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Today's issue of TD

Travel Daily today features seven pages of the latest news including our Sustainability page, a photo page from Disney Destinations, plus full pages from:

- Norwegian Cruise Line
- Emirates
- Abercrombie & Kent

JQ has \$100m in credits

IN AN intense day of questioning yesterday at the Select Committee on Cost of Living in the Senate, Qantas was forced to reveal that its budget subsidiary Jetstar is still holding around \$100 million in passenger flight credits.

Jetstar CEO Stephanie Tully noted under questioning that the majority of the credits are held by Australian-based travellers, and that most of the outstanding credits were for a ticket price of \$100 or less.

The Jetstar credit figure is in addition to the publicly announced \$370 million of outstanding Qantas credits, which are due to expire on 31 Dec.

The Committee session also confirmed that the previously quoted \$370 million figure

refers only to Australian-based travellers, with a number of "less than \$100 million" worth of credits still being held by Qantas customers based overseas.

Meanwhile Qantas CEO Alan Joyce was also forced to defend his carrier's position regarding a rejected plan by Qatar Airways to double its capacity in Australia.

Joyce pointed to the flood of capacity from other international airlines since the Federal Government made its call to prevent the added QR capacity on "national interests" grounds.

"Since May, we've seen Singapore Airlines and China Southern announce they are putting on more capacity... that Qatar was after, so a lot of capacity has been added to the market and...it will bring down air fares quite considerably," he said.

"QR can still add a lot of capacity to this market the way the bilateral agreements work, they could add bigger aircraft to the cities that they've been granted, they could add aircraft and services to cities like Adelaide Darwin, Cairns...there's nothing stopping them doing that."

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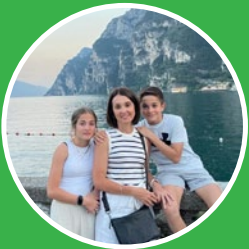


NJE adds new jet

REX Group's National Jet Express (NJE) will soon take delivery of its ninth 82-seat De Havilland Dash 8-400NG plane.

NJE is an Australian charter airline headquartered in Perth, providing services primarily to the mining sector, with hubs also in Brisbane, Sydney and Melbourne.

itravel



CHONTELL GIANNINI

itravel Franchise Griffith NSW

“Being part of itravel meant great contacts and support within the industry. It's a boutique franchise, supportive and proactive with new ideas.”

LET'S TALK

MOBILE | FRANCHISE | LINK | LUXE

Trust invested in CT Partners

ONLY months after launching into the Australian market (*TD* 13 Jan), travel management brand Traveltrust has this week formally joined the independent buying network CT Partners.

Traveltrust MD Noah Meyerson said one of the drivers behind joining CT Partners is the buying power access the company will get to pivotal elements of the travel booking ecosystem, such as air tickets, car hire, hotels and technology.

“We felt that the partnership with CT Partners was the right fit for us as a boutique-yet-global TMC, newly arrived in the Australian market,” he said.

CT Partners CEO Matt Masson added that he is “delighted” to help Traveltrust grow and expand their local operations.

Vantage to be reborn

AURORA Expeditions has confirmed that a new brand is on the way to market, offering travellers ocean and river cruises, as well as a new land product.

A spokesperson for the cruise company revealed today that following its purchase of brand assets in the collapsed US travel company Vantage Deluxe World Travel (*TD* 10 Aug), Vantage Explorations will be formally launched as a new Aurora brand over the next couple of months.

A customer service team has also been established to dialogue and assist with Vantage creditors.

“They are a highly regarded business in the UK and US, with a strong track record of innovation and growth and their values and approach align with CT Partners,” Masson said.

Traveltrust is a global concierge travel service specialising in corporate and leisure travel solutions, as well as policy and expense management.

The company has offices in London, San Diego, & Hong Kong.

Eva inks NDC deal

TAIWANESE carrier Eva Air has extended its agreement with Amadeus, which will see the airline able to deploy NDC on a long-term basis.

The agreement allows Eva to roll out Amadeus' II NDC-sourced content powered by Altea NDC technology, allowing travel sellers to access a more diverse range of personalised offers.

More Eva promotions and news will be announced in the next couple of months.

Rail Europe



Unlock European Trains with Grant Robertson

Thalys News & Updates

- ♦ **Thalys:** Thalys is part of the Eurostar Group. Thalys trains connect passengers at high-speeds of >300kmph between Belgium, France, Germany and The Netherlands.
- ♦ **Facilities:** Each train offers free WiFi and a 'Welcome Bar' where passengers can pre-order food and drinks conveniently from their seats.
- ♦ **Interesting Fact:** From Oct 2023, Thalys trains will be called Eurostar. All the destinations served currently by Thalys and Eurostar will be accessible and seamless from a customer experience perspective. Booking them as an agent through Rail Europe will also be seamless.
- ♦ **Expert Tip:** The booking horizon for Thalys trains is currently four months. The earlier you book, the more you will save.

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A third season for *Disney Wonder*

DISNEY Cruise Line will deploy its *Disney Wonder* ship in Australia and New Zealand once again for the 2025/26 season, with port schedules confirming the company's long-term commitment to the local market as anticipation builds for *Wonder's* maiden arrival in Oct.

Sydney port schedules confirm *Disney Wonder* will be back in local waters in Oct 2025.

MEANWHILE Disney last night announced the imminent launch of a dedicated cruise training app at its first Disney Days event of the year.

The 'Magic Ahoy!' app will feature a 10-day virtual cruise, insider tips, prizes, and more.

More in today's **CW** and **page 6**.

THL back in the black

NEW Zealand-listed Tourism Holdings Limited (THL) this morning reported a \$49.9 million net profit after tax, with the strong result showing a \$52 million increase on the prior year.

CEO Grant Webster said "we believe it's one of those times to reflect and celebrate", with the last 12 months seeing a host of achievements, including the successful Nov 2022 merger with Apollo Tourism & Leisure.

"We have been incredibly active as an organisation, not only with the momentum in integrating THL and Apollo, but across all aspects of our business, opening new locations, launching a new fleet and driving forward with our sustainability initiatives, all while managing the return of international tourism and delivering a record result".

The company declared a 15c per share dividend, and also rewarded each of its 1,800 strong staff team with a bonus of \$1,000 worth of THL shares.

THL noted an 85% uplift in average motorhome rental

Hot Virgin NT sale

VIRGIN Australia has launched a flight sale on Northern Territory services, with a quirky twist reducing one-way Economy fares by an extra \$10 if the difference in temperature between Darwin and Melbourne/Sydney exceeds 10 degrees Celsius.

Even on more temperate days the tickets are priced from \$149 one way, with the sale fares on offer until midnight this Fri AEST for travel on select services between 11 Oct and 30 May.

HAL UK homeport

HOLLAND America Line has announced that its *Nieuw Statendam* will be based in Dover, UK during its Europe 2025 program which overall focuses on longer sailings and more overnight calls.

yields in Australia in FY23, while forward bookings in NZ are showing strong growth on the prior corresponding period during which borders were still opening.

The company continues to grow its fleet, which globally now comprises more than 7,200 vehicles, and is expected to climb to about 9,500 in two years.

Webster said "the tourism industry is in a positive position [and is] ready to be a key driver of the economies in New Zealand and Australia in particular over the coming 12 months".

AY, BA boost pact

FINNAIR and fellow Oneworld carrier British Airways have confirmed an expansion of their codeshare agreement to include Nigeria, with AY flight numbers on BA services from London Heathrow to Abuja and Lagos effective from 29 Oct.

SMB back in action

SMB Communications owner Saskia Baker has returned her marketing agency to active status this week after a period on maternity leave, inking two clients this week.

Sydney-based Railway Adventures and Melbourne-based International Rail have rejoined SMB after both were forced to hibernate during COVID, however, according to Baker both brands are now closing in on pre-pandemic booking volumes.

"Both Australian owned and operated, these long-standing operators have fully recovered from the pandemic and seeking to retain the positions they once held within the trade industry," Baker said.

International Rail Australasia sells rail passes and tickets in markets such as Europe, North America, Asia and Australia, while Railway Adventures offers rail tours in destinations like Norway, Sri Lanka and Australia.



Window Seat

IT WAS a rough day for Alan Joyce and his Qantas executive team when they fronted up to a fiery Select Committee on Cost of Living yesterday, but perhaps the biggest burn for the under-fire team came via a snide comment.

When the questioning of Joyce was running longer than scheduled, he was asked if it was okay to stay for another 30 minutes rather than having to come back.

However, when Joyce looked at his watch and said he had a flight to catch, one Senator jibed it would be okay because surely "it would be delayed".



2ND EDITION

2024/25

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- King George River flightseeing
- Willie Creek Pearl Farm experience
- Horizontal Falls flightseeing



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A Thai treat for Brissy agents



SINGAPORE Airlines (SIA), Tourism Authority of Thailand (TAT) and Minor Hotels hosted Brisbane travel trade at an info evening event last week.

Attendees enjoyed a sumptuous meal at Siam Samrarn Thai restaurant, while learning about the diverse flight, destination, and accommodation offerings available across Thailand.

SIA highlighted the flight connections on offer from Brisbane through to Bangkok and Phuket, as well as to Krabi, Chiang Mai and Hat Yai with low-cost carrier, Scoot.

The Queensland travel agents present also heard from Minor Hotels, who provided insight on its luxury flagship brand Anantara, as well as Avani Hotels and Resorts and NH Hotel offerings within Thailand.

Rounding off a wonderful evening, TAT took guests on a gastronomical journey through Thailand, featuring an array of delicious dishes.

Some lucky agents walked away from the event with great prizes, including Pat Singkaron from KA Travel, who won a return Singapore Airlines ticket to Bangkok or Phuket along with two nights at Avani Hua Hin and tours in Bangkok and Pattaya.

An incentive for Queensland agents was also launched at the dinner, with the Top Thailand seller to win a trip for two to Thailand - learn more **HERE**.

Pictured: Marcus Prince, Singapore Airlines; Singkaron; Peter Freeman, Helloworld Oxley; Busakorn Prommanot, Tourism Authority of Thailand; and Varun Mahjan, Minor Hotels.

URBAN AIR MOBILITY IS NO FLY-BY-NIGHT FAD

The once-fanciful aerial transport is now within reach, and aerospace manufacturers are furiously working on getting the concept of Urban Air Mobility off the ground.



[CLICK HERE TO READ](#)

travelBulletin

ATIA UPDATE

from Dean Long, CEO



IT HAS been a huge couple of weeks with the launch of ATIA, and I'd like to thank everyone for the feedback that has been overwhelmingly positive.

I'd also like to express my gratitude to our ATIA team who have brilliantly managed the transition.

This week the office is once again buzzing as we announced the businesses and individuals who have accepted an NTIA peer nomination.

With a record number of nominations this year, an astonishing 2,500 votes cast since voting opened yesterday and the numerous posts circling on social media, it's clear that there's huge interest in the travel industry's most prestigious awards.

Good luck to you all!

We also announced yesterday that for the first time we will be holding a welcome event on the Fri night prior to the awards.

We will be releasing details of the event shortly, but make sure you're in Melbourne on Fri 17 Nov so we can kick off the NTIA in style.

Week one of our new era began in Singapore at the brilliantly-run ETG conference, connecting with member agents, tour operators and wholesalers to spend time discussing the issues facing them.

We also attended the Labor

Party National Conference in Brisbane, speaking to ministers about the need for greater clarity on the Qatar Airways Bilateral decision and the Levy review (travel insurance).

On the matter of Qatar and air rights, ATIA has taken a formal position of supporting a pro-competition stance and fully supports the Qatar request for increased access to Sydney, Melbourne and Brisbane.

This week we saw the Assistant Treasurer Stephen Jones reveal the decision to not allow Qatar additional rights was primarily to support the national carrier, which was extremely disappointing and does not recognise the greater economic impact on the economy or the travel industry.

With international air capacity still well below 2019, those that can bring additional supply should be allowed to do so, especially in the case of national carriers from other nations that continued to operate through our closed borders.

This week Ingrid Fraser hits the road again to host key stakeholders at today's National Press Club, where we will hear from Dr Andrew Leigh who is currently conducting a review into price parity arrangements.

The NPC allows us to bring together like-minded associations, public servants, political advisors and our members to hear from the country's leaders.

Kenya axes VoA

VISAS on arrival (VoAs) are no longer being issued for entry into Kenya, with the move effective immediately following the abrupt introduction of a new Electronic Visa Application system.

The new platform is now live at evisa.go.ke, with prospective visitors required to register for an account with the Kenyan Government before applying for a single entry visa at a cost of US\$51 including handling fees.

The decision arrives after the African nation suffered a cyber attack on its systems last month.

Kenyan authorities were forced to temporarily shut down the system to investigate the attack.

Connect with Dubai

TRAVELLERS flying with Emirates through Dubai with minimum connection times between six and 26 hours (depending on when the ticket was booked and the class of travel) are able to take up a new Dubai Connect offer.

The promotion entitles travellers to complimentary hotel accommodation, transfers, applicable meals and a visa to enter the UAE and take in some of the sights and sounds of Dubai.

Hotels that are part of the program include the five-star JW Marriott Marquis Hotel and Le Meridien Airport Hotel.

View terms & conditions **HERE**.



TAT updates prog

THE Tourism Authority of Thailand (TAT) has unveiled 'The 2nd The One for Nature' project as it aims to promote a greater level of responsible tourism in the country.

Travellers from all over the world are invited to participate in activities online at tourismthailand.org/theonefornature, in a bid to elevate awareness and cooperation among international travellers, and foster responsible tourism practices in Thailand through international influencers.

It is the second phase of the initiative, which was first launched in 2020.

Pegasus climate

TURKISH low-cost carrier Pegasus Airlines has announced a new climate program in partnership with climate technology company Choose.

The program will offer passengers the ability to estimate the impact of their flights, and provides the option to voluntarily address each flight's emissions by supporting climate solutions.

"Our targets will require significant abatement actions in our operations and the infrastructure we use," PC CEO Gulluz Ozturk said.

AIR NZ TRACKS TOWARD NET ZERO

AIR New Zealand has provided an update on its path to becoming more sustainable, via its *2023 Sustainability Report*.

The report identifies four focus areas, including climate action, sustainable tourism, caring for New Zealanders, and driving towards a circular economy.

Among the carrier's major goals are achieving net zero emissions by 2050 and having 10% of its total fuel made up of sustainable aviation fuel (SAF) by 2030.

In 2023 the airline continued to build the foundations of its SAF program, including taking delivery of its first eco-fuel import to New Zealand and completing the first stage of its SAF domestic feasibility study.

The carrier will proceed to the second phase of the study in the

2024 financial year, committing more than NZ\$1.5 million towards assessing the viability of domestically produced SAF.

According to the progress report, SAF only made up 0.11% of the airline's total fuel in FY23, falling short of its goal of 1%, due in large part to SAF sources failing to meet its sustainability procurement criteria.

This year, the Kiwi carrier also trialled an internal carbon tax on its flagship ultra long-haul route, Auckland to New York return, to create a dedicated revenue stream which it can use to invest in sustainability initiatives.

The pilot has been extended for the next financial year, as well as expanded to include operations to and from Chicago and Houston.

The report goes on to identify potential barriers the carrier may face on its pathway to net zero, including a lack of government support for SAF adoption and next-generation aircraft development and use, as well as outlining strategic responses and solutions.

"The task is immense - aviation is one of the most difficult sectors to abate - but Air New Zealand's ambition to this transition is unwavering," the airline's Chief Sustainability Officer, Kiri Hannifin, said.

Over the next three years, Air NZ will work with partners to support the building, testing and certification of next generation aircraft, placing it on the path to flying the first commercial demonstrator flight from 2026.

Joyce calls on Govt to champion SAF

WHILE speaking at a Senate Select Committee on Cost of Living yesterday, Qantas CEO Alan Joyce advocated for the Federal Government to consider better ways to develop a greater volume of sustainable aviation fuel (SAF) locally.

The airline's chief argued that more local SAF production will help to insulate the local aviation market from big swings in global oil prices, while at the same time helping to bridge "a huge gap" in the country's energy independence.

Joyce added that "SAF could cut aviation emissions by up to 80% when compared with traditional jet fuel and also represents the most significant tool airlines have to decarbonise while still providing a critical service to the public".

Building a domestic SAF industry will also provide a major boost for jobs and economic growth in regional Australia and the broader community, he added.

QF has strongly argued for local SAF production in the past.

KE wears it well

KOREAN Air is turning old uniforms into upcycled first aid kits, as the flag carrier pursues even more avenues to address its lofty sustainability targets.

KE has donated 500 first aid pouches made from upcycled aircrew uniforms to Seoul Gangseo Senior Welfare Center and Incheon Yongyu Elementary School.

The first aid kits include essential medicines funded by employee donations such as fever drugs.

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Disney's magical night in Melbourne

AN EVENING filled with wonder kicked off the Disney Days roadshows for 2023 with a special cocktail party and event taking place in Melbourne last night.

Held in partnership with United Airlines and Brand USA, industry guests had the chance to sip on cocktails served on board Disney Cruise Lines ships, have their picture drawn by an AI robot, taste truly American s'mores, contribute to a photo mosaic, and a whole lot more.

Disney Parks and Resort Director for Travel & Business

Development APAC, Andrea Robinson, opened the event, thanking travel advisors for their ongoing support of Disney.

"Thank you so much for the incredible work that you do, you are the people that bring the Disney magic to the customers," Robinson shared.

Disney Travel Business Development Manager, Amy Mortlock, also announced a special travel agent offer for a trip on board *Disney Wonder* on the ship's exciting debut season

Down Under.

The deal, which will go live in the next few days, is exclusively for the 22 Dec sailing out of Brisbane, allowing agents to experience the magic of Disney Cruise Lines for themselves - more information **HERE**.

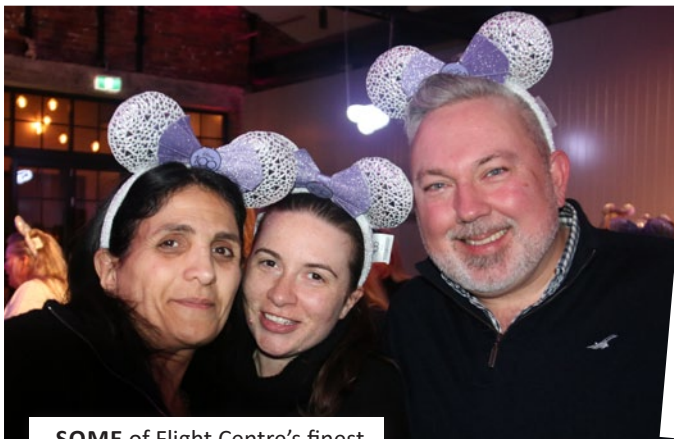
Disney Days roadshows will take place around Australia and New Zealand over the coming weeks, with expressions of interest closing soon - **CLICK HERE** for details.



TEAM Brand USA.



DISNEY'S Andrea Robinson and Amy Mortlock enjoying iconic Disney churros.



SOME of Flight Centre's finest.



MONEY

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

AU\$1 = US\$0.643

THE Australian dollar is off to a more positive start this week, aided by China's halved stamp duty on stock trades, as well as a call by the Bank of Japan to maintain its monetary policy, flagging a lower inflation rate than expected.

After dipping into nine-month lows against the US greenback at close over the weekend, the Aussie has recovered steadily against most global markets.

Wholesale rates this morning.

US	\$0.643
UK	£0.510
NZ	\$1.088
Euro	€0.594
Japan	¥94.19
Thailand	฿22.66
China	¥4.683
South Africa	11.97
Canada	\$0.874
Crude oil	US\$84.48

Bear with Quark

QUARK Expeditions has announced a new AI-driven partner portal, which includes the industry's first real-time virtual polar resource called Parker the Polar Bear.

The Partner Portal provides customisable promotional and marketing materials, incentives, and Quark's learn-from-anywhere PolarPRO training platform.

CLICK HERE to register for and learn more about the new furry and smart resource.

An out-of-the-box approach



ONE Travellers Choice agent has broken the status quo to solve her staff shortages problem - walking away with great results.

After many travel professionals in her region left the industry during the COVID shutdown and didn't return, Queanbeyan City Travel & Cruise owner Jenny Cooper said she "realised that I was going to need to rethink the way I rebuilt my team".

"Instead of looking for qualified staff, I decided to look for local people who had reputations for good customer service skills and were looking to change the direction of their lives."

Using word of mouth, Cooper recruited a local restaurant manager and a barista, who were attracted to the job because they "wanted a more rewarding engagement with customers and roles that allowed them to express themselves more creatively".

Travellers Choice helped facilitate training for the new-to-industry staff members through its customised professional

development program TC Pro.

Cooper also received assistance from the Federal Government via the Australian Apprenticeships Incentive Program, which was extended to cover travel consultants earlier this year.

Since then, Cooper has also welcomed a former Flight Centre staff member to the team, as well as a qualified agent who is returning to the industry after a 15-year break.

The NSW-based agent said the variety of skills and experience within the team is a huge plus, and that she wouldn't hesitate to look outside the industry for more staff members.

"Travel is a complex industry, but I think we've pigeon-holed ourselves when it comes to recruiting new people...we have to think outside the box - especially in regional areas - and consider what makes a great agent."

Pictured are Cooper's four new staff members: Carol Blazeski, Shamia McKenna, Melanie Robey and Michelle Laughton Bath.

India G20 delays

NEW Delhi is set to host the G20 Leaders' Summit from 08-10 Sep, which will result in heightened security at Indira Gandhi International.

Road closures and disruptions to public transport are also planned, and it may be more difficult for travellers to move through the city, Smartraveller is warning.

Australians are being advised to follow the direction of local authorities and monitor local media for updates.

Feel Club Med Vibes

CLUB Med has announced a complimentary Tropical Vibes Festival will take place at Club Med Phuket from 25-30 Nov.

The five-day festival will feature an extensive collection of activities, including international DJs and bands, which will be complimentary to Club Med's renowned all-inclusive offering.

The line up includes acclaimed Australian DJ Scott Pullen.

Air Vanuatu change

AIR Vanuatu's Brisbane-Port Vila flight schedule will be changed to help improve connection timings from 02 Nov.

The revamp will see flights depart from Brisbane at 1pm on Tue and 10.30am on Thu and Sat, while return services will leave on Mon at 4.45pm, Fri at 2.20pm, and Sun at 9am.

Air Vanuatu is also adding a fourth weekly service to its New Zealand schedule, which will be operated on behalf of the carrier by Solomon Airlines.

The added service will depart Port Vila on Thu at 3.15pm and return on Fri at 12pm.

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1 (one) Private Suite ticket to see **Taylor Swift | The Eras Tour** concert on one of the dates below:

- ◆ Friday 23 February 2024 at Accor Stadium, Sydney; or
- ◆ Saturday 24 February 2024 at Accor Stadium, Sydney

The ticket includes premium food and beverage, an outstanding view of the concert with an exclusive outdoor balcony and seating.

To ensure there's no Bad Blood, let's get to the End Game!

Head to our **Emirates Partner Portal** for further details on how to submit your eligible bookings.

[Find out more here](#)

*The prize is a single concert ticket only. Competition terms and conditions apply.

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