

## Today's issue of TD

*Travel Daily* today features six pages of the latest industry news including a photo page from **Ponant**, plus a full page from **Collette**.

## Lindblad bonus \$\$\$

**LINDBLAD** Expeditions is offering travel agents \$1,250 per person in bonus commissions for new bookings made.

The expedition cruise company has also extended its 25% sale on select *National Geographic Orion* departures across Asia Pacific until 30 Apr - [CLICK HERE](#) for further details.

## NSW foodie session

**TRAVEL** agents are being invited to join Tourism Australia's Aussie Specialist webinar, World-class NSW culinary experience, on Mon 27 Feb at 11am AEDT.

Led by Aussie Specialist Trainer Caroline and Destination NSW Product Manager for Culinary and Agritourism, Sophie Calchera, the session will showcase new bookable food and drink experiences - register [HERE](#).

## Helloworld enjoys rebound

**THE** recovery of Helloworld's business continues to make solid strides, with a half-yearly financial update released earlier this morning revealing the company has posted gains in Total Transaction Value (TTV) across all segments (**TD** breaking news).

Drilling down on the figures in the latest report, Helloworld delivered a 209% jump in overall TTV of \$1.2 billion for the first half of FY23, up from \$390.5 million in the same period last year, with Australian operations alone seeing a 194% increase to \$1.02 billion, up from \$347m.

Meanwhile, the company's underlying EBITDA also turned around nicely from a \$7.7 million loss to a \$13.5 million profit, while a statutory profit after tax of \$1.6 million was also recorded, a sharp \$16.8 million swing back to the black when compared to the same period last year.

The healthy rebound was attributed largely to a strong returning demand for domestic and international travel, as well as the strong consumer appetite for travel agent services, which

Helloworld said continues to "exceed agent availability".

"We note the resilience of our agent networks and the dedication of owners, managers, and consultants, who continue to support their customers day in and day out," Helloworld said.

In Australia, agency booking volumes returned to 2019 levels, while across the ditch in NZ, agency bookings were even higher, up 5% on 2019 volumes.

As the company continues to grow and rebuild its network, so to have expenses increased, most notably in the sales and marketing department which saw a 421% increase in outlay to \$417.38 million, while employee benefit expenses also rose by 16.7% to \$26.44 million.

Revenue margins also declined moderately, down by 0.7% from 6.6% in the first half of the FY 2022 to 5.9% in the latest period.

Other key takeaways from the latest financial report included staff availability and supply chain issues encroaching on the provision of some travel products and services, as well as strong growth recorded in Helloworld's wholesale and inbound destination management businesses on the back of growing leisure travel demand.

Looking forward, Helloworld said that it expects the company's underlying EBITDA to be in the range of \$28-32 million for the full financial year 2023, also identifying strong growth opportunities in China as the country continues to emerge from COVID closures.

Further propelling growth will be a concerted investment in digital technology to enhance Helloworld's offerings to agent networks, including additional improvements to Resworld, such as links to key preferred suppliers, fully integrated payment platforms, as well as better reporting capabilities.

See the full report [HERE](#).

## Sydney Airport to redevelop car park

**SYDNEY** Airport has announced it will redevelop its P1 domestic car park, with demolition of the existing 54-year-old lot to be completed by mid-2024.

The aviation hub made the announcement following the car park's abrupt closure, revealed exclusively by **TD** last Nov (**TD** 30 Nov 2022).

A spokesperson stated the car park had "reached the end of its useful life", touting the redevelopment as "a catalyst for improving the experience for customers and operators".

In the meantime, customers can continue to park in the P2, P3 and Blue Emu domestic carparks, with Sydney Airport ensuring minimal disruption to passengers.



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## Window Seat

IF THERE weren't already enough reasons to take a holiday, it turns out that travelling can also help add a bit of spice back into your relationship.

A survey by Travello found that 86% of Aussies have more sex with their partner on holiday, 73% have a more adventurous sex life (e.g. outdoors, in public locations, threesomes etc.), and 54% have had a holiday fling.

That being said, when asked if they would rather meet the love of their life tomorrow but be banned from travel forever or never find love and be free to travel whenever and however they want, over half of the Aussies surveyed chose travel over love - go figure!

## QF offers points for loans

QANTAS Group has entered the home loan market this month via its Qantas Money Home Loan product, which will see Qantas Points paid out to customers for each year a loan is held.

Eligible only to Qantas Frequent Flyer members, Qantas Home Loans are provided through Bendigo & Adelaide Bank, which will manage the loan repayments and keep track of mortgages, currently offering a variable interest rate of 4.67% for those buying a home to live in, which Qantas notes is now under review following the Reserve Bank of Australia's recent cash rate increase.

Fixed rates include one-year rate at 5.23% or two years at 5.39%, and customers can also refinance their home loan or invest in a property using the new Qantas Money Home Loan service.

The Qantas Home Loan will offer a whopping 100,000 Points

every year - more than enough to book a return flight for a family from Sydney to Hobart, or a return Business class ticket from Sydney to Wellington.

Loans are advertised from \$300,000 up to \$3 million, with a hefty 24% deposit or equity required for a loan of more than \$2 million, and 10% for any loans taken under \$2 million.

The Qantas Home Loan also excludes off-the-plan or a to-be-constructed property - more information, [CLICK HERE](#).

## A&K adds to Egypt

ABERCROMBIE & Kent has added 14 new departures on its collection of luxury small group sailings in Egypt due to popular demand from travellers.

Trips follow in the footsteps of pharaohs, emperors and conquerors from Cairo to Luxor to Aswan - more details [HERE](#).

## Rail Europe boosts

RAIL Europe has announced several new features for 2023, including a credit option which allows payments to be made once a month and into a local Australian or New Zealand bank.

Additionally, Eurail Pass holder fares will be available to compliment a Eurail Pass booking by Mar, and guests can also look forward to the inclusion of scenic trains requiring a reservation in Switzerland, most overnight trains, as well as services to Eastern Europe via Austria.

Advisors who haven't done so are encouraged to get their login to the Easy Rail Access booking tool, and sign up to Rail Europe's monthly webinars and closed Facebook group, which provides access to special incentives and exclusive agents offers.

For more information on the updates, advisors can contact Key Account Manager ANZ James Hooper via email at [jhooper@raileurope.com](mailto:jhooper@raileurope.com).

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## Air NZ stretches it further

AIR New Zealand will introduce Economy Stretch on the airline's Los Angeles route from 27 Feb, offering travellers up to 39% more legroom than the airline's standard Economy seat.

For an extra NZ\$175 one-way, the new category also offers passengers an 89cm seat pitch, more comfortable headset and pillow, as well as free advanced seat selection and early disembarkation.

There will be 42 Economy Stretch seats on offer on the route on board the carrier's

## Thai fee confirmed

INTERNATIONAL visitors to Thailand will be charged a tourist entry fee from 01 Jun 2023 (TD 13 Jun 2022), the Thai Government confirmed over the weekend.

The fee will be THB300 (approx A\$13) for tourists arriving by air and THB150 (A\$6.50) for those arriving by land or sea, while one-day visitors will not be charged.

For air passengers, the entry fee will be added to air ticket prices, on top of the already existing departure tax, while the means for collection by sea or land is yet to be decided.

The fees will help fund health and accident insurance for tourists, and tourist attractions.

Boeing 777s.

MEANWHILE after restoring its services to Gisborne and Napier following the damage caused by Cyclone Gabrielle, Air New Zealand has now reduced the cost of tickets for all flights into and out of the two destinations until 28 Feb to ease the impacts of the natural disaster on its customers.

"As the extent of the damage to the Tairāwhiti and Hawkes Bay regions becomes clearer, and we see the damage to roads connecting those areas, we know air travel will be more important than ever...so we're now reducing our pricing to make it even easier for those communities to stay connected with the rest of New Zealand," Chief Customer & Sales Officer Leanne Geraghty said.

Seat-only fares are now priced at \$55 one way or \$105 if the journey requires two connecting domestic flights, while those booking a seat and bag ticket will pay \$75 one way or \$125 if two connecting flights are required.

The airline is now operating nine daily flights into and out of Gisborne and 18 services per day to Napier, except on Sat, when frequencies drop to 14 flights.

Air New Zealand has also extended flexibility for bookings to/from Gisborne or Napier through to 26 Feb.

## TIME's 50th intake milestone



THE Travel Industry Mentor Experience (TIME) held its first graduation and networking evening for 2023 in Sydney last Thu night.

Hosted by Amadeus, the event celebrated graduates from Program 46 and 47, and welcomed new mentees from Program 50.

Attendees heard from Founder & CEO of Vloggi collaborative video platform, Justin Wastnage, who shared his business journey.

TIME graduate James MacFarlane also emceed the proceedings and launched his Inclusive Tourism Scholarship for the disability sector for the 26

Apr 2023 Intake.

"I can't quite believe we have reached this milestone of our 50th intake," TIME program founder Penny Spencer said.

"We have achieved so much and helped grow over 330 Graduates in these 11 years.

"No matter what you're doing, 2023 is the right TIME for you to take that step and accelerate your career just like our graduates," she enthused.

**Pictured:** Steve Richards, Silversea; Christine Gardiner, Silversea TIME Graduate; and Timo Lorenzen, TIME Board Member and Mentor.



### Sales Centre Team Leader APAC - Melbourne

We are looking for a Sales Centre Team Leader to join us on our journey.

As Sales Team Leader, you'll be responsible for the day-to-day management of the sales team, including communicating sales targets and creating performance plans with each consultant.

You will drive performance and development using SMART target setting, coaching and motivation. Ensure objectives, sales standards, processes, and structures are appropriate and embedded throughout the team.

The APAC head office is in Melbourne and this role is best placed in Melbourne or within an agreed territory.

To learn more visit

<https://www.hurtigruten.com/group/people/>



### Regional Sales Managers

Exciting opportunity to join our growing team!  
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As Regional Sales Manager, you'll be responsible for maximising the sales potential within your designated area by cultivating strong relationships with existing customers, driving brand awareness, and identifying new customer prospects across existing and new distribution networks. You will be required to be the face of the brand in your region and represent the Hurtigruten brand to the travel industry and the public.

Victoria and Queensland based opportunities available.

To learn more visit

<https://www.hurtigruten.com/group/people/>

## Travelmarvel previews Europe '24

TRAVELMARVEL has released its Europe preview for 2024, with two new cruise itineraries added, headlined by sailings of the Netherlands and Belgium.

Earlybird offers are now available for bookings made by 30 Apr among a wide range of deals, which features flights included for 14-night river cruises.

Bookings on Croatia Costal Cruises, seven-night cruises, and Rail Journeys are also eligible for savings of \$1,000 per couple.

Solo traveller savings are also available - call 1300 300 036.

## EY plugs in Lisbon

ETIHAD Airways is saying "ola" to Lisbon, announcing new flights to the Portuguese capital for the northern summer.

Flights connecting Abu Dhabi and Lisbon are set to launch on 02 Jul, with three weekly frequencies to operate on Tue, Wed, and Sun.

As well as introducing flights to Lisbon, Etihad will also return to Malaga on the Iberian Peninsula, as well as the popular Greek island of Mykonos.

Etihad confirmed it will serve both destinations twice per week from Jun.

## ADL lounge opens

A NEW international lounge has opened at Adelaide Airport.

The Plaza Premium Lounge opened on Fri, and will welcome customers between 7.30am until midday, and until 1pm on Mon and Thu.

The lounge will be open for the morning bank of international departures from Adelaide, including all Singapore Airlines, Malaysia Airlines, and Air New Zealand flights.

The latter opening hours on Mon and Thu will also see it available to passengers travelling on Fiji Airways, with the airline's flight to Nadi departing at 1.15pm on those days.

## EK commits to Cairo

EMIRATES is boosting its operations to Cairo, with the city to be served with 28 weekly flights from 29 Oct.

EK is expanding its Airbus A380 services to Cairo to thrice daily, which will up the airline's operations to the city from its current 25 weekly flights.

The operational boost will see Emirates operate four daily flights in total, including a daily service on a Boeing 777.

Cairo has the highest deployment of Emirates' A380s in the region, outside of Dubai.

## A WHOLE LOT OF SEOUL FOR JETSTAR AGENTS



A LUCKY group of agents have just returned from a famil organised by Jetstar and the Korean Tourism Organisation (KTO).

These agents were able to experience the wonders of South Korea's vibrant capital - Seoul.

The famil featured a visit to the DMZ, Gyeongbokgung Palace, Bukchon Hanok Village, Gwangjang Market, Myeong-dong, and even a cooking class!

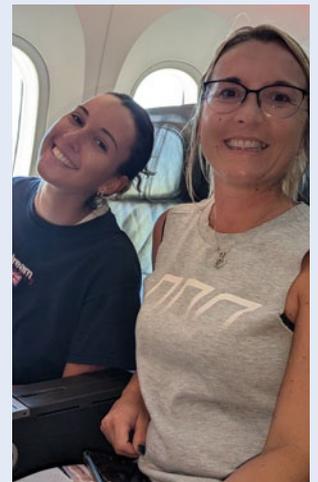
The participants were able to experience both Jetstar's International Business class as well as Economy class, while also enjoying a snapshot of Intrepid's tours in Seoul.

Jetstar and KTO want to say thank you to the participants of the famil who were able to join, saying "we know you enjoyed yourself and hope that this experience helps you to recommend Jetstar, Intrepid and South Korea to your customers."

**TOP:** Yong (Intrepid tour guide) with Boden Woolstencroft, Minjung Park, Curtis Shannon, Nicola Marshall, Mathew Ryan, Graham Rawson, Clarita Dam, Lauren McRae, Elyse-Nicole Palmer & Julia Gogoasa.

**MIDDLE:** Julia Gogoasa & Elyse-Nicole Palmer enjoying Jetstar's Business class.

**BOTTOM:** Guests visiting the DMZ - Minjung Park, Lauren McRae, Graham Rawson, Julia Gogoasa, Boden Woolstencroft, Clarita Dam, Elyse-Nicole Palmer, Mathew Ryan, Nicola Marshall & Curtis Shannon.



**FAMIL IN FOCUS** is our feature showcasing some of the photos from recent industry famils. If you want your famil to be featured, email [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au).

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## Le Commandant Charcot arrives in NZ

ON MON 13 Feb, the world's only luxury icebreaker, Ponant's *Le Commandant Charcot* arrived in New Zealand for the first time, as part of her highly anticipated Antarctic season.

Before heading back down to Antarctica for a luxury expedition of 26 days between New Zealand and Argentina, Ponant's Asia Pacific team welcomed key trade and media partners, as well as some of their VIP guests on board for an exclusive evening and overnight stay.

The event celebrated the luxury vessel and showcased her unique mix of navigation capabilities and luxury amenities that make Ponant's signature experiences at sea.

Find out more about *Le Commandant Charcot* at [au.ponant.com](http://au.ponant.com).



**JULIE** Rogers, Ponant's Director of Sales for Asia Pacific getting excited for the evening.



**SARINA** Bratton AM, PONANT Chairman for Asia Pacific (centre) and newly appointed CEO for Asia Pacific Chris Hall (right) were welcomed by Captain Stanislas Devorsine (left) on board *Le Commandant Charcot*.



**KYLIE** Crouch, First Travel Group; Tony Smith, Francis Travel Marketing; Rachel Williams, Viva Chimu New Zealand; and Joseph O'Sullivan, Director, Cruise World.



**LE COMMANDANT Charcot** is the world's only luxury icebreaker. She made her first stop in Lyttelton New Zealand before heading to Antarctica on Tue 14 Feb.



**LAURA** Stone, Cruise Traveller and Rachel Javier, Travel The World.



**DEBRA** Fox, MD Abercrombie & Kent Australia; Karen Deveson, GM Cruise, Product & Commercial; Chris Hall, CEO Asia Pacific Ponant; Janene Ferguson, MD Helloworld Travel South Melbourne; Deb Corbett, Ponant's GM Sales & Marketing Asia Pacific.



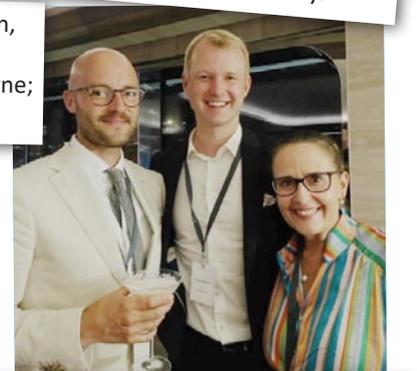
**MELINDA** Gregor of Gregor & Lewis; Jo Kennedy of Kennedy & Turner Travel Associates; Danielle Galloway of Flight Centre Group Global Luxury.



**CAPTAIN** Stanislas Devorsine proudly delivered a presentation on *Le Commandant Charcot's* state-of-the-art technological advancements and the sustainable approach, the pillar of Ponant's vision.



**JULIE** Donaldson and Karen Revell from Cruise Traveller.

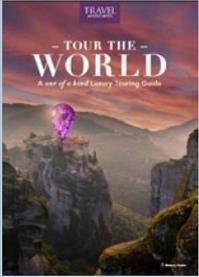


**CHARLES** Boutet, Ponant's Marketing & Communications Director for Australia & New Zealand, Roland Howlett from Frontier Travel and Deb Corbett, Ponant's GM Sales & Marketing Asia Pacific.



## BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Travel Associates - Tour the World

Flight Centre Travel Group's boutique travel agency, Travel Associates, has unveiled a new luxury touring travel guide. The brochure features high-end tours taking guests to bucket-list destinations, such as Okinawa, Kenya, Peru, Morocco, Naxos, and many more. Many of the small group tours specialise in adventure, conservation, and food & wine, from brands like Back-Roads Touring, G Adventures, APT Luxury Travel, Globus, Collette Tours, and more.

Bunnik Tours' 22-day Georgia, Armenia & Azerbaijan tour is just one of the many great itineraries featured in this brochure.



### APT - New Zealand 2023/24

APT Luxury Tours is highlighting the best of New Zealand in one of its latest brochures, which showcases Aotearoa's accommodation and locally inspired dining, hand-picked by the APT team. The brochure also includes Signature Experiences, allowing guests to dive deep into local history, culture and traditions, such as a cruise through Milford Sound and a trip to the Waitangi Treaty Grounds. Guests can enjoy these two experiences

as well as a scenic TranzAlpine Rail journey on the 17-day New Zealand Wonderland tour from Auckland to Christchurch.

## FC people chief inspired



**ALLISA O'Connell**, Head of People and Culture at Flight Centre Travel Group (pictured centre), was left impressed and inspired after the wrap of the HR Leaders Forum 2023.

The HR Leaders Forum 2023 was held at the ICC Sydney between 16-17 Feb, an annual event that aims to provide a forum for industrial leaders to engage, learn and facilitate through debates and conversations.

Past speakers had come from organisations such as Amazon, Telstra, ANZ, Melbourne Airport, Bunnings Warehouse and more, showcasing the vast scale of the event's nature.

O'Connell thanked organisers for the experience and said it was a great opportunity to learn from the best and brightest in HR.

## QF flight diverted

A **QANTAS** flight travelling from Santiago, Chile to Sydney last Sat was diverted to Newcastle Airport due to severe weather conditions near Sydney Airport.

The aircraft had reportedly experienced extreme turbulence before the flight was ordered to fly to Newcastle instead.

However after landing, passengers were left stranded on the tarmac for seven hours before spending the night at the airport because the hub is not yet configured to properly accommodate Dreamliner 787s.

## MSC lends a hand

**THE MSC Group** and the MSC Foundation have moved to help with relief efforts in Turkey following a deadly earthquake, with *MSC Aurelia*, normally reserved for passengers, departing Naples for the port of Iskenderun (Alexandretta) to assist Turkish authorities.

The ship will deliver 60 pallets of medical supplies, food, hygiene items, warm clothing and blankets, as well as toys and crayons for children, and will also act as accommodation for more than 1,000 people.

## Qld hotels listed

A **PAIR** of Quest hotels listed in Qld located in Chermside and Ipswich have been listed for sale by real estate agency CBRE.

Quest Chermside is comprised of 54 serviced apartments with studio and a one-bed configuration, while Quest Ipswich is situated in the fastest-growing city of Qld and incorporates 32 self-contained apartments across 64 keys of studios & up to three bedrooms.

Both hotels contain a meeting and conference room, onsite reception areas, with Ipswich also boasting an infinity pool.

## Newton hops aboard

**HURTIGRUTEN** has appointed Alastair Newton as its Director of Expedition Operations.

Newton brings extensive experience within the industry to the role, leading over 150 expeditions on 15 different ships in more than 100 countries.

"My number one goal is to structure our global team to further develop the global industry's leading science and education program - wrapped in the world's most sustainable expeditions," Newton said.

Iain McNeil, SVP Operations, added that Newton's arrival will help continue to make Hurtigruten's expeditions the most sustainable in the world.

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& ACT**

**Darren Sinclair**

(back row, centre)

**0410 865 675**

[dsinclair@collette.com](mailto:dsinclair@collette.com)

**WESTERN AUSTRALIA, SOUTH  
AUSTRALIA & NORTHERN TERRITORY**

**Jacquie Roberts**

(back row, right)

**0431 215 900**

[jroberts@collette.com](mailto:jroberts@collette.com)

**QUEENSLAND (SOUTH)**

**Samantha Tamba**

(front row, left)

**0412 112 333**

[stamba@collette.com](mailto:stamba@collette.com)

**HEAD OF SALES**

**David Farrar**

(front row, centre)

**0412 361 127**

[dfarrar@collette.com](mailto:dfarrar@collette.com)

**NEW SOUTH WALES (NORTH)**

**Linda Seiersen**

(front row, right)

**0417 658 960**

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