

Disney
100

Disneyland
RESORT
CALIFORNIA



JOIN US FOR THE ULTIMATE DISNEY100 MEGA-FAMIL!

YOU ARE A PART OF THE MAGIC!

Disney Destinations, along with our good friends at United Airlines and Visit Anaheim invite you to celebrate with us on the Disney100 Mega-Famil at the *Disneyland Resort* in California. 100 lucky participants from Australia and New Zealand will embark on this incredible, once-in-a-lifetime trip filled with magic at every turn.

TRIP DATES

14 – 18 March 2023

SALES INCENTIVE DATES

20 January – 27 February

HOW TO ENTER

To qualify, you must have booked:

- Any *Disneyland Resort* Park Ticket*, and
- Flights on United Airlines to the USA**:
 - 1 entry for United economy
 - 2 entries for United Premium PlusSM premium economy
 - 3 entries for United Polaris[®] business class

The more tickets you book for *Disneyland Resort* and United Airlines, the more entries you'll receive!

MORE WAYS TO ENTER

Tell us how you've created magic for your customers, and you could be one of 15 lucky agents to also win a spot at the celebration of a lifetime, with winners being announced each Friday.



*Disney theme Park entry ticket must be booked through an Australian or New Zealand wholesaler to the *Disneyland Resort* in California. **United Airlines flights to North America on "016" ticket stock must be booked through a GDS or an Australian or New Zealand wholesaler, one-way flights and infants tickets for children 2 years of age and under are excluded. ©2023 Disney.

CATO IWD event

THE Council of Australian Tour Operators (CATO) will host a special International Women's Day (IWD) Luncheon in Sydney on Wed 08 Mar.

The gathering will follow this year's theme of "Embrace Equity" and will include a panel discussion of female leaders from across CATO's membership, sharing "inspiration and experiences from their own journeys," according to CATO MD Brett Jardine.

A special guest speaker will also appear, with further details to be revealed in the coming weeks.

"We have some extraordinary talent within our membership group, and this event is designed to put a spotlight on the tremendous work of these outstanding individuals," Jardine added, with the CATO IWD lunch also supporting a local charity.

Lunch, drinks and networking are included for the \$125 ticket price - **BOOK HERE NOW**.

Disney's massive incentive

DISNEY has today launched a gigantic celebration of this year's "Disney 100" milestone, in an initiative fittingly taking 100 travel advisors from Australia and New Zealand on the "Ultimate Disney100 Mega Famil".

Conducted in partnership with United Airlines and Visit Anaheim, the trip will take place 14-18 Mar this year, with places allocated based on bookings made during a selling period which runs from tomorrow until 27 Feb.

To qualify, travel advisors must have booked any Disneyland Resort park ticket as well as United Airlines flights to the USA.

Agents receive one entry in the competition for an economy ticket; two for premium economy and three for business class, with the top sellers during the incentive period getting a spot on the once-in-a-lifetime trip.

Qualifying Disney Park entry tickets must be booked via an

Australian or NZ wholesaler to the Disneyland Resort in California, while UA flights to North America on 016 stock must be booked via GDS or a local wholesaler, with one-way flights and infant tickets excluded.

There are other ways to win too, with 15 lucky agents to also receive a place on the celebratory trip by telling Disney how they have "created magic for their customers".

Andrea Robinson, Disney's Director of Travel & Business Development APAC, told *Travel Daily* "this is a once in a lifetime magical opportunity to join the Disney100 celebrations at Disneyland Resort California".

"It's time to bring the fun and magic back to the travel industry, and we can't wait to celebrate with 100 travel partners at The Happiest Place on Earth," she said, with more details of the incentive on the **cover page of TD** today.

Today's issue of TD

Travel Daily today features six pages of the latest news, a cover wrap from **Disney Destinations** plus our **Business Events News** feature.

New Westbury role

FORMER AFTA CEO Jayson Westbury has joined executive talent acquisition and advisory firm Brown & Chase as a Partner.

Westbury will lead the Retail, Hospitality, Travel & Tourism practice, sourcing candidates for senior industry roles - jay.westbury@brownandchase.com.

More appointments on **page 6**.

QF 737 engine loss

PASSENGERS on board a Qantas 737 flight from Auckland to Sydney yesterday were blissfully unaware of the loss of one of the engines until the aircraft safely landed, with pilots issuing an initial mayday call later downgraded to a PAN message.

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APT waives Europe air surcharges

APT has announced the waiver of air surcharges amounting to as much as \$1,400 per person for peak Jun and Jul 2023 European river cruise departures.

The company said it had identified the air surcharges as a “challenge for its travel agent partners”, with the waiver applying to selected cruises and for new bookings only.

Shoulder season surcharges on the Magnificent Europe itinerary are also being waived up to \$700 per person, APT said.

GM Sales, Scott Ellis, said the aim was “to make the booking process with APT as simple as possible” noting that with demand for travel pushing the price of flights up “it is the perfect time to recommend an APT European river cruise and take advantage of the airfare surcharge being waived”.

More details on 1300 278 278.

MP Travel joins UK firm

AUSTRALIAN travel management company MP Travel has been acquired by United Kingdom-based business travel company Gray Dawes Group, in its first overseas purchase.

The acquisition of MP Travel takes Gray Dawes Group’s turnover to more than £250 million, and pushes employee numbers beyond 250.

MP Travel is Gray Dawes’ 12th acquisition to date, with its Chief Executive Officer Suzanne Horner a long-time admirer of the Australian TMC and its joint Managing Directors, Kerri Primrose and Lynn Manuel.

“Our clients increasingly want global solutions, even the smaller ones,” Horner explained.

“We’ve been very successful picking up businesses in the UK and integrating them...now we’re doing that overseas and Australia is the beginning with MP Travel.”

“Our out-of-hours service is

already resourced in Australia, so with the addition of something in the US next, we’d have a follow-the-sun set up.”

Horner said following the challenges of the last two years, Gray Dawes is fantastically placed, both financially and from a skills perspective, to drive its recovery while developing all parts of the business and new ventures.

MP Travel has been in operation for more than three decades, with Manuel telling **TD** that Gray Dawes “is the right type of company to ensure our incredible culture continues”.

Santa Monica to GTI

SANTA Monica Travel & Tourism has appointed GTI to drive its sales and marketing activity in Australia and NZ.

The appointment is effective immediately and includes trade, consumer and MICE activity.

CLIA finalists named

CRUISE Lines International Association (CLIA) has unveiled the full list of finalists for the hotly anticipated 20th Cruise Industry Awards (**TD** 13 Dec 2022), with more than 400 entries received across the 18 categories.

The finalists include cruise specialist travel agencies, online operators, and individuals from across Australia, who will be honoured for their achievements and recognised for their determination and resilience, local MD Joel Katz said.

“The past few years have given us challenges like never before, and yet the nominations for this year’s CLIA Awards show an incredible amount of passion and strength among our members,” he said.

The event will take place at Sydney’s Luna Park on 11 Mar.

The full list of finalists can be found **HERE** - more details in today’s issue of **Cruise Weekly**.

LUXURY GOLD

Worldwide Limited Edition
Small Group Journeys

2023- 2024
On Sale Now

luxurygold.com





TTC's Luxury Gold relaunches

THE Travel Corporation has relaunched its Luxury Gold high-end small group journeys brand, with a new collection of 30 limited edition trips to the world's most sought-after places.

New branding will reflect the exponential demand in the luxury sector with "aspirational, flawless visuals and a refined champagne and caviar colour palette".

Toni Ambler, MD of TTC Tour Brands which oversees Luxury Gold in Australia and NZ, said "it's clear that affluent travellers intend on travelling in 2023 and are looking to book those once-in-a-lifetime tours that include all the luxury and ease of a high-end travel experience".

"We're excited for Luxury Gold to meet this demand, offering a refined and immersive travel experience in a small group setting," Ambler said.

The reinvigorated brand describes the Luxury Gold

experience as delivering "unforgettable Passport Moments...these are the golden threads that make up every journey, and promise travellers more than just destination stamps in their passport".

Accommodation includes glamorous properties including Belmond, JW Marriott and Red Carnation hotels as well as unique boutique stays such as Ireland's Ashford Castle and the Lion Sands Game Park in South Africa's Kruger National Park.

Exclusive experiences also abound including after hours access to key attractions, while the Founder's Collection curated by the late Stanley Tollman includes meet-and-greets with "European nobility, legendary locals and celebrated icons in historic sites or ancestral homes for an even deeper and authentic experience", the company said.

See luxurygold.com/au.

Carnival Starlink

CRUISE giant Carnival Corporation is the latest operator to announce the fleetwide deployment of internet connectivity via Elon Musk's SpaceX Starlink satellite system.

The rollout commenced last month on Carnival Cruise Line and AIDA Cruises ships, with the company today confirming it will also offer Starlink on P&O Cruises Australia, Princess Cruises, Cunard, Costa, Seabourn, Holland America Line and P&O UK vessels.

The move will offer guests the "best available wi-fi experience at sea", Carnival said.

JQ ADL-DPS boost

JETSTAR will increase capacity on its flights between Adelaide and Bali later this year, with GDS screens indicating the deployment of an A321neo LR on the route instead of an A320, operating double daily flights on the route effective from 01 Jul.



Window Seat

WHO said travel industry jobs don't pay well?

Video streaming giant Netflix has this week launched a recruitment process for a flight attendant to work on one of its private jets, saying the "overall market range for this role is typically US\$60,000-US\$385,000".

The successful applicant will be based at San Jose in Northern California and will be expected to "embrace the Netflix culture of freedom and responsibility, allowing you to operate with a little direction and a lot of self-motivation".

The Flight Attendant role on Netflix's Gulfstream G550 also involves maintaining a stock room, lifting bags weighing up to 15kg and being "capable of long periods of standing".

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Tourism Ireland's Roadshow

Join us in Brisbane, Sydney, Melbourne and Auckland to meet with some of Ireland's top suppliers. Learn about fabulous new developments and experience Irish hospitality and entertainment. Prizes to be won including a place on a Family to Ireland in 2023! Register now to participate!

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Ireland



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L'Oscar London joins La Reserve

EXCLUSIVE luxury property L'Oscar London is the latest addition to the La Reserve Hotels Michel Reybier Hospitality portfolio, with 39 bedrooms including 18 suites in the “wonderfully restored and splendidly refurbished” former Baptist Church HQ which was built in 1856.

It's located on Southampton Row between Covent Garden and Bloomsbury, and is represented in Australia by Lea Segulier - see leaseguier.com.

QR, Air Serbia deal

QATAR Airways and Air Serbia have signed a new comprehensive codeshare pact, with the deal opening up a host of new QR destinations including Bosnia and Herzegovina, Montenegro, Slovenia and more.

Services connect via Belgrade, where QR flies five times weekly.

ATV calls for action

ADVENTURE Tourism Victoria (ATV) is urging the Victorian Government to provide further opportunities for Working Holiday Makers (WHMs) to extend their stays and help solve the state's skills shortage crisis.

The call to action advocates for WHMs to be allowed to undertake tourism and hospitality work while completing the 88 days of required work - which is currently restricted to agricultural jobs - in regional Victoria.

“We're in the midst of a job vacancy crisis across Australia, and this is amplified in Regional Australia,” ATV Executive Committee Board Member, Treasurer Paul Mitchinson said.

“Since shutting our borders and a mass exodus, there simply aren't enough people within the country to fill the 440,000 vacancies out there.”

The campaign is being supported by VTIC, YHA, the AHA and a host of RTOs across Vic.

Destination HQ joins Virtuoso



VIRTUOSO has welcomed a new addition to its Australia and New Zealand network - Destination HQ.

The travel agency is based in Beaumaris, Victoria, and specialises in luxury travel, including island escapes, cruising, and Club Med properties.

“[It] was great to connect with the team this morning and start

your Virtuoso journey,” Virtuoso Account Manager, Member Relations, Kara Heaslip, wrote on a recent LinkedIn post.

“We are elated to be part of the amazing Virtuoso network and look forward to...connecting with the extensive Virtuoso partners,” Destination HQ General Manager Nicole Grant commented.

Pictured: Destination HQ team.



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BESydney expands

BUSINESS Events Sydney (BESydney) has announced the appointment of Joo-Rei Mathieson as the new Associate Director - Global Corporate & Incentive.

Mathieson will commence her role with the bidding team this month, with the goal of targeting new opportunities in the growing India market and managing business development across the Southeast Asia region.

The BESydney newcomer has nearly 19 years of experience in the hotel industry covering various roles, including conferencing and business events.

She was most recently MICE Director of Sales at Sheraton Grand & St Regis Macau, Langham Hospitality Group Hong Kong, & Island Shangri-La Hong Kong.

ICC SYDNEY CELEBRATES TALENT

THE International Convention Centre Sydney (ICC) has affirmed its dedication to upskilling its events professionals, as three of the venue's employees progress through to the second year of the Venue Management Association's (VMA) School.

The two-year course was designed for major venue operators in the Asia Pacific region, with the goal of building up skills and knowledge, and establishing lifelong connections.

"In line with the ASM Global ACTS framework, ICC Sydney strives to invest in the development of our people and provide pathways to enrich their careers," ICC Sydney CEO and Group Director - Convention Centres, ASM Global (APAC), Geoff Donaghy said.

"Our clients benefit from their in-depth venue management knowledge, and it enhances our team members' lived experience



while working at our venue."

The venue has five alumnus among its culinary, audio visual and event services teams, plus three in the current cohort, including Manager, Business Development & Partnerships, Hera Yaghlejian; Assistant Manager, Interface - FM Services, Claire Field; and Senior Audio Visual Project Manager, Anthony Chin.

The latest round of students will undertake over 30 bespoke subjects of venue management as well as 10 days of in-depth

face-to-face training at VMS in Nov each year.

Current VMA student, Senior Audio Visual Project Manager, Anthony Chin, said the program offered "incredible" learning opportunities.

"The calibre of the lectures and inspirational instructors were outstanding...[and] friendships have been forged through great discussions."

Pictured: ICC Sydney's Luke Fleming, Anthony Chin and Geoff Donaghy.

BEA wins IREC

BUSINESS Events Adelaide (BEA) has secured the International Renewable Energy Conference (IREC), which will take place in 2024.

Chief Executive Damien Kitto believes the biennial event will "strengthen Adelaide's position on the world map as a business event destination".

The conference usually attracts upwards of 3,000 delegates, the majority of whom are international visitors.

Red CentreNATS generates \$6.9M

RED CentreNATS 2022 drew more than 13,500 attendees to the Northern Territory in Sep last year, resulting in more than 20,000 visitor nights.

The automotive festival generated a total expenditure stimulus in the Territory of \$6.9 million, and earned an attendee satisfaction rate of 8.3 out of 10, on average.

Held annually in Alice Springs



on the first weekend of Sep for the past nine years, the motoring event features drag racing, burnouts, 4WDing, a street parade, and more.

ITB China back!

FOLLOWING China's reopening to international travellers earlier this month, ITB China has announced its return as a live event from 12-14 Sep at the Shanghai World Expo Exhibition & Convention Centre.

The trade show is set to bring together top buyers with industry professionals from all over the world.

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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.

Four Seasons Hotels and Resorts has announced the promotion of **Rainer Stampfer** to President, Global Operations, Hotels and Resorts, while **Rami Sayess** moved up into Stampfer's former role of President, Hotel Operations, Asia Pacific. Sayess was previously Regional Vice President and General Manager.

Simon Halpin has stepped into the role of General Manager at **BCD Travel**, where he has worked for over five years. Halpin began his journey with the corporate travel management company in 2017 as Director of Account Management, before moving into the role of Director of Sales a year later in 2018.

Qantas' Elaine Tsang has assumed the role of Manager Airline Loyalty & Partnerships. Tsang has held several roles with the airline since 2017.

Silversea Cruises has welcomed cruise industry veteran **Massimo Brancaleoni** as its new SVP Global Sales. The Italian national will draw on his 25 years of experience to manage the company's global sales strategies across all channels. Brancaleoni joins from Costa Cruises, where he also held the position of SVP Global Sales.

Rob Smith is preparing to take on the role of Managing Director, Midway for **Merlin Entertainments**, the world's second-largest visitor attraction operator. He will relocate from Sydney to the United Kingdom to commence the role in Apr. Smith began his career with the group in 2002, and has held various roles, the most recent being Divisional Director - Asia Pacific.

Accor has promoted **Mehdi Hemici** to the role of Chief Loyalty & Ecommerce Officer. The French national has held various roles with Accor, most recently as Chief Loyalty & Partnerships Officer.

After taking a three-year hiatus, **Lachlan Burnet** has announced his return to the travel industry as Business Development Manager (AUS/NZ) for **Railbookers Group**. He will be tasked with building brand awareness, growing sales and providing travel industry support for the company in Australia and New Zealand. Burnet's previous experience includes management roles at Oman Air, Bunnik Tours, Wendy Wu Tours, Intrepid Travel, and Flight Centre.

Hotelbeds has expanded its Executive Leadership Committee with the addition of **Daniel Nordholm** in a newly created leadership position focusing on driving new products in the financial services arena. The role will see Nordholm based in his native Sweden, and reporting to CEO Nicolas Huss. He has held a number of senior positions, including Chief Technology and Chief Product Officer roles, over his 20-year career.

Joe Jiffo has been named as the new Director of Field Sales for **Windstar Cruises**. He brings a 20-year-long sales career within the cruise sector, including roles with Carnival and Norwegian cruise lines.



TRAVELMANAGERS has been cruising into the new year, with a number of New South Wales- and Adelaide-based personal travel managers (PTMs) inspecting Azamara's *Azamara Quest* and Oceania Cruises' *Regatta*.

The PTMs were joined by members of TravelManagers' national partnerships office for the inspections.

The experiences were a valuable opportunity for TravelManagers to see the ships in port and to get a taste of their onboard

experience.

PTM Robbie Barrett even travelled from Dubbo to join the inspection of *Regatta* in Sydney.

Pictured on *Azamara Quest* are PTMs Kirsty McKenzie and Irena Bryant; TravelManagers

Cruise Product Manager Lia Malone; PTM Joanne Miller, TravelManagers Fares & Ticketing Manager Jose Canas; Azamara Business Development Manager Kristina Sambaher; TravelManagers Marketing Coordinator Kate Rix; and PTMs Cathy Moir, Carolyn Burgmann, and Nadia Rosenberg.

Ace Hotels sold

SEATTLE-BASED Ace Hotels has been purchased for US\$85 million by US investment group Sortis Holdings, with the deal including the Ace Hotel brand, the organisation's hotel management arm and 12 properties across the globe, including the recently opened Ace Hotel in Sydney's Surry Hills as well as locations in Kyoto, Seattle, Brooklyn and more.

Sortis said it plans to more than double the boutique brand's portfolio to 30 properties, including newbuilds and acquisitions.

Free digital training

TOURISM operators in the Murray region are being offered the opportunity to participate in a free digital upskilling scheme.

The Digital Champions Program is supported by funding from Regional Development Victoria, with the aim of helping tourism businesses transform with access to free resources and workshops taking place 02 Feb-08 May.

The scheme is being run in partnership with Tourism Tribe - **CLICK HERE** for more information.