

## Today's issue of TD

*Travel Daily* today features six pages of news, including our **Corporate Update**, a photo page from **Visit Sunshine Coast**, plus a full page from **Abercrombie & Kent**.

## Travel Daily en route to Singapore

Today's issue of *TD* is coming to you courtesy of **Travel Associates and International Luxury Travel Market (ILTM)**.

**TRAVEL Associates** business leaders are today descending on Singapore for the group's 2023 Global Luxury Business Leader Conference.

Taking place over the weekend at the Shangri-La Singapore, the event will run back-to-back with next week's International Luxury Travel Market Asia Pacific at the Marina Bay Sands centre.

Delegates will be updated on Travel Associates' strategies, and then network with some of the world's leading luxury travel and cruise brands, several of which are also hosting Travel Associates delegates at exclusive events for members of the network.

## A&K solo savings

**ABERCROMBIE & Kent** (A&K) has scrapped the single supplement on four of its popular 2023 Limited Edition Small Group Journeys for a limited time.

Solo travellers can save up to \$2,195 on the India: The Beautiful South tour - see the **back page**.

## QF reveals jetlag research

**RESHAPING** the in-flight travel experience can significantly reduce the impacts of jetlag, according to initial findings from studies conducted by Qantas and researchers from the University of Sydney based on several ultra-long-haul testing flights for QF's Project Sunrise program.

Volunteer customers were fitted with wearable devices during the 20-hour sectors as they experienced a specially designed menu as well as lighting, sleep and movement sequences.

Cabin lighting sequences were tailored to facilitate adaption to the destination time zone, while meal service timing also aimed to align the body clock.

Wake and sleep were encouraged by using specific menu items such as chicken and fish paired with fast-acting carbohydrates, along with comfort foods like soup and milk-based desserts.

Exercise and movement were also a key element, with Peter Cistulli, Professor of Sleep Medicine at the University of Sydney saying "the early findings have given us optimism that we can make a real difference to the health and wellbeing of international travellers".

## Club Med EOFYS

**CLUB Med** has launched an End of Financial Year sale, offering big savings on a range of last-minute deals, including 10 nights for the price of seven at both Sun and Ski resorts before the end of 2023.

All bookings must be confirmed by 03 Jul, and agents can also earn Advantage Points - **CLICK HERE** for more information.

Those on the tailored program suffered less severe jet lag, better sleep quality in flight and better cognitive performance in the two days after landing.

The trial results were revealed along with the unveiling of QF's new A350 Economy and Premium Economy cabins, which includes a dedicated Wellbeing Zone with a hydration station, refreshments and guided exercise programs.

The aircraft will have 40 Premium Economy and 140 Economy seats, along with six suites in First and 52 Business Suites with sliding doors.

All cabins offer fast, free wi-fi and bluetooth personal headset connectivity, with the first A350 set to join the QF fleet in 2025.

## Melbourne to Istanbul from Dec?

**TURKISH Airlines** is set to debut thrice weekly flights between Melbourne and Istanbul later this year, according to comments by the carrier's Chairman on the sidelines of the IATA AGM.

Ahmet Bolat said the route would utilise Boeing 787-9 aircraft, with a technical stop in Singapore for refueling.

Currently bilateral agreements only permit a maximum of five weekly flights between Turkey and Australia, but Bolat said TK has aspirations for daily flights in the long-term, and for next generation aircraft to permit non-stop operations.

No formal announcement has been made at this stage, although Turkish Airlines has long had aspirations to operate flights to Australia (**TD 01 May 2023**).

## New HLO CCO

**HELLOWORLD Travel Limited** today has appointed former Crown Hotels chief Peter Crinis as Chief Commercial Officer (**TD** breaking news).

Crinis will start his new role on 03 Jul, taking on some of the duties previously shouldered by Nic Cola prior to his shock departure three months ago (**TD 21 Mar**).

HLO CEO Andrew Burnes said he expects Crinis to make an "outstanding contribution".

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## Rotty EOs open

EXPRESSIONS of Interest have opened for the Rottneet Island Event Bid Fund, which aims to support events that will increase the number and diversity of visitors to the destination.

Applications close at 2.30pm on Fri 30 Jun - info at [ria.wa.gov.au](http://ria.wa.gov.au).



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Bridestowe Lavender Estate, Tasmania

## Rail Online expands to US

AUSTRALIAN-FOUNDED train technology firm Rail Online has overnight confirmed its previously flagged expansion into North America (**TD 08 Feb**), offering bookings in US and Canadian dollars for Amtrak in the USA, Canada's VIA Rail, SNCF France and the UK's National Rail.

Italy's Trenitalia network will be introduced to the platform as well in coming weeks, while Rail Online also offers Eurail passes.

Founder James Dunne said the company is proud to be launching into the key North American market.

"Following a successful launch in Australia, NZ and more recently the UK, we are now attracting customers from the USA, Canada and throughout Europe.

"With the aim of becoming the ticketing platform of choice for travellers from North America,

we made sure that payment for bookings in both countries is taken in local currency, meaning no foreign exchange transaction fee," Dunne said.

Rail Online was established in 2019, and last year attracted the attention of venture capital firm Dale Ventures, which invested \$2.5 million for a 20% stake.

Dunne said the platform's launch into North America is "just the beginning of a bigger, long-term and exciting travel tech offering that we will be working towards over the coming two to three years".

"In the shorter term we will be introducing new rail network connections and new features as we continue our global rollout, so watch this space!" he said.

## Eyre departures

JOURNEY Beyond's Outback Spirit has released additional Lake Eyre departures for 2023, after the initial program's total sellout.

Floodwaters which drenched northwest Queensland last month are now moving towards the lake leading to a unique spectacle only seen a few times each century.

Five extra tours are available for the Kati Thanda-Lake Eyre & Wilpena Pound Adventure which will now run until mid-Sep, plus two more for the six-day Kati Thanda-Lake Eyre Spectacular.

Both trips start and end in Adelaide - for more details see [outbackspirittours.com.au](http://outbackspirittours.com.au).

## Window Seat

WITH a plethora of theme parks, cruise ports and beaches, the US state of Florida doesn't really focus on wildlife tourism - unless you count alligators!

But visitors arriving at Tampa International Airport this week did get a rare sighting, after a black bear somehow found its way airdrop.

The ursine creature was spotted walking along the inside of the perimeter fence by a Transportation Security Administration staffer, who alerted the Florida Fish and Wildlife Commission.

Helicopter-mounted infrared cameras kept an eye on the bear as it spent the night contained in a hastily erected enclosure.

The bear was then trapped and safely relocated to the Ocala National Forest where it will pose somewhat less of a danger to aviation.

## CATO IT partner

THE Council of Australian Tour Operators (CATO) has welcomed cyber security expert 4Walls Cyber Advisory as a Platinum Partner.

MD Brett Jardine said the pact "will bolster CATO's commitment to fortifying the cyber security needs of tour operators and wholesale members, ensuring their resilience against emerging cyber threats".



**Disney**  
**Magic at Sea**

**A SPECIAL NEW SEASON IS COMING TO AUSTRALIA AND NEW ZEALAND IN 2024**

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ENIT ITALIAN NATIONAL TOURIST BOARD

## NZ plots local SAF sector

AIR New Zealand and the NZ Government have announced a NZ\$2.26m investment in “next phase studies” looking at the feasibility of producing sustainable aviation fuel in the country.

The carrier is contributing NZ\$1.5 million to the project, which follows a previous year-long process which invited innovators to demonstrate the viability of operating a SAF plant at a commercial scale in NZ.

Proposals from multiple international producers were evaluated, with this next stage seeing two proposals progress, one from LanzaJet and another with Fulcrum BioEnergy, both of which are based in the USA.

The next phase will further evaluate the technical, economic, supply chain and environmental feasibility of the project.

Air NZ Chief Sustainability Officer, Kiri Hannifin, thanked the Government for its support.

“So much of what we rely on in Aotearoa is based on our magnificent natural assets including tourism and food production,” she said.

“Air New Zealand has a significant role to play in transitioning our economy to a lower carbon future, and flying with SAF is a key part of this transition,” Hannifin added.

## EK, UA boost pact

EMIRATES is expanding its codeshare agreement with United Airlines, adding EK-coded flight numbers across a host of UA domestic US routes including six destinations ex San Francisco, 15 out of Houston and 25 flights from Chicago O’Hare.

## New heights with Batik Air



THIS group of Aussie travel advisors recently rediscovered Malaysia courtesy of Batik Air and Tourism Malaysia.

They qualified for the trip after a national famil incentive, with flights provided by Batik from BNE, SYD, MEL and PER for the itinerary which included three nights in Kuala Lumpur, one night

at the Sunway Resort and two nights in the historic UNESCO World Heritage-listed Melaka.

**Pictured** in front of the Petronas Towers are, front row from left: Miriam Musgrave, Airline Rep Services Batik Air Account Manager Qld; Balljid Kour from Tourism Malaysia; and Danny Lao from Atlas Travel Vic.

Back row: Tijen Kor, TJ Travel Vic; Simone Mitchell, Sportslink Travel Vic; Rosie Crnic, Adria Travel Vic; Donna Moore, Jetabroad NSW; Tanya Moss, Brisbane Travel Centre Qld; and Aftab Arshad, All Good Travels WA.

## Creative bonus

CREATIVE Cruising is offering \$100 e-gift cards for agents who make bookings on selected Royal Caribbean *Ovation of the Seas* and *Quantum of the Seas* sailings departing in Oct-Nov 2023.

The offer is valid for the first 40 bookings made and deposited this month - 1300 362 599.

## Book EPL now

WITH fixtures now released for the English Premier League (EPL) for the kick off in Aug, Keith Prowse Travel has now introduced its range of premium hospitality packages.

Earlybird prices are also on offer - call 1300 410 775 for details.

## Quark brochure out

QUARK Expeditions has launched its 2024/25 brochure, featuring full interactivity including inspirational video links - more in today’s *Cruise Weekly*.

## Old chart to blame

AN OUTDATED navigational chart has been listed as a key reason why Royal Caribbean’s *Radiance of the Seas* struck a terminal pier last year in Alaska.

The National Transportation Safety Board said the crew of the ship relied heavily on the vessel’s electronic chart and information system (ECDIS) and an outdated navigational chart to plan and execute the docking.

There were no injuries reported in the collision, which occurred in May 2022 in the Sitka Sound Cruise Terminal, however the crash did result in US\$2.1 million in damages to the pier and impacted cruise ship traffic for the rest of the 2022 season.



Club Med operates 70+ Premium to Luxury all-Inclusive beach and snow resorts worldwide.

### Meetings & Events Business Development Manager

The Club Med Pacific team are looking for their next superstar to join their dynamic team as an **M&E BDM** based in the Sydney corporate office.

- This role will be accountable for the overall success of MICE lead generation, sales initiatives including supporting the implementation of proactive sales strategy, maximising revenue opportunities and client account management including project management.
- Additionally, this role will deliver the 2023/24 sales budget, manages a select account base including processing of group travel requirements, event management and facilitation.
- If you have a strong Sales background, excel in Business Development, a rich understanding of group travel/business events sector and a huge passion for travel, we want to hear from you!

All potential applicants must be a permanent resident of Australia.

Want more info? Email [hr.australia@clubmed.com](mailto:hr.australia@clubmed.com)

[Click here for a full description >](#)

Applications close 30 June 2023



# Time to let the Sunshine in!

THE Sunshine Coast shone brightly at trade events held in Brisbane and Sydney this week. Visit Sunshine Coast (VSC) provided an update on the region's attractions, while over 20 operators showcased their products to wholesale, retail, inbound, online and other travel trade representatives.

Promising a stellar line-up of festivals and events, as well as unique attractions such as swimming with whales, the Sunshine Coast is promising a warm welcome for visitors over the winter months.

VSC Trade Manager Emily Zinowki said "the trade shows were fantastic.

"Being in market with our operators, and meeting with key trade partners, is critical as our inbound markets return to the Sunshine Coast.

"We look forward to contracting new product with our partners to ensure we have a strong and diverse offering for international visitors."

For further information, tour inspiration and itineraries: [www.visitsunshinecoast.com](http://www.visitsunshinecoast.com).

**RENEE** Kayser, Tesla Transfers; Renee Tanner, Spicers; and Renee Guillien, Sofitel Noosa.



**A GROUP** shot at Establishment Ballroom Sydney.

**KAREN** Larsen, Headout; Emily Zinowki, Visit Sunshine Coast; and Glenn Sweet, Pan Pacific.



**EXPEDIA'S** Jimmy Hosking and Kiah Francis with Mark Cameron from The Point Coolum.



**SARAH** Colgate, Sarah Colgate Marketing; Claire Sim, Tourism and Events Queensland; Emily Zinowki, VSC; and Vynka Hutton, Tourism Noosa.



**RENEE** Guillien, Sofitel Noosa; Vynka Hutton, Tourism Noosa; Emily Zinowki; Jacinda Biles, Red Balloon; and Pat Eastman, Qantas Hotels.



**GARRY** Bryant, Southern World and Renee Guillien, Sofitel Noosa with Glenn Sweet from Pan Pacific Travel.



**ASHLEIGH** McEwan from Klook and Get Your Guide's Rachel Kiely pose with VSC's Emily Zinowki.



**JOE** Dolpire from Pelago with Renee Guillien.





## CORPORATE UPDATE

### Biz tix to outpace leisure

**BUSINESS** travel recovery is predicted to outpace leisure travel in Jul, according to forecasts contained in a new report from ForwardKeys.

Global air ticket data from Jan 2022 to May 2023 shows that business travel flight bookings have been slower to recover than leisure up until now.

However, data from the end of May 2023 signals that this trend is expected to reverse next month, as business flight

bookings recover to 14% shy of pre-pandemic (2019) levels, while leisure tickets are behind by 16%.

ForwardKeys Vice President Insights, Olivier Ponti, said he forecasts that gap to increase in the fourth quarter of 2023, with business bookings for Sep just 1% behind 2019, compared to leisure bookings, which are 8% behind.

"It is conceivable the trend of leisure leading the recovery could continue if there is a late surge in (northern hemisphere) summer holiday bookings; but the rise in inflation, including the price of hospitality and airline tickets, makes that unlikely," Ponti explained.

### East coast booms

**AUSTRALIA'S** 'Golden Triangle' of Sydney, Melbourne, and Brisbane is experiencing a business travel boom, new data from Corporate Traveller shows.

Travel among SMEs in Sydney has shot up by 27% in 2023 compared to 2022, followed by Melbourne, which has risen by 24%, and Brisbane, up 21%.

Australia-based Global Managing Director for Corporate Traveller, Tom Walley, said the growth has been driven by numerous factors, including airline competition, increased capacity, low unemployment, and the strong return of meetings, events and conferences.

Walley also identified a trend towards 'bleisure' travel as a factor, stating that SMEs are "more than ever combining their valuable business trips with a holiday in the East Coast's biggest three cities".

### GBTA AI patent

**AMERICAN** Express Global Business Travel (Amex GBT) has been awarded a patent for an invention that uses AI to monitor and improve customer satisfaction.

The invention uses machine learning to collect historical "sentiment scores" from customer feedback, which is then analysed to determine the contributing factors behind both high and low customer satisfaction levels and retention rates.

The tool then displays the insights in an "interactive graphical user interface", used to visualise trends from the start of the customer relationship and implement actions for improvement going forward.

## keep dreaming...

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### TA launches Stretch RAP



**TOURISM** Australia (TA) was joined by industry stakeholders including Intrepid Travel at Parliament House in Canberra this week for the launch of TA's fifth Reconciliation Action Plan (RAP).

The "Stretch RAP for 2023-26" affirms the organisation's ongoing commitment to support the tourism industry on the shared journey towards reconciliation.

The document showcases TA's vision to "continue to share the story of the world's oldest continuing living cultures through our events, content, campaigns and Discover Aboriginal Experiences collective".

**Pictured** at the launch are, from left: TA's Head of Indigenous Affairs Phil Lockyer; First Nations tourism pioneer Aunty Margret Campbell from Dreamtime Southern X; Intrepid's Global Corporate Communications Manager Lucy Siebert; NRMA Indigenous Affairs Mgr Di Ellis; and Intrepid MD Brett Mitchell.

### Apr inbound dive

**AUSTRALIA'S** overseas visitor arrivals took a dive in Apr, according to this week's ABS figures (*TD* 14 Jun) which show an 11% decline for the month compared to Mar.

The numbers were a significant improvement on last year though, with inbound tourism numbers rising by more than double in Apr 2023 compared to Apr 2022 - but still 22.2% lower than the pre-COVID level in Apr 2019.

New Zealand was the largest source country, accounting for 21% of all visitor arrivals in Apr, followed by the US (8.5%) and the UK (7.9%), with India, China, Singapore, Indonesia, Hong Kong, South Korea, and Malaysia rounding out the top 10.

NSW was the most-visited state in Apr, having attracted 36.7% of Australia's overseas visitor arrivals, followed by Vic (26.5%) and Queensland (19.4%).

## 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.





## TRAVEL SPECIALS

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

Travellers can now save up to 20% on **AAT Kings** 2023 On Sale Holiday Deal including the Capital Blooms tour in Canberra and Perfect Tasmania in Hobart for select departures in Sep when booked by 30 Jun. The offer does not include air fares and further T&Cs apply, book **HERE** or call 1300 228 546 to learn more.

Enjoy the Disney-themed Beauty and the Beast package at **Kimpton Margot Sydney** from \$990 per night starting on 04 Aug. The package includes an overnight stay in a 40m<sup>2</sup> King Premium Room and a three-course pre-theatre dinner for two at Luke's Kitchen. Learn more **HERE**.

Registration has opened for River Revival Vouchers in a **South Australian Tourism Commission** initiative to invite visitors to the region affected by the flood. You can score a \$750 voucher for houseboats or guided tours along with the chance to win a holiday to SA's river region, as well as a \$100 or \$200 accommodation voucher, sign up **HERE**.

Valid until 30 Jun, **Chimu Adventures** is offering exclusive deals on all of its Antarctica itineraries. Travellers can earn savings of up to 40% on select departures including the Emblematic Antarctica onboard *L'Austral* from \$14,610 - **CLICK HERE**.

## Airbus narrow

**AIRBUS** Chief Executive Officer Guillaume Faury has revealed plans for a new generation narrowbody aircraft which will burn "far less fuel".

Faury told media at the Paris Air Show Airbus is aiming for aircraft which burn around 20-25% less fuel than what the A320neo or the A321neo burn.

"We are preparing entry into service in the second half of next decade targeting 2035, maybe between 2035 and 2040," he said.

"It will come very close in terms of flight envelope - the range will be even better, fuel burn is going to be excellent."

Faury said Airbus believes hydrogen is the only fuel which can reach the net-zero objective.

## Blue Mtns hotel sale

**THE** Old Leura Dairy in the Blue Mountains has been listed for sale, and is expected to fetch more than \$6 million.

The property comprises six dwellings, with the original worker's cottage dating back to the 1920s.

A redevelopment on the property was completed in 2008.

## Walk all over NSW

**THE** Government of New South Wales has launched a new online tool to connect people to the state's iconic locations, including parks, beaches, libraries, museums, and main streets.

The free Walks Near Me is available **HERE**.

## IHG Sydney gets intimate



**THE** InterContinental Sydney has announced the opening of The Rotunda, an intimate private dining venue that can cater for up to 16 guests.

Located on the second floor of the 509-key hotel, The Rotunda is a circular room adorned in deep lush green velvet, and features floor-to-ceiling windows offering a view of the historical First Government House.

Sitting at the venue's striking green marble table, guests can enjoy a three-course Chef Table Menu starting from \$195pp.

## Pinterest travel ads

**PINTEREST** has announced the launch of Travel Catalogues, where travel brands will easily be able to upload their travel products to the image-sharing platform, starting from the end of Aug.

Almost 70 million Pinterest users across the globe engage with travel content on the platform every month.

The Rotunda's opening follows the hotel's recent \$120 million transformation, which also included the addition of new premium suites (**TD** 11 Apr).

The private room is available for exclusive hire seven days a week - for more info, **CLICK HERE**.

## Thompson Rome

A **HYATT** Hotels Corporation affiliate has entered into a franchise agreement with Botteghe Oscure for the first Thompson Hotels property in Italy, slated to open by mid-2024.

Thompson Rome will be the second Thompson property in Europe and adds 70 rooms to the luxury hotel's portfolio, which will soon be followed by the third property of Thompson Vienna, expected to open in 2025.

The hotel will feature four dining experiences, including a rooftop restaurant and terrace, boasting a panoramic view of the city, as well as two meeting rooms and a fitness centre.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**



# Abercrombie & Kent

## NO SINGLE SUPPLEMENT ON 2023 LIMITED EDITION SMALL GROUP JOURNEYS

For a limited time, A&K is waiving the single supplement for solo travellers on four of their most sought-after 2023 Limited Edition Small Group Journeys. There's only a limited number of spaces, so get in fast.

Custom-crafted for smaller groups (averaging only 10 guests) and guaranteed to run with just two guests booked, your clients will enjoy unrivalled insider access, unforgettable immersive experiences, and stay in exquisite accommodations. Resident Tour Directors and expert guides offer an enriching experience through their own intimate understanding of the destination and its culture, ensuring the journey is one that will never be forgotten.

For those looking to blaze a trail, our collection of Limited Edition Small Group Journeys are waiting for you to send your clients to discover some of the world's most exotic destinations.



### India: The Beautiful South

Immerse yourself in India's more spiritual side on this journey through the relaxed southern states of the sub-continent. Bask in the colour and movement of bustling, sophisticated cities, sleepy fishing villages, tropical coastlines, and lush hinterlands.

15 days from \$8,465 pp, save up to \$2,195 | Departs 13 Sep 2023



### Saudi Arabia: Desert Kingdoms

Saudi Arabia is a mysterious Islamic kingdom that has been closed to much of the outside world until recently. On this journey you'll discover the hidden delights of uncharted territory on an exclusive glimpse at a realm veiled in secrecy.

9 days from \$15,995 pp, save up to \$4,560 | Departs 19 Oct 2023



### Georgia & Armenia: Journey to the Caucasus

Bridging East and West, Georgia and neighbouring Armenia boast thousands of years of history, jaw-dropping scenery, a rich cultural heritage, and a taste of old world Eastern European charm.

13 days from \$8,995 pp, save up to \$2,695 | Departs 24 Aug 2023



### South Korea: Sun & Moon

This unique journey visits one of Asia's most surprising destinations. This captivating country is a relative newcomer to the luxury travel scene with a host of fascinating natural and cultural highlights.

12 days from \$12,295 pp, save up to \$3,975 | Departs 15 Nov 2023

[Click here to see the full portfolio.](#)



\*Terms & Conditions apply. Prices are subject to availability.