# Travel Daily First with the news

Monday 21st Aug 2023



#### Today's issue of TD

**Travel Daily** today features eight pages of the latest news, plus a full page from The Travel Junction and a product update from AAT Kings.

#### **AAT Kings savings**

**AAT** Kings is offering up to 15% savings on over 400 tour departures in 2024 until 31 Oct, following the release of its new program for the 2024/25 season, which includes journeys across Australia and New Zealand.

For details, see the back page.

#### N America warning

**DFAT** has issued warnings for travellers in Mexico and the United States as Hurricane Hilary makes landfall in North America.

Aussies are being told to monitor local media for possible evacuation orders for southern and central California and Mexico's northern state of Baia.

### Webjet unveils Multi-City

**WEBJET** has announced the launch of its new flight search tool, Multi-City, which makes it guicker and easier for travellers to research and book complex multi-city trips.

With access to flights from hundreds of airlines and over 3,000 destinations, the automated technology allows Australians to customise their itinerary by combining different airlines on each leg of the trip, maximising the time to save time and money, as well as create more stopovers.

Customers can purchase up to six flights at a time via the Multi-City tab on the Webjet website or mobile app in three steps, starting with searching the departure city, destinations and travel dates to see flight options.

Users can then select flights based on their personal preferences, and book by entering passenger details and finishing the payment process.

"Aussies are known for taking an ultimate bucket list overseas trip...but in the current economic climate, value is a growing driver of travellers." Webiet OTA Chief Executive Officer David Galt said.

"Traditionally, travellers relied on seasoned travel agents to create complex itineraries...now Aussies can effortlessly plan and book a Multi-City trip themselves online in minutes, thanks to Webjet's cutting-edge automated technology," he added.

To celebrate the launch, Webjet is offering \$150 discounts on international Multi-City flights for bookings over \$1,000 made before 27 Aug.

The deal can be combined with Webjet's existing Bundle and Save offer, which unlocks hotel savings after customers make a flight booking on the platform.

For more information and to use Webjet's new Multi-City flight tool, CLICK HERE.

#### TTJ Thailand offer

THE Travel Junction (TTJ) is highlighting its eight-day Elephant Hills & Phuket package, which gives travellers the chance to meet the gentle giants of Thailand in their natural habitat.

Agents can earn 15% commission - see page nine.

#### NZ cruising back

AROUND 55 cruise ships are set to visit New Zealand over the coming summer season, more than had been planned in 2019-20 before the pandemic hit.

The insight was revealed by CLIA MD Australasia Joel Katz at New Zealand Cruise Association's conference in Christchurch late last week, adding that the ships will represent a combined 1,200 port days around the country, 145 above pre-pandemic numbers.

"Cruising may have returned late to this region, but it's clear we will catch up with other parts of the world swiftly," Katz said.





ော် Class is in session

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### Airports getting busier

**AUSTRALIA'S** airports processed more than 10.3 million passengers in Feb, almost double last year's numbers, new data from BITRE reveals.

The impressive growth was spurred by the return of overseas travel, with international airlines accounting for more than 2.4 million passengers carried in and out of airports around Australia up a huge 457% from Feb 2022.

Cairns Airport saw the biggest uptick in global travel, with international airline passenger numbers rising from just 111 people in Feb 2022 to nearly 28,000 in Feb 2023.

Overall, Sydney Airport took the largest chunk of the passenger pie, serving 2.75 million travellers throughout the month, followed by Melbourne (2.3 million) and Brisbane Airport (1.5 million).

Perth Airport recorded the largest growth in domestic and regional airline passengers by far, up from 204,000 in Feb 2022 to over half a million in Feb 2023 an increase of 186%.

Despite the promising growth, Australia's total airport traffic levels are still 15% below the prepandemic level, with nearly 12.2 million passenger movements recorded in Feb 2019.

International passenger movements are still lagging behind, with levels 25% below the equivalent pre-COVID period, while domestic figures are closer to catching up, down just 11% in Feb 2023 compared to Feb 2019.

#### Be wild and win!

**AURORA** Expeditions is calling on photographers to share their best images capturing the wonders of the wild for the chance to win a share of a \$10,000 prize pool.

Entries can be submitted until 17 Sep - for details, see HERE.



#### WIN 2 TICKETS TO NORTH AMERICA!

Learn everything you need to know about Air Canada with our Global Sales University online courses for a chance to win 2 x Economy tickets from Sydney or Brisbane to North America!



GET STARTED

#### MH boosts wireless

**MALAYSIA** Airlines has inked a new deal with Viasat Inc to install its wireless In-Flight Entertainment (IFE) system aboard its Boeing 737-8 fleet.

The first jets equipped with the fast wireless tech is expected to be delivered by the end of Aug, which will offer passengers enhanced in-flight experiences through the wireless IFE system, MHstudio, providing access to over 500 on-demand entertainment options and shopping experiences.

#### **VA Flight Frenzy**

VIRGIN Australia has launched a five-day Flight Frenzy sale, with more than 500,000 discounted flights for departure dates between 11 Oct 2023 and 20 Jun 2024, including one-way tickets from Brisbane to Sydney for \$49.

Flights to Bali, Fiji, Tokyo and more are also on sale - for details, and to book, CLICK HERE.

#### Auckland circles in the air on runway

THE planned upgrade of a second runway at Auckland International Airport has been reportedly pushed back by 13 years on the back of lowerthan-expected demand for international travel.

The major Kiwi hub revealed that 2018 passenger levels will not return until at least 2026, creating less urgency around the need for more runway capacity.

While the airport has knocked back the project, plans will still go ahead on a number of capital expenditure projects, including an expanded international arrivals hall and a larger domestic airfield.

The NZ\$1.5 billion development will include NZ\$1.1 billion in upgrades for the domestic terminal building, which will also incorporate a new baggage system and cargo precinct.

Funding will be partly sourced by increasing pax fees for airlines.





There's never been a better time to lock in your client's Viking voyage. With river prices increasing next month, if you book before 31 August, you'll secure the best fare for your client and go in the draw to win \$10,000 in Rewards by Viking points, exclusively for you. See website for full T&Cs and permit number



## TravelDream FiftyUp deal

#### MELBOURNE-BASED

online travel deals specialist Traveldream has announced a new partnership with the FiftyUp Club, powering the organisation's new travel division by offering "unprecedented discounts".



Formed in 2013 to use the combined power of Baby **Boomers and Generation Xers** to access exclusive deals, the FiftyUp Club is moving into travel, with Traveldream founder Paul Mercuri saying the partnership takes his company's total reach to over 730,000 Australians.

"We are so excited to bring our best-selling deals to the FiftyUp Club audience and expand the opportunity to save on travel to even more Australians," he said.

Mercuri, who was formerly Head of Travel at Kogan, said the product range included luxury international and domestic trips, cruises and group tours.

#### Canada trains impact

TRAIN travel in Canada on services such as VIA Rail and Rocky Mountaineer have been disrupted by ongoing wildfires raging across the country.

Blazes in the Thompson Okanagan region of British Columbia have halted some services, along with some road closures on Highway #1.

BC is now under a Provincial State of Emergency, with travellers being asked to cancel non-essential travel to the Central Interior and Southeast of the BC province in order to support the needs of wildfire crews, first responders and evacuees.

Destination BC is advising agents to monitor **HERE** for updates.



#### Look who we Thor at the soccer!



#### **AUSSIE** Hollywood superhunk Chris Hemsworth, his megastar wife Elsa Pataky and family enjoyed last night's fast and furious FIFA Women's World

Cup final in Sydney courtesy of FIFA airline sponsor Qatar

Barracking for Pataky's Spanish homeland, they would have been all smiles after Espana took home the trophy, beating England's Lionesses 1-0.

Hemsworth is pictured above in the Qatar Airways skybox at Stadium Australia with CVFR Travel Group's COO Nidhi Nijhawan and CEO Ram Chhabra.

#### **FCM** wins WES

**FLIGHT** Centre Travel Group's corporate travel division, FCM, has landed the travel contract for Aussie conglomerate Wesfarmers across Australia and New Zealand.

Wesfarmers employs about 120,000 people with key retail brands including Bunnings, Kmart, Target and Priceline.

FCM is now live with new travel systems for 16 businesses across the Wesfarmers group.







#### Who wants an England shirt?



THE Matildas loss to the English women's soccer team last Wed was disappointing for all Australians - but particularly Collette's David Farrar, who lost a bet, meaning he was forced to wear an England jersey during the weekend's Express Travel Group Conference in Singapore.

The winners enforcing the wager were of course proud Brits: Collette's James Hewlett and Richard Taylor from ATIA **pictured** with the luckless Farrar, who have

now agreed to put the item up for auction, with all proceeds going to the Beyond Blue mental health charity.

Taylor is starting the bidding at \$50 - a pittance for a shirt which has become a priceless memento not only of the World Cup in Australia but also because it's been worn by a true Australian travel industry legend.

People can lodge their bids for the merch (and comments) by CLICKING HERE.

# TOURISM & EVENTS, A LOVE STORY FOR THE AGES? CLICKHERE TO READ trave|Bulletin

#### Viking Egypt ship

VIKING Cruises has formally named its newest Nile river vessel, with Viking Aton's ceremonial godfather being Richard Riveire, the interior designer of the line's river, ocean and expedition vessels.

Aton is an identical sister ship to Viking Osiris with capacity for 82 guests, operating the line's Pharaohs & Pyramids itinerary. More in today's Cruise Weekly.

#### New tough luggage

**TRAVEL** products maker Duravo has launched the "toughest, yet lightest carry-on suitcase in its class" made with material which is also used in bulletproof vests.

The Flexshell composite is five times the strength of traditional plastics, with Duravo's Matt Muhr saying "we've beat the #@&! out of our products...every time they've emerged looking great and functioning like new".

See duravo.com for details.



TALK about active diplomacy, Italy's embassy in Albania has covered a bill for four Italian tourists in the country after they skipped out on the bill.

To ensure there were no hard feelings between the two European nations, Italy decided to cough up around €80 after reports of the dishonest Italians started circulating on Albanian TV.

"The Italians respect the rules and pay off their debts and we hope that episodes of this kind will not happen again," a spokesperson for the Italian Embassy said.

"A few dishonest individuals cannot embarrass a nation." Interestingly, the owner of the unnamed restaurant said the tourists complimented the chef before absconding.



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#### TTC makes travel matter



**TTC** Tour Brands recently partnered with Switzerland Tourism for its first Make Travel Matter Swisstainable global agent famil last month.

The group of 34 agents, including eight Aussies, were Helloworld top-sellers from the TTC Tour Brands Swisstainable Helloworld sales incentive that ran in Mar and Apr this year.

The agents experienced TTC's Luxury Gold, Insight Vacations, Trafalgar and Costsaver brands while discovering the sights, sounds and tastes of Switzerland.

Highlights of the seven-day famil included mountain views aboard the Glacier Express, visiting the mighty Matterhorn, discovering Lucerne, St. Moritz and Geneva, as well as learning about sustainable restaurants, biodynamic wine production and innovative transportation.

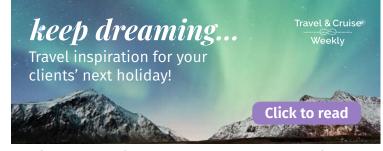
Pictured: Lisa Anne Gair, Travel & Cruise Belrose; Veronica Wegner, Phil Hoffman Travel; Dylan Humphries, Helloworld Goulburn; Linda Sharpe, Gippsland Travel Centre; Maria Macri, Helloworld Macarthur Square; Joanne Brammer, Helloworld Revesby; Rachel Wooldridge, Helloworld Mackay; and Anthony Harris, Helloworld Kotara.

#### Avis drives better

**CAR** hire company Avis Australia has released the next iteration of its Driven By Better brand campaign, featuring a couple gliding gracefully on a travellator through an airport terminal.

The latest push was created by newly appointed Host/Havas watch the full video HERE.





#### Mel turns Indigo

**HOTEL** Indigo Melbourne on Flinders has opened its doors, marking the IHG brand's Melbourne debut, following Proinvest Group's acquisition of the former Holiday Inn property.

After undergoing a \$20 million refurbishment, the 216-key boutique hotel features a 'lights, camera, action' themed design with bright, bold colours and artworks, and a new Spanish taperia bar and restaurant.

#### Big CX milestone

**CATHAY** Group in Jul surpassed the milestone of more than two million passengers carried in a single month for the first time since the pandemic.

The company's main line carrier and namesake Cathay Pacific carried a total of 1.7 million passengers last month, an increase of almost 700% compared with Jul 2022.

Cathay's revenue passenger kilometres increased 421.6% year-on-year, while pax load factor increased by 16 percentage points to 89.3%, and available seat kilometres was up 328.2%.

#### Finnair CEO departs

**TOPI** Manner has revealed plans to exit Finnair as its CEO to pursue a career in the telecommunications sector

The airline's chief, who has been with the company for close to four years, will remain in his role until Mar 2024.

Manner presided over a challenging period of crisis for the carrier, including the pandemic and the Russian invasion of neighbouring Ukraine.

A successor is yet to be named, with a search now underway to find a replacement.

#### Travel > emergency

**MORE** Australians are saving for a holiday than building an emergency fund, with 4.4 million of us squirrelling money aside for a vacation, according to Finder.

A survey conducted by the comparison site found almost one in four Australians (22%) are primarily saving for a holiday right now, while just over one in six (17%) are building an adequate emergency fund, and one in eight (13%) can't afford to save any money at all.

#### **AUSSIE SPECIALIST PROGRAM TRAINER LONDON-BASED**

Tourism Australia (TA) has an exciting opportunity for an Aussie Specialist Program (ASP) Trainer/Coordinator to join its London team. This is a rare opportunity to join one of Australia's prestigious brands, representing TA and the State & Territory Organisations (STOs).



The Trainer/Coordinator role conducts all face to face and online destination training of qualified ASP agents and works in recruiting new agents to register for the program. The role will be responsible for the training and communication strategy within the Northern European markets (Finland, Sweden, Norway, Denmark, Netherlands & Belgium) and will be responsible for the implementation and execution of engaging training programs and events aimed at agents with novice to expert levels of knowledge. Destination knowledge of Australia is therefore a must. As this is a UK based role, the correct candidate must have rights to work. Relocation costs must be covered by the successful candidate.

Click here to learn more and apply

Applications close 12 September 2023





#### Travel Daily Learn more about **Italy with Travel Daily Training Academy**

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## ATIA rebrand a good idea but premature

David Beirman is an Adjunct Fellow, Management & Tourism at the University of Technology Sydney.



via email to feedback@traveldaily.

AFTA'S decision to rebrand itself as ATIA (Australian Travel Industry Association) (TD 15 Aug) is a good idea in principle.

However, a close look at the extent of its representativeness of the Australian travel industry shows that it falls well short of the branding.

In fact, even AFTA's CEO Dean Long has acknowledged that the branding is more aspirational than actual.

ATIA can legitimately claim to represent travel agents, consolidators, some wholesalers (many of whom are also members of CATO and ATEC neither of whom seemed to have signed onto ATIA) and there is some affiliation with GDS providers such as Travelport, Amadeus and Sabre.

Travel Agents are a significant part of the Australian travel industry **BUT THEY ARE NOT THE** TOTALITY OF THE INDUSTRY.

The concept of a genuinely representative and collaborative association of the Australian travel industry would be very welcome as the industry's ability to be a powerful lobby group for government support is undermined by its fragmentation.

A quick look at the industry's key sectors shows that an association that includes all or most of these sectors would be needed for a genuine ATIA to

exist and realise the collaborative outcomes that ATIA states that it wants to achieve, these include:

Principals - Transport: airlines, airports, rail operators, car rental providers, coach lines, accommodation.

Providers: Hotels, motels, pubs, caravan parks, Airbnb, guest houses, backpacker accommodation, attractions and attraction operators, cruising companies and CLIA members, ferry and sailing operators, tour guides, outbound and Inbound

The brand of ATIA is aspirational and misleading... an objective view suggests that it should be the subject of a

re-think.

tour operators, international, national, state, local destination marketing organisations, event and convention venues, government tourism ministries at all tiers of government, DFAT, Austrade, Customs, Defence, Passport Office, restaurants and

#### Intermediaries and retailers

- Travel agents, consolidators, GDS companies, tech interface companies such as Tramada, inbound and outbound wholesale tour operators, visitor information office, online booking operators, travel goods retailers, financial institutions and currency exchange providers.

Training and education university and higher education schools of tourism (CAUTHE), TAFE and vocational training providers, private travel and hospitality colleges, in-service training provided by travel agencies, wholesalers and airlines, secondary schools, Tourism Training Australia, and Australian travel careers councils.

Media - industry online and print publications (such as Travel Daily and travelBulletin), Australian Society of Australian Society of Travel Writers - TV, newspaper, magazine and radio

> travel sections and programs devoted to travel, travel-related blogs.

I can assure you that the above list is far from complete but based on the above, ATIA represents a very tiny slice of the Australian travel industry and I would have to conclude that based on the above, the brand of ATIA is aspirational and misleading.

While I'm sure this is not intended by the leaders of ATIA, an objective view suggests that it should be the subject of a re-think. Governments will not

be fooled into throwing money at an organisation whose name suggests a grandiose exercise in smoke and mirrors.

With AFTA they knew exactly who and what they were dealing with and to the credit of Dean Long and his predecessors, AFTA gained significant government support for its members during and after COVID-19.

A genuine ATIA would operate on the Canadian model of TIAC (Tourism Industry Association of Canada), which actually does include most of the key sectors of the Canadian travel industry and has done so for many years.

I hope that ATIA's aspirations matches Canada's reality.

#### Swisshotel Malaysia

**ACCOR** is expanding its portfolio in Malaysia by bringing its Swissotel Hotels & Resorts brand to the Southeast Asian country for the first time.

Set to open in 2028, Swissotel Genting Highlands will be located at an altitude of 915 metres in King's Parks, Genting Highlands, a popular tourist area which attracts more than 41 million visitors per year and is known for its cool climate and unique flora and wildlife.

Accor has partnered with Crowne Estate Malaysia on the project, marking the first strategic alliance between the two organisations.

"The signing of Swissotel Genting Highlands in one of the most popular destinations in the country for locals and tourists alike, further strengthens Accor's leading position in Malaysia's hospitality industry," Accor CEO for South & Southeast Asia, Japan, South Korea and India, Garth Simmons, shared at the signing ceremony.

#### Aiden's Perth debut

**BWH** Hotels is bringing its new lifestyle boutique brand, Aiden, to Western Australia for the first time, joining Aiden Darling Harbour, which opened in 2022.

Located in the new-build, urban precinct Sydney Charles Quarter (SCQ) in West Perth, the upper mid-scale hotel will feature 80 hotel rooms and 40 apartments with baloncy access spread across six storeys.

The property will also house a rooftop bar and restaurant, conference and event spaces, outdoor event lawn and pool with a poolside lounge area.

Guests staying at Aiden SCQ will be within walking distance of a gourmet supermarket as well as plenty of fitness, food and beverage offerings.

Mandala Hospitality Group has been selected to manage the hotel's operations.

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# Travel Daily

Monday 21st Aug 2023

LAST weekend's 2023 ETGX conference in Singapore saw hundreds of agents from across the Select Travel Group, Independent Travel Group, Alatus, italktravel & Cruise and **Independent Travel Advisors** networks gather for the first time since the recent takeover by Helloworld Travel Limited.

**HLO CEO Andrew Burnes was** in attendance, along with more than 50 preferred suppliers who showcased their offerings in presentations, a trade exhibition and lots of networking events.

ATIA's Dean Long and Richard Taylor were also on stage, while delegates were inspired by Aussie skiing champion Alisa Camplin before the final gala awards dinner - lots more photos online at facebook.com/traveldaily.





THE van Huisstede clan from top performing agency italktravel & cruise The Junction.



**HELEN** Paulus from Geelong Travel was one of the scores of winners on the night, taking home tickets from Thai Airways courtesy of TG's Pauline Leong.



the top Select Travel Group agents.

along some of their favourite toys.



discussion emceed by Richard Taylor, ATIA Director of Membership Experience.



t 1300 799 220



#### **BROCHURES**



Star Clippers - 2023-2025 Collection brochure Set sail with Star Clippers' luxurious, yet adventurous voyages as the cruise line unveils its 2023-2025 itineraries through a new brochure. Slated to elevate the art of sailing to new heights, the collection beckons travellers to immerse themselves in the world's most captivating destinations through the Caribbean, Central America, the Panama Canal and more. Star Clippers is also offering travellers a saving of up to

30% off on selected adventures, which are included in the brochure.



Collette - Classic & Small Group Touring 24/25 Collette's new worldwide travel guide for the 2024/25 travel season provides details on over 170 tours across seven continents. The 220-page travel guide consists of various travel styles, including the classic travel style, small group explorations and more. With the full itinerary and price embedded on each of the tours, travellers can select the most suitable package for their ultimate holidays. Up to 15% savings is available on select

tours to Europe & North America with Collette's earlybird sale.



#### Travelmarvel - Australia 2024

Featuring unique journeys in the Kimberley, Western Australia, Northern Territory, Queensland and Tasmania, the new Travelmarvel brochure informs travellers about premium tours at value Down Under. Ranging from six to 18 days, all of the journeys are slated to explore more of Australia through a series of land journeys, rail trips, 4WD remote experiences and more. Earlybird offers are currently available, with savings of up to \$3,600

per couple on offer on select itineraries.



Crystal - The Baltics and Northern Europe 2024 Crystal has unveiled its new brochure focusing on the renovation of its vessels, Crystal Symphony and Crystal Serenity, cruising in the Baltics, Northern Europe and the UK for the 2024 northern summer. Boasting reimagined spaces, the renovated vessels also offer award-winning dining and exceptional services, featuring nearly one staff member per quest, as well as the new Sapphire Veranda Suites and Junior Crystal Penthouse Suites on board.

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#### **Qatar Executive is all class**



QATAR Airways' private jet arm Qatar Executive recently invited Travel Daily aboard one of its Gulfstream G650ER jets for a tour of its premium aircraft.

The impressive interiors on the plane make for next-level comfort, with ionised air cleaning, and personalised menus, even from some of the carrier's favourite restaurants.

Capacity for the planes range between 10 and 13 seats, which can be converted to six sleeping positions, with the jets boasting a range of over 13,000km and a maximum speed of 950km/h.

Rates for the private jet

#### Yeah for the girls

**EXPLORE** Rockhampton has launched a new tourism campaign, 'Yeah the Girls', which is aimed at increasing visitation among its target market.

The campaign highlights some of the best visitor experiences in the Rockhampton region, and focuses on an authentic "country girls trip" in the destination.

experience will set groups back about \$15,600 per hour, creating a valid alternative per head for flying First class with flagship Qatar Airways, with a leg from Doha to London priced at approximately \$9,000 per person.

Pictured: The captain and crew aboard the Qatar Executive private plane welcome guests.

#### Thredbo injuries

**THREE** people suffered injuries after a chairlift detached from the ski lift at the Thredbo ski resort over the weekend.

The visitors, all aged in their twenties, fell several metres to the ground after a gust of wind dislodged the chair lift, Thredbo confirmed in a statement.

"There were no major injuries caused and no other guests or chairs were affected; Thredbo is committed to the safety of our guests and our people... the incident is being thoroughly investigated by SafeWork NSW and independent experts." the resort added.

## Travel Daily

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# 24/25 New Season AAT Kings

From Australia to New Zealand, Tasmania to the Top End, AAT Kings has the perfect tour for your clients.

Here's the insider scoop: imagine starting the day surrounded by an explosion of wildflowers in Western Australia – colours so vibrant, they practically dance in the breeze. How about witnessing a sunrise over iconic Uluru? The sky transforming into a canvas of unimaginable hues. Hold onto your hats because we are taking your clients deep into the heart of ancient wonders. Picture this: exploring Kata Tjuta and the Valley of the Winds, where history comes alive with every step. Milford Sound will leave your clients breathless with its majestic cliffs and cascading waterfalls, they will be

awed by the sheer natural grandeur of it all.

Guided by our friendly experts with premium inclusions and built-in flexibility, you'll become the dream weavers of their unparalleled adventures.

Plus, look out for the new AAT Kings and Inspiring Journeys MAKE TRAVEL MATTER® Experiences, directly contributing to sustainable tourism practices and AAT Kings commitment to How We Tread Right, goals that are anchored to the United Nations Global Goals for Sustainable Development. AAT Kings is surpassing their 2025 target, with MAKE TRAVEL MATTER® Experiences on 50% of tours.

As always, AAT Kings friendly staff are

with you every step of the way, from the Contact Centre in Sydney to Sales Managers across the country. Supporting you with 100+ years of expertise perfecting your client's holiday.

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