

## Travelex is back

**TRAVELEX** has announced major new stores across Australia, returning to 80 locations across the country.

The foreign exchange company has extended key contracts with a number of airports, including Perth Airport, following the launch of new stores at Cairns Airport, The Glen in Melbourne, and Brookside Shopping Centre & Westfield Carindale in Brisbane.

Both phases of Travelex's digital airport initiative at Adelaide Airport are also now fully live (**TD** 08 Nov 2022), which features a range of digital offerings.

"2022 was a resounding success for Travelex across the region - bouncing back post-pandemic, further strengthening our position as the market leading FX brand and investing in our digital future, thereby giving our customers greater convenience than ever before," Managing Director ANZ Darren Brown pronounced.

## Explore to open Aus office

**EXPLORE** Worldwide is set to open a local regional office in Brisbane later this month (**TD** breaking news).

Global Sales Director and Australian native Ben Ittensohn will return from the United Kingdom, where he has been based for four years, to Brisbane, where the office will be based.

He will serve as Regional Director to head up local operations, sales, and marketing.

Explore has operated with Adventure World as its sales and marketing office in Australia for the past four years, and all bookings will continue to be serviced through them throughout the transition period.

Recruitment is under way for sales consultants to join the local Explore team, with the company appointing Evolution Travel Collective to also provide on-ground training and support to travel advisors across Australia.

"Adventure World has served as an incredible GSA partner over the past four years...we have now reached a point where taking direct ownership is needed to support our growth ambitions," Ittensohn said.

"Adventure World and Explore have always been well-aligned in both our product offering and commitment to sustainability, so our partnership has been a strong one, and one that will continue beyond the exclusive representation ending."

Explore Managing Director Michael Edwards said Ittensohn is the right person to lead the company's growth in Australia, given the significant opportunity in the market.

"With his track record of growing sales with agency partners globally...I'm delighted for Ben and really excited to see where he takes the Explore brand Down Under."

## Today's issue of TD

*Travel Daily* today features five pages of news.

## China arrivals return

**CHINA** has welcomed its first arrivals following its downgraded COVID management restrictions.

The first flights reached airports in Guangdong province, with almost 400 passengers arriving aboard two flights - China Southern Airlines' CZ312 from Toronto to Guangzhou, and Shenzhen Airlines' ZH9024 from Singapore to Shenzhen.

The day has also seen the reopening of Terminal 3-E of Beijing Capital International Airport to international arrivals.

Operations in Terminal 3-D are currently temporarily suspended.

Passengers must take a nucleic acid test within 48 hours before departure to China, and they no longer need to request a health code from one of the country's diplomatic and consular missions.



# EXPLORER SALE



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## Window Seat

**RULES** about what sorts of animals qualify as providing “emotional support” for air passengers in the USA have made life much simpler for airlines (**TD** 09 Dec 2020), but that clearly hasn’t stopped some travellers trying it on.

Before the clarification by the US Department of Transportation two years ago, various incidents were reported about people attempting to board planes with monkeys, peacocks, turkeys and even mini horses, claiming the creatures helped them with their fears of flying.

The Transportation Security Administration (TSA) has posted about a recent case where a woman attempted to get her “emotional support boa constrictor” on board a flight from Florida’s Tampa International Airport by hiding it inside her carry-on luggage.

The TSA posted an image of the bag x-ray (pictured), confirming that the “woman claimed the snake was her emotional support pet”.

However the airline was notified and denied boarding to the reptilian rider, with the TSA saying the carrier had “ruled that there was not going to be a snake on their plane”.

In the USA carriers are not required to recognise emotional support animals as service animals, but can instead treat them as pets and fly them (or not) accordingly.



## Big re-shuffle for Accor

**ACCOR** has begun to implement a new organisational structure, which will roll out through the first quarter of 2023.

The changes, which were first flagged in Jul 2022, sees Accor’s operations split into two dedicated divisions: a Premium, Midscale & Economy segment led by Group Deputy CEO Jean-Jacques Morin, and a Luxury & Lifestyle segment led by Group Chairman & CEO Sébastien Bazin.

Both divisions are supported by a Group Management Board and a Global Shared Platform providing expertise and services including Digital, Technology and Procurement.

Duncan O’Rourke recently announced his departure from Europe to take on the role of CEO Middle East, Africa, Turkey & Asia-Pacific for the Premium, Midscale & Economy division.

Thomas Dubaere will head up the division in the Americas region, while Patrick Mendes will be responsible for the Europe and

North Africa regions, and Gary Rosen will oversee Greater China.

The Luxury & Lifestyle arm is structured around four brand collections, with Omer Acar overseeing Raffles & Orient Express from 01 Mar; Maud Bailly as CEO of Sofitel, MGallery and Emblems; Gaurav Bhushan as co-CEO for Ennismore; and Mark Willis as CEO Fairmont.

Accor said the new structure will allow it to “accelerate growth and better address market developments, deliver the highest possible levels of service for all its stakeholders, facilitate accurate and effective fulfilment of guest needs and expectations, and provide clarity and performance to its partners”.

## Thailand vax must

**AUTHORITIES** in Thailand have reintroduced a requirement for all arriving passengers to the country to be fully vaccinated against COVID-19.

The change is effective from today until 31 Jan, with passengers either required to present proof of full vaccination, proof of recovery from COVID in the last six months or a vaccine exemption letter from a doctor.

Travellers who are unable to present such documents will be subject to COVID tests at the port of arrival, and the requirements do not apply to Thai nationals, transit passengers or children aged less than 18 years.

Officials are not at this stage reintroducing the Thailand Pass or Certificate of Entry requirements.

## A&K incentive

**AUSTRALIAN** and NZ travel advisors booking their clients on Abercrombie & Kent’s “Africa by Private Jet” itinerary will receive a \$1,000 pre-paid Visa card.

The fully commissionable bucket list adventure departs London on 29 Sep 2023 with just 48 pax - for more details **CLICK HERE**.

## New Cal trade offer

**AIRCALIN** has announced new Industry rates of just \$99 return to Noumea, with travel advisors able to take a friend for \$199.

Taxes and fuel surcharges are additional, with the full service fares including complimentary meal and full drinks service.

A letter of confirmation of industry employment must be provided, with the deal available for travel on/before 08 Dec 2023 with some blackout dates applying - more on 1300 655 737.

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The National Sales & Account Manager (NSAM) is responsible for leading the growth of industry sales, maintaining and developing new business sales opportunities through partnerships with both trade and consumer direct initiatives for the full range of products within the SeaLink Marine & Tourism including SeaLink South Australia, Captain Cook Cruises, Sydney Harbour, Murray River and WA, SeaLink and Go West WA, SeaLink Queensland, Northern Territory, K’gari (Fraser Island) & South East Queensland and other entities as required.

You will lead a team of Key Account Managers/Sales Managers to maximise all sales opportunities, proactively create new opportunities and achieve sales targets. A strong focus will be on developing and managing relationships with industry partners and working with them on business growth opportunities beneficial to all parties.

### How to Apply

Applications close Monday 30 January 2023

Apply on the Web at <https://kelsian.expr3ss.com>



## China, Philippines, ink tourism pact

**CHINA** and the Philippines have inked a tourism implementation deal, which aims to ramp up bilateral tourism cooperation between the countries.

The agreement was signed during Philippines President Bongbong Marcos' three-day state visit to Beijing, by China's Culture & Tourism Minister Hu Heping and Philippines Tourism Secretary Christina Garcia Frasco.

Under the five-year cooperation pact, both countries will encourage and support the exchange of their respective administrators and tourism professionals to strengthen the mutual development of each country's hotel, resort, cruise sectors, among others.

Both countries are also expected to support each other's tourism departments by holding travel fairs and tourism exhibitions under the pact.

Officials from both countries will meet at least once a year, or whenever necessary, to further discuss the implementation covered in the agreement.

## Update to win!

**TRAVEL** Agent Finder founder Anna Shannon is encouraging travel agents to update their profile pages before 15 Jan for the opportunity to win a spot on a Celestyal Cruises famil.

The site has just completed its first full year of operations, during which it facilitated "thousands of targeted lead connections between travel agents and travellers," Shannon said.

"With the platform growing and online exposure more important than ever, it is crucial for travel professionals to have an updated agent profile to showcase their expertise," she said.

For more details and to update your information see the site at [travelagentfinder.com.au](http://travelagentfinder.com.au).

## Morocco shuts door

**RATHER** than changing vaccine or testing requirements, authorities in Morocco have simply banned the entry of all travellers who have been in China over the last seven days.

The change applies regardless of nationality, according to a new Smarttraveller update on Sat.

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## Texas welcomes oneworld



**THE** oneworld airline alliance has joined American Airlines at the Robert L. Crandall Campus in Fort Worth, after relocating its global headquarters from New York City to North Texas.

When the move was announced last year (**TD** 13 Oct 2022), oneworld Chairman and Qatar Airways Group Chief Executive Akbar Al Baker said the decision was made in order to be closer to American Airlines, one of its founder members.

"The American and oneworld teams working more closely together will be tremendously beneficial to oneworld's member airlines and customers around the world," American Airlines CEO Robert Isom said.

oneworld had been based in New York since 2011, after it moved from Vancouver where

the global headquarters were established on its 1999 launch.

The alliance has been headed for more than six years by former Helloworld Travel Limited CEO and Qantas senior executive Rob Gurney (**TD** 01 Sep 2016), who is **pictured** cutting the celebratory ribbon in Texas with a giant pair of novelty scissors alongside several alliance carrier chiefs including Oman Air CEO Eng Abdulaziz Al Riasi, Alaska Airlines CEO Ben Minicucci, AA CEO Robert Isom, and Qatar Airways CEO Akbar Al Baker.

## NZ ramps up PVG

**AIR** New Zealand will increase flights between Auckland and Shanghai Pudong next month, with a fourth weekly 787-9 flight operating effective 03 Feb.

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## SALES MANAGER - AUSTRALIA

Rocky Mountaineer is seeking an experienced travel sales professional to join their global sales team as their Sales Manager - Australia.

The successful candidate will be responsible for driving and maximizing revenue potential for retail, wholesale, custom groups, and group tour block accounts.

This role is open to applicants in Sydney, Melbourne, and Brisbane.



ROCKY MOUNTAINEER

For more details and to apply please click [here](#)  
Applications close 20 January, 2023.



## British Airways' new uniform



**BRITISH** Airways has unveiled a new uniform for the first time in 20 years, which will be donned by more than 30,000 of the airline's employees from the northern spring this year.

The new collection features a tailored three-piece suit for men with regular slim-fit style trousers, while women have dress, skirt and trouser options as well as a modern jumpsuit (which the carrier claims is an airline first), and tunic and hijab option.

The refreshed attire was dreamt up by British fashion designer and tailor Ozwald Boateng, with more than 1,500 British Airways employees providing input into the design and testing of the new collection over the last four years.

More than 90% of the garments were produced using sustainable fabric from blends of recycled polyester, featuring an airwave pattern as well as jacquard fabric.

## Peanuts in space

**KENNEDY** Space Center Visitor Complex in Florida has revamped its visitor experience, including a new "original, live, immersive educational entertainment experience" featuring characters from the famed *Peanuts* cartoon.

Also new is a "S.T.E.A.M. Team" science presentation for younger guests, plus an ever-expanding roster of rocket launches, with more than 80 already scheduled to take place during 2023.

## Indonesia eruption

**THE** Department of Foreign Affairs and Trade has reissued its Smartraveller advice for Indonesia, noting the 07 Jan volcanic eruption of Mount Marapi in West Sumatra.

Travellers are advised to avoid the area, with a 3km exclusion zone currently in place.

## CZ ramping up

**CHINA** Southern Airlines is the latest carrier to announce a lift in frequencies between China and Australia, with Guangzhou-Sydney services increasing from one to four weekly on 25 Jan and then going daily from 02 Feb.

CZ Guangzhou-Auckland flights are also lifting from two to four weekly effective 26 Jan.

**MEANWHILE** Cathay Pacific has also reacted to the reopening of Chinese aviation with plans to double its Hong Kong services to the mainland.

A total of 61 CX weekly return flights will operate to 13 mainland cities effective 14 Jan, with a further plan to increase services to over 100 per week by Mar.

## STN runway work

**LONDON** Stansted Airport's runway is set to be fully resurfaced in a five-month program starting last weekend.

The work will take place five nights per week from Sat to Wed, to attempt to minimise the impact on operations.

In phase one, which is set to last 11 weeks, the runway will be closed between midnight and 6am, and in phase two, it will remain open, but at a reduced length, to allow flights to safely continue operating.

Over the course of the project, approximately 50,000 tonnes of asphalt will be laid over an area the size of 25 soccer fields, and 1,300 runway lights will be replaced with LED versions.

## Indian banker sacked

**AMERICAN** financial giant Wells Fargo has reportedly fired the head of its operations in India over accusations he urinated on another passenger in business class during an Air India New York to New Delhi flight last Nov.

The company confirmed the termination of an individual, with a number of reports saying the man has now been arrested in Bangalore over the claims.

A 72-year-old woman recently wrote to the carrier to complain about the incident which allegedly occurred on a flight from New York JFK to Indira Gandhi International Airport in New Delhi on 26 Nov and left her shoes, clothes and bags reportedly "soaked in urine".

The carrier's CEO Campbell Wilson has apologised for the handling of the onboard urination, which allegedly saw crew urge the man to apologise and pay for the woman's belongings to be cleaned, rather than having her press charges.

Lawyers for the accused urinator say he does not remember the details of the incident.

Wilson acknowledged that Air India could have handled the matter better, saying the carrier was "deeply concerned about customers who have suffered due to the condemnable acts of their co-passengers".

When the woman refused to sit in her urine-soaked chair, the crew offered her a jump seat after the pilot allegedly "vetoed" giving her an empty seat in first class.

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## 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).



**APT - Tasmania 2023/24**  
APT has released its latest brochure, showcasing Tasmania's wilderness, cities and gourmet experiences. Guests can cruise the waters of the majestic Gordon River, explore rugged coastlines and sample world-class wines while indulging in the Apple Isle's local produce. The brochure highlights tours like the 12-day Tasmania Complete itinerary, which takes guests on a guided walk through the Tarkine wilderness; an exploration of Cradle Mountain-Lake St Clair National Park and Dove Lake; a tour of Bridestowe Lavender Estate distillery, and more.



**Journese - 2023-24 Australia & New Zealand**  
Journese, the luxury brand of US-based outbound operator Pleasant Holidays, has published a brand-new product brochure filled with new hotels and activities across Australia and New Zealand, including its four- and five-star resorts, private resort residences, all classes of air service, luxury cruise options, rail expeditions, hand-selected excursions and sample itineraries. The pages are filled with inspiration for travellers to discover Australia's outback, see the iconic Great Barrier Reef, visit the volcanoes of Tongariro National Park and more, with dining options, scenic views and unique off-train excursions.

## Jetstar diversion

**A BOMB** scare aboard a Jetstar Japan flight yesterday saw the service from Tokyo to Fukuoka diverted to Chubu Airport.

On landing those on board disembarked via emergency slides, with the carrier issuing a statement acknowledging that "this would have been distressing for passengers and we thank them for their cooperation".

The false alarm followed a call to Narita staff claiming a 100kg bomb was in the cargo hold of the A320 - with no explosives ultimately found on board.

## Virgin Voyages TVC

**VIRGIN** Voyages has debuted a new ad inspired by a music video, celebrating its "exclusively adult experience" via a cinematic journey through 24 hours at sea.

Based on the iconic 1983 Culture Club hit *Karma Chameleon*, which was originally released by Virgin Records, the video stars real Virgin Voyages crew and passengers.

It was filmed aboard *Scarlet Lady* and coincides with the launch of a new "Now We're Voyaging" brand campaign - see [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## Manly Pacific's new \$30m look



**MANLY** Pacific - MGallery in Sydney's beachside suburb of Manly has unveiled a new look after undergoing a \$30 million refurbishment.

Positioned on Manly Beach, the property now features an updated facade, 213 redesigned rooms, a rooftop pool and bar, a sundeck with infrared sauna, a new lobby bar called 55 North, and a conference & events floor.

The Infinity Residence (pictured) also received a refresh, with the one-bedroom suite now featuring underfloor heating, a fireplace, kitchenette, freestanding stone bathtub, and a living and dining room that opens up to a spacious

private terrace with ocean views.

The nine ocean-facing, two-bedroom, two-bathroom Coastal Suites also showcase a new look, with fresh foliage throughout and natural stone bathrooms, while the 12 Sun Lounger one-bedroom, one-bathroom rooms feature ocean views and deck chairs on a private terrace.

## WTTC slams testing

**THE** decision to reintroduce COVID-19 testing for Chinese travellers is "a step backwards", according to the World Travel & Tourism Council (WTTC).

President and CEO Julia Simpson condemned the measure as "ineffective" and labelled the move as a "knee-jerk" reaction in a recent statement.

"[It] shows Governments have learned nothing about the behaviour of this virus and continue to ignore the World Health Organisation's advice that border restrictions do not stop the virus mutating or moving around the globe".

## PIA, Sabre deal

**PAKISTAN** International Airlines (PIA) has renewed its agreements with Sabre Corporation, including a multi-year content distribution agreement and the continuation of a strategic joint venture partnership in the Pakistani market, which has now been in place since 2004.