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MTAs Margaret Roe & Rachel Cleary

Today's issue of TD

Travel Daily today features eight pages of the latest news including a special feature from **Railbookers**, our **Luxury** feature page, plus a front cover wrap from **CVFR Consolidation Services**, and full pages from:

- Silversea
- CAPA

The Chat goes live

THE highly anticipated first episode of **TD's** new podcast, "The Chat with Jenny" has dropped, featuring a one-on-one conversation with Travel Associates' new Cruise Manager, Kathy Pavlidis.

Available on all podcast platforms, new episodes in the launch season will drop weekly - listen now at traveldaily.com.au.

Wendy Wu Tours

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ATAC revamps structure

THE Australian Travel Agents Co-operative (ATAC) has announced a new fee-based business model, along with tiered remuneration for member overrides while still retaining 100% of at-source commission for its members.

An evolution of the 30-year-old organisation was flagged at the ATAC conference last year (**TD** 12 Oct 2022), with GM Michelle Emerton saying the new structure will offer key advantages.

"The fee and tiered level remuneration will incentivise agents to expand their preferred supplier business, leading to increased income for everyone.

"Members will benefit from a fairer distribution of costs and ensure a sustainable funding system for ATAC," she said.

The move follows extensive consultations with members aiming to identify the best way forward for the co-operative,

in which all members are equal shareholders who are paid an annual dividend on their stake.

Emerton said the new model provided a more level playing field for agents, as well as allowing for strengthened relationships with suppliers.

"By adapting to the changing landscape of the travel industry, ATAC strives to create an environment that enables sustainable growth and success for the co-operative, all travel agents and preferred partners," she explained.

Jackie O enters luxury travel space

POPULAR radio presenter Jackie O has revealed a surprise foray into the luxury travel space, founding a new company called Besties with her real-life best friend Gemma O'Neill.

The venture bills itself as offering 'besties' the chance to enjoy "breathtaking destinations" through curated group holidays, meet "extraordinary people" at special events and gain access to exclusive luxe products.

"Get ready to make incredible memories, learn from others and try new adventures with that leading bestie in your life," Jackie O posted on her Instagram.

The first Besties event will be announced in the coming days, with "a huge guest" set to appear.

Railbookers bonus

RAILBOOKERS is offering up to \$500 off all destinations in a flash sale, along with Visa Card bonuses for travel advisors - more details on **page six** of today's **TD**.

Silversea so suite...

SILVERSEA Cruises has a limited-time suite category upgrade offer in market, along with 15% deposits and US\$1,000 onboard credit - see **page nine**.

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CVFR independence

CVFR Consolidation Services is today showcasing its strong focus on agents, national presence, 24/7 Australia-based ticket centre support and leading technology - for details see the **cover page**.

CAPA regos open

TRAVEL Daily readers are being offered an exclusive discount to attend the upcoming CAPA Centre for Aviation Summit, taking place in Brisbane 14-15 Sep with key speakers including Air NZ CEO Greg Foran, Jetstar chief Stephanie Tully, Alistair Hartley from Virgin Australia, ACT Chief Minister Andrew Barr and Bonza CEO Tim Jordan.

Registrations are open now, with more details on the **last page** of today's **Travel Daily**.

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TravelWorks local debut

EXCLUSIVE

CANADA-BASED travel technology solutions PC Voyages is launching its TravelWorks agency mid- and back-office platform in Australia, in a new agreement with industry veteran Trish Shepherd's Black Sheep Tourism.

The solution is described as the "latest cloud-based online mid- and back-office accounting, booking and marketing software for travel agencies and tour operators," with more than 6,000 current users worldwide.

Shepherd said after working with business owners in Australia over the last few years she "quickly realised that current technology available in our market just wasn't providing the detailed CRM systems or functionality needed to effectively capture or deliver meaningful customer or sales data or segmentation".

After conducting an extensive

search for a solution that can be integrated for the Australian marketplace, she found TravelWorks, a "robust, scalable and intuitive platform for travel agencies and tour operators".

"TravelWorks is different because it is a long-established company in many countries and has designed the platform to align with local requirements.

"It handles multi-currency and varying business structures with ease," Shepherd enthused, saying the early response from the local market was already overwhelmingly positive.

She said TravelWorks was the "affordable 'new' player in our market, while also bringing a proven track record" with all customers receiving personalised training and local tech support.

The system is currently used in North America and Europe, with online demonstrations available at travelworkssolution.com.

Sedgwick sticks STB

A **NEWLY** formed public relations agency has landed the Singapore Tourism Board (STB) account for Australia and New Zealand as a foundation client.

Sedgwick Communications, founded by former Porter Novelli Partner Laura Sedgwick, will take charge of the tourism body's regional public relations and social media strategies.

The appointment follows a competitive pitch, with Sedgwick replacing incumbent Adhesive PR which has looked after STB's local activities for the last decade.

STB Oceania Area Director, Kimberly Spykerman, said "having come through the pandemic, it's back to 'business as usual' in our marketing efforts to update consumers and trade partners about the latest offerings and experiences that are waiting to be discovered".

Other Sedgwick launch clients include Southern Cross Travel Insurance.



Window Seat

ATTENTION everybody, Harry is officially in the house!!!

The most requested figure for Madame Tussauds Sydney has finally arrived, with Harry Styles in all of his ostentatious glory now on show in wax form, donning an electric pink shirt, hot pink velvet trousers, and of course, his signature pink feather boa!

A three-hour dance party will be held this Fri to mark his arrival, featuring all of his hits and plenty of bling and colour.



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VIKING

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G'day bounds into Kangaroo Island

G'DAY Group has announced its acquisition of Western KI Caravan Park, reaffirming its confidence in Australia's rural tourism sector.

Located at the entry to Flinders Chase National Park, the campground provides G'day significant strategic opportunities, as the largest accommodation of its kind on Kangaroo Island, and the only campground located in the destination's west.

The 17-hectare property, which features 71 "tourist sites", 13 cabins, and a 48-person bunkhouse, will be renamed 'Discovery Parks – Kangaroo Island', and join G'day's network of more than 87 owned and operated holiday parks around Australia.

G'day Chief Investment Officer Amanda Baldwin described the acquisition as a key strategic addition to the company's national footprint.

Rex adds two more 737s

IN SOME bright news for the embattled Rex Airlines, the carrier yesterday announced the signing of leases for two more Boeing 737-800NGs (TD breaking news yesterday).

The additions to the fleet will join Rex's network by the end of Jul and mid-Sep respectively, and be used to further the airline's ambition of flying to every capital city in Australia.

The extra capacity will allow Rex to begin operating daily flights between Melbourne & Hobart on 17 Aug, announced last month (TD 08 Jun), adding to a growing list of links to cities including Melbourne, Sydney, Brisbane, Adelaide, Gold Coast and Canberra.

"We believe it's best to grow in a measured way, ensuring capacity meets demand, but we also need to be flexible as aviation is a dynamic industry where the only constant is change," Rex Deputy Chairman



John Sharp said.

The leases follow a turbulent couple of months for Rex, which was recently forced to downgrade its financial performance for the 12 months to 30 Jun, citing ongoing pilot shortages and supply chain shocks as the primary reasons (TD 21 Jun).

HOT appoints Mint

MINT Payments has been appointed by New Zealand-based travel company House of Travel as the exclusive payment provider for Virtual Terminal and EFT for its network in the country.

House of Travel's network consists of more than 80 agents.

HK's Greater Bay joins Sabre GDS

GREATER Bay Airlines has joined Sabre's extensive global distribution system (GDS) to support the carrier's international expansion plans.

The Hong-Kong based airline will now have access to Sabre's comprehensive network of travel advisors, OTAs, and corporations.

Hoffee at C360

RIVER cruising will take centre stage at Cruise360 this Sep, as Avalon Waterways President Pam Hoffee joins the conference's speaker line-up.

The Avalon head will take Cruise360 attendees on a journey of some of the great rivers of the world, as the first of a number of global cruise industry leaders to commit to the conference, which is being held in Brisbane for the first time.

More details in today's issue of *Cruise Weekly*.

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*New members only who join by 7/8/23 & fly on eligible flights within 30 days. Virgin Australia Business Flyer T&Cs apply.



SIA's bumper Jun

SINGAPORE Airlines increased the number of passengers carried in Jun by 35%, with the number growing from 1.4 million in Jun 2022 to around 1.9 million.

Passenger load factor also improved by 1.9 percentage points year-on-year to 89.7%, while the total number of kilometres travelled also increased by 23% to 8,955km.

SIA Group's low-cost carrier Scoot also performed well in Jun, almost doubling its number of passengers carried in 2023.

The month saw the airline carry 1.02 million passengers.

Bookings blocked

BONZA has paused taking new bookings from travellers beyond late Oct as it continues to undertake its flight network restructure (**TD** 14 Jul), with the carrier stating the booking window will be extended to Easter 2024 from next month.

Passport power shifts

SINGAPORE is officially the most powerful passport in the world, with its citizens able to visit 193 destinations out of 227 around the world visa-free, according to the latest Henley Passport Index.

Japan has been bumped from top spot for the first time in five years, moving down to third place where it sits alongside six other nations including France, while Germany, Italy and Spain have all moved into second place.

Australia has moved up from eighth position in 2022 to sixth position in 2023, providing its citizens with access to 186 visa-free destinations.

Henley & Partners Chairman Dr Christian H. Kaelin pointed out that only eight countries in the world have less visa-free access today than they did a decade ago.

"The UAE has added an impressive 107 destinations to its visa-free score since 2013,

resulting in a massive leap of 44 places in the ranking over the past 10 years from 56th to 12th position," he explained.

The US and the UK, however, have both continued on a lengthy slide down the index since 2014 when they both held first place - the UK is now in fourth position, while the US sits at number eight.

ETG Journeys offer

ENTIRE Travel Group (ETG) is offering savings of \$500 per couple on any 2024 Entire Group Journey, with agents to receive a \$100 Digital Mastercard for every booking made before 31 Aug - **CLICK HERE** to learn more.

Agents are also invited to learn more about the new Journeys range (**TD** 13 Jul) by joining an online training session with National Sales Manager Roberta Abbondanza - **CLICK HERE** to book a time slot.

Win a HAL cruise

HOLLAND America Line (HAL) is now offering travel advisors the opportunity to win a seven-day cruise aboard *Rotterdam* in Northern Europe next year.

Agents who book a HAL voyage between now and 30 Sep will go into the running, with participants also required to answer a 50 words or less question.

The prize includes a \$2,000 air credit and a \$500 gift card - more details at gohal.com.au.

QR knockback

A BID by Qatar Airways to increase its Australian flight frequencies has been denied by Transport Minister Catherine King.

QR was seeking to operate 21 extra flights per week - double its current allocation - into the key gateways of SYD, MEL, BNE and PER, with the move strongly opposed by Qantas, from which the Govt sought input.



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Bali bliss for TA team



LAST weekend's Flight Centre Global Gathering in Bali included a large contingent from Travel Associates (TA) (pictured), reflecting exceptional performance which has seen TA surpass all previous records over the last 25 years of operation (*TD* 19 Jun).

The top performing Travel Associates travel advisors joined about 2,000 other winners, business leaders and key supplier partners for the event in Nusa Dua with major sponsors including Sabre, Cover-More and Accor's All-Inclusive Collection.

QR, AS pact grows

ALASKA Airlines is set to next year expand its codeshare agreement with fellow Oneworld member Qatar Airways, with the AS code appearing on QR flights to Nairobi and Kuala Lumpur in Feb.

The FCTG event was themed "Playground of the Greats" with company updates from CEO Graham Turner and Leisure chief James Kavanagh including confirmation that next year's Global incentive event will take place in Lisbon, Portugal.

Slide lands in yard

AN EVACUATION slide has fallen from a United Airlines Boeing 767 flying over Chicago.

UA said it is working to understand the circumstances of the incident better, with the Federal Aviation Administration also investigating.

Residents in Chicago's northwestern suburbs reportedly heard a loud boom as the slide crashed to the ground, leaving no injuries, but causing minor damage to one building.

AFTA UPDATE

from Nina Hedges, Compliance Manager



LAST week ATAS secured the final member of our ATAS Appeals Complaint

Committee (ACAC).

We are thrilled to have this vital committee up and running again at full capacity after it was put on hold during COVID.

The committee is made up of industry stalwarts David Padman and Melvyn Almeida, Consumer Representatives Philip Field and Jillian Brewer and Independent Chair Hank Speir - former CEO of the Australian Competition and Consumer Commission (ACCC).

Not only does ATAS review complaints and make determinations with an innate understanding of the complexities and nuances of our industry, but if a consumer or participant wishes to, they can then request that the decision is reviewed by the ACAC Committee.

The committee's role is to act as an independent appeal body to review the complaint, make and enforce findings and provide recommendations or suggestions that support the

ATAS Complaints Process.

I personally am not aware of another complaints process that offers the specific industry understanding, depth of investigation and on top of that the opportunity to escalate the outcome for review by an independent body made up of both industry and consumer representatives.

The robustness, thoroughness and credibility of our ATAS Three Step Complaints Process makes me very proud indeed.

For you, our industry members, you can find comfort in the fact that when a complaint comes through to us we view it with the intimate understanding of the travel industry but also with the goal of ensuring standards within the industry are elevated, thus ensuring the longevity of travel businesses in Australia.

You can be sure you are in good stead when your association enlists an independent committee to review the decisions it has made, and it is through this commitment to transparency, choosing forward and continuous improvement that ATAS remains the country's most respected Travel Industry Accreditation program.

UA boosts Asia-Pac

UNITED Airlines is adding new routes in the Asia-Pacific region from Oct, as part of an expansion including flights to Manila, Taipei, Hong Kong and Tokyo Narita.

UA will operate daily San Francisco-Manila flights, a new daily direct Los Angeles-Hong Kong service and resume LAX-Narita alongside its existing Los Angeles-Tokyo Haneda flights.

A&K to Costa Rica

ABERCROMBIE & Kent (A&K) has expanded into Costa Rica with the opening of a DMO in the country.

A&K aims to deliver the same level of service it offers globally with "transformative travel experiences that showcase the essence of each destination".

MD Deb Fox expressed her enthusiasm for the move.

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\$50 VISA GIFT CARD for each 7-9 night booking you make for travel in 2023

Rail routes making tracks

RAILBOOKERS has shared the latest trends in rail travel and what is booking right now to depart in 2023.

Switzerland – Railbookers has insider access to book all the scenic trains in Switzerland, including the iconic Glacier Express and Bernina Express.

Switzerland is the perfect destination for a bucket list holiday on the tracks.

Italy – From the iconic cities of Venice, Florence and Rome, to

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Best yet, right now, your customers can SAVE with Railbooker's sale that is now on.

The sale offers savings of up to \$500 per couple on destinations worldwide.

Plus, when agents make a booking for travel in 2023, they could earn up to \$100 for themselves - more **HERE**.

Become the rail expert

RAILBOOKERS' Travel Agent Toolbox is packed with a variety of resources to help travel advisors promote and plan their customer's next holiday.

From digital brochures to give agents and customers inspiration,

to Railbooker's training on demand to help make agents experts, details on latest deals, trending trips and destinations, and more.

Take a look at the toolkit **HERE** to get started.



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Private Tivua Island

CAPTAIN Cook Cruises is offering a new half-day exclusive experience on Tivua Island, located in the Mamanuca group of islands in Fiji.

The Tivua Private Paradise Deluxe package includes a 30-minute return transfer to the island from Denarau Marina, Nadi, and light brunch and refreshments including a half-bottle of French Champagne.

Guests will relax in their own private cabana and can join a number of activities led by a marine biologist, including a glass bottom boat tour, snorkelling, scuba diving and kayaking.

Rates start from \$299 per person - for more information, [CLICK HERE](#).

SEABOURN ON AN AUSSIE QUEST

SEABOURN has unveiled its ultra-luxury voyages for the upcoming 2024/25 season, with *Seabourn Quest* to head to Australia and New Zealand to offer four itineraries, including a special holiday sailing.

The cruise line's Australia, New Zealand and South Pacific season will offer departures between Nov 2024 and Feb 2025 from Sydney, Auckland and Los Angeles.

Ranging from 14 to 32 days, the itineraries feature 39 unique ports of call, including stops at ports that are only accessible to small ships, such as Phillip Island and New Zealand's Kaikoura and Oban (Half Moon Bay).

Guests will see incredible landscapes, from the pristine beaches of Hawaii to the iconic Fiordland National Park, explore bucket-list nature destinations



like the Great Barrier Reef and Diamondhead, and immerse themselves in the history and culture of small towns & villages.

"This upcoming season's ultra-luxury voyages will offer unparalleled opportunities to create extraordinary Seabourn moments and memories," Seabourn President Natalya Leahy said.

"From traversing the marvels of the Panama Canal to exploring the enchanting beauty of Japan during cherry blossom season, these itineraries are designed to indulge luxury travellers with a perfect blend of iconic destinations and hidden gems."

Sailings from Sydney start from \$10,999pp for the 15-day Australia & New Zealand voyage.

Festive on Necker

TRAVELLERS can celebrate the festive season in style by booking exclusive use of human headline Richard Branson's private island in the Caribbean, Necker Island.

Guests who book a seven-night minimum stay between 21-27 Dec 2023 can enjoy the use of 24 bedrooms, infinity pools and hot tubs, tennis courts, an indoor and outdoor gym, and more.

Activities include yoga, hiking, watersports, cocktail-making classes, dinner on the beach and more - [CLICK HERE](#) for details.

SeaLink introduces luxe Tiwi cultural package

TRAVELLERS can immerse themselves in traditional Tiwi culture at the Tiwi Island Retreat in Wurrumiyanga on Bathurst Island, with SeaLink's newly launched Luxury Tiwi Islands Escape package.

The offering includes return ferry rides from Darwin to Bathurst Island, return car and scenic boat transfers, an overnight stay in luxury beachfront accommodation, as well as meals, including a

tropical breakfast and a chef-prepared sunset dinner.

Guests will also enjoy a beach buggy ride and sunset bonfire, beach fishing, a traditional welcome ceremony, and a cultural art session.

A walking tour led by a local Tiwi guide through the Patakitijiyali Museum & Mission Precinct allows travellers to learn about the Tiwi Creation story and the islands' involvement in World War II.

Villa Milocer reopen

VILLA Milocer at Aman Sveti Stefan in Montenegro has now reopened for the northern hemisphere summer season.

Once the summer residence of a Serbian queen, the 19th century villa features eight elegant suites with sea or garden views, some with Juliet balconies.

Guests who stay here enjoy exclusive access to the Aman Spa and Queen's Beach.

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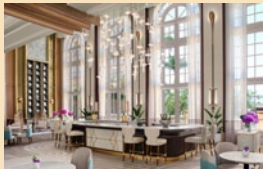


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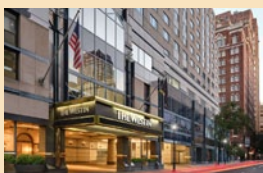
The four-bedroom apartment **Leisure Inn Penny Royal** has unveiled new upgrades to enhance guest experience in the town of Launceston in Tasmania. Redesigned lounges now feature contemporary furnishings, smart TVs, refreshed kitchen spaces, and new bathroom amenities, as well as new carpets throughout the property, with a lift in the lobby to be installed in Sep.



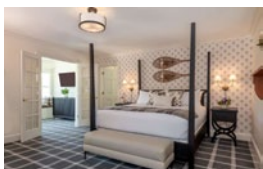
The Ritz-Carlton, Naples in Florida has reopened its doors after the implementation of new facilities, restaurants, rooms and guest experiences. The new Vanderbilt Tower is a 14-floor expansion, which adds more than 70 rooms to the 474-room property for Club Level guests. The hotel also houses three new dining spaces, including Sofra serving Eastern Mediterranean cuisine, along with upgrades to the pool area.



The 170-room **Hilton Garden Inn Ocean City Oceanfront** has received new upgrades after a renovation to better elevate guest experience on the popular beach vacation property. Guests are now greeted by a custom-built reception desk under an art installation, featuring multiple glass plates replicating a school of fish. Adding to the view of the Atlantic Ocean, all of the hotel's guestrooms now feature new designs inspired by regional art.



To better deliver in both leisure and business travel experiences in the heart of Rittenhouse Square, **The Westin Philadelphia** has completed a multi-million dollar transformation. The 294-key urban retreat has added new wood furniture and bath amenities to all of its guestrooms, as well as upgrades on the 1,300m² of event space and new equipment in the fitness studio.



After initiating the revamp work late last year, **The Wentworth**, located in the White Mountains of Jackson in North Hampshire, has announced the completion of the property-wide renovation. The 61-key hotel has finalised the US\$4 million transformation with a new lobby, exterior public & event spaces, as well as a new Alpine tavern, which is adjacent to the lobby offering handcrafted beverages and new menus.

Opera House sings accessibility



INCLUSIVE travel advocate and owner of the Have Wheelchair Will Travel website, Julie Jones, recently enjoyed an accessible tour at the Sydney Opera House.

Taking an accessible route through the iconic landmark, the guided tour reveals new access features that were included as part of recent renovations, and discusses the building's history and how it was designed.

"This tour is fabulous for locals and tourists alike," Jones enthused on LinkedIn.

Dusit's double debut

DUSIT Hotels and Resorts has begun welcoming guests at Dusit Princess Kathmandu, while the Dusit Thani Himalayan Resort Dhulikhel will open on 24 Jul.

The 107-room Princess Kathmandu features a Thai restaurant, an infinity pool inside the rooftop bar and event spaces.

While, the 54-key Thani Himalayan Resort Dhulikhel has a multi-cuisine restaurant, a spa, fitness centre, a lawn and a ballroom for up to 350 guests.

The Chat

with Jenny



A Conversation with Kathy Pavlidis

Travel Associates

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CAPA's home event, the CAPA Australia Pacific Aviation Summit is highly regarded as the key industry event for the region. Combining engaging presentations with panel discussions and Q&A sessions, the summit offers thought leadership, valuable networking opportunities, and in-depth insight on the issues and trends that shape the local and global airline industry.

The Summit will feature a concurrent stream dedicated to the Corporate Travel Community that will explore key themes specific to this part of the industry and welcome corporate travel managers from across the country.

Register Now and Save with Code 'TD10'



Aviation Stream

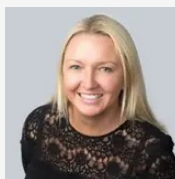


Corporate Travel Stream

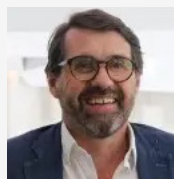
Speakers Include



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CEO
Air New Zealand



Stephanie Tulley
Chief Executive Officer
Jetstar Airways



Christian Bennett
Chief Sustainability Affairs & Sustainability Officer
Virgin Australia



Allistair Hartley
Chief Transformation Officer
Virgin Australia Group



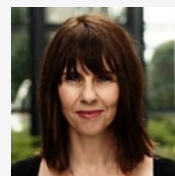
Tim Jordan
CEO
Bonza



Andrew Barr
ACT Chief Minister
ACT Government



Mary Osmond
CEO
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Kiri Hannifin
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