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MTAs Amanda Washington & Kim Newton

MSC promotes

MSC Cruises has announced two big local appointments this morning, with Lisa Teiotu taking on the role of Managing Director of Australasia and Michelle Warren being appointed Marketing Manager, Australasia.

Teiotu has been promoted into the role from Sales Director, a job she has held since Nov 2019, while Warren has been elevated from Marketing Executive - more details on the appointments in **Cruise Weekly**.

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SIA continuous pricing live

EXCLUSIVE

SINGAPORE Airlines has advised its trade partners that after a successful trial it will now “progressively introduce Continuous Pricing throughout the network”.

The revised offering will extend to fares offered via travel agents using New Distribution Capability (NDC) technology this month.

“Like most airlines in the world, SIA is currently constrained in the number of pre-determined price points that we can offer to our customers,” the carrier said.

“Continuous Pricing will allow SIA to move away from offering only these pre-determined price points and offer many more price points to our customers and trade partners based on real-time competitive data.”

Continuously Priced fares will be identifiable after ticketing by the addition of “/DP” after the parent fare basis, and will be progressively deployed on all SQ-only itineraries for Business, Premium Economy and Economy class bookings.

Singapore Airlines noted that Continuous Pricing is “calibrated so that the fares offered are always lower than those offered via non-NDC channels,” and once again urged travel agencies to utilise NDC either via direct API connections, the Agent 360

Today's issue of TD

Travel Daily features six pages, including our **Sustainability** page, plus a cover wrap from **Viking** and **product profile** from **Wonderful Indonesia**.

booking portal or via an approved intermediary technology partner.

The carrier confirmed that “as per current practice”, fares may change at time of ticketing from the fare shown at time of booking with this likely to be more frequent due to ongoing price adjustments when Continuous Pricing is fully rolled out.

“Notwithstanding this, we have calibrated the Continuous Pricing Fare Offer so that there should not be a substantial change in the fare levels, if any,” SIA said, while at the same time encouraging customers to make full payment for bookings as soon as possible to lock in their fares.

Ticketing time limits will continue to be determined by booking classes, and SIA said Continuous Pricing does not impact the ability to reissue or revalidate tickets.

The carrier will initiate talks on implementing the new system for Corporate/Private fares at a later stage after it completes the rollout to trade partners.

Remembering Max

A PUBLIC memorial service for aviation pioneer and founder of Rex forerunner carrier Hazelton Airlines, Max Hazelton, (TD 11 Apr) will be held at Orange Airport on 16 Jun - register **HERE**.

Enhance Bali stays

ENHANCE your client's next Bali holiday with a Bali Add-on Destination, like the island of Lombok, which boasts secluded white beaches, the majestic Mount Rinjani, and a laid-back atmosphere - see the **back page**.

Win \$10k rewards

VIKING is giving one very lucky travel agent the chance to win \$10,000 in Rewards by Viking Points to spend on whatever their heart desires - see **cover page**.

Hindmarsh joins

BELINDA Hindmarsh has joined the Ponant team, succeeding Herve Bellaiche as Group Deputy CEO of Global Business.

Hindmarsh boasts more than 20 years of industry experience.

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Eclipse II christened

SCENIC Group's new ultra-luxury yacht *Scenic Eclipse II* was christened in Malaga seaport in Spain this week by NASA Astronaut Dr Kathryn Sullivan.

The special event was attended by VIPs, travel industry and media from around the world, with official speeches made by Scenic Group Chairman and Founder Glen Moroney, and the President of the Malaga Port Authority Carlos Rubio.

The newest member of the Scenic fleet offers new wellness features including an expanded Senses Spa, a redesigned Sky Deck with a new bar area, and an electric submersible capable of holding up to eight guests.

Scenic Eclipse II will explore the Asia Pacific region, including New Zealand and Western Australia's Kimberley region, during the 2024/25 season.

For more details on the story, and for further cruise news, see today's issue of *Cruise Weekly*.

Aussie to lead Star Alliance

MELBOURNE native Theo Panagiotoulas was overnight named the new Chief Executive Officer of the Star Alliance.

His new role continues a literally stellar career in aviation, with Panagiotoulas (pictured) moving to Star after almost a decade as Senior VP for Global Sales and Alliances at Hawaiian Airlines.

Prior to that he was based in Singapore for around three years as VP Asia Pacific for Sabre Corporation, which followed a 15-year stint with American Airlines where he started out as GM Southern Australia in 1997.

Star Alliance Chief Executive Board Chairman, United Airlines CEO Scott Kirby, congratulated Panagiotoulas on the appointment, saying his "international commercial and airline experience has given him a good understanding of the challenges and opportunities facing our industry today".



Panagiotoulas will take over from Charlotta Wieland, who was seconded from SAS to serve as the Alliance's interim CEO in Jan this year upon the departure of Jeffrey Goh, who stepped down at the end of 2022.

Once Panagiotoulas takes on the role in the coming months after "the completion of certain administrative processes and clearances", Wieland will return to SAS and also rejoin Star Alliance's Alliance Management Board as the carrier's representative.

Panagiotoulas noted that over 200 million customers fly with Star Alliance's members each year on over 16,000 daily flights.

"I am honoured that I've been chosen to lead the Star Alliance team and work directly with our 26 member carriers, as we continue to innovate as the world's leading airline alliance."

Big Tahiti savings

ENTIRE Travel Group is offering savings of up to \$2,000 per couple on packages to Tahiti when bookings are completed by 16 Jun.

Part of the 'Tahiti, Indulge Yourself' promotion, the packages include return Air Tahiti Nui flights (ex-SYD/BNE/MEL), seven nights' resort accommodation, as well as a range of exclusive bonus inclusions - for more information, see [HERE](#).

Arrive on time or pay a fine: ACCC

THE Australian Competition and Consumer Commission (ACCC) Chair Gina Cass-Gottlieb believes carriers who cancel services should face the prospect of fines.

Citing similar moves made in Europe, the competition watchdog's Chair told the *AFR* that passengers should be compensated for what has been "a sustained level of failure on service reliability" in the local aviation market.

The comments accompanied a new ACCC report which suggested the Federal Govt should make major reforms to hold airlines to greater account for unreliable services and practices that prevent fair competition (*TD 05 Jun*).



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Don't single us out: IATA

RESPONDING to rising global sentiment that airlines should be held more accountable for cancelled or delayed flights, the International Air Transport Association (IATA) claims carriers

are being "singled out" for blame.

"The aim of any passenger rights regulation surely should be to drive better service, so it makes little sense that airlines... must pay compensation for delays and cancellations that have a broad range of root causes, including air traffic control failures, strikes by non-airline workers, and inefficient infrastructure," IATA Director General Willie Walsh said.

Compensation for passengers impacted by unsatisfactory air service has been high on the agenda in Canada and in EU countries through the EU 261 regulation, while in Australia ACCC Chair Gina Cass-Gottlieb has also thrown her weight behind a compensation scheme (see p2).

Walsh added the aviation sector "urgently" needs to move to a model of "shared accountability", where all actors in the supply chain are held to account equally.

UTC lands Brooklet

THE Unique Tourism Collection (UTC) has been appointed the local rep for the soon-to-open Brooklet in the Byron Bay Hinterland in NSW, a property focusing on luxury and wellness.

Guests can choose from one- and two-bedroom villas, with amenities including a heated mineral pool, a hot tub, rainwater showers, a gymnasium, an infra-red sauna and tennis court.

Rates lead in at \$750 per couple per night with corporate, wellness and private use packages offered.

UTC will be tasked with handling sales, marketing and media activity for the new property.

Crowne back in Fiji

IHG has revealed plans to bring its flagship Crowne Plaza brand back to Fiji, with the Pullman Nadi Bay to be converted to the Crowne Plaza Fiji Nadi Bay Resort & Spa later this year.

The rebranded resort will open its doors following a multi-million dollar refurbishment that will see all 324 rooms refreshed, including the addition of new two-bedroom family rooms and king suites.

Crowne Plaza Fiji will also boast a new day spa with six double treatment rooms, seven dining outlets and a beach club and nightclub area.

Globus appoints

GLOBUS family of brands has appointed Brett Simon to Head of Commercial ANZ role, moving across from his previous position as the company's Head of NZ.

Simon brings with him over 20 years of experience in the travel sector, and will start on 13 Jun.



Window Seat

BEARS are one of the big tourism attractions for travellers heading to the US state of Connecticut, but according to at least one local resident, the bears are secretly watching you back.

Mark Brault has accused government authorities of strapping cameras to bears near his property to spy on him, a move he says is an infringement of his 4th Amendment rights.

The man has filed an injunction to stop the alleged use of 'bear cameras', and follows a lengthy ongoing dispute between Brault and the town of Hartland, which has previously accused him of illegally feeding the local bear population.

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Vaping fuels unruly plane behaviour

PASSENGERS refusing to put away their vaping devices in cabins and lavatories is the leading cause of unruly passenger incidents in the post-COVID era.

The finding was released by the International Air Transport Association (IATA), with failures to fasten seatbelts when instructed, exceeding the carry-on baggage allowance, failing to store baggage when required, and the consumption of personal alcohol on board all ranking high as precursors to plane disturbances.

While noncompliance around vaping has rocketed up the list, the more “worrying” trend, according to IATA, is the rise of unruly passengers more broadly, which increased by 37% in 2022 when compared to 2021.

Better prosecution measures and working with industry partners on the ground are viewed as the best prevention.

Etico gets funded

HOTEL Etico will work to boost disability employment in the tourism industry over the next year, after being one of 12 organisations to receive funding from the Dept of Social Services under the Disability Employment Tourism Local Navigators Pilot.

Located in Mt Victoria, NSW, Hotel Etico is staffed by hospitality trainees with intellectual disabilities.

Grocke at Crooked

CROOKED Compass has appointed Josh Grocke to the newly created role of General Manager & Strategic Partnerships.

With nearly 20 years of industry experience under his belt, including stints at Virgin Australia, Flight Centre Business Travel, Corporate Traveller and Global Sales Academy, Grocke will be tasked with providing expert strategic advice in the management of partnerships.

AFTA UPDATE

from Dean Long, CEO



YESTERDAY'S

release of the final ACCC Aviation Monitoring Report (TD 05 Jun) has certainly generated renewed discussion

into the current state of our domestic aviation sector.

While some of the early issues with reopening can be attributed to the impacts of COVID, the ACCC makes it very clear that some of the performance issues we are seeing are a result of an aviation regulatory environment that is no longer fit for purpose.

The final report by the ACCC has shown the government's decision to conduct a white paper review of the aviation sector is a good one.

AFTA has already commenced discussions with the white paper team focusing on the need for the review to take a holistic approach to examine how the current market operates from a consumer perspective, not just address issues from a government and airline perspective.

Many of the regulations that are implemented in Australia are set globally and they do have a direct impact on Australian consumers and trade.

Many may not be aware that AFTA was a founding member of the World Travel Agent Association Alliance (WTAAA), the primary conduit for all IATA and agency matters globally in 2008.

The WTAAA represents 11 regional markets across the globe, with regional and direct member associations in 67 countries worldwide.

This weekend I was in Korea with AFTA's colleagues from NZ, USA, Canada, South America, Korea, South Africa and Europe as we reviewed the global outcomes of the latest decisions by IATA.

While each market has a local consultative body, most final decisions that determine how we settle and pay airlines and the standards around NDC are made globally.

As we enter a new recovery phase locally, establishing we have clear agenda with the WTAAA to ensure our collective voices are heard is critical.

While each country will have its issues, they all are born from global decisions.

Therefore at this meeting, we signed off on a vital project relating to our int'l requirements for the future of NDC. This will ensure our clients can access the products and services they wish to purchase through us.

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IATA pathways

THE International Air Transport Association (IATA) has released a series of strategic road maps to showcase the critical steps needed to reach net zero in the aviation sector by 2050.

The map aims to provide step-by-step detailing of critical actions and dependencies for aviation to achieve net zero carbon emissions by 2050.

The road maps specifically address the need for improved aircraft technology, energy infrastructure, operations, finance, and policy considerations.

A peer-to-peer review, complemented by a modelling tool provided by University College London, was conducted to calculate emission reductions resulting from each pathway listed.

Boeing Asia move

BOEING has partnered with Roundtable on Sustainable Biomaterials for SAF production in South East Asia.

The pair will study sustainable feedstocks in the region, with Boeing believing South East Asia has a potential 40% global supply.

Phase one of the study will evaluate whether SAF production could scale sustainably in South East Asia based on the availability and sustainability of feedstocks, Boeing said.

NCLH DETAILS SUSTAINABILITY PROGRESS

NORWEGIAN Cruise Line Holdings (NCLH) has modified orders for its final two Prima Class ships to accommodate the use of "green methanol" as part of its ongoing commitment to decarbonisation.

The newbuilds are due for delivery in 2027 and 2028, with the measures detailed in the firm's annual Environmental, Social and Governance (ESG) report released in the US overnight.

Efforts across the five pillars of the cruise line's Sail & Sustain program "recognise the need for corporations to take action to help address global challenges including climate change and sustainability," said Harry Sommer, NCLH CEO-elect.

"Our Sail & Sustain program is key to moving our business forward - it goes hand-in-hand with delivering



long-term value for the company and its stakeholders," he said.

Activities detailed in the report include a focus on water stewardship and revamped climate strategies targeting a reduction in greenhouse gas intensity of 10% by 2026 and 25% by 2030.

Projects have included the testing of biodiesel, while the company expects to have about 60% of its fleet shore-power enabled by the end of 2025.

Inclusivity and diversity among NCLH employees are also key, while the group contributed over US\$2 million in monetary and in-kind donations to non-profit organisations across the globe.

ESG metrics are now included in executive remuneration packages while other initiatives cited include NCLH's robust public health program and focus on safety and security at sea.

View the new report [HERE](#).

Spicing up our sustainability progress

CLEAN, green investment is set to pay off for Spicers Retreats, with the company outlining ambitious goals that will seek to radically reduce waste, energy emissions, and water use.

Included in its new *Sustainability Management Plan*, Spicers is looking to eradicate all single-use plastics by 2025, and have no net waste going to landfill.

By 2030, Spicers revealed it

will reduce its potable water consumption per guest per night by half, and will also look to be 100% net zero on emissions from energy.

Significant investments also continue in solar and hydrogen power generation.

"Our goals are about reducing waste and consumption, engaging our staff for the long-term and building up the health of [our] properties," Managing Director David Assef said.

SYD on track

SYDNEY Airport is on track to achieve net zero emissions by 2050, with significant recent progress made.

SYD is on course to reduce its indirect greenhouse gas emissions by 50% from ground operations by 2025.

The hub is also confident of having 100% renewable electricity in use by 2025.

SYD has also allocated \$200k to help landscape Sir Joseph Banks Park.

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MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.662

THE Australian dollar rocketed to a two-week high on Fri, gaining 0.6% against the USD after benefiting from the global equity markets and rebounding in momentum from a six-month low earlier last week.

Meanwhile, all eyes are on the Reserve Bank of Australia's decision today with pundits anticipating interest rates will be hiked for the 12th time in the last 12 months.

Wholesale rates this morning.

US	\$0.662
UK	£0.532
NZ	\$1.090
Euro	€0.618
Japan	¥92.26
Thailand	฿23.02
China	¥4.702
South Africa	12.76
Canada	\$0.890
Crude oil	US\$76.13

AirAsia takes off on Perth



AIRASIA celebrated its maiden flight on the Jakarta-Perth route last Fri, making it the only airline to fly direct between Jakarta and Perth in the post-pandemic era.

The carrier revealed back in Mar that it would be deploying A320s nonstop on the route (TD 31 Mar), one that AirAsia is now flying four times a week initially, delivering more than 1,400 seats weekly, with plans to grow in line with demand.

"AirAsia is an important airline partner and Indonesia is a significant visitor market for WA, representing our 10th largest international market by number of visitors in 2022," Western Australian Tourism Minister Roger Cook said.

Pictured: The Consul General of the Republic of Indonesia in Perth Listiana Operananta, Acting CEO of Perth Airport Kate Hosgrove and Head of Indonesia Affairs and Policy Indonesia AirAsia Eddy Krismeidi celebrate the route.

Vic nature boost

THE Victorian Government has commenced work on the Wycheproof Wetland Precinct to make the site a world-class tourism area.

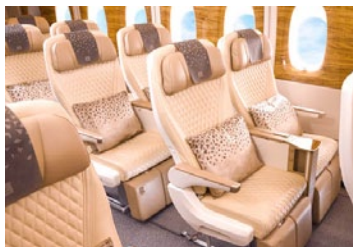
The new wetlands precinct will be connected to the Wycheproof Recreation Reserve and Wycheproof Caravan Park, encouraging visitors to stay longer and spend more, while exploring nearby towns including Charlton and St Arnaud.

The project will see the creation of a new jetty, skate parks, bike racks and a sensory play area for children, as well as a range of nature-based recreational attractions.

EK Premium lands in Singapore

EMIRATES' Premium Economy experience has arrived in Singapore via one of the airline's upgraded A380s.

The offering is now deployed on flights between Singapore and Dubai, having launched on six other routes last year, including London and New York City.



Icelandair signs TK codeshare deal

ICELANDAIR has signed a codeshare agreement with Turkish Airlines at The International Air Transport Association (IATA) AGM in Istanbul, Turkey earlier this week.

The deal will allow passengers of both airlines to travel between North America, the Middle East and Asia on one ticket.

Icelandair passengers will be able to connect to destinations in the Middle East and Asia via Istanbul, while TK pax can connect to North America and Canada through Keflavik, Iceland.

Palihotel Hollywood

PALISOCIETY has announced the opening of its 16th property in Los Angeles, the 76-room Palihotel Hollywood 7023 located on Sunset Boulevard.

Spanning two floors, the property features an indoor bar, an all-day dining area, and rooms with private patios and pools.

ANA links with EI AI

A NEW agreement between All Nippon Airways and EI AI Airlines will see the carriers share codes on a range of select routes between Japan and Israel.

ANA will place its code on the EI AI services between Tel Aviv and Tokyo, which commenced in Mar, while some of ANA's services, including domestic routes, will be displayed with EI AI's code.

The latest agreement will also lay the groundwork for Frequent Flyer Program initiatives to take place and enhance loyalty members' benefits.

Pilot stood down

A JETSTAR Airways pilot has been stood down after traces of illegal drugs were allegedly found in his baggage.

Border authorities reportedly detected traces of drugs on the first officer's baggage, as well as drug-related content on his phone after a flight from Bali to Melbourne.

The pilot has been suspended, despite no actual drugs being found on his person or in his belongings, under a zero-tolerance policy enforced by the aviation industry due to the serious associated safety risks.



Bali Add-On Destinations

With a wide variety of charms and attractions, Bali has always been a holiday destination for everyone. The island of God has been in the heart of Australians since a long way back and is now more like a second home than a tourism destination.

This was when Bali Add-on Destination came about as an option. These add-on destinations are accessible in under 1.5 hours of a fast boat ride or a flight.

ROMANTIC LOMBOK

With divine beaches, the majestic Mount Rinjani and spectacular marine life to discover, the island of Lombok has no shortage of attractions both in and out of the water. The three Gilis offer a laid-back atmosphere during daylight,

moonlit parties by the beach, and a long, secluded stretch of pearly white beaches.

ADVENTUROUS LABUAN BAJO

Labuan Bajo's main attractions lie in Komodo National Park, which has numerous islands boasting a fantastic shoreline, pink beaches, and magnificent hills. See the gigantic Komodo Dragon in its natural habitat on Komodo Island.

CULTURIST'S DREAM YOGYAKARTA

Rich in history and culture, this town works like a time machine transporting you into glorious Indonesia's royal heritage. The world's monumental temple, Borobudur, is a once-in-a-lifetime spiritual pilgrimage for Buddhists and a must-see for culturists.

ABOUT WONDERFUL INDONESIA

Wonderful Indonesia is the commitment of the Ministry of Tourism and Creative Economy of Indonesia to promote various destinations in the archipelago for domestic and international tourism. The wonders of Indonesia have been divided into five categories: Nature, Culinary & Wellness, Arts & Heritage, Recreation & Leisure, and Adventure.