024.

"IHG has had a long relationship with Rugby Australia and we are honoured to not only be extending our partnership," said regional Vice President of Commercial Dean Jones.

"Our hotel teams love hosting the Wallabies and players from across the globe and providing a safe and secure environment, allowing them to perform at their best on the field.

"The extension of the Rugby Australia and SANZAR contracts is a clear sign of confidence in our capabilities and we're thrilled to be extending these partnerships."

**Pictured:** Director Regional Sales Elise McDonald and Jones with Wallabies Tate McDermott,

Nick Frost, and Jordan Petaia at InterContinental Sydney Double Bay, an IHG Hotel.

**MEANWHILE**, the NSW Waratahs rugby team has linked with Gullivers Sport Travel.

The one-year partnership will see Waratahs legends host four special tours with Gullivers during the Rugby World Cup in France.

Hosts will include Phil Waugh, Darren Coleman, and more.

## India explores ways to approve appeal

**INDIA'S** sliding ranking as an attractive tourist destination in the global Travel and Tourism Index (TTDI) has prompted the government to form an official response to arrest the trend.

A gap analysis will be compiled on the back of new research gathering, which will assess key areas India is falling behind in and inform future destination management policy.

TTDI is a biennial travel and tourism study, considered to be a flagship index of the World Economic Forum, and most recently showed India had fallen to 54th place in 2021.

## MONEY

**WELCOME** to Money, *TD's* Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.672**

**WITH** the Australian dollar trading at multi-year highs against the pound, euro and New Zealand dollar, it is the ideal time for travellers to exchange cash for overseas currencies.

In particular, the AUD is the strongest it has been against the British pound for five years.

*Wholesale rates this morning.*

US	\$0.672
UK	£0.588
NZ	\$1.129
Euro	€0.670
Japan	¥96.30
Thailand	฿24.82
China	¥4.713
South Africa	11.868
Canada	\$0.891
Crude oil	US\$85.73

## Malay hotel opens

**HILTON** has continued its expansion in Malaysia with the opening of DoubleTree by Hilton Damai Laut Resort in the west coast of Perak state.

The new property joins the group's current line-up of 13 hotels in the country, comprising six DoubleTree by Hilton hotels including Shah Alam i-City, which opened in Jul.

The 294-room beachfront resort overlooks the Straits of Malacca and has its own private beach, offering a kids splash pool and mini water playground.

## Kangaroo hops back

**THE** formal return of cruise ships to Kangaroo Island over the weekend is a major boost to the local business economy and the general feeling of optimism from residents who call the island home, SA Minister for Tourism Zoe Bettison has observed.

Speaking during Princess Cruises' *Coral Princess* visit to Kangaroo Island, Bettison said that cruising has historically been a major contributor to the island's economic prosperity.

"Prior to the pandemic, cruise contributed \$20 million to Kangaroo Island's visitor economy, and that first visit after the bushfires was a real spirit lifter for the region," she said.

"After a difficult two-and-a-half years, cruising is back in Kangaroo Island and this season will bring tens of thousands of visitors to the region, who will spend with local vendors at the Penneshaw Markets and take onshore tours."



# Welcome to the Austria Resource Hub



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**First 4 feature destinations released now - with more to come!**

- 1 Salzburg
- 2 Wolfgangsee Region in the Salzkammergut
- 3 Innsbruck
- 4 Arlberg Region

Win 1 of 6 spots on our *Pre-Christmas in Austria* famil from 22 - 30 November 2022 including flights with Emirates (+ connecting flights from your state if needed).

Watch the short videos of our 4 feature destinations specifically produced for the Australian travel industry and answer the 8 quiz questions correctly for your chance to experience the most romantic season in Salzburg, Innsbruck and Wolfgangsee im Salzkammergut.

[to.austria.info/austria-resource-hub](https://to.austria.info/austria-resource-hub)