



australia  
business flyer

# Clients need a reason to join? Give them a thousand.

Up to \$1000 flight credit  
on future flights.\*

[Find out more](#)

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



### Today's issue of TD

*Travel Daily* today features five pages of the latest news, plus a cover wrap from **Virgin Australia**, a full page from **TAFE NSW** and a product update from **Collette**.

### AF/KLM cut commish

**AIR** France KLM Group has confirmed Australian travel agents will see their BSP commission adjusted on air tickets sold from 5% to 3%, effective 01 Jul.

Air France-KLM Group issued a statement over the weekend noting that the base commission of 3% will apply to all international throughfares sold, originating and ticketed in Australia.

Despite the change, Air France and KLM Royal Dutch Airlines said they will "continue to support trade partners in Australia with the same high standard of service they have come to expect of us".

The news follows Finnair slashing its commission from 5% to 3% in Mar (**TD 07 Mar**), and the Lufthansa Group of Airlines by the same amount (**TD 22 Mar**).

### Launch your career

**NOW** is the time to get the skills you need to launch an exciting career by studying Travel and Tourism at TAFE NSW, which offers nationally recognised courses taught by industry-experienced teachers.

Enrolments are now open for Semester 2 - see **page six** for info.

## ACCC calls for reform

**BONZA** has echoed calls made by the Australian Competition and Consumer Commission (ACCC) for government reforms to be made about how airline slots are allocated at Sydney Airport.

The final *Airline Competition in Australia* report from the consumer watchdog argues that for competition to be fairer in aviation, the legislative scheme that allocates take-off and landing slots at Sydney Airport should be changed so that new and expanding airlines have a better chance of launching services.

"We could service up to about 20 destinations from Sydney and nearly half of those destinations currently do not have service in and out of the NSW capital - we believe that's wrong, that's wrong

for tourism, that's wrong for communities, and that's certainly wrong for low fares," Bonza CEO Tim Jordan told *Travel Daily*.

The report also called for the establishment of an independent agency to deal with consumer complaints against airlines, citing a "growing dissatisfaction surrounding flight cancellations and delays" from travellers.

The ACCC also suggested more genuine competition for Qantas and VA is needed from the likes of Rex and Bonza in order to further drive down the price of air fares and improve the standard of customer service - report **HERE**.

### Aldi explores travel

**GERMAN** supermarket chain Aldi is exploring a possible move into the travel space, according to a report in *The Australian*.

Records show that Aldi has recently applied for a range of trademarks with IP Australia, including 'Aldi Travel', with the details of the trademark including travel arrangements, provision of travel information, advisory services related to travel, as well as booking for accommodation.

### A Swiss adventure

**COLLETTE** is highlighting its Switzerland: Hidden Trails & Majestic Peaks small group Explorations tour, which takes in the best of the Swiss landscape over 11 days.

For more info, see **back page**.

### Win \$10k of points!

**ONE** travel agent will pick up a whopping \$10,000 in Rewards by Viking points as part of the line's new Heart of Exploring campaign.

For a chance of scoring the massive points bonanza, agents will need to book a Viking river, ocean or expedition voyage between 01 Jun and 31 Aug, with every new booking earning an entry into the draw.

In addition to comp entry, each booking made during the period will also earn double Rewards by Viking points, with the winner to be drawn at random following the end of the campaign period.

More details on offer **HERE**.

### VA means Business

**VIRGIN** Australia is inviting businesses to join its Business Flyer loyalty program before 07 Aug in order to receive up to \$1,000 flight credit to use on future flights.

For further information, see the **cover page**.

**CLUB ROYAL REWARDS**

**EARN DOUBLE CASH REWARDS**

ON ALL QUANTUM SAILINGS OUT OF BRISBANE\*

Use the promo code 'DOUBLE' when claiming eligible bookings.

**SIGN UP NOW**

**Royal Caribbean INTERNATIONAL**

T&C's apply

**ENTIRE TRAVEL GROUP**

# TAHITI

INDULGE YOURSELF

**SAVE UP TO \$2,000 PER COUPLE**

**BOOK BY 16 JUNE 2023**

THE ISLANDS of **TAHITI** AIR TAHITI NUI

PEACE OF MIND BOOKING PLAN

EXCLUSIVE PACKAGES

SAFE TRAVELS OPERATOR





Travel Daily  
Learn more about  
Italy with Travel Daily  
Training Academy

[Click here to discover](#)

## VA Velocity at full speed

**VIRGIN** Australia is heralding a “new era” for Velocity Frequent Flyers, announcing a series of new initiatives promising faster flight rewards for travellers.

In addition to releasing an extra one million Reward Seats today, the airline will launch a 1 Point Rewards’ initiative this week, allowing members to redeem just 1 Velocity Point in exchange for domestic and international flights, as well as items from the Velocity Rewards Store.

The 1 Point Rewards will be available online at the Velocity Rewards Store at undisclosed times in limited drops once a week from 11 Jun until 02 Jul.

Velocity will also open a pop-up Rewards Store on Melbourne’s Chapel Street for 24 hours on 10 Jun, giving members the chance to nab coveted items such as a Dyson hair dryer valued at \$650.

VA revealed Velocity members will now be able to fly for fewer

Velocity Points across Australia starting today, a move which VA claims offers members the lowest lead-in domestic redemption airfares compared to other Australian airlines.

The minimum Velocity Points required for domestic VA Reward Seats now starts from 6,200 points (previously 7,800 points) plus taxes, fees & carrier charges.

The change is part of a new domestic Reward Seat tiering structure kicking off on 05 Jul, which will provide members with the option of three different lead-in price points.

Velocity Frequent Flyer CEO Nick Rohrlach said the changes will be “hugely impactful”, particularly for Australian travellers who are “feeling the pinch from the rising cost of living”.

Velocity has also unveiled its new brand platform, “Velocity means fast”, through a video that can be viewed [HERE](#).

## Early French rail fares

**AGENTS** with clients keen on travelling to the 2023 Rugby World Cup in France can now book Rail Online fares for travel until 08 Nov.

“Tickets for travel on French trains have historically only been made available 90 days prior to travel, so the earlier release this year provides a great opportunity for agents to complete clients’ travel arrangements ahead of schedule,” Rail Online GM ANZ Kirsty Blows said.

## GJNZ adds five

**FIVE** new short break packages have been added by Great Journeys NZ’s TranzAlpine scenic train, ranging from two to five days on NZ’s West Coast.

The off-the-beaten track tours include trips to Fox and Franz Joseph Glaciers, tree-top walks and boating, and dining and accommodation options - more details on the new product [HERE](#).



## Window Seat

**THEY** say that winning isn’t everything, but in some cases even being conscious for the win may not be essential.

Just ask Delaney Irving, the overzealous 19-year-old Canadian who was the first to madly chase a wheel of cheese down a hill in Gloucestershire, England, taking out the esteemed annual event and knocking herself out on the ground in the process.

“How are you? You took a hell of a tumble,” one British interviewer asked Irving after she regained consciousness, to which she groggily questioned, “did I?”



NCL'S CLASS OF  
**2023**



## SEMESTER 1: DESTINATION ASIA

### SUBMIT ASSIGNMENTS TO WIN BIG

Complete 2 learn & 2 promote assignments to score up to **500 Partners First Rewards points**  
PLUS go in the draw to **WIN A FREE ASIA CRUISE**

**JOIN THE CLASS**

*Conditions apply*

QUESTIONS? EMAIL [AUSCOMPS@NCL.COM](mailto:AUSCOMPS@NCL.COM)

**NCL NORWEGIAN** *Feel Free*  
CRUISE LINE®



## Mixed recovery in 2022

**AUSTRALIA'S** total visitor spend exceeded its pre-pandemic level last year by 3%, according to the new *State of the Industry 2022* report from Tourism Research Australia (TRA).

Spending among Australian residents who travelled away from home for at least one night rose by 25% above the pre-COVID 2019 level in 2022, despite the number of domestic overnight trips going down by 8%.

The report shows a similar trend for domestic day trips, with visitor spend up 10% for 2022 compared to 2019, even though the number of trips taken was down by 19%.

International visitor levels saw much weaker results, with visitor spend in 2022 still 59% below pre-pandemic levels, and overseas visitor numbers also lagging behind.

Additionally, Australian resident outbound trips failed to recover to 2019 levels, down 54% in 2022.

The TRA data also revealed that Australia's accommodation occupancy for 2022 fell short of the pre-pandemic level by 4.4%, despite the total number of rooms available growing by 3.7%.

Looking at air capacity, the total number of seats available on flights to Australia was down a massive 55% on 2019 levels, however the percentage of seats on flights into the country filled by revenue passengers was just 1.1% shy of the pre-pandemic load factor.

Meanwhile, the number of available seats on domestic flights within Australia also lagged behind 2019 levels by 16%, while the number of seats occupied was shown to be a mere 1.9% below pre-COVID levels.

The number of filled jobs in the tourism industry was down 11% in 2022 versus 2019, but interestingly, there was an 11% rise in tourism-related businesses.

### SUPPLIERS & DESTINATIONS

Do travel advisors know your product to sell in 2023?



The Travel Daily Training Academy offers training modules starting at \$3500

For more information email: [training@traveldaily.com.au](mailto:training@traveldaily.com.au)



## Discova recruits big three



**FLIGHT** Centre-owned global destination management company Discova has appointed three new executive roles to facilitate its growth ambitions.

Among the recruits is new Chief Commercial Officer and former CFO Rhydian James, as well as Vice President of Sales for North America and Australia/New Zealand Nick Shuttleworth, who steps up from his previous position as North America Business Development Leader.

James has been with Discova as its CFO since 2018 and will focus on partner growth initiatives, partner experience and new business opportunities.

Meanwhile, Karla Wilson has been recruited to the business as its new Account Manager for Australia/New Zealand, bringing more than 15 years of travel sector experience, where she will play a key role in supporting travel agent businesses growth.

**Pictured:** The new crack trio.

new caledonia  
Pacific heart

NEW CALEDONIA  
FROM \$579\* RETURN

\*Blackout dates and seasonal surcharges apply

Aircalin  
New Caledonia

GET CLOSER TO WHAT YOU LOVE

aircalin.com.au





## DL sued over sustainability claims

**DELTA** Air Lines is facing a lawsuit over its claim that it is “the world’s first carbon-neutral airline”, which plaintiffs in the US say is “false and misleading”.

Filed last week in California, the class-action lawsuit states Delta’s carbon neutrality claim, which it has made in ads, on LinkedIn posts, in-flight napkins and comments made by company executives, is “demonstrably false” as it relies on “junk” offsets that have minimal positive impact on the environment.

The case will argue that customers would have purchased Delta tickets believing they had no impact on the environment, and that many would not have bought them if it weren’t for the carbon neutrality claim, however a DL spokesperson said the lawsuit is “without legal merit”.

A judge will now decide whether to proceed with the case.

## Albo hails Vietnam links



**AUSSIE** PM Anthony Albanese attended a Bilateral Meeting on Vietnam-Australia relations yesterday, where he witnessed Vietjet receive a Testimonial of Appreciation in recognition of its new direct route connecting Ho Chi Minh City and Brisbane.

Also present at the event, which coincides with the 50th Anniversary of diplomatic relations between Vietnam and Australia, was Vietnamese PM Pham Minh Chinh, Vietjet Chairwoman & President Nguyen

Thi Phuong Thao and Vietjet CEO Dinh Viet Phuong.

The low-cost Vietnamese carrier will launch non-stop flights between Ho Chi Minh City and Brisbane on 16 Jun, with two return flights per week operated by its A330 aircraft.

**Pictured:** Australian ambassador to Vietnam Andrew Goledzinowski presenting the award to Vietjet’s Nguyen Thi Phuong Thao and Dinh Viet Phuong, with Albanese (far left) and Vietnamese PM Pham Minh Chinh (far right).

## TA slashes roles

**TOURISM** Australia (TA) has confirmed 20 roles will be made redundant following budget cuts enacted by the Federal Government in its latest budget.

The roles reportedly in most danger of being axed are in the agency’s Sydney-based marketing team, with a spokesperson for TA suggesting the tourism body needed to undertake some “structural changes” in order to move forward.

## NCL’s big shore bet

**NORWEGIAN** Cruise Line (NCL) has launched six new shore excursion categories across Europe, Asia, South America, Australia and the Middle East.

The new adventures include architectural tours, as well as trips exploring local cuisine, authentic local experiences, photography, small group appeal, and private VIP experiences - for more details see today’s *Cruise Weekly*.

## Member Flight Sale

Your Qantas Business Rewards customers can save up to 15% off the base fare of selected flights across Australia, including Red e-Deals.^^

Learn more

HURRY,  
ENDS 7 JUNE  
2023

BUSINESS  
REWARDS

MEMBER  
FLIGHT  
SALE

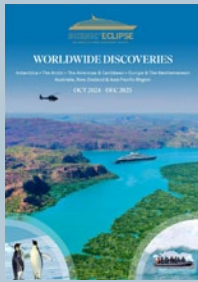
^^ Savings are available exclusively to Qantas Business Rewards Members off the base fare of selected fares only and do not apply to taxes, fees and carrier charges. Availability is limited. Offer available between 00:01am 1 June - 11:59pm 7 June 2023 AEDT for travel between 1 June 2023 and 21 May 2024. Member Deals are subject to the Qantas Business Rewards Terms and Conditions at [qantas.com/business](https://qantas.com/business).

CLICK HERE

Travel & Cruise Weekly have ready-made social media toolkits to inspire your clients.

## 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).



**Scenic - Worldwide Discoveries Oct 24 - Dec 25**  
Scenic has launched its 2024-25 Worldwide Discoveries Collection featuring a variety of departures from Oct 2024 to Dec 2025, focusing heavily on regions in the southern hemisphere. The new brochure highlights the remote East Antarctica, New Zealand, Australia and the South Pacific, as well as Japan, Borneo and Indonesia, on board the cruise line's newest vessels, including the *Scenic Eclipse II*. Savings of up to \$10,000 is available on its latest collection, which includes the 15-day Australian Odyssey: Western Australia & The Arolhos Islands.



**Norwegian - Hawai'i Cruising Guide 2023 - 2025**  
The new Norwegian Cruise Line's (NCL) Hawaiian travel guide showcases shore excursions, itineraries, cruise tours and accommodation on offer in the tropical destination. NCL is the only cruise line that explores four different Hawaiian islands in seven days, along with overnight stays in Maui and Kauai. Clients can also learn about various free packages depending on the length of the voyage, including free beverages, shore excursions credit, free wi-fi and more on board. All schedules until the end of 2025 are fully laid-out in the brochure.

## Jay Leno named Venezia's godfather

**CARNIVAL** Cruise Line has announced the first-ever godfather, the acclaimed late night talk show host Jay Leno, who will give his maritime blessing to *Carnival Venezia*.

Leno, known for his unique chin structure and fast quips, fully embraced the appointment, stating he was "truly honoured to be named the godfather of *Carnival Venezia*...Carnival's focus on fun combined with the Italian theming of this ship is something that is truly unique."

## Essence of Peregian

**A NEW** luxury hotel has opened on the Sunshine Coast at Peregian Beach, offering 32 rooms and 20 beach homes plus conference and event facilities.

Damien Larkin will oversee Essence Peregian Beach as General Manager, drawing on previous experience including the role of Resort General Manager for Ramada in NZ and Victoria.

Larkin believes the new hotel will set the bar for luxury accommodation in Peregian Beach, and position visitors to explore the town's best features.

## 50 years of flying Fiji to Brisbane



**FLIGHT** Centre Travel Group (FCTG) and Fiji Airways held a luncheon at Flight Centre HQ recently to mark the 50th anniversary of flying between Fiji and Brisbane.

During the event, FCTG CEO of Leisure Travel James Kavanagh, who was **pictured** on the left with MD with CEO of Fiji Airways Andre Viljoen, celebrated the prolonged partnership with Air Fiji as he said "Flight Centre Travel Group is the top provider

of customers to Fiji and we've enjoyed many successful years working together with Fiji Airways".

FCTG currently offers fares to Fiji from Brisbane from \$599.

## UK improves game

**AIRPORTS** in the UK recorded fewer flight cancellations and more on-time flight arrivals between Jan-Mar 2023, new data from UK Civil Aviation Authority shows, with a total of 6,400 cancelled flights in Q1 2023, down from 7,300 in Q4 2022.

## Crash sparks review

**THE** Civil Aviation Safety Authority (CASA) is currently reviewing the airspace near the Sea World theme park on the Gold Coast, following a fatal helicopter crash in Jan (**TD** 03 Jan).

The safety regulator said that while there has so far been no indication that the airspace design played a role in the tragic accident, it is inviting feedback on possible changes from all pilots and airspace users.

The move comes after Sea World Helicopters officially resumed flights in Apr (**TD** 05 Apr).

## Registry in Halkidiki

**WYNDHAM** has launched its first Registry collection in Europe with the opening of the 171-room Ajul Luxury Hotel & Spa Resort.

Located in Halkidiki, Greece, the five-star resort includes 26 private villas up to 580m<sup>2</sup> each, with five swimming pools on site, as well as access to nearby Heavenly Pebble Beach.

The hotel also boasts various sports facilities and three culinary options.



# Live an adventurous life.

## Study Travel and Tourism.

Make a life-changing move at TAFE NSW. Our nationally recognised courses are taught by industry experienced teachers, and will give you the hands-on skills you need to launch a successful career. If you're looking for a degree qualification, talk to us to find out about our various university partnerships.

Enrol now for Semester 2, 2023.

- + SIT30122 Certificate III Tourism
- + SIT30222 Certificate III Travel
- + SIT40122 Certificate IV Travel and Tourism
- + SIT50122 Diploma of Travel and Tourism Management
- + SIT30522 Certificate III Events
- + SIT50322 Diploma of Event Management

[tafensw.edu.au](https://www.tafensw.edu.au)

131 601

RTO 90003 | CRICOS 00591E | HEP PRV12049







# Hidden Swiss Trails with Collette

Collette's "Switzerland: Hidden Trails & Majestic Peaks" small group Explorations tour is perfect for travellers who love exploring beautiful landscapes. Nestled between four countries, they'll discover a world of pastoral splendour, striking mountains, and crystalline lakes.

The 11-day experience sees travellers make their way across Switzerland by train with many stops, allowing them to dive into the nation's natural beauty. Day five of the tour features the opportunity to hike amongst the Swiss Alps, exploring the famous mountains' surrounding areas. On top of that, the tour has plenty of room for travellers to explore on their own

cities like Zermatt, Vevey, Lucerne, and more. Each traveller embarking on the tour receives a Swiss Travel Pass granting them entrance into all of Switzerland's 500 museums.

## Tour Highlights

- Walking Tour of Neuchâtel's Historic Quarter
- Museum of Vine and Wine
- Bern
- Zermatt
- Lake Geneva
- Vevey
- Lavaux Terraced Vineyards
- Wine Tastings
- Lucerne
- Mount Stanserhorn

## TOUR INCLUSIONS

- 10 nights accommodation
- 10 breakfasts, 2 lunches and 3 dinners
- Small group travel with no more than 24 guests
- Swiss Travel Pass for all-access entry to museums and more
- Dine at the top of Mount Stanserhorn
- Travel dates available September 2023 – May 2024
- Cancel for any reason up to 24 hours prior for a full refund (less deposit)



Phone: 1300 792 195  
Website: [collette.com.au](http://collette.com.au)  
Email: [AUSales@collette.com](mailto:AUSales@collette.com)  
to meet your local BDM

