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Swan Hellenic sale

SWAN Hellenic is offering customer savings of up to \$3,000, while agents can earn \$320, for every booking made on sailings departing before 30 Nov aboard *SH Vega* and *SH Diana*.

The sale applies to bookings made by 07 Apr - **CLICK HERE** for details, with more specials on **p7**.

Holland launches new OTA

FORMER Luxury Escapes CEO Cameron Holland (**TD** 30 Nov 2018) has returned to the travel sector, heading up a new venture which promises to revolutionise the online booking of travel.

Branded as "Awai", Holland is partnering with tech investor David Gold who was at one time Luxury Escapes Chairman.

While it currently only features hotels, there are plans to add flights and insurance, as well as eventually restaurant and experience bookings to provide a complete holiday package.

The platform also provides a year's worth of pricing data to help users determine the cheapest time to plan a holiday.

Holland said part of the motivation for the venture was the high utilisation of travel agents in Australia.

"[I thought] what is it about a

travel agent experience that's solving a problem that the digital realm still can't," Holland told *The Australian Financial Review*.

"I noticed a lot of agencies closed down in the pandemic and identified that there was an opportunity there to solve some of the pain points in the online realm, which forces people to go to travel agencies."

Holland and Gold have managed to raise several million dollars in capital, while Awai has hired several former Jetstar staff, including David Galovic as Chief Technology Officer, and former JQ e-commerce head, Marco Vetter.

The Awai website and app are currently live, with users able to book holidays to Bali, Hawaii, Fiji, New Zealand, Thailand, Vietnam and the Maldives.

Today's issue of TD

Travel Daily today features seven pages of news, including a **Disney Moments** page and our regular **Corporate Update**.

Centara Japan

CENTARA Hotels & Resorts is preparing to make its debut in Japan, with the opening of Centara Grand Hotel Osaka in Jul.

Situated near the retail and entertainment district of Namba, the 33-storey tower will contain 515 rooms and suites, with floor-to-ceiling windows, Nespresso machines, smart TVs, rain showers and high-speed wi-fi.

Guests can dine from several restaurants and bars, including Whiskey Nova, a steakhouse where prime meats can be paired with whiskeys and wines.

See centarahotelsresorts.com.



Just launched!

Kali


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Make a Bali booking in Kali and you could win a place on our Bali fam!!

Ware joins Bamboo

AVIATION industry veteran Graham Ware has made a welcome return to the travel sector in a role with Vietnamese carrier Bamboo Airways.

Ware is now Bamboo's NSW/ACT Sales Manager, working alongside National Sales Manager Brad Crawford to promote the airline's offerings to the trade and corporate partners.

Ware is well known to the industry through former roles with South African Airways, Lufthansa, KLM and more.



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Travel Daily
LEARN MORE ABOUT
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TRAINING ACADEMY

Travel Daily on location in Brisbane

Today's issue of *TD* is coming to you courtesy of Travel Associates, which is hosting its Product Showcase over the next two days in Brisbane.

TODAY we are in the Qld capital at the W Hotel Brisbane to check out Travel Associates' latest product updates showcasing supplier partners to its network of advisors.

A number of product breakout sessions will take place today, culminating in a special welcome event at the Persone Italian Restaurant later on this evening.

Tomorrow, agents will be invited to attend more product updates, be in the running to win some prizes, and enjoy a farewell event at the W Hotel Brisbane's Great Room.

A&K sets new booking record

EXCLUSIVE

ABERCROMBIE & Kent has just recorded its strongest ever booking period in Australia, with local demand surging since the New Year, according to Chief Tour Operating Officer, Kerry Golds.

Golds has been in town this week to meet with the Aussie A&K tour operations team headed up by Debra Fox, and told *Travel Daily* the luxury market was showing resilience, with the travel trade playing a key role in the five-week booking boom.

Europe has been a standout performer, while Egypt and the Middle East have also been outstanding, Golds said, with A&K's refreshed focus on the Australian market bearing fruit.

"When we looked at our global portfolio, we just saw that the key opportunity lay in Australia," she said, leading to significant investment including last year's recruitment of Fox (*TD* 22 Apr 2022) and the expanding now

120-strong A&K Australia team.

Fox noted that small group adventures business was also surging for A&K, with a key factor being last year's heavy focus on educating the trade about the brand's strong value proposition - and the difference that owning its DMC operations across the globe makes in terms of on-the-ground knowledge and experience.

"2023 is very buoyant," Fox said, while itineraries are also on sale further out, including this morning's release of A&K's 2024/25 luxury cruise portfolio - more in *Cruise Weekly* today.

Fox also confirmed that A&K had now finalised its portfolio of preferred travel industry partners in the Australian and NZ market.

"We're being very selective, it's got to be the right partner, one that we can work with in a true partnership," she said.

"We want partners to really drive change, drive growth, drive awareness to consumers and to members or franchisees or stores. "So it is a select group, and we are very, very happy with our current preferred partners."

Brunei update

SMARTRAVELLER is advising Australians they must complete an E-Arrival Card online before arriving in and departing Brunei.

COVID-19 insurance is no longer required, while Australians are advised to exercise normal safety precautions in Brunei.

Fitzroy Island Resort up for sale

FITZROY Island Resort near Cairns has been put on the market with an asking price of \$35 million.

The sale marks the third attempt by property developer Doug Gamble to sell the 4.4-hectare resort, which was listed for around \$30 million in 2019 and 2016.

After purchasing the property from receivers for \$8 million in 2010, the Gamble family has poured millions into upgrading the resort.

The resort, which recorded 79% occupancy rates last year, offers 106 units, a beachfront restaurant and bar, a staff village, a general store, and anchorage for six boats.

There is also a 190-seat high-speed ferry that operates daily transfers to Cairns, allowing visitors to explore the surrounding national park.

Air NZ flexibility

AIR New Zealand is adding flexibility for the looming Cyclone Gabrielle, with customers booked to travel to, from, or through Auckland, Whangarei, Kerikeri, Tauranga, Hamilton, and New Plymouth between Sun 12 Feb and Fri 17 Feb being offered flexibility on their fares.

The airline is working closely with relevant authorities to understand the severity of the cyclone and will be working through any required amendments to its schedule.

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Window Seat

LOST luggage and delays are something we all sometimes have to put up with when flying - but how about having your plane set on fire?

That's what happened to passengers on a Susi Air flight in Indonesia's West Papua, which was set upon by local militants when it landed in Paro earlier this week.

The West Papua Liberation Army, which is fighting for independence, set all the passengers free because they were locals, but have confirmed they kidnapped the pilot, New Zealander Philip Mehrrens, before setting the plane alight.

Security forces are searching for the pilot, whom the separatists say will be released when their demands are met.

Disney restructure

THE Walt Disney Company has announced a strategic restructuring, organising itself into three core business segments.

The divisions will include Disney Entertainment, ESPN, and the tourism-aligned Disney Parks, Experiences & Products.

The company said the leaders of each business segment would have full operational control and financial responsibility for creative development, marketing, technology, sales, and distribution, and will be accountable for driving business efficiencies globally.

Disney Parks, Experiences & Products will continue to be led by Chairman Josh D'Amaro.

MEANWHILE, The Walt Disney Co has said it will cut about 7,000 jobs, as part of its "significant transformation", Chief Executive Officer Bob Iger said.

The job cuts represent about 3% of the global workforce, with Iger targeting US\$5.5 billion in savings.

TravelManagers profitable

TRAVELMANAGERS has made a "decisive return to profitability" this year, with the company saying the strong performance sees it poised to soar in 2023.

The average value of sales per member increased by more than 22% when compared with 2019, and backed by initiatives such as the TravelManagers Customer Fund (TCF) (**TD** 11 Aug 2022), the company has reported a flying start in 2023.

Many Personal Travel Managers (PTMs) logged record-breaking sales last year, with the rate of growth accelerating particularly during the second half of 2022, Chief Operating Officer Grant Campbell noted.

He said an average increase in sales revenue per PTM of more than 51% between Jul and Dec marked a significant contribution to the full-year result.

"Around 24% of PTMs achieved annual sales of more than \$1

million in 2022, compared with 16% in 2019," Campbell added.

"Thirty-five percent of PTMs had sales of \$750k-plus, made sweeter by an improvement in the average margin across all PTMs' sales compared with 2019."

Campbell said much of TravelManagers' success in recovering throughout last year stems from the foresight of PTMs and the National Partnerships Office team, in ensuring all areas of the business were prepared to benefit from the revival in consumer demand when it came.

Measures included a new partnership with Signature Travel Network, the launch of the TCF, and an extensive program of training and support for PTMs.

He said that included supplier/operational training sessions, one-on-one meetings with Business Partnership Managers, and regional cluster meetings between suppliers and agents.

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

Enter now

*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.





New Aussie traveller types

THERE are four new types of Australian travellers that will emerge over the next 10 years, a global research study by Amadeus has revealed.

Drawing from a survey of over 10,000 travellers across 14 markets, the *Traveler Tribes 2033* report identifies 'Excited Experientialists', 'Memory Makers', 'Travel Tech-fluencers' and 'Pioneering Pathfinders' as the traveller profile types expected to develop by 2033.

Nearly half of Australians (45%) were found to be in the Memory Makers group, which is defined by a simplified approach to travel, placing more value on tried-and-true travel methods and less value on tech and sustainability.

Pioneering Pathfinders was the second most common profile type for Aussies (27%), particularly for the 23-41 age group, favouring adventurous, fast-paced travels, with an

openness to new experiences.

A quarter of travellers Down Under were found to be in the Excited Experientialists category, preferring an anti-planning 'try it and see' approach.

Only 3% of Aussies were identified as Travel Tech-fluencers, which is largely made up of young business travellers who are excited about the future of technology and travel.

The study also showed that Australian travellers are looking forward to quicker travels to trip destinations (45%), the chance to travel in more environmentally friendly ways (35%), and affordable trips with various payment options (35%).

When it comes to technology, Aussies are particularly interested in being able to pay for trips by cryptocurrency, in a virtual reality or via facial recognition, and using data to create relevant trips and virtual reality preview tours.

Chimu music cruise

CHIMU Adventures has launched *Songs in the South*, a once-in-a-lifetime expedition featuring several special guests, including Australian singer-songwriter Paul Kelly.

The 21-day voyage departs from Ushuaia on 08 Jan 2024 aboard the *Ocean Endeavour*, with guests to be joined by acclaimed Australian artist Ben Quilty and Aussie television and radio personalities Andrew Denton and Jennifer Byrne.

Cabins are on sale now - **CLICK HERE** to book.

Accor restructure

ACCOR has announced the appointment of Scott Boyes as Senior VP Hotel Operations, Pacific North, as part of several changes to its senior operations leadership team.

Adrian Williams will assume the role of Senior VP Hotel Operations, Pacific South; Danesh Bamji will take on the position of VP Franchise, Pacific; and Marcus Hanna has been named as VP Operations Pacific, Sofitel, MGallery and Emblem.

QR Paris lounge

QATAR Airways has reopened its Premium Lounge at Paris-Charles de Gaulle Airport (CDG), marking its fifth global lounge, which can be used by the carrier's First and Business class passengers and eligible oneworld alliance partners.

The lounge offers Eiffel Tower views alongside dining areas, shower facilities, wi-fi and more.

SAA resumptions

SOUTH African Airways is preparing to resume twice-weekly flights to Blantyre and Lilongwe next month.

From 16 Mar, the Star Alliance carrier will operate the Johannesburg-Blantyre-Lilongwe-Johannesburg triangle routing, using Airbus A320 aircraft.

Career opportunities



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We are always interested in talent, so if you are thinking of your next career - express your interest in a future role [here](#)



Magic is in the air

THE high-pitched, joyous tones of Mickey Mouse are getting even louder this week, with four more stellar agents earning themselves a coveted spot on the highly anticipated Disney100 mega famil to the Disneyland Resort California next month.

The opportunity for travel advisors to regale our readers with their 'Magical Moments' of professionalism has been made possible through a partnership between **Travel Daily** and Disney.

Disney has made its third batch of selections (**see right**), showcasing once again why travel agents have no peer when it comes to going and above and beyond for clients.

Agents wanting to join the Disney100 famil can enter by submitting a Magical Moment **HERE**, or through Disney's trade incentive **HERE**.

To qualify, agents must book any Disneyland Resort Park ticket and flights on UA to the United States.

Four more agents to meet Mickey

FOUR amazing travel advisors have been selected to enjoy the upcoming Disney100 mega famil in Disneyland next month, and this week we start with the dedication of Cassandra Monteath from Flight Centre Wodonga, whose efforts saw her client fulfil a childhood dream.

One of her customers was struggling to secure tickets to an



EPL soccer final in Barcelona, where his favourite team was about to play.

When he exhausted all avenues, it was Monteath who managed to track the prized tickets down, ultimately organising flights and

accommodation for the big game.

Although his team went on to lose, the agent was assured she had many a middle-aged man very, very happy.

Tania O'Reilly from Wright & Turner Travel Associates, Wellington NZ has also picked up a spot on the famil for her efforts in being able to make a little boy's dream come true by organising a magical trip to Walt Disney World Resort, while Karlee Sindermann from Helloworld Circular Quay (**inset left**) has also landed a spot for organising a surprise trip to Disneyland for a family travelling on through to Ecuador.

"I had arranged with the hotel an in-room celebration with Mickey balloons and snacks and when it was time to go over to Disneyland, the daughter was unaware we had also organised her to have her own princess makeover at the Bibbidi Boutique," Sindermann recalled.



Finally, we finish with the story of Victoria Southern from Travel Managers, WA, who was charged with bringing home the surrogate daughter of her clients (**inset above**) from Seattle to Australia during the chaos of COVID.

When she was born in the first week of May, Australian Border Force granted special exemption to the parents to leave Australia to collect her, with Southern able to book a private airfare exclusive to TravelManagers Australia, which was several thousand dollars cheaper.

She was also able to help navigate the many COVID travel rules during the fraught time.

Disney 100 | Disneyland Resort California

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CORPORATE UPDATE

CWT raises US\$90m for growth

CORPORATE travel giant CWT has confirmed a recent US\$90 million capital raising, with the new equity secured from its existing shareholders to help the business “accelerate growth, expand its competitive advantage, and broaden value for its customers”.

Some of the net proceeds will be used for enhancements to the myCWT platform, improving the user experience, data & reporting and sustainability features, including increased automation.

“Platform investments will concentrate on enhancements that simplify and provide a more tailored experience for travellers and travel arrangers, and harness the value of data through insight solutions for travel managers,” the company said.

CWT will also channel activity towards key customer business priorities such as sustainability, traveller wellbeing and inclusivity, which the company said would enable a “more values-based approach to travel program management”.

Capabilities introduced in the last year include real-time carbon footprint calculators, non-binary profile fields, on-trip connectivity and traveller tracking systems.

CWT said streamlining interactions via the myCWT messaging channel remained key, with plans to further implement smart technologies such as chatbots and artificial intelligence for “seamless connection of self-

service and human connection”.

The company also flagged work on delivering new savings opportunities via price optimisation and broader access to NDC content.

CEO Patrick Andersen said the business was well-placed to deliver innovative products and services to address the evolving needs of clients and travellers.

“In addition to driving change for the benefit of all our customers, suppliers and partners, we actively prioritise development efforts to deliver the ultimate experience, as we unlock the power of human connection through business travel and meetings,” he said.

Allogio expands into corporate

BETTER known for its holiday home letting portfolio, ASX-listed Allogio has announced a move into the corporate accommodation space with the debut of a new ‘Studio-Hotel’ in Sydney’s inner west.

The purpose-built 10-apartment “A Linha” in the suburb of Petersham promises the “luxury mod cons of a hotel with the vibe of a high-end inner-city studio”.

It’s two minutes from the local train station and offers a communal courtyard, high-speed wi-fi, kitchenettes and more.

MD Will Creedon has called on other property owners to reach out and discuss rental opportunities - see alinha.com.au.

Keep up to date with Travel Daily on the go



Travel Daily



TIME gathers in Melbourne



THE Travel Industry Mentor Experience (TIME) hosted 35 peers from the Victorian travel, tourism & aviation industry, plus a couple of interstate visitors as well, at a networking event in Melbourne last week.

The group gathered on The Travel Corporation’s (TTC) rooftop (pictured), enjoying views of the city, where they heard from guest speaker Andrew Young, TTC’s General Manager of Sales for the Trafalgar, Insight Vacations,

Luxury Gold, Contiki and Cost saver brands.

TIME is a not-for-profit company established in 2009 by Penny Spencer, with the aim of helping aspiring leaders accelerate their careers in the travel and tourism industry through mentoring.

Navan + ChatGPT

TRAVEL technology and TMC firm Navan, which this week rebranded from its former identity as TripActions (TD 03 Feb), has announced plans to integrate ChatGPT’s artificial intelligence platform to enhance expense reporting.

The rebrand has also seen the company consolidate its travel, corporate card and expense services into a single app, which will also be made available to individuals as well as via firm-wide corporate accounts.

ChatGPT will enable the app to learn a user’s preferred airlines, hotels and restaurants and automatically incorporate them into proposed itineraries, according to TripActions co-founder and CEO, Ariel Cohen.

Amex Microsoft deal

AMERICAN Express has announced an expansion of its partnership with Microsoft which will leverage artificial intelligence technologies to enhance expense management.

An AI-powered decision engine which understands a company’s travel and expense policy will auto-categorise and assign a risk score to employee transactions made on corporate Amex cards.

Microsoft itself is the first organisation to test the solution, which will eventually roll out to other clients & expense platforms.

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JNTO wraps up roadshow



THE Japan National Tourism Organization (JNTO) has wrapped up a series of trade and consumer events that took place across Australia this week.

JNTO Sydney's first consumer-focused travel expo, The Japan Travel Fair, attracted over 7,500 Sydneysiders on 04-05 Feb to Luna Park, with 18 Japan-related tour operators there to help travellers plan their next trip to Japan.

The annual Japan Roadshow

also returned to Sydney, Melbourne and Brisbane this week, with over 210 travel agents convening with Japanese local government representatives, accommodation providers, tour operators and DMCs, and air and rail transportation partners.

Pictured: Mari Miwa G.E.T Educational, Sally Miles from JNTO, and Anne-Marie Mitchell G.E.T Educational Tours at the Japan Roadshow.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Cruise Traveller has announced a new deal for a 16-night Micronesia and So Much More fly, stay and cruise package from New Caledonia to Guam in Mar 2024 onboard Ponant's *Le Soleal*. Couples can enjoy savings of \$4,960 while solo travellers can save \$11,590. Visit cruisetraveller.com.au for more details.

Families can take advantage of **The Celebration Travel Company's** new package for the 2024 school holidays at Castaway Island Fiji. From \$2,399 per adult twin share, the package includes five-nights Bure accommodation, coach transfers to and from the airport, complimentary Kids Club, and more. Phone 1300 880 571.

Entire Travel Group is offering savings of \$340 per couple on any eligible 2023 Rocky Mountaineer GoldLeaf Service, such as the nine-day Rainforest to Gold Rush Discovery departing 28 Apr. Visit entiretravelgroup.com.au to book by 23 Feb.

Cruisers can save up to \$5,000 per couple on **Viking's** eight-day Romantic Danube voyage from Budapest to Regensburg or vice versa. Highlights include a visit to Budapest's Castle District, an exploration of a trip to historic Salzburg, and more - call 138 747 to book.

TTC US reward trip

THE Travel Corporation (TTC) Tour Brands has announced a USA Agent Fam Trip in May. Participants will experience five TTC brands on the adventure, which will take them through the Southern USA from Nashville to New Orleans.

Each day on the trip is allocated to a different brand, allowing agents to see just what is on offer from Trafalgar, Cost saver, Contiki, Insight Vacations & Luxury Gold.

To win a place on the trip agents can earn points by booking TTC Tour Brands products across any of the five featured brands between 01 Feb and 31 Mar, with the eight top-scorers to be hosted on the "journey of a lifetime".

More info at agents.ttc.com.

LX to Shanghai

SWISS International Air Lines has announced the resumption of services to mainland China, with Zurich-Shanghai flights to recommence on 03 Mar.

Frequencies will ramp up to thrice-weekly Boeing 777-300ERs from 05 Apr, GDS screens show.

AQV adds Starlink

AMERICAN Queen Voyages says it will be the first cruise line to offer fleetwide SpaceX Starlink internet connectivity with cellular 5G backup.

The Hornblower Group offshoot's full seven-vessel fleet will be upgraded prior to the start of the 2023 season, giving guests reliable high-speed connectivity no matter where they sail.



Travel Daily On Board: Viking Orion World Cafe

With live cooking, an open kitchen, and a range of premium food options, the World Cafe provides a vibrant and interactive experience for diners at all times of the day. Offering a wide variety of international flavours, diners can eat indoors or al fresco on the Aquavit Terrace, gazing over some of the best panoramic views Orion has to offer.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)