





Travel Daily First with the news

www.traveldaily.com.au Thursday 7th Dec 2023

Today's issue of TD

Travel Daily today features eight pages of news including Business Events News and a Bon Voyage photo page, plus a full page from Cruise Lines International Association.

Accor's SA Mantra

ACCOR has added the Mantra Tonsley Adelaide to its portfolio, marking a significant expansion for the brand in South Australia.

The recently opened four-star hotel targets both leisure and business travellers and features 88 rooms, a restaurant & bar, along with two state-of-the-art conference rooms.

"This strategic addition further solidifies our commitment to providing exceptional hospitality experiences across South Australia and in suburban hubs that see a high volume of corporate travellers," Accord said.

The hotel is running an opening special of 20% off room rates.

Western Gateway in full flight

EXCLUSIVE

WESTERN Australia is on track to reach 100% of pre-pandemic international aviation volumes by the middle of next year, Tourism WA Managing Director Carolyn Turnbull believes.

Speaking with *Travel Daily* this week while in Sydney, Turnbull said the aviation trend was pleasing - particularly in light of the extra effort and resources spent on positioning Perth as the 'Western Gateway' to Australia.

"I think we have been successful at landing extra carriers for a couple of reasons, one is WA being located in the same time zone as 60% of the of the world which really does put us on the radar of a lot of international carriers," Turnbull explained.

"We've seen a lot of success under our aviation strategy, securing 18 international routes."

The Tourism WA chief added that air access was vital for WA's

tourism economy more than any other state, namely because 95% of all visitors arrive via the air.

"Without those linkages, we are really quite restrained but the good news is that domestic aviation to WA is stronger than ever, international aviation is back to 90%, and we're confident that by mid-next year, we'll be back to 100% of pre-COVID volumes," Turnbull said. AB

SAA gears for PER

SOUTH African Airways (SAA) GM Sales and Marketing Carla da Silva revealed to local media that the carrier is looking to schedule Perth to Johannesburg services by next week for a Mar 2024 launch.

When contacted by **TD** for confirmation, the airline said "the wheels were definitely in motion" but that the carrier was still working through the logistics of a launch date with head office.

Brazil e-visa change

THE waiver period for Aussie travellers heading to Brazil is finally coming to end, with South America's largest tourism market overnight announcing the launch of an e-visa platform.

The application will set Aussies back a hefty US\$80.90 and will come into force from 10 Jan next year, following several false starts from the Brazil Government.

When completed online, the new e-visa will give Aussies access for five years and will allow multiple entries.

Those who already have a valid physical visa on their passport for the purpose of a visit do not need to apply for a new visa - more information can be found **HERE**.

Ride the wave now

IT'S time to ride the wave with CLIA and become a cruise destination specialist as the sector grows from strength to strength - see the back page.







Our members are here to stay: CATO

EXCLUSIVE

THE Council of Australian
Tour Operators (CATO) does not
anticipate losing any members
when it rolls out tougher financial
standards for its accreditation
scheme in Apr next year (TD 05
Dec), a spokesperson for the body
has confirmed.

"The addition of an independent external financial health check does not change the rights of any organisation that is part of CATO for the role we undertake in supporting the land supply sector and promoting the highest standards of professionalism, integrity, and innovation," CATO said.

Any members who decide not to pursue the accreditation or fail to pass their business fit for certification will not have access to the distinct CATO Accreditation logo, the body also confirmed.

When asked how its accreditation scheme will differ

CATO

Council of Australian Tour Operators

ACCREDITED

to that of the Australian Travel Industry Association's (ATIA) ATAS after tougher financial scrutiny comes into play, CATO said its program will serve to support other accreditation schemes like ATAS and will ultimately provide greater security for the broader travel sector.

"The ATAS scheme is well established and ATIA has done a tremendous job developing and managing it but ATAS was originally designed, and remains primarily for, the travel agency sector," CATO reasoned.

"The CATO Accreditation scheme is specifically designed for the tour operators and wholesalers that design, create, market and deliver the products sold through travel agencies and that allow Australian travellers to explore the world and return home safely.

"In addition to the CATO
Accreditation being conducted
independently, as the majority of
our members do not participate
in the existing ATAS scheme,
these enhancements enable
CATO to widen the net of
accredited businesses across our
industry that will complement
ATAS and provide travel agents
and consumers with a greater
level of security and trust."

Reflecting in more detail about why a "second phase" of the scheme was necessary, CATO said one reason was demand for a program that was tailored to the needs of the land supply sector, the majority of which do not have ATAS accreditation, as well as helping to achieve CATO Member Insolvency Insurance coverage via client insurance policies. *AB*

EVT nabs Asia hotel

THE parent company for highprofile tourism asset Thredbo has earmarked Asia for a major expansion push.

EVT, which is also the holding company for the QT and Rydges brands, this morning announced its first hotel management agreement in Asia, adding Hotel Telegraph in Singapore to its portfolio of properties.

The property features 134 rooms and suites, a lobby bar, a restaurant, gym facilities, extensive conference spaces, as well as a rooftop pool.

"Hotel Telegraph's prime location serves as a strong foundation to showcase EVT's expertise and we are ready to deliver our world-class experiences...beyond Australia and NZ," Director of Hotels & Resorts Norman Arundel said.

EVT will spend the bulk of its initial expansion focus on its QT, Rydges and Atura brands, seeking workable sites in Southeast Asia.



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- Lavender, vineyards
- Beautiful scenery



LH enhances supply

TRAVELPORT has announced the launch of Lufthansa group of airlines' NDC content through its Travelport+ platform.

Agents can now search and compare NDC offers from Lufthansa, Austrian Airlines, Brussels Airlines, SWISS as well as Air Dolomiti.

The supply news coincides with the German airline group also inking a distribution deal with Sabre, which this week activated the company's NDC content in the GDS.

Steph Explores role

THE cementing of Explore Worldwide's new local team received another boost this week, with the adventure tour operator appointing Stephanie Meehan (pictured) to the role of Marketing Manager for Australia and NZ.

She brings with her 15 years of marketing experience to the position, having held senior remits with Gordon Digital and Edge Marketing.

The recruitment news follows a recent brand refresh and the launch of new brochures with over a dozen new tours for 2024.



Cheers to Morocco, our way



THE majority of Collette's Australian sales team recently clinked glasses with North American colleagues while attending a key sales conference in sunny Morocco.

In between important sessions at the business gathering day schedule, the team found some time to enjoy the best kind of market research, sampling the operator's own tour product in the north African nation.

The group were all smiles while experiencing highlights from Collette's two Morocco itineraries - the Classic 13-day Spain and Morocco tour and the 14-day small group Explorations tour, Colours of Morocco.

"We have loved the friendly people of Morocco, the very tasty and healthy tagline cooking, the vibrant city of Casablanca, and the amazing markets of Fez - you can get lost very easily amongst the hundreds of stalls and dozens of laneways," Collette's Head of Sales David Farrar confided.

Outside of the intrepid adventuring and wine tasting, Collette reps are learning to 'Maintain their Momentum' at its biannual international sales conference, which included three days of sales, marketing and product updates designed to build on the team's successes from this year and ensure strong results in 2024 and 2025.

Learn more about Collette's range of Morocco and Spain itineraries **HERE**. *AB*

Pictured: Suzanne Clements, Jacquie Roberts, Samantha Tamba, Jenni Carey and David Farrarh enjoying a thorough 'taste' of Morocco.

HLO share disposal

HELLOWORLD'S Executive
Director Cinzia Burnes yesterday
disposed of 2,000,000 ordinary
shares in Helloworld Travel
Limited under The Burnes Group
Pty Ltd, according to a recent
update to the ASX.

The disposed shares were valued at around \$4.8 million.

MEL-Noumea ticked

AIRCALIN has confirmed that direct Melbourne to Noumea flights will relaunch tomorrow, joining existing Sydney and Brisbane services.

To celebrate the launch, New Caledonia Tourism has announced plans for a special activation at Melbourne Airport, which will see passengers flying on the inaugural flight receive exclusive gift bags from the destination at the New Caledonia Beach Club located by the gate.

For those with a sweet tooth, there will also be an ice-cream cart on offer for passengers just prior to jetting off.

G'day Katherine

G'DAY Group has completed a \$10 million development of its Discovery Parks - Katherine location in the Top End.

The property formally opened for bookings again this morning following the major renovation, which included 13 new deluxe two-bedroom cabins overlooking a new resort-style pool and BBQ area being installed.

Prices start from \$240 a night.



SPEAK TO OUR TEAM OF EXPERTS TODAY.



SAF supply has doubled

THE production of sustainable aviation fuel (SAF) around the world has doubled over the last year, according to new figures from the International Air Transport Association (IATA).

While the percentage increase sounds encouraging, rising from 300 million litres to 600 million, SAF still only accounted for around 3% of all renewable fuels produced - a point that IATA flagged needs to improve for the sector to reach scale and produce energy for carriers at a reasonable cost base.

"The doubling of SAF production in 2023 was encouraging but even with that impressive growth, SAF as a portion of all renewable fuel production will only grow from 3% this year to 6% in 2024," conceded IATA Director General Willie Walsh.

"This allocation limits SAF supply and keeps prices high aviation needs between 25% and



30% of renewable fuel production capacity for SAF," he added.

If production levels don't hit the aforementioned targets, Walsh also warned that the aviation sector would not reach its stated goal of achieving zero carbon emissions by 2050.

In 2024 SAF production is expected to triple to 1.875 billion litres, which if it is achieved, will account for roughly 0.5% of aviation's fuel needs, and 6% of renewable fuel capacity.

Accelerating investments in SAF by traditional oil companies is seen as one of the primary ways to accelerate production, alongside delivering a global SAF Accounting Framework. AB

Travel Daily **SHARPEN YOUR** KNOWLEDGE ON TOKYO WITH TRAVEL DAILY TRAINING ACADEMY



Policies are not read

MANY Australian travellers are overconfident about their travel insurance coverage and have not properly read their policy documents, a new report compiled by Quantum Market Research has found.

A survey of 1,000 Aussies indicated that just one in five insured travellers said they had spent time reading every detail of their product disclosure statement (PDS) before travelling.

The report also noted that those aged under 30 were most likely to travel without insurance, with 60% of the demographic opting to travel without cover, while around 16% of Australians in total admitted they were not covered by any form of travel insurance on their latest overseas trip.

The rising cost of travel was listed as the primary reason for travellers ditching their policies, with one in three claiming finances were the number one disincentive to purchase.

JNTO agent event

THE Japan National Tourism Organization (JNTO) will host an agent educational and networking event in Perth on 07 Feb 2024, with expressions of interest now open.

JNTO will showcase 30 suppliers and destinations from across Japan at the event, with small group tours a focus along with key networking opportunities.

To register your interest, CLICK HERE before 22 Jan, unless sold out prior.

LATAM adds 22%

LATAM Airlines has announced the addition of around 137,000 flights between Dec and Feb, a move the airline said was needed as it anticipates a 22% increase in passenger volumes.

Capacity increases for LATAM are not before time, with the businesses adding 21 routes this year alone after a lean postpandemic period in 2022.





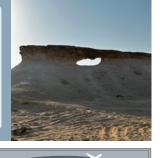
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Window Seat

HANDILY for everyone on board an Air Transat flight recently, there was a qualified airman among the passengers when the pilot became incapacitated and could no longer fly the plane.

The flight was en route from Toronto Pearson to Punta Cana International Airport when close to three hours in, the crew asked rather frantically if there were any pilots in the cabin.

Of the 299 passengers on board, wouldn't you know it, there happened to be a company-qualified pilot who promptly stepped in and calmly flew the jet to its destination in the Dominican Republic.

Talk about the gig economy, we hope he got some healthy overtime rates.



Vietjet discounts

VIETJET has released discounted tickets for Aussie travellers, in celebration of increased flight frequency for its routes in five major cities Down Under (*TD* 08 Nov).

The low-cost carrier has made one-way fares between Australia and Vietnam available for just A\$165 for travel between 05 Jan and 31 Oct 2024, for bookings made by 12 Dec.

Travellers can also grab an exclusive e-voucher worth up to VN\$500,000 (approx A\$30), which can be put towards fares across the entire Vietjet network.

The Vietnamese airline launched its first-ever Adelaide to Ho Chi Minh City flight last month (*TD* 22 Nov), and will continue to ramp up its Australian services throughout Dec.

Jetstar unveils colourful side



JETSTAR has revealed its bright new rainbow-coloured pride livery to mark its ongoing support of the LGBTQI+ community ahead of Melbourne's annual queer arts and culture festival, Midsumma.

The latest sponsorship represents eight years of supporting the event, which will include a 2024 Pride March through St Kilda next month.

The pride livery was applied in the airline's engineering hangar at Melbourne Airport, which also saw special guests invited to watch its unveiling, who were also entertained by Jetstar drag

Qld "creates great"

TOURISM Tropical North Queensland (TTNQ) has given out grants of up to \$5,000 each to 14 suppliers of Business Events Cairns & Great Barrier Reef, to help them produce new content or improve their website user experience and search visibility.

The cash injection, which is part of the Create Great Program, was awarded to businesses who are partners or leaders of business events or Champion of Tourism members of TTNQ.

"The Create Great Program is about creating a unified brand story specifically for business events across the region highlighting the unique and diverse offerings that our suppliers have," TTNQ General Manager of Partnerships and Events Rosie Douglas said - more events news on page six.

artists Victoria Bitter, Randy Roy, as well as Midsumma star Dolly Diamond (**pictured**), who is celebrating her 20th anniversary of performing at the festival.

"There's a seat for everyone at Jetstar, no matter how you identify, and this inclusive spirit is now on display more publicly than ever," Jetstar Group CEO Stephanie Tully said. AB

Patrick honoured

IT IS not often a member of the travel industry is honoured by an Australian Government, but much-loved former Atout France head Patrick Benhamou was recently the recipient of such a distinction in the Parliament of New South Wales.

Deputy leader of the NSW Liberal Party Natalie Ward (pictured with Benhamou) honoured the travel industry veteran in a recent sitting of Parliament "for his commitment to promoting French culture and friendship in Australia".



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SA Oval crowned

ADELAIDE Oval was named Australia's Best Meeting & Events Venue at the **Austalian Hotels Association** (AHA) National Awards for Excellence last week.

The SA venue, which fittingly was the host of the awards event, was also recognised at last month's AHA SA Awards for Excellence, where its **Executive Chef Philip Pope** was declared as the state's Chef of the Year.

GM Partnerships & Sales Jo Thompson said Adelaide Oval is "committed to creating unmissable experiences for our guests".



still no closer to securing a host for 2026, after the Gold Coast this week decided to withdraw its bid to step in following Vic Premier

THE Commonwealth Games is

Daniel Andrew's shock decision to pull out of hosting (TD 18 Jul).

Gold Coast Mayor Tom Tate had been in talks with Commonwealth Games Australia CEO Craig Phillips to stage a "streamlined" version of the event for \$700 million, and also posed the idea of collaborating with the city of Perth (TD 19 Oct).

However, Tate confirmed on Mon that the Queensland city failed to rally support from the state or federal governments.

"We did our best and that's all people can expect...sadly, at the same time, our country's reputation as a place that reneges on a global sports contract

remains in tatters," he lamented.

GC OUT OF GAMES CONTENTION

"In simple terms, it seems our Games' vision doesn't align with the vision of the state or federal governments."

The mayor revealed that, while government support was lacking, he did garner plenty of enthusiasm from athletes as well as prominent Australians like mining magnate Gina Rinehart and Harvey Norman bosses Gerry Harvey and Katie Page.

"Our dual proposal with Perth would have saved Australia's tarnished reputation, delivered billions into the national economy and given athletes, and paraathletes, a clear pathway towards other international competitions."

Phillips revealed the Commonwealth Games is seeking out alternative solutions, and is currently holding discussions with

organisers "on four continents, including here at home".

"Mayor Tate is an enthusiastic advocate for the Commonwealth Games because he knows how they can transform a city when delivered well.

"But we understand the need of the Queensland government to focus their efforts on the enormous opportunity that is Brisbane 2032," he conceded.

Olympian and Executive Director of the Gold Coast Academy of Sport, Glynis Nunn, also expressed her disappointment over the decision.

"Tom had such a good idea; it's disappointing for the athletes because when you have home games it means we really have the opportunity to put forward a full team of athletes in every event." she said. JM

Genua joins ABEA

THE former chief of the **Exhibition & Events Association** of Australasia (EEAA), Domenic Genua, has been named as the Chief Operating Officer of the Australian Business Events Association (ABEA).

The events expert joined ABEA during its launch phase as Acting Manager of Operations, working with the Project Development Group to help establish and set up the new entity.

In addition to heading up EEAA since Dec 2021, he was also one of its Directors, and then President.

Vic Biz Event Venue of the Year named

THE Melbourne Convention and Exhibition Centre (MCEC) was the proud recipient of the Victorian Business Event Venue of the Year Award at the VTIC Victorian Tourism Awards Gala Ceremony last week.

"MCEC's ambition is to be the best, to lead and to bring real value to our customers and community," MCEC Chief Executive Natalie O'Brien said.

"This award recognises our work and confirms our reputation as a leader in



Australia's event sector," she added, noting that 2022-23 was a "very positive" year for MCEC.

During the ceremony, the events hub also announced it will host the Accessible and Inclusive Tourism Conference in Aug 2024, supported by VTIC.

NZ secures APNIC

WELLINGTON has won the Asia Pacific Network **Information Centre** Conference (APNIC 58) for the first time.

The event is expected to draw more than 500 delegates from the internet operations sector to the new Takina Wellington Convention & Exhibition Centre in Aug-Sep next year. The conference is just the latest in a spate of Asia Pacific region wins for the city.

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Travel Daily

Thursday 7th Dec 2023

TRAVEL Daily held its Bon Voyage end-of-year party last night at Marble Bar in Sydney, with around 170 industry executives in attendance.

Attendees enjoyed a welcome cocktail and a variety of bites in the famous haunt under the Hilton Hotel which was originally built in 1893 in the Adams Hotel, before being dismantled and then reassembled in 1973.

The event, sponsored by CVFR Consolidated Services as well as Regent Seven Seas Cruises and Oceania Cruises, saw Editorial Director Damian Francis give a short speech, which included a 'thank you' acknowledgement to Bruce and Jenny Piper for their tireless commitment to *Travel*













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SOME of the CVFR team members

SARAH Webster from Wayfarer Travel & Cruise with Sara Birtwhistle, Journey On Travel.







APPOINTMENTS

Send your new appointments to: appointments@traveldaily.com.au

Caravanning Tasmania has appointed Dennis Austin as its new President. Announced in the recent Annual General Meeting, Austin is well-known for his community service and deep understanding of the caravan industry in the state. In his new role, Austin will further strengthen the community of caravanning enthusiasts in Tasmania to ensure the state remains a top destination for the activity.

Former Chief Executive of GE Aerospace Max York has joined the Australian green aviation company AMSL Aero as its new CEO and Managing Director. Bringing an impressive resume with him, York was a prominent member of GE's aviation division as its Vice President in South Asia Pacific, as well as an advisory board member at UNSW's Aviation School. York will work closely with AMSL Aero's co-founders to introduce zero-emissions aircraft to local and international markets.

Hospitality software company Agilysys has appointed Tony Marshall as its Vice President & Managing Director, Asia Pacific, to help cater for strong demand for its cloud native solutions. Marshall brings more than two decades of experience in the industry and specialises in driving sales and operations for hospitality technology companies in the Asia Pacific and the Middle East. Marshall was previously the Regional Director of the company, a role he had held since the start of 2022.

Tessa Gorman has been appointed as the new Managing Director of Rosewood London, a role she will begin at the start of 2024. Gorman boasts a great deal of experience in the luxury hotel space, including stints with Aman, Bylgari, and Cheval-Blanc. She was most recently the GM at One&Only Portonovi in Montenegro.

Melia eyes growth

MELIA Hotels International has announced a wide-ranging expansion in seven countries.

Vietnam, Spain, Italy, Malta, Tanzania, Mexico, and Portugal will all be the recipients of a new Melia hotel, while the company will also debut ZEL - a new lifestyle brand and joint venture with tennis player Rafael Nadal.

"It's an exciting time for Melia as we embark on an ambitious expansion of our prestigious portfolio," Chief Operating Officer Andre Gerondeau said.

EK PER turbulence

SEVERE turbulence has reportedly injured 14 passengers on an Emirates Airbus A380 flying from Perth to Dubai.

The West Australian reported the sudden turbulence caught passengers off guard, with some flung from their seat.

Some fliers are said to have hit the roof of the cabin due to the strong turbulence, with Emirates crew and volunteers providing medical assistance during the flight, before being attended to professionally upon arrival.



AC's Wing to Rail

AIR Canada has launched a new range of air-to-rail connection services in Europe.

In France the new Wing to Rail connections are offered through a codeshare on SNCF Voyageurs, with customers able to purchase a single ticket that connects from Charles De Gaulle to 22 high-speed rail destinations across France, including Nantes, Bordeaux, Marseille & Strasbourg.

In Germany, AC pax can access 24 stations on Star Alliance intermodal partner Deutsche Bahn within Germany through an alliance with Lufthansa Express Rail, while travellers flying into Zurich or Geneva can connect at the airport to Swiss Federal Railways trains and reach up to 11 stations throughout Switzerland.

OBB services are now also available from Vienna.

Island eco resort owners murdered?

THE bodies of two eco resort owners have been found in the Caribbean nation of Dominica. with local authorities declaring the deaths suspicious.

Daniel Langlois and Dominique Marchand, the managers of the Coulibri Ridge resort in the same country, were discovered dead late last week in a burnt-out car.

Three foreign nationals and one Dominican have been taken into custody over the incident, local media reports, with no further details about the investigation released at this stage.

Daniel Langlois was a famous Canadian entrepreneur who made his name in the digital animation space, while Dominique Marchand worked with various animal charities.



Win 1 of 50 family passes to see Migration

With thanks to Universal Pictures & Solomon Airlines, Travel Daily is giving 50 readers who answer the below question a family pass to see the new Illumination film, Migration.

Solomon Airlines in collaboration with the film's release have just launched new livery on their A320 - keep a look out in the skies!

To enter tell us what is the newest Solomon Islands destination that Solomon Airlines flies direct to from Brisbane?





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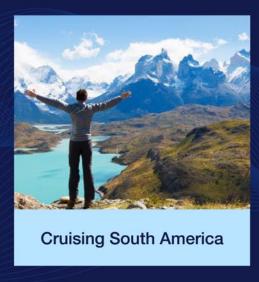
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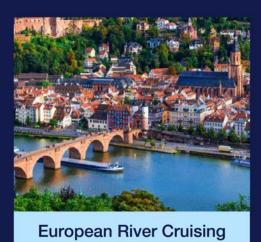












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