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FC Uniworld charter

FLIGHT Centre Travel Group is going all out with an incentive for its top-performing Flight Centre Independent members, working in partnership with Uniworld Boutique River Cruises to charter a vessel as part of its first ever major reward trip.

Taking place 01-05 Nov this year and cruising on the *River Beatrice* between Budapest and Vienna, the initiative will reward FCTG Independent's top 50 performers from around the globe - as a separate event from the firm's famous Global Gathering.

Ten top agents from each of Australia, NZ, the USA, Canada and South Africa will be invited to bring a guest and join a small group of key suppliers and global leaders on the journey.

A video showcasing the trip is live at traveldaily.com.au/videos - more in today's *Cruise Weekly*.

Capella res open

RESERVATIONS have opened for Sydney's new Capella Hotel, ahead of its official 15 Mar debut.

The boutique luxury property will feature 192 guestrooms, and is housed in the historic former Department of Education building in Sydney's Sandstone Precinct.

It's Capella's first Australian hotel, joining the current portfolio in Singapore, Bali, Bangkok, Hanoi, Shanghai & Hainan.

Prices start at \$530 per night, while the 235 square metre Capella Suite on level nine starts at \$6,430 - capellahotels.com.

Alliance returns to profit

ALLIANCE Airlines released its results for the six months to 31 Dec late yesterday afternoon, confirming it's back in the black with a \$9.5 million pre-tax profit.

That's a hefty \$14 million improvement on the previous corresponding COVID-19 affected period, with the company reaping the benefit of its 2020 decision to acquire an Embraer E190 fleet.

MD Scott McMillan said there were now 30 E190s operating in Australia, with a further three on schedule for delivery this quarter.

"This expansion program is now drawing to a close and we are moving to full fleet utilisation, with increasing monthly profitability resulting from an increased fleet, increased aircraft utilisation, reducing one-off costs (such as training and recruitment costs) and a focus on cost efficiencies," he said.

Contract charter operations continue to be the basis of the

business, with wet lease hours increasing by 60% last month compared to the Jul-Sep average.

Alliance retained all contracts in the period, with one material renewal, and the company is now forecasting a full year pre-tax profit of between \$50m and \$55m - lifting to \$77m in 2024.

One-off costs included \$3.7 million in consulting fees pertaining to Qantas' current takeover offer of the company (*TD* 05 May 2022), which is still awaiting a decision from the Australian Competition and Consumer Commission - currently scheduled for 20 Mar.

Today's issue of TD

Travel Daily today features nine pages of news, including a photo page from **Express Travel Group**, our regular **BEN** page, a special **opinion piece**, plus a full page from **Collette**.

Walker leaving RCI

PHILIPPA Walker has confirmed that her contract as Partnerships Manager at Royal Caribbean International (*TD* 09 May 2022) will wrap up early next month.

She's on the lookout for her next opportunity, having also held senior roles at Nine and at The Travel Corporation.

More industry moves on **page 9**.



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FCTG NZ chief to leave

FLIGHT Centre Travel Group's (FCTG) long-time New Zealand MD, David Coombes, will step down after almost 23 years with the firm as part of a restructure.

The move will also see Coombes depart the Board of the Travel Agents Association of New Zealand (TAANZ), after being instrumental in seeing FCTG join the organisation in early 2021, significantly increasing its coverage of the NZ travel sector.

FCTG confirmed his departure in a statement saying the company "continues its long-standing push towards globalisation, standardisation and localisation".

"For some time now we have had globally-led brands including Travel Associates, Flight Centre, Corporate Traveller and FCM.

"Due to this, roles often will be combined...unfortunately, as a result of this change in scope, MD of NZ Dave Coombes has accepted a redundancy."

As well as heading up FCTG in NZ since 2016, his roles within the company have also included being Senior VP of Product in the USA, NZ-based GM of Product.

He started his FCTG career in Australia in 2000, taking roles in retail, ticketing & air contracting.

FCTG paid tribute to Coombes, saying "all of his hard work has led to Flight Centre NZ emerging strongly from the challenges of COVID, trusted and respected by its people, the industry and customers alike".

The company said it would immediately look to fill the MD of New Zealand role with one of the organisation's current senior leaders, who will also retain their existing position.

FCTG spokesperson Haydn Long told *Travel Daily*, "Coombes is a great guy and he will be missed".

"He has really embraced NZ life, but if nothing arises there I'd love to see him back in Australia".

"Vulnerability" is a tourism opportunity

TWO academics from WA's Edith Cowan University have penned a research-based opinion piece for *Travel Daily* today, highlighting the significant opportunity for Australian tourism operators if they cater better to vulnerable travellers.

The exclusive article is published on **page eight** and is also online at travelbulletin.com.au.

QR drops Santorini

QATAR Airways has advised the trade that it's cancelling its direct flights from Doha to the Greek island of Santorini.

The carrier cited "operational reasons" for the suspension, which unfortunately comes in the lead-up to the busy summer holiday travel period.

QR debuted the new route just last year, operating a two-class A320 three times per week, while also resuming Mykonos flights.



COFFEE prices around the world are surging amid global inflation - but this seems a little extreme.

A couple in Oklahoma in the US say they've been forced to cancel a planned upcoming holiday because their entire budget was blown when their neighbourhood Starbucks charged them over US\$4,000 for two cups of coffee.

They said rather than the usual charge of about US\$12 for two coffees, on 07 Jan they were charged US\$4,456.27, only noticing the massive price when their credit card started being declined.

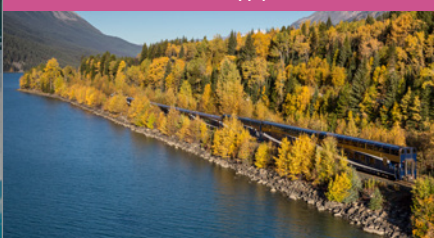
They found they had been charged a US\$4,444.44 gratuity, which Starbucks has promised to refund, citing possible human error.



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Flybe resurrected?

AFTER being forced to make its 321 staff redundant and suspend all flights because of financial issues only last month (**TD** 30 Jan), collapsed British carrier Flybe is now seeking a remarkable comeback.

The United Kingdom Civil Aviation Authority (CAA) has confirmed that Flybe's administrators have applied for a temporary air operator certificate (AOC) as part of strategy to get its operations back on track.

Flybe's bold move is reportedly the first time in British aviation history that the CAA has received a request for a temporary license from a bankrupt airline, which it said would allow administrators to start restructuring operations.

"CAA has not yet made a decision on whether to grant a temporary licence, Flybe's licence currently remains suspended in accordance with the undertakings given by the administrators," the aviation body said.

Eco resort brand in Bali

FLIGHT Centre-owned Cross Hotels & Resorts has announced the introduction of a new eco-focused resort brand called Kaura, with the first property to be located in the popular Asian tourist destination of Bali.

Launching in partnership with Flight Centre's DMC Discova, Kaura Bali will open its doors to guests in Apr and offer a range of sustainability-inspired amenities and experiences, including an infinity pool, a Balinese-style wellness centre, the option of working with the local Manggis villagers on organic farms, cycling tours through the emerald Balinese steeps, as well as participation in traditional cooking classes.

"Our goal of self-sustaining retreats, created in partnership with local communities, is at the core of our vision for an evolving industry, through education, and sustainable development with



the villagers - Kaura will deliver life-changing experiences for travellers," Cross Hotels & Resorts CEO Harry Thaliwal enthused.

The resort is also located only 15 minutes' cycle away from the popular Yehpoh waterfall, which forms part of the cycling adventures on offer, with trekking tours of Manggis Village also available for guests.

The new Kaura brand joins the Cross Hotels & Resorts stable of Cross Vibe, Lumen, Away, Cross Collection, with expansion gaining pace since Flight Centre acquired the brand a few years ago.

To make bookings, email reservation.kaura@crosshotelsandresorts.com.

One month to CLIAs

THERE is just one month to go until the 20th Cruise Lines International Association (CLIA) Cruise Industry Awards for Australasia.

Judges are now making their final deliberations on a total of 73 finalists from across Australia and New Zealand, which were selected from more than 400 nominations (**TD** 19 Jan).

The hotly anticipated awards will be presented at a black-tie dinner at Luna Park's Big Top in Sydney on 11 Mar.

"The judges have a tough job this year, every finalist is a testament to the tenacity our member travel agents have shown through a defining time for our industry," CLIA Managing Director Australasia Joel Katz said.

Travel Daily, **Cruise Weekly** and **travelBulletin** will be there to capture all the news and pics from the cruise night of nights!

For the full list of finalists and sponsors, **CLICK HERE**.

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Princess shares the love

PRINCESS Cruises has launched its biggest-ever trade incentive, with up to \$40,000 worth of prizes up for grabs.

Agents who book a cruise before 16 Mar will go in the running to score a 13-night New Zealand cruise for two on board *Royal Princess* in a Balcony stateroom, while also enjoying Princess Plus inclusions and \$150 of onboard credit.

Runner-up goodies include 20 \$100 Visa gift cards, 20 \$100 Laithwaites Wine gift cards, and 20 Balcony staterooms on a Princess Seacation.

“This is our way of spreading the love and saying ‘thank you’ to those who continue to support Princess,” Senior Director of Sales, Marketing and Service Nick Ferguson enthused.

All bookings made during Wave, including those made since ‘3 for Free’ launched on 16 Dec 2022, are eligible to enter.

After making an eligible booking and paying the deposit, agents will need to **CLICK HERE** to enter their details and a valid booking reference number, and explain in 25 words or less what they love about Princess Cruises.

Agents will also need to be enrolled in Princess Academy, by following the steps **HERE**.

Powell takes charge

THE IHG Owners Association has selected Australian hotel, hospitality and tourism specialist, Rodger Powell as the Australasia Middle East, Africa and Asia (MEAA) representative to its Global Board of Directors.

Powell brings 40 years of experience as an owner, operator and executive-level manager of a number of hospitality and tourism businesses, including Tourism & Hospitality Services Australasia, which he launched in 2005.

Azamara celebrates on the GC



MORE than 75 Gold Coast-based travel partners gathered at the QT Hotel on The Glitter Strip last night, where they mingled and enjoyed cocktails with the Azamara team.

Attendees were also regaled with seafaring stories from special guest Captain Johannes, who disembarked *Azamara Quest* yesterday in Sydney and is celebrating 13 years with the

cruise line.

The event was hosted by Victoria Chigwidden, Director Of Sales and Kristina Sambaher, BDM NSW, QLD and WA.

Agents from Travel by Windham **pictured** with *Azamara Quest* Captain Johannes are Leanne Dimes, Travel Consultant; Marisa Lucas, Marketing; Anne Isaacson, Corporate Consultant; and Karina Isaza, Travel Consultant.

BUSINESS
REWARDS



WIN 100,000 Qantas Points

We're giving away 100,000 Qantas Points to five lucky agents.* To enter, complete the Qantas for Business course on the Qantas Learning Hub, fill in a short survey and answer a question in 25 words or less. Entries close 31 March 2023. Visit qantas.com/agencyconnect

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*To enter, Eligible Entrants must during the Promotion Period complete the 'Qantas for Business' learning course on the Qantas Learning Hub, answer a short survey, and detail in 25 words or less 'How will you use your refreshed understanding of Qantas' SME products to unlock more value for your customers when flying Qantas?' between 1 February and 31 March 2023. 5 winners will each receive 100,000 Qantas Points each. Entrants must be members of the Qantas Frequent Flyer program and provide their unique Qantas Frequent Flyer member identification number to be in the running. Visit qantas.com/agencyconnect for full T&Cs.





Feeling the Norwegian Spirit



YESTERDAY NCL's *Norwegian Spirit* was docked at Sydney's White Bay Cruise Terminal, providing the perfect opportunity for this lucky group of industry partners to experience the ship.

Having recently undergone a US\$100 million revitalisation, *Spirit* definitely has that "new ship smell" with lush public areas, comfortable staterooms and a host of welcoming restaurants, bars and entertainment venues.

The ship is currently undertaking her first post-COVID season Down Under, offering a total of eight open-jaw sailings between Sydney and Auckland.

Spirit wraps up her local deployment next month, but will return for a second homeporting season ex Sydney and Auckland starting in Dec 2023.

The ship has capacity for just over 2,000 passengers, with new features including a Thermal Suite in the enlarged Mandara Spa which also features a sensory shower experience, spa

and sauna as well as multiple treatment rooms.

The fitness centre has also been expanded, while other features include the adults-only Spice H2O pool retreat, upmarket eateries such as Onda by Scarpetta and Cagney's Steakhouse, and a huge array of entertainment options.

A significant proportion of passengers boarding yesterday were visitors from overseas who are being treated to plenty of fresh Australian produce, while local cruisers on board are also able to partake in a huge array of familiar favourites including Aussie and Kiwi premium wines, Weet-Bix, Milo, Four 'n Twenty sausage rolls and even Vegemite.

The agents (**pictured**) were treated to a whirlwind ship tour before enjoying a lavish lunch in the Windows restaurant hosted by some of the NCL team including Angela Middleton, Michelle Wiederman and Chris Catanzariti - more in today's issue of *Cruise Weekly*.

Price leads flight concerns

TWO-THIRDS of Australian travellers believe the price of air tickets will continue to rise over the next 12 months, according to a new report released by Airservices Australia this week.

Price was also identified as the leading cause of concern when planning a trip, topping the list with 71% of respondents, well ahead of other considerations such as the availability of flights, flexibility of tickets and taking out suitable travel insurance.

Also of concern to the aviation sector is the fact that 64% of Aussie travellers feel air travel is more stressful today than it was before the pandemic hit.

Meanwhile, despite a swathe of recent negative headlines, the report found there was plenty of faith in the safety of the sector.

Close to two-thirds of Aussies believe our air safety standards "rank highly" when compared to the global standard, while over

half described Australia as "the best in the world" on safety.

Forecasts about how air travel will change were also included in the report, with travellers most confident of humans being phased out by robots at airports over the next 30 years.

Close to 60% of respondents said concierge staff would be replaced at check-in by machines, while 42% believe suborbital or supersonic flights will be launch on key routes, reducing flight times to minutes, not hours.

Other predictions included the rise of flying taxis, space tourism, pilotless aircraft and fully automated air traffic control.

BA inks SA deal

BRITISH Airways has inked a new codeshare agreement with South Africa-based carrier Airlink, boosting connectivity between the UK and more than 15 destinations in Southern Africa.



Travel Daily On Board: Viking Orion

The Living Room

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ETG & SQ celebrate Lunar New Year

EXPRESS Travel Group (ETG) and Singapore Airlines (SQ) joined together last week to host a series of Lunar New Year celebrations in Sydney, Melbourne and Brisbane.

Over 100 ETG member travel agents were hosted across the three events to celebrate the start of the new Lunar New Year of the Rabbit, predicted to bring a year of stability, patience, and hope.

ETG CEO, Tom Manwaring, shared that "Lunar New Year celebrations have been a long-standing tradition for ETG, and in particular for our Select Travel Group (STG) agents, the foundation membership group of our business.

"With the slow resumption of travel to China, and Asia more broadly, our STG members have endured some of the longest impacts of travel disruptions.

"We, and Singapore Airlines, recognise these challenging times and were therefore delighted to host and thank our loyal member agents at these celebration events as we head into the New Year of the Rabbit."

Singapore Airlines General Manager Agency Sales, Greg McJarow, agreed that "Singapore Airlines was delighted to partner with Express Travel Group to support Lunar New Year celebrations with its valued member agents.

"As travel restrictions reduce and demand continues to grow, ETG's agencies will be core to supporting the return of travel to these key markets across Asia.

"Singapore Airlines looks forward to supporting ETG and its member agencies throughout the Year of the Rabbit and into the future."





Gold Coast events

THE Gold Coast will host around \$200 million worth of business events between now and 2030.

Destination Gold Coast (DGC) has secured 146 conferences and meetings over the eight-year period, with recent wins including the 17th World Federation of Chiropractic Biennial Congress, expected to attract 1,000 delegates in Oct.

The Gold Coast will also host the 74th Annual International Communication Association Conference in 2024, which is expected to draw in 3,000 delegates from over 80 countries.

DGC Head of Business Events Selina Sinclair said demand for hosting business events on the Gold Coast has "increased significantly over the past 12 months".

THE POST-COVID EVENTS REVIVAL

EXCLUSIVE

EVENTS leaders from Australia and around the world are currently convened in Fremantle for The Council for Australasian Tourism and Hospitality Education (CAUTHE) conference, co-hosted by Curtin University, Edith Cowan University & Murdoch University.

Speaking from the event, which kicked off on Tue and wrapping up today, Professor Kirsten Holmes from Curtin University's School of Management and Marketing spoke to **BEN** about the changing landscape of events.

"We're seeing an enormous appetite for people to come back to face-to-face events," Holmes said, with the CAUTHE conference attracting almost double the number of delegates predicted.

While events are certainly coming back to life in a big way, Holmes believes the value of the events sector is "under-realised and underappreciated" within

Australia's broader tourism economy.

"People don't appreciate that events are a huge drawcard for a destination...you've got to put something on to get the attention," she said, highlighting the importance of events like Sydney's VIVID and the upcoming FIFA Women's World Cup.

There needs to be more government funding for capacity building, Holmes argued, as well as getting people skilled up and into the workforce.

"A lot of the funding goes into marketing and bidding for events...but it's also about venues and spaces that can host."

The Professor went on to highlight key challenges that the events industry is facing, including the high cost of travel, which acts as a deterrent to attracting international delegates.

Universities in particular are restricting delegates from

attending conferences overseas in order to cut costs, Holmes explained.

She also identified getting people skilled up and into the workforce as another huge hurdle for the sector, saying, "it's a very attractive place to work, but the work is very patchy".

Greater awareness of health in the post-COVID world is also something event organisers need to consider, particularly in terms of costs associated with insurance and refunds, Holmes added.

Along with new challenges comes new opportunities for the sector, including a renewed focus on hosting events "in a more regenerative, sustainable way".

Holmes underscored the "simple steps" venues are taking to reduce waste, such as using online resources instead of paper; getting delegates to bring key cups instead of providing bottled water; and offering a plant-based menu.

Vic events grants

APPLICATIONS are now open for the third round of the National Business Events Program (NBEP), which offers cash grants to eligible event organisers to plan events in Regional Victoria.

Business Events Victoria and Melbourne Convention Bureau, with the support of the state government, will provide grants of up to \$40,000 to help offset costs of accommodation, venue hire, food and beverage, etc.

New Zealand takes AIM(E) in Melbourne

NEW Zealand is set to have a big presence at Asia Pacific Incentives and Meetings Event (AIME) next week in Melbourne, with Tourism New Zealand (TNZ) preparing to send its largest-ever contingent to the trade show.

The 27 partners joining the TNZ Business Events team will include destinations and venues, as well as accommodation and

events providers.

"We're in a growth phase, with three new convention centres open or opening in our major cities," TNZ General Manager NZ & Business Events Bjoern Spreitzer said.

"We want to showcase our new venues and attractions, and the team approach that makes holding an event in NZ so appealing and so easy."

Delegate offer

THE InterContinental Melbourne The Rialto is offering discounted Day Delegate packages for all bookings made by 31 Apr.

The full day rate offer of \$99pp includes the private use of well-equipped conference rooms, free wi-fi, limitless coffee and tea, fresh fruit platters, savoury and sweet treats - **CLICK HERE**.

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Vulnerability-friendly tourism: Revitalising Australia's tourism industry

OPINION

Jun Wen and Wei Wang from Perth's Edith Cowan University have provided this intriguing research-based commentary on a major potential opportunity for Australia's tourism sector.

Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.



THE people in our communities are as diverse as the landscapes that surround them. Some citizens are independent while others are more vulnerable and face limitations due to age, illness, physical and/or mental disabilities, or minority status. Awareness of the concept of vulnerable groups in society has increased since the term was used in the European Court of Human Rights a decade ago. Vulnerability can lead to a gradual loss of wellbeing through social and economic deprivation.

Most countries host ageing societies whose elderly, and therefore, vulnerable, populations continue to grow. The number of people aged 65 years or older is expected to more than double by the year 2050. The prevalence of age-related diseases, including dementia, has risen accordingly. Over 55 million people now have dementia, and this figure is projected to jump to 139 million by 2050. China has the largest proportion of individuals living with dementia in the world, accounting for 25% of the global dementia population.

As people age, their risk for

vulnerability increases, but their desire to live a fulfilling life continues. Society must support its vulnerable citizens and the tourism industry has a role to play. Seniors are a vulnerable tourist group worthy of increased attention given their available free time for travel and reduced responsibilities at this stage of their lives.

Tourism can play a significant role in health and wellbeing and this has important implications for vulnerable populations. Self-esteem and perceived quality of life are better for senior tourists than for seniors who do not travel. One multidisciplinary team of researchers discussed how tourism can serve as a treatment intervention for individuals living with dementia. They argued that tourism experiences can provide many of the interventions currently being used to treat dementia, including cognitive and sensory stimulation, exercise, and reminiscence and music therapies. Since there is no medication

“As people age, their risk for vulnerability increases, but their desire to live a fulfilling life continues”

that can cure dementia, the medical field relies on these interventions to help treat and control the symptoms. Given the positive psychology elicited by tourism experiences, tourism has also been proposed as a way to enhance our public/global health, especially during crisis times (e.g isolation and fear due to COVID-19 or war). Tourism even improved the wellbeing of Chinese citizens with suboptimal health status (an intermediate state between optimal health and clinical disease). It is easy to see that tourism experiences are far more complex than simple luxury or leisure activities.

The tourism industry is working

to recover from pandemic-induced restrictions and travel bans. This industry is a substantial contributor to the world's economy, contributing \$9.2 trillion and 334 million jobs (10.6% of all employees worldwide) in 2019. Unfortunately, international travel to Australia has fallen by 80% since 2020. Australia's tourism consumption also fell by 19.3% (\$29.5 billion) in 2019-2020, leading to a 17.6% year-to-year decline in GDP.

Tourism destinations should be exploring novel ways to entice travellers to appreciate their unique opportunities for tourism consumption. One promising pathway to Australia's tourism industry revitalisation can come from understanding and responding to vulnerable tourists' motivations, expectations, and barriers. This knowledge will help destination management, marketing teams, transportation agencies, and government bodies make adjustments to accommodate this emerging tourism market and aid in the post-pandemic recovery of the industry.

China is a major tourist market for Australia and was its largest source market, accounting for 15.3% of international tourist expenditures in 2019. Australia offers world-class health care, elder care, amenities, and natural environments, making the country a preferred destination among Chinese travellers. This, combined with the significant population of Chinese individuals with dementia, makes Australia a prime location to develop vulnerable-friendly tourism destinations.

Vulnerable tourists may require additional support to ensure a safe and enjoyable experience. Attraction accessibility may need to be addressed to ensure that travellers with limited mobility can appreciate the featured site(s). Hotels need to consider the

“Tourism boasts many benefits for travellers and these benefits can have an even greater impact on vulnerable travellers”

accessibility of their bathrooms. Hospitality and destination staff may need additional training to equip them with the knowledge needed to provide vulnerable travellers with the care and

accommodations they need.

Outdoor attractions may need to add boardwalks for safer footing and wheelchair accessibility. Destination marketing staff should promote these accommodations widely, both to domestic and Chinese travellers, to entice vulnerable tourists to enjoy the amenities their destination has to offer. Vulnerable citizens will appreciate the accommodations and reward accessible destinations with repeat visits and loyalty.

Vulnerable populations represent a significant opportunity for the Australian tourism industry. Tourism boasts many benefits for travellers and these benefits can have an even greater impact on vulnerable travellers. Destinations should consider the needs of vulnerable populations and showcase tourism products that would appeal to this niche tourist group. The tourism industry can indeed care for our vulnerable citizens.

Jun Wen is a Lecturer in Tourism and Service Marketing at the School of Business and Law, while Wei Wang is Professor in public health, Centre for Precision Health at Edith Cowan University.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Susan Enners has joined **Magnatech Travel Management Solutions** as the new Regional Sales Director, APAC. Enners' prior experience in travel tech includes a stint at Tramada Systems as Country Manager, Australia and New Zealand.

Anantara has appointed **Lionel Ferrari** as General Manager of Anantara Koh Yao Yai Resort & Villas, a secluded luxury island getaway which is slated to open in southern Thailand in Apr. Ferrari boasts more than 15 years of luxury hospitality experience.

Valerie Loy has been announced as **Club Med's** new Vice President, Marketing in East, South Asia & Pacific. Loy, who will be based out of Singapore, joins from Four Seasons Hotels and Resorts. She has also worked with Swissotel Hotels and Resorts, Pan Pacific Hotels and Resorts, and Raffles Hotel Singapore.

Daiwa Living Nesuto has welcomed **Damon Lunardello** as General Manager of Nesuto Docklands, the group's first new-build apartment hotel, which will open its doors in Victoria this month. He brings over 25 years in hospitality and sales across Australia, New Zealand, and the UK, for brands such as Radisson, Park Plaza International, Bayview International, Quest Apartment Hotels and TFE Hotels.

Hahn Air has introduced a new Vice President Airline Business, **Adriana Carrelli**. The aviation professional brings extensive experience from former positions at Star Alliance and Air Canada, among others. In her role, Carrelli will oversee the commercial performance of Hahn's global partner portfolio of more than 350 airlines.

Conferma Pay has announced the appointment of **Jason Lalor** as Chief Executive Officer. Lalor will lead Conferma's plans to power the travel economy with virtual cards.

New Caledonia enjoys Dec growth

DURING the month of Dec, 4,144 Australian travellers made their way to New Caledonia, representing a significant jump on the 2,898 Aussies who visited during the same month in 2019.

Travellers stayed approximately 10.8 days during the month, with agents who have completed the destination's training program credited with helping to drive New Caledonia's recovery.

MH restructure

MALAYSIA Aviation Group (MAG) the parent company of Malaysia Airlines, has announced a new "Target Operating Model" featuring three profit centres: Airlines, Aviation Services and Loyalty & Travel Solutions.

CEO Izham Ismail said the new set-up would facilitate a more dynamic reporting structure in line with aspirations to become Asia's "leading travel and aviation services group".

Spirits are high on the road



TRAVELLERS Choice National Business Development Manager Graham Smith recently completed a road trip to meet personally with members, travelling many hundreds of kilometres throughout NSW and Canberra to ensure the network is operating efficiently.

Passing through Ballina, Tweed Heads, Armidale, Tamworth, Mudgee, Bathurst and Canberra, Smith said it was important to check in with members and provide feedback and ideas to help them meet key challenges.

"Seeing members at the annual Travellers Choice conference and during state member meetings was great, but nothing compares to seeing someone in their own backyard," Smith said.

"It's a more relaxed environment, where people can speak freely about their local trading environment and the challenges and opportunities unique to their agency."

Pictured: Mudgee Travel & Cruise's Glenn Box introduces Smith to the town's celebrated micro distillery.

Travel & Cruise Weekly

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28 Feb!



Meet the **Collette Sales Team!**

The Collette team is here to support you
in growing your retail and group business.

QUEENSLAND (NORTH)

Kjirsten Trundle

(back row, left)

0492 879 795

ktrundle@collette.com

NEW SOUTH WALES (SOUTH)
& ACT

Darren Sinclair

(back row, centre)

0410 865 675

dsinclair@collette.com

WESTERN AUSTRALIA, SOUTH
AUSTRALIA & NORTHERN TERRITORY

Jacque Roberts

(back row, right)

0431 215 900

jroberts@collette.com

QUEENSLAND (SOUTH)

Samantha Tamba

(front row, left)

0412 112 333

stamba@collette.com

HEAD OF SALES

David Farrar

(front row, centre)

0412 361 127

dfarrar@collette.com

NEW SOUTH WALES (NORTH)

Linda Seiersen

(front row, right)

0417 658 960

lseiersen@collette.com

VICTORIA:

JOIN OUR TEAM! Brilliant BDM role available in Victoria!

Send your resume to David Farrar!



Reservations: **1300 792 195**

Groups: **1300 062 731**

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