



MTAs Margaret Rae & Rachel Cleary

Silversea Academy

SILVERSEA is offering agents an opportunity to become an expert in the ultra-luxury cruising world with its new and improved online training academy program.

Up to \$450 in bonus commission is available - more details on the [back page](#).

HLO upgrades forecast

HELLOWORLD continues to enjoy a strong rebound in travel confidence, with the company announcing an increased FY23 guidance for underlying EBITDA of between \$42 and \$45 million (**TD** breaking news), a significant improvement on the underlying EBITDA loss of \$10.6 million

recorded in the previous year.

The latest update also showed Helloworld's TTV will exceed \$2.56 billion for the full year, a healthy 138% rise on the previous period, while the company also noted it is now in a strong financial position with no borrowings and strong liquidity.

Meanwhile, around 800 agents have now been transitioned from Express Travel Group's ticketing systems to HLO's system over the last month, while B2B hotel booking engine Ready Rooms is expected to double its TTV in the full year 2024.

HLO's outlook also indicated that cruise capacity is continuing to increase through to late 2024/early 2025.

Air NZ seeks EOIs

AIR New Zealand is seeking two airports in Aotearoa to be home to its next-generation aircraft from 2026, as part of its 'Mission Next Gen Aircraft' announced last year.

The commercial demonstrator aircraft, yet to be selected, will be either electric, hybrid or hydrogen fuel celled, and will first operate as a cargo-only service.

The carrier's Chief Sustainability Officer Kiri Hannifin said the chosen airports will play a key role in introducing lower-emissions aircraft into NZ's domestic network - see the EOI document [HERE](#).



Silversea appoints

SILVERSEA Cruises has announced Teresa Ignacio as its new AVP, Global Guest Services, with the Miami-based appointee to work closely with regional MDs to develop, implement and lead a global operational strategy across all Silversea contact centres.

Jodie joins Jenny

THE latest episode of *The Chat* with *Travel Daily's* Jenny Piper sees Norwegian Cruise Line Holding's public relations guru Jodie Hart sit down for a chat.

The series focuses on conversations with amazing women in travel - listen [HERE](#).

BA doubles the fun

BRITISH Airways has doubled the amount of content available on its in-flight entertainment system since the start of the year, with pax now able to watch 75 complete boxsets and 20 classic franchises, plus 50 new movies released in Aug & 770 audio files.



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Mekong River, Laos

Today's issue of TD

Travel Daily today features seven pages of the latest news including a photo page from **Viking** and our **Luxury** feature page, plus a full page from **Silversea**.

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Ponant agent reward

PONANT is set to reward agents on Kimberley bookings for next year with a gift card incentive.

Applicable for bookings made this month, advisors who place a deposit no later than 08 Sep will receive a \$250 gift card per booked passenger.

Twenty-three itineraries are listed with Ponant for the Kimberley for next year aboard *Le Laperouse* and *Le Jacques-Cartier*.

“The Kimberley is one of Australia’s hidden gems, separated from the rest of the world by its remote and untouched beauty,” GM Sales & Marketing Deb Corbett said.

The incentive is for new bookings only, and is not available on group bookings.

QR deal extended

QATAR Airways (QR) has extended its special offer to popular destinations including Italy, France, Germany and more for both individual and group travellers, ending tonight.

Available for travel between 01 Sep to 31 Mar 2024, fares start from \$1,809 return between Sydney and Rome in Economy, while prices for Business class start from \$7,809 for a return ticket between Melbourne and Frankfurt - book fares [HERE](#).

Qantas leads complaints

QANTAS accounted for a disproportionately high number of customer complaints in 2022, according to a draft document from the Airline Customer Advocate (ACA) obtained by the *Australian Financial Review*.

Of the 6,918 complaints from customers about airlines in Australia, the Flying Kangaroo represented close to 4,000 of the total, followed by subsidiary Jetstar, VA and Rex Airlines.

While the report noted that the rise in complaints about flight delays/cancellations, refund requests, and fees were “to be expected” given the larger volume of passengers travelling post-COVID, the figures were still higher than the pre-pandemic year of 2018, which only saw 2,135 complaint enquiries made.

In 2018, the bigger Aussie airlines carried 80 million

passengers, versus only 61 million passengers in 2022, with Qantas carrying 33 million of those total passengers five years ago.

Speaking with the *AFR*, a Qantas spokesman said the report captured data for a period starting 19 months ago, “when it was clear our service wasn’t back to our best”, adding “a lot has changed since and we expect the report will be different this year... we’ve worked hard to improve”.

Slojourn wins Bhutan and Capella Sydney

SLOJOURN Studio has announced the addition of Bhutan Tourism and Capella Sydney to its client portfolio.

The travel communications agency is tasked with promoting Bhutan to Australian travel agents and travellers, with the addition representing Slojourn’s first partnership with a tourism board.

Slojourn has also been appointed as the Australian social media agency for luxury hotel Capella Sydney, which joins the portfolio alongside Soneva, Resplendent Ceylon ANI Private Resorts, and more.

For more of the latest luxury travel news, see [p6](#).

Viking Newcastle

VIKING is hosting an Explorer Information Session at Rydges Newcastle on 24 Aug, where prospective guests can learn more about the cruise line’s river, ocean and expedition voyages.

There are four different sessions to choose from - [CLICK HERE](#) to register for free.



WHILE zoos have been subject to many controversies over the years, this may well be the first time a zoo has needed to deny claims that its animals are “humans in disguise”.

China’s Hangzhou Zoo has ‘cleared up’ online rumours speculating that it hired people to dress in bear costumes and perform for guests, after footage of one of its sun bears went viral showing the petite bear, named Angela, standing on her hind legs for an unusually long period of time.

The zoo pointed out on an Instagram post that “not all bears are behemoths”, with the endangered sun bear being one of the smallest bear species in the world.



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Princess Alaska '25

PRINCESS Cruises has released its 2025 Alaska cruise program, including three roundtrip itineraries and a new National Parks Cruisetour.

Guests can enjoy a 22-day roundtrip voyage departing San Francisco on *Ruby Princess*; a 17-day roundtrip cruise from Seattle on *Grand Princess*; and a new 16-day roundtrip Inside Passage voyage from Los Angeles on *Grand Princess*.

Princess' Alaska 2025 journeys will be available to book from 03 Aug - [CLICK HERE](#) for details.

QF on the Grapevine

QANTAS has been named as the official international airline of the 37th Annual GrapeFest, which is set to attract 200,000 people to Grapevine, Texas from 14-17 Sep this year.

Guest wineries from Australia's Barossa Valley will be featured at the event, such as Elderton Wine.

Contiki debuts in S Korea

THE Travel Corporation's Contiki brand has responded to a sharp rise in demand for trips to South Korea by launching its first departures to the Asian destination, with adventures set to kick off in Mar 2024.

The youth-targeted supplier has put together a nine-day journey starting and ending in the capital Seoul, with highlights to include a high-speed rail journey to Busan, a stopover at the UNESCO World Heritage town Jeonju (pictured), as well as a treat for dark tourism buffs - a visit to the Korean Demilitarized Zone (DMZ) to look over the border into North Korea.

Fans of Korean music will also have the chance to strut their stuff in Gangnam, made famous by the global viral hit *Gangnam Style* from musician Psy.

Other highlights include the chance to visit the Awon Hanok Gallery, check out some of the country's most famous shopping



districts, and feast on a Korean BBQ dinner on the final night.

Treats also include a night on board a private yacht in Busan, attending a baseball game, and the chance for travellers to star in their very own K-pop music video.

South Korea's government has invested plenty of money over the last 10 years to raise its tourism profile through the arts, including backing the development of K-pop brands and many TV and movie projects, most notably the global phenomenon of *Squid Game* two years ago.

More itinerary details [HERE](#).

TTJ promotes Fiji

THE Travel Junction (TTJ) and Tourism Fiji have partnered on a new trade promo, with packages starting from \$1,999 per person.

The 'Fiji's Adventure Capital' six-day, five-night itinerary in Pacific Harbour includes Economy return flights on Fiji Airways, six days of car hire, and five nights accommodation.

There is also an eight-day 'Uncover Island Luxury' itinerary in Yasawa Islands - [CLICK HERE](#).

Don't demonise us!

THE slanging match between Qantas and Sydney Airport continued this week, with the carrier returning fire amid suggestions it is hoarding slots.

"There does seem to be some misdirected frustration from SYD because they wish...they could unlock more revenue...but we're not sure demonising your biggest customer is the way to go," Domestic CEO Andrew David said.

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New Caledonia



The Med on the fly

DUTY-FREE retailer Heinemann is bringing the wonder of the Mediterranean to Sydney and Gold Coast's airports via a new EuroSummer retail program.

International passengers travelling through the two airports can now start their European premium summer holiday early, with new duty-free pop-ups showcasing a range of products, including fragrances, skincare, sunglasses, and spirits.

A dedicated EuroSummer ambassador is also on hand to provide personalised advice.

Siya in South Africa

REPRESENTING "the best in South African excellence", professional rugby union player Siya Kolisi is now South African Tourism's new global advocate.

He is fronting a new campaign which sees the rugby captain entice travellers to celebrate the country's excellence, such its diverse landscapes and wildlife.

BESC enjoy day in the sun



THE Business Events Sunshine Coast (BESC) team held the first of its 'Sunshine Soiree' networking events last week in Sydney, showcasing the Queensland region as an ideal destination to host conferences, events and incentives.

More than 50 of Sydney's leading PCOs, corporate, government, association, and incentive event buyers and agencies gathered at Terrace on the Domain to connect with 14 Sunshine Coast operators, including venues, accommodation,

attractions and tour operations.

Sunshine Coast breakfast radio host Sam Coward emceed the event, regaling delegates with his sunny disposition and extensive local destination knowledge, with a range of prizes also given away.

The next soiree event will take place in Brisbane at Australia Zoo on 01 Sep, before wrapping up in Melbourne at the end of Oct.

Pictured: Ali Thompson, VSC BE; Shari Carr and Belinda Tilling, BEL Events; and Alana Hay, Milestone Creative Australia.

Shorter but more

MORE than two-thirds of Australians (68%) are swapping out big overseas holidays for smaller, more frequent trips closer to home, according to new research from Travel insurance provider InsureandGo.

The survey of 1,001 Aussie adults showed that nearly half (44%) are opting for domestic trips over international jaunts, due to the rising cost of air travel and flight delays/cancellations experienced in 2022.

Despite a fall in overseas travel intentions among Aussies, new research from Amadeus company Outpayce revealed that on a global scale, consumers plan to spend 28% more on travel over the next 12 months - making it the highest priority discretionary spend category.

In fact, 47% of respondents said international travel was a "high priority" (up 12% from last year), while 36% said domestic travel was high on the list (a 13% increase versus 2022).

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A Vor-tastic evening in Canberra!

LAST Thu, Viking hosted its first regional Vor night in the nation's capital of Canberra, with travel agents sailing in with record attendance.

The night was filled with exclusive insights into Viking's adventurous plans, including the launch of 14 new river ships by 2026, including three Nile vessels and 10 new ocean ships by 2030.

While it's clear that Viking's fleet is setting sail for exciting horizons, the event wasn't just a treasure trove of updates, with agents also having the chance to channel their inner Viking in friendly games and competitions.

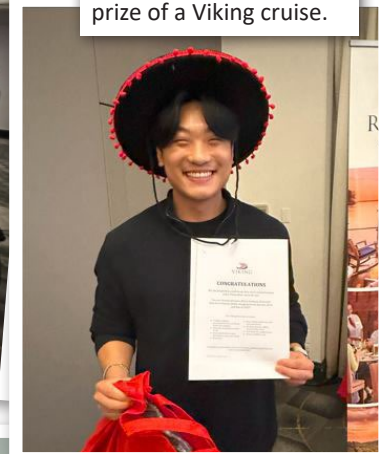
What were the stakes? A Viking cruise and Rewards by Viking points, of course!

Erin Skyora, Travel Associates Gungahlin, Thea Bainbridge, Jamison Plaza Travel Associates and Stephanie Fung, TravelManagers (who journeyed all the way from Sydney) emerged the champions of the night, winning the Viking quiz and a Viking cruise for two.

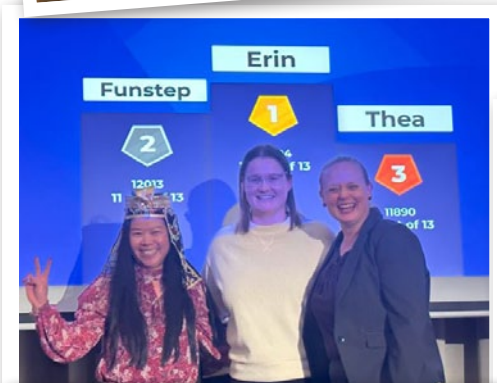
JOSH Hamm from FCTG winning the grand prize of a Viking cruise.



AGENTS had a "Vor"tastic evening, all smiles and laughter throughout the night!



RAMON Drew, Viking, Amber Stuart from Travel Designers and Andrew Gill, the emcee for the night.



STEPHANIE Fung, TravelManagers; Erin Skyora, Travel Associates Gungahlin; and Thea Bainbridge from Jamison Plaza Travel Associates.



ANNE Williams from Travel Makers.

Scenic unveils Africa

SCENIC Luxury Cruises & Tours has unveiled its new 2024/2025 Africa Land Journey collection, featuring premium visits to African nations Kenya and Tanzania.

The new brochure features seven luxury journeys, also spanning Zimbabwe and South Africa, and includes the Blue Train, one of the most luxurious rail journeys in the world.

New for next year is the Grand African Safari, on which guests will have the opportunity to visit Sheldrick Wildlife Trust in Nairobi, where they will be able to view baby elephants enjoying a mud bath and feed time.

View the brochure [HERE](#).

Four Seasons in Florida

FOUR Seasons Hotels and Resorts is set to debut in Jacksonville, Florida in 2026 as part of the waterfront Jacksonville Shipyards development.

Positioned on the banks of St. Johns River, the new luxury hotel and private residences will be adjacent to the Sports Complex and a proposed 'Stadium of the Future', which will host national and international sport and entertainment events.

The Four Seasons property will offer 170 rooms and suites, 26 Private Residences, four dining and lounge outlets, a spa, pools, gym and much more.

SOUTH ASIA DMC APPOINTS REP

EXCLUSIVE

LUXURY Travel Marketing has this week expanded its client portfolio, partnering with Distant Frontiers to represent the company in the Australia & New Zealand markets.

The Destination Management Company (DMC) specialises in organising tours in India, Nepal, Bhutan and Sri Lanka, backed by an entrenched reputation of 27 years and a whopping 24 offices across India alone.

Distant Frontiers leverages the infrastructure and buying power of its large network in the region to provide partners with "intimate and personalised service", and is a fully owned subsidiary of Travel Corporation of India Limited, which is owned



by Fairfax Financial Holding, a Toronto-based financial services company.

Luxury Travel Marketing is led by Managing Director Margi Jansma and Co-Director Lauren McAlpine (pictured), with the latest client

win adding to the company's existing product representation in Africa and South America.

It's important to note that Distant Frontiers' incentive business will continue to be represented by PillowMINT.

Bye bye to Palazzo Versace, hello to the Imperial

PALAZZO Versace has transformed into the Imperial Hotel Gold Coast, marking the start of a new chapter for the five-star resort.

The hotel's 200 rooms will undergo some refurbishments to reflect its new chapter, however its iconic exterior and Imperial suites will remain unchanged.

The iconic antique chandelier will continue to greet guests upon their arrival at the property, while the lobby's rich furnishings and bespoke tableware will also remain in

place to preserve its appeal.

"We are thrilled to welcome our first guests," General Manager Richard Clarke said.

"The Imperial Hotel will retain the essence of Palazzo Versace's grand legacy, and will continue to offer guests the highest standard of luxury and impeccable service to ensure an unforgettable stay.

"With the dawn of the Imperial Hotel, we are committed to exceeding expectations and redefining the boundaries of luxury hospitality," Clarke added.

Pursuit delivered

SEABOURN Cruise Line has taken delivery of *Seabourn Pursuit*, the brand's second purpose-built, ultra-luxury expedition ship.

The official handover ceremony at the T. Mariotta shipyard in Genoa paves the way for *Pursuit* to enter service on 12 Aug, when she will begin the first of five voyages in the Mediterranean.

Following this, the highly anticipated *Pursuit* will embark on two voyages across the Atlantic.

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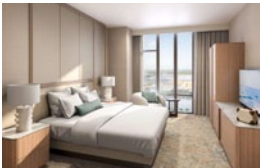
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Sheraton Phu Quoc Long Beach Resort, located on the pristine coastline of Vietnam, has completed an elegant update to its guestrooms and public spaces as part of a multi-phase transformation. The changes see the lobby area serve as a gathering space next to &More by Sheraton, a newly-designed intimate communal area for its guests. Along with the new lobby, all of the guestrooms have received new furniture and redesigned furnishings.



The 175-key **Aloft Santa Clara** in California has recently completed a multi-million dollar renovation with new furniture, carpets and paint added into the hotel. Located in San Jose, the hotel's renovation covers the lobby, guestrooms lounge, gym and the outdoor pool, updated with a moody colour palette. The hotel also offer plenty of culinary options and meeting spaces to better suit all kinds of guests.



Hilton West Palm Beach has completed a US\$25 million dollar transformation to its guestrooms, four dining destinations, pool deck and interiors. The reimagined property comprises 400 rooms, including 43 suites, which now feature floor-to-ceiling windows, marble countertops and stylish touches. The revamped lobby now welcomes its guests with a panoramic view of the pool deck, as the pool has added six new cabanas with TVs, mini fridges, and more.



The kitchen table at **W Singapore** has announced the launch of a new dining experience. The culinary team has designed the new menu based on three pillars of local comfort food, plant-based products and woodfire specialties. Keen diners can now savor the new menu, with the dishes promised to "encapsulate the heart and soul of the kitchen table".



Pevonia is now the most prominent skincare product brand to serve all of **Tanah Gajah's** guests at The SPA. The Pevonia Caviar & Pearl Luxe facial is the most opulent treatment on the menu, joining a new 90-minute anti-aging experience and a two-hour Pevonia Divine Tropical Escape treatment. Each spa suite is now also equipped with a private changing area and bathroom.

ILTM bears fruit for PTMs



THE ILTM Asia Pacific Travel Forum has proved fruitful for TravelManagers, with Operations Manager Troy Coelho returning from Singapore with exciting luxury travel opportunities for the network's personal travel managers (PTMs).

Coelho (**pictured**) was able to connect with 580 luxury providers covering Europe, Africa, the Middle East, Asia Pacific and space travel, allowing him to strengthen existing partnerships as well as form new ones.

"It was also a great opportunity

to gain fresh insight into the luxury travel market, based on the findings from a recent survey of the habits of luxury travellers," he shared.

"Eighty percent of the survey's respondents confirmed they intend to work with a travel agent for their next holiday, citing their in-depth product knowledge & an ever-changing travel landscape."

"As a result of our first attendance at ILTM Asia Pacific, TravelManagers has secured a number of exciting opportunities for our PTMs," Coelho enthused.

The Chat

with Jenny



A Conversation with
Jodie Hart

of Oceania Cruises &
 Regent Seven Seas Cruises

[CLICK HERE to listen](#)

Travel Daily





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