

Malaysia student pass

THE Malaysian Government has announced a new 12-month Graduate Social Visit Pass (GSVP) for international students from 23 countries, including Australia.

The new GSVP allows travellers to embark on tourism, study and work in certain sectors when issued with a Multiple Entry Visa.

Wendy Wu Tours.

EXPLORE MORE, SAVE MORE

Every tour is on sale!

Book 1 tour – Save \$300pp
Book 2 tours – Save \$800pp
Book 3 tours – Save \$1,500pp

SEE OFFER →

Scheme will hike prices: QF

CALLS from the ACCC and several politicians for a mandatory compensation scheme for air travellers has been hosed down by Qantas this week, with the carrier suggesting such a proposal would only lead to higher fares and make marginal routes less sustainable.

The rejection of the idea was tabled in a formal response to the *Aviation Green Paper*, with Qantas suggesting a compensation scheme would fail to address the “core drivers of delays and cancellations”.

“The Qantas Group considers the introduction of a mandatory compensation would be a backwards step that will do nothing to reduce delays and cancellations, will increase confusion and complaints and materially increase costs,

ultimately leading to higher fares and potentially compromising the viability of marginal routes,” the carrier argued.

Qantas hung most of its argument on an implied failed system in Europe using a similar compensation model, EU261.

The submission noted the European scheme was wracked with spiralling costs, a corrosive role of claim agencies, and a basic failure to achieve improved performance across airlines.

Qantas listed an inflationary impact on fares, significant implications for budget carriers and the low-cost fare model, and the likely negative effect on marginal routes as the primary reasons to reject the proposal.

Regarding the suggestion of a special Airline Ombudsman, Qantas said the idea needed more industry consultation to assess the benefit and should apply beyond airlines alone.

More from Qantas on **p3**. *AB*

Air India lands in MEL

MELBOURNE Airport has today welcomed Air India’s new direct service between Mumbai and the Victorian capital, as the hub gears up to welcome a record number of international passengers this summer (*TD* 01 Nov).

The new flights, which provide the first-ever direct connection between Victoria and Mumbai, will operate three times a week.

Melbourne Airport is also preparing to serve more than 1.56 million international passengers across the Dec and Jan holiday period - a 7% increase compared to pre-pandemic levels.

Quark raises a glass

TRAVELLERS sailing on any Quark Expeditions Antarctic voyages during the 2024/25 sailing season will enjoy complimentary wi-fi and alcohol, the cruise line has announced.

The ‘Raise a Glass and Stay Connected Free’ offer will allow guests to savour free beer, standard wines and spirits, as well as cocktails during bar service hours and dinner, and log onto the ship’s wi-fi service.

Today's issue of TD

Travel Daily today features six pages of news, including a photo page from **Bench Africa** and our **Corporate Update** page, plus a full page from **A Force for Good**.

Derry steps down

A MAJOR restructure in Accor’s Pacific division will see the hotelier’s CEO Accor Pacific Sarah Derry (**pictured**) depart her role by early next year.

Derry has been in the role for less than two years, taking over from long-standing local chief Simon McGrath via a promotion in early 2022 (*TD* 27 Jan 2022).

“From Sarah’s initial role as leading talent and culture to her appointment as CEO Accor Pacific, she has delivered an excellent performance,” CEO MEA APAC Duncan O’Rourke said.

The local restructure has seen three COOs for the Premium, Midscale and Economy Division across the APAC and MEA region appointed, including Adrian Williams to the newly created role of COO Pacific, Premium, Midscale and Economy Division.

Garth Simmons is now the COO for Asia, while Paul Stevens has become COO - Middle East, Africa and Turkey.



ENTIRE TRAVEL GROUP

Switzerland.

SWITZERLAND EXPERIENCE THE DIFFERENCE

14 Days *T&Cs apply
SAVE UP TO \$1,500* PER COUPLE

EXPLORE

SPEAK TO OUR TEAM OF EXPERTS TODAY.

The Chat
with Jenny

Travel Daily
A conversation with Emily Kadinski

PROUDLY SPONSORED by *Regent* SEVEN SEAS CRUISES AN UNRIVALLED EXPERIENCE

CLICK HERE to listen



\$10m to tackle skills void

THE Federal Government has committed \$10 million to arresting the shortage of skilled workers in the tourism and travel sectors (**TD** breaking news y'day).

Federal Minister for Trade and Tourism, Don Farrell, revealed the exciting announcement yesterday, detailing that the extra funding will support the development of a national one-stop digital hub for tourism, travel and hospitality employers and workers.

The much-needed grant has been provided directly to Accommodation Australia (AA) so that it can scale up and promote its existing online platform, The Hub, which will now serve as the premier national online skills and employment platform for connecting workers with jobs.

The online resource will also assist workers with upskilling and training opportunities for both Australian and international workers, with part of the funding



to help promote its utility for at least the next three years.

In response, AA has appointed high-profile digital project manager James Lawton to spearhead the project.

"[The Hub] will allow employers, existing and prospective workers, students and international visitors to connect to education, employment and other vital career information," AA CEO Michael Johnson (**pictured**) said.

"This will help...promote careers in the industry for generations to come and now we...have appointed James we are all systems go," he added. **AB**

ESG a priority in '24

AN INCREASING number of travel sellers are set to invest more into environmental, social and governance (ESG) initiatives in 2024, according to new research from Amadeus.

The study, which gathered responses from around 900 senior sustainability decision-makers across nine markets of the travel industry, found that 46% of travel sellers have a step-by-step plan in place to help them achieve environmental sustainability goals, while 39% plan to implement one in 2024.

Sustainability and social impact of the travel and tourism industry was found to be the top ESG priority among travel sellers (25%), followed by the health and wellbeing of employees (24%).

While travel sellers have a positive outlook, 45% said there needs to be more guidance on standards across regions, as well as sustainability-related regulations (40%).

Virgin averts strike

FOLLOWING six months of negotiations, Virgin Australia has reached an agreement with cabin crew, who recently voted 99% in favour of a strike (**TD** 12 Dec).

The new Enterprise Agreement will deliver a 15% rise in salary over the next three years.

"With the peak season upon us, it's a relief for everyone that protected industrial action won't be needed," the Transport Workers Union (TWU) said.

Ware to AVIAREPS

TRAVEL marketing agency AVIAREPS has announced the appointment of Graham Ware as the newest member of its sales team, effective Jan 2024.

Ware has decades of aviation and tourism industry experience under his belt, including his most recent role at Bamboo Airways, before he was made redundant when the carrier shut down its local operations (**TD** 23 Oct).



Sell the World's Best Value Stopover

For a unique stopover experience, there is nowhere like Qatar. With year-round sunshine, stunning beaches, family fun and rich heritage, your clients can enjoy diverse activities and create lasting memories, starting from AUD 21*.

Register now on discoverqatar.qa/trade-partners

*Terms and conditions apply. Offer based on two people sharing a room for one night.





Window Seat

THE Transportation Security Administration (TSA) is ready to embrace the new year in the most adorable way possible, after releasing its 2024 TSA Canine Calendar.

The yearly tradition honours the agency's explosive detection canines, with over 1,000 trained dogs working in its airports across the United States to sniff out explosives.

The calendar features 15 of the heroic doggies, including Zeta the German Shepherd (pictured) who works at Tampa International Airport, and Lugo, a Golden Retriever and Lab mix, who works at Los Angeles International Airport.

As if portraits of the cute pups weren't enough, each feature also includes that month's dog's favourite spot, treat and toy.

You can check out the rest of the very good doggos in the calendar [HERE](#), which is free to download.



Infinity Hols brox

INFINITY Holidays has launched two new digital brochures showcasing its South Pacific and UK & Europe product range.

The guides allow agents to keep up-to-date with Infinity's hotel and package information, along with the ability to earn an extra 1% commission on every booking with its AtlasHotels range.

Agents can view and download the UK brochure [HERE](#), and the South Pacific brochure [HERE](#), while Asia, Australia, USA, Mexico and Canada editions will be published next year.

The next iterations will feature embedded links, which will take agents directly through to the booking screen in HELIO.

iD gains luxury clients

COMMUNICATIONS agency iD Collective has signed on two new luxury travel clients, Destination BC and Virtuoso, further propelling its expansion into the travel industry.

The Australia-based agency has led a new international campaign for Canadian travel provider Destination BC, for which it will handle influencer content and management in both Australia and the United Kingdom.

With global luxury travel network Virtuoso also joining iD, the agency's GM of PR, Jess Mulquiney, said the team is looking forward to "driving further growth and awareness of the brands across the unique Australian media landscape".

Airports behave badly: QF

QANTAS has slammed Australia's airports in its submission to the *Aviation Green Paper* this week, labelling local air hubs as behaving badly and enforcing a "take it or leave it" approach with carriers.

The Flying Kangaroo did not mince its words in the submission, stating Aussie airports were effectively unregulated monopoly infrastructure that face very little to no competition.

"Under the light-handed regulatory regime, airports have little incentive to innovate, efficiently invest or increase operational efficiencies," Qantas said, adding airports can largely pass on their high costs to airlines and other airport users without transparency or need for a genuine compromise.

"Their profits continue to persist well above normal returns off the back of unreasonable terms," Qantas added.

The carrier urged the Federal Government to make "sensible, measured reform, within the scope of the current light-handed regulatory regime", which if actioned, would unlock immediate benefits such as placing downward pressure on fares and enhancing competition.

"This should include a tailored dispute resolution mechanism to allow for the timely, efficient, and cost-effective resolution of intractable disputes," Qantas proposed, arguing such a

pathway would be preferable to lengthy court proceedings.

In concluding its arguments, Qantas said airports can currently impose "unreasonably and unsustainably high charges on airlines and consumers".

"Their profitability is well beyond what would be achievable if airports were constrained by competition or effective regulation," Qantas said. *AB*

Trips much pricier

INTERNATIONAL trips are costing Australians 33% more than they did pre-COVID, new data from Finder has revealed, while domestic holidays are 19% more expensive.

Finder's Travel Inflation Report combined data from Finder's Travel Insurance Quote Database and the Australian Bureau of Statistics (ABS) to examine how the cost-of-living crisis is impacting travel habits.

"The cost of both international and domestic travel is certainly putting more of a dent in Aussie wallets compared to pre-COVID," Finder insurance expert Gary Ross Hunter stated.

"After a period of take off in the travel industry post pandemic - due to pent up demand and staff shortages - our report shows travel inflation has actually started to cool."

The report also showed that Indonesia was the top overseas travel destination in 2023.



China Airlines Anniversary

10% off for all routes

Easter and School holidays are applicable!



A roaring success for AfricaBound famils

NOVEMBER marked the triumphant conclusion of Bench Africa's inaugural AfricaBound agent famil season, showcasing Africa's rich tapestry with three distinct safaris in Zambia, Kenya, and Botswana.

Beyond exploring diverse landscapes, agents engaged in local culture and experienced world-class game viewing, including an extraordinary spectacle of buffalo chasing a lion up a tree in Kenya, and spotting six leopards in Zambia.

Each unique itinerary showcased different lodgings and experiences, from the luxurious Anabezi Camp in Zambia to the authentic charm of Satao Camp in Kenya, and the serenity of Camp Moremi in Botswana.

Andy Kirkman, Bench Africa Trade Relations Manager, emphasised that AfricaBound's inception is just the beginning, with plans for many more agent trips.

"Our goal is to recognise and dispel common misconceptions about Africa through personal experience," Kirkman stated.

"It was an honour to host our valued trade partners, helping to assist both seasoned and novice agents to sell safaris with more confidence and to inspire true ambassadors for the continent."

CLICK HERE to register for the AfricaBound program.



MARGARET de Vries, MTA Travel; Scott McCartney, Speciality Travel; Patrick O'Shea, MTA Travel; Michelle Harris, Bench Africa; Amanda Taylor, Ignite Travel Group; and Allyson McQuade, Gem Travel.



GUIDES prepare for a classic Kalahari Sundowner.



EXTRAORDINARY moment after buffalo chase a lion up a tree in Kenya.



ONE of six leopards spotted in Zambia's national parks.



LIBBY Mowinkel, Travel Partners; Merran Wiggins & Jan Marshall, TravelManagers; Sharyn Hinton, Helloworld Taree; Madison Hall, Helloworld Gympie; and Eric Vos, Bench Africa.



A CLOSE encounter as a resident elephant wanders through the camp.



EVOLVE Back Gham Dhao Lodge offers a remarkable rooftop sleepout experience in Botswana.



POSING for the group at sunset along the Zambezi River.



ANDY Kirkman, Bench Africa; Di Garbin, Floreat World of Travel; Leah Mullen, Tailor Made Travel Mt Gambier; Kerrie Walker, Y Not Travel; Daneal Rokic, Helloworld Mackay; and Leonie Spencer & Annie Morrison, MTA Travel.



ENJOYING a sunset cruise down the mighty Zambezi River in the Lower Zambezi National Park.

CORPORATE UPDATE

New website enters Orbit

EXCLUSIVE

ORBIT World Travel has launched a new website this week which it believes marks a “significant step forward” in its desire for a more proactive approach to travel management.

The latest evolution of the travel agency’s ‘Orbit Reinvented’ project, the website has been refreshed to reflect the travel agency’s ongoing evolution in pushing the boundaries of every aspect of the business.



“With a number of ‘reinventions’ being implemented in the business, and some great advancements in our technology, we felt our current website needed to be updated to reflect our proactive and reinvented approach to travel management for 2024 and beyond,” founder Lisa Story told *Travel Daily*.

“We are thrilled to invite you to join the new era of travel management services designed for people and professionals on the move,” she added.

See the revamped website at orbitworldtravel.com.au. *MS*

2024 biz forecasts

BUSINESS travel will remain strong next year, Corporate Traveller Managing Director Tom Walley expects, particularly from the middle of 2024.

Increased capacity and greater competition among airlines are anticipated to lower fares and further boost business travel, in addition to the critical changes already bleeding through.

“Premium fares have already dropped, and we can expect to see Economy fares come down by mid-2024 as flight capacity from international carriers increase,” Walley said.

“We’re seeing travellers take advantage of being able to combine business and leisure travel...there’s also a real business focus on face-to-face meeting and collaboration, given the evidence that in-person meetings are the most productive way for businesses to operate,” he added.

HA lifts pax comfort

BUSINESS class passengers boarding select long-haul Hawaiian Airlines flights have been receiving amenity kits and soft goods in a partnership with a Hawaiian-based lifestyle brand, Noho Home by Jalene Kanani Bell.

Rolled out early last month, the amenity kits are produced with recycled materials and are inspired by the Boeing 787-9 Dreamliner aircraft, which will join the airline’s fleet next year.

The new partnership aligns with the carrier’s desire to debut a retail collection of home goods.

HA was recently acquired by Alaska Airlines (*TD* 04 Dec).

Travel Daily

SHARPEN YOUR KNOWLEDGE ON MALAYSIA WITH TRAVEL DAILY TRAINING ACADEMY

Click here to discover

TravelManagers wraps 2024



TRAVELMANAGERS has wrapped its year with Christmas cheer, holding state meetings in Sydney, Brisbane, Melbourne, Adelaide, and Perth to celebrate the company’s achievements from the year.

The meetings were a great opportunity for personal travel managers to catch up with colleagues, partner suppliers, and team members from the national partnership office, to hear

updates on what lies ahead for TravelManagers next year.

The meetings also saw 25 team members celebrate five years with TravelManagers. *MS*

Pictured: PTMs based in Queensland and northern New South Wales gathered at Victoria Park in Brisbane.

Princess scores goal

PRINCESS Cruises has become the official cruise partner of AFL team Sydney Swans, which will see the line support the club by creating memorable experiences for members and fans.

Announced in Sydney Harbour earlier this week, the Carnival Corporation cruise line will host exclusive onboard events during its sailings throughout the upcoming 2024/25 AFL season.

Cairns back to biz

AFTER shutting down due to Tropical Cyclone Jasper from Tue night (*TD* 13 Dec), Cairns Airport resumed operations yesterday.

Qantas, Jetstar and Virgin Australia have all now reinstated services to the Far North Queensland city, with Qantas landing its first flight from Brisbane just before 10am yesterday, followed by a Jetstar plane from Gold Coast and a VA aircraft from Sydney.

The news came after Jasper was downgraded from a category two cyclone to a tropical low.

Travel & Cruise Weekly

Connect with your clients and ramp up your social media content

Looking for ready-made social media content? *Travel & Cruise Weekly* have ready made agent toolkits featuring email signatures, images, and social media tiles to inspire your clients.

[CLICK HERE](#)



[Click here to discover](#)

SPECIALS

Send your special deals to:
specials@traveldaily.com.au

Savings of up to \$4,600 per couple are available on an array of **Viking's** river, ocean and expedition voyages. Exclusively for the first 50 guests, the cruise line is also offering a bonus saving of \$800 per couple on top of the other savings offer when travellers book by 22 Dec. Simply quote "EDM435" when booking before the due date. Call 138 747 to book.

Ending on Christmas Eve, **Aircalin** has announced its New Caledonia Summer Sale, which allows travellers to fly direct from Sydney to Noumea from just \$549 return. Other return fares included in the sale are Brisbane to Noumea from \$599, and Melbourne to Noumea from \$629. Call Aircalin on 1300 655 737 to book your next flight to the tropical holiday destination.

Book three group tours and save up to \$1,500 per person with **Wendy Wu Tours'** latest offering. The deal is available on most tours in 2024 and 2025 as part of the operator's Explore More, Save More campaign. Savings of up to \$300pp are available when booking a single group tour, and up to \$800pp when selecting two tours. Travellers can take advantage of the deal up until 21 Dec - learn more **HERE**.

Cunard is offering massive savings across a plethora of its 2024 and 2025 voyages. Itineraries included in the sale are the 28-night Vancouver to Sydney from \$7,498pp in a Balcony Stateroom, as well as the 30-night full Australian Circumnavigation, which is now available from \$10,339pp instead of the original price of \$12,159pp. Call the cruise line on 13 24 41 for more details.

Travel alone and save up to 20% on select **Journey Beyond Rail** itineraries in 2024. Valid for bookings before 31 Dec, travellers will receive up to 20% off on Gold Single cabins on The Ghan, Indian Pacific and Great Southern journeys across any travel dates in 2024. The cabin features complimentary Aussie-made bathroom amenities, culinary offerings, as well as up to 60kg of checked luggage allowance per guest. Contact Journey Beyond Rail on 1800 703 357 to book.

IHG Hotels & Resorts loyalty members can score complimentary breakfast as well as 15% off on IHG's properties across Southeast Asia, Japan, South Korea, Guam, and Saipan. Available for stays until 30 Jun 2024, One Rewards members only need to stay at the resort for a minimum of three nights and book before 26 Dec to redeem the offer. Learn more about the deal **HERE**.

Between now and 31 Jan 2024, sailors can score up to 70% off a second guest when booking an itinerary with **Virgin Voyages**. Travellers can also snatch up to US\$600 worth of Bar Tab when they take on a voyage spanning 14 or more nights. Other Bar Tab tiers include US\$300 for voyages between seven and 13 nights, and more. **CLICK HERE** to explore all the offers.

TraveLeague lights it up



THE annual TraveLeague Christmas luncheon, widely acknowledged as one of the biggest parties for the travel industry of the year, took place at the Palladium at Crown in Melbourne on Wed afternoon.

Sponsored by Tahiti Tourisme and supporting the Think Pink Foundation, more than 600 industry executives, including **Travel Daily**, packed the Palladium for the special event.

As with last year, guests continued to party on after the luncheon at the Magic Castle Hotel after-party - not even the threat of severe wind, rain and

thunderstorms could dampen the spirits of the guests after a big year for the industry. **DF**

Pictured: BPG Editorial Director Damian Francis with GM of SkillsIQ Limited Melinda Brown and Tourism and Travel manager, Lockton Rebecca Fleming.

Accor adds five

ACCOR has announced the opening of five new properties across Asia, bringing the global hotel group's total number of openings for this year up to 26.

The additions in Asia include the 161-room ibis PJCC Petaling Jaya in Malaysia; the 152-key Novotel Suites Manila at Acqua in the Philippines; Mercure Tokyo Haneda Airport with 363 guestrooms; the 344-room Grand Mercure Lampung in Indonesia; and Novotel Jaipur Convention Centre in India, offering 226 well-appointed rooms.

Qantas jets gone wild

CRIMSON Rosella, Echidna, Koala, Little Red Flying Fox, Platypus, Rainbow Lorikeet, Sugar Glider, Tasmanian Devil, Wedge-tailed Eagle, and Whale Shark are the most popular Australian wildlife names which will feature on Qantas' first 10 QantasLink Airbus A220 aircraft.

The public was invited to help name the new fleet, with more than 6,000 submissions received.

DL expands digital ID

DELTA Air Lines has introduced its Delta Digital ID to two major airports in the US ahead of the busy holiday period, including Los Angeles International Airport and New York's John F. Kennedy International Airport.

The digital ID uses facial recognition across security screening areas without the need for pax to present a physical ID.

8TH & 11TH MARCH 2024

LEADERS

MAKING IMPACT

**WHEN THE INDUSTRY COMES
TOGETHER TO INSPIRE GREATNESS
ON INTERNATIONAL WOMEN'S DAY**

GLEAN WISDOM FROM TRAILBLAZING
LEADERS. TOGETHER, LET'S SHIFT THE
NEEDLE FOR EQUALITY, DIVERSITY, AND
INCLUSION. BE THE CHANGE YOU WANT TO
SEE IN THE WORLD

**A FORCE FOR
GOOD EVENT**

www.aforceforgoodhub.com

DISCOVER MORE