

## Today's issue of TD

*Travel Daily* today features six pages of news, including our **Corporate Update** page.

## Anne coming to Oz

**CUNARD** Line has announced *Queen Anne's* maiden visit to Australia, as part of her first-ever World Voyage.

*Queen Anne* will travel to more than 30 ports across five continents during her 107-night World Voyage, which sails along Australia's eastern states, to Sydney, Brisbane, the Whitsunday Islands, Cairns, and Darwin.

More in today's *Cruise Weekly*.

## ACCC ticks QF Asia strategy

**QANTAS** has been granted interim authorisation for the continued coordination of Jetstar's Asian brands, Jetstar Japan & Jetstar Asia, by the ACCC.

The Qantas/Jetstar authorisation request was one of three Qantas pacts highlighted by AFTA in late Jan when it lodged submissions to the ACCC commenting on the proposals (*TD* 30 Jan).

The authorisation also includes the coordination of Jetstar Japan and Japan Airlines in certain circumstances, however, Qantas didn't get it all its own way, with

the competition regulator issuing a draft determination proposing a period of five years for the arrangements, instead of the 10 years the airline requested.

Jetstar is also looking to coordinate with its shareholding airlines including Qantas and Japan Airlines on passenger and cargo services within Asia, under certain circumstances.

"The continued coordination of the Jetstar branded airlines allows them to operate as a single fully-integrated organisation on matters such as flight scheduling, sales and marketing, and pricing," ACCC Commissioner Anna Brakey explained.

The collaboration is expected to result in benefits including more product options for customers, as well as enhanced services and convenient flight times.

"This conduct is likely to result in little, if any, lessening of competition," she concluded.

The ACCC is now inviting responses before a final decision.

## Score free film tix

**WITH** thanks to Kismet, *Travel Daily* is offering 10 readers the opportunity to view *Shackleton: The Greatest Story of Survival*.

The film follows the Antarctic expedition of Sir Ernest Shackleton through the eyes of modern-day explorer Tim Jarvis.

The first 10 readers to email **HERE** will score double passes. More details on the film **HERE**.

## Guillan on board

**ANNA** Guillan has been appointed as a new Director of Destination NSW, alongside Clark Webb, founder of Bularri Muurlay Nyanggan Aboriginal Corporation.

Guillan is well known to the industry through roles with Kerzner and as a former Tourism Australia Deputy Chair.

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## Qantas recruitment

**QANTAS** plans to hire more than 30,000 frontline staff over the next 10 years, estimating it will have 32,000 employees by 2033 - currently, the group employs 23,500 people.

"Over the next 18 months, we expect to create more than 2,000 new jobs plus replacing natural attrition, so if you've ever wanted to work in aviation or at the national carrier, now's a great time to join," Qantas CEO Alan Joyce said this morning.

The airline has also announced the launch of the Qantas Group Engineering Academy in Australia, which will train up to 300 engineers a year for the Qantas Group as well as the broader aviation industry.

The new academy will help the national carrier reach its quota of around 200 new engineering recruits annually, which it needs in order to meet growth.

The multi-million dollar academy is expected to open in 2025, with the location of the facility to be determined by the end of this year.

Overall, Qantas Group expects to create over 8,500 new high-skill jobs in Australian aviation over the next decade, including pilots, engineers, cabin crew and airport staff.

**MEANWHILE**, Alan Joyce has been appointed as the Sydney Theatre Company's new Chair of the Board; a long-standing patron and supporter of the theatre, the Qantas chief first joined the Board in late 2022.

## BCD to impose 3% QF fee

**BCD** Travel has confirmed it will next week begin levying a 3% surcharge on "certain airfares with an Australia point of sale".

The company said the move was a result of lower payments to TMCs from airlines, and although it did not explicitly call out Qantas fares it's understood the new levy will only apply to QF tickets.

According to Rose Stratford, BCD Executive VP of Global Supplier Relations and Strategic Sourcing, "during the past 18 months, some airlines in Australia have reduced remuneration to TMCs".

"BCD did not immediately increase its fee structure to offset the decline; instead we lobbied these airlines to restore their support," she said.

"Regrettably some airlines have declined to reverse their decision and we're no longer able to

absorb the financial shortfall.

"We're committed to running a sustainable business so that we can continue to service and support our clients and travellers long into the future...as a result, for tickets with point-of-sale Australia, we'll add a three per cent airfare surcharge calculated on the airfare (excluding taxes) from 06 Mar 2023," she confirmed.

BCD's move follows surcharges on QF fares also applied by Corporate Travel Management and American Express Global Business Travel (**TD** 03 Feb).

More corporate travel news on **page five** of today's *Travel Daily*.

## VS joins SkyTeam

**VIRGIN** Atlantic has officially joined global airline alliance SkyTeam, making it the first and only UK member airline to do so.

The strategic move, first announced last year (**TD** 29 Sep 2022), means VS customers can book every SkyTeam member flight on a single ticket, checking in with baggage just once through to their final destination.

The partnership also expands SkyTeam's transatlantic network and services to and from both London Heathrow and Manchester airports.

## TIME to enrol peeps

**NOW** is the time to take action on career progression by enrolling as a mentee in Time's new mentorship program, offering help from over 200 professionals.

Register for the intake and see details about the program **HERE**.

## Gabon on the way!

**THE** Africa Safari Co has expanded its product range for Australian travellers with the addition of Gabon to its portfolio.

Located along the Atlantic coast of Central Africa, the country is home to the Loango National Park, where travellers can trek to see the Critically Endangered Western Lowland Gorilla.

The tour operator will release the new Gabon program shortly.



## Window Seat

**UBER** is currently conducting a social experiment on Aussie travellers, tasking 50 resident drivers to avoid using their car for a whole month in exchange for ride-sharing trips instead.

Only rental cars, e-bikes and scooter rides can be taken, with Uber stating the highly scientific objective of the research is to challenge the notion that Aussies even need to own a vehicle at all.

But don't feel too sorry for the participants, with each lab rat in the research allocated \$1,300 in transport credits to fund new travel methods.

Uber Australia General Manager Dom Taylor said the experiment was somehow "many, many years in the making", claiming there needed to be a gradual shift away from car ownership over the next 50 years, we can only assume for the purposes of the environment and not to line the pockets of Uber execs.

"There is a mind-boggling problem that...15 million cars that Aussies own sit idle 95% of the time, causing holes in our cities and our wallets," Taylor added.



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## WA tourism issues

**THE** economic contribution of tourism to Western Australia in 2020/21 fell to \$6.7 billion, 45% below peak levels of \$12 billion recorded in 2018/19.

The new findings contained in the *Go Your Own WA: Recovery and regeneration for the tourism industry in WA* report also noted the state faces a raft of challenges in its bid to return to pre-COVID levels, including a need to address the rising cost of housing, which is in turn having an impact on the local labour market.

Recommendations for WA tourism include creating more unique tourism experiences, chasing more “high-spend” visitation, greater support for cultural/First Nations tourism, and chasing a bigger share of international student arrivals.

Perth has suffered the most as a result of border closures, declining in total tourism-related consumption expenditure by 57% in 2020/21 compared to 2018/19.

## Japan back and blossoming



**THE** Japan National Tourism Organization (JNTO) held an exclusive media event in Sydney last night, celebrating the country’s food and culture, and looking ahead to what Aussie travellers can expect from the destination this year.

Taking place at Kuro Bar & Dining, the dinner was hosted by Australian journalist Kumi Taguchi, who opened up on her own love for Japan.

The night also featured a raft of cultural exchanges, including a calligraphy lesson.

“The Japanese Government is taking the initiative to implement new programs and special experiences aiming for a strong recovery for inbound tourism,” said Media & Marketing Senior Assistant Manager Andrew Coombes, who is **pictured** with Executive Director Yoko Tanaka, and Director Maho Iwasaki.

## Girls are in France

**DESTINATION** Artisans has announced a two-week girls’ only holiday to Paris, with the tour limited to 10 ladies.

Commencing in the City of Lights on 02 Oct, the tour includes perfume-making, wine tasting, macaron baking, shopping and more - contact [norma@destinationartisans.com](mailto:norma@destinationartisans.com).

## MW gets Out There

**OUT** There Travel Marketing has been engaged by MW Tours to represent the brand in the Victoria, Tasmania, and South Australian markets.

The agency’s owner, Craig Hunt, was formerly a BDM for MW Tours from Feb 2018 to Jan 2021, and boasts more than three decades of sales and marketing experience in the travel sector, including roles with Entire Travel Group, Helen Wong’s Tours and Macau Government Tourist Office in Melbourne.



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## "It's insulting": Labroski

**EXCLUSIVE**

**ITRAVEL'S** Managing Director Steve Labroski has conceded he can imagine a future where all travel agents simply refuse to sell air in the face of ongoing cuts to commissions from airlines.

Speaking with *Travel Daily* last weekend, Labroski candidly described the actions of airlines slashing commissions over the last couple of years as "insulting".

"There's no other business out there where you actually earn nothing in return," he said.

"The airlines now want us to work for free, they're asking us to spend endless hours to support them, and while today

they want us to work for free, tomorrow they are undercutting us with direct deals with different products and trying to take a customer direct.

"I don't know how we answer this and how things get better but the reality is that I don't think we can keep moving forward with airlines if it continues this way - I can see agents just not selling air," Labroski added.

The ittravel chief said he could envisage a time where advisors tell clients they will handle every detail of their trip outside of booking air tickets, and if things happen to go wrong, agents tell customers to "ring the airline".

Advisors need to understand their own value and no longer view themselves as order takers, Labroski added, which he said should be demonstrated mainly through the unique knowledge they are bringing to the table.

## New Maldives resort

**MINOR** Hotels has revealed its first Avani-branded property in the Maldives will open on 01 Apr.

The 176-suite luxury resort will be Minor's sixth property in the Indian Ocean-based archipelago, a move it said was motivated by a need for more "competitively-priced escapes without compromise".

A range of soon-to-be-revealed opening offers will launch alongside the new upscale resort, which will boast beach pool villas for couples, expansive three-bedroom overwater villas for group getaways, as well as a series of marine activities such as snorkelling and diving.

The resort aims to return "laid back luxury" to the Baa Atoll.

## The gear is on us!

**NT TOURISM** has partnered with the World Expeditions Group-owned Australian Walking Holidays to launch its latest Gear On Us tourism campaign.

The marketing push invites travellers to book a Larapinta Trail walk or Kakadu Adventure with Australian Walking Holidays prior to 31 Mar, with the first 50 bookings to receive a bonus \$200 Paddy Pallin outdoor clothing gear voucher.

[CLICK HERE](#) for more details.

## Mrs Built goes to Paris



**ETIHAD** partnered with Silversea, Rail Europe and Atout France to host a screening of *Mrs. Harris Goes to Paris* at the Dior Boutique in Sydney last night.

The luxury fashion house showcased its latest collection to the la creme de la creme of high-

end travel agencies, who also enjoyed a viewing of the 2022 historical comedy-drama film.

In partnership with the House of Dior, *Mrs. Harris Goes to Paris* starts in 1950s London, and follows the story of a widowed cleaning lady who falls in love with a couture Dior dress, inspiring her to embark on an adventure to the City of Love.

**Pictured:** Sarah Built, GM Etihad with Patrick Benhamou, Director Australia, Atout France.

## New Adelaide Vibe

**TFE** celebrated the official opening of its newest South Australian property this week, with the Vibe Hotel Adelaide formally opening to guests.


The 123-key hotel, located adjacent to the Adelaide parklands, completes the Flinders East precinct, which has been in the making for two decades.

"We are excited to debut our newest Vibe and we're thrilled that the launch coincides with one of the busiest and most exciting times for the city," TFE Hotels' Group Chief Executive Officer Chris Sedgwick said.

## Daydream weddings

**DAYDREAM** Island Resort has launched a new wedding package offering newlyweds two complimentary nights accommodation in a Deluxe Ocean Terrace, a romance platter and sparkling wine on arrival.

The I Do Sale is able to be booked up until 30 Jun - for more info on the wedding venues on offer, [CLICK HERE](#).



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## CORPORATE UPDATE

### ATMC plots a huge 2023



**THE** Association of Travel Management Companies (ATMC) is expecting to make an even bigger impact this year, as it continues its advocacy work to reinforce the importance of travel management companies.

The Association gathered in Sydney last week for its first 2023 event, discussing key topics including the rapidly evolving landscape of sustainability in aviation, and helping corporate Australia make informed decisions around minimising the environmental impact of travel.

The event included an address from David Willis and Steve Limbrick of Envest Global, which specialises in carbon reduction and investment management and recently produced a report in partnership with CAPA, ranking global airlines in terms of their environmental and sustainability efforts (**TD** 09 Dec 2022).

AFTA CEO Dean Long also addressed the meeting, briefing attendees on the Federation's recent submissions to the Australian Competition and Consumer Commission and the Government.

ATMC Chair Tass Messinis said the meeting was highly informative and relevant.

"We had a strong turnout and, as usual, there was a detailed and frank conversation about the opportunities and challenges ahead," he said.

**Pictured** at the event are, from left: Messinis, Nicole Boyer from CT Partners; AFTA CEO Dean Long; Barbara Whitten of Anywhere Travel; CT Partners GM Matt Masson; Link Travel Group GM Scott Darlow; Oliver Tams, ATMC Executive Director; Kay Shrimpton, BCD Travel; Vanessa Dunham, Anywhere Travel; and Ryan Potts, Connections Group.

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## CTM adds wellbeing tools

**CORPORATE** Travel Management has announced the launch of new "traveller wellbeing reports" for travel bookers and program managers.

The company said the update followed feedback from its 2022 *Global Customer Survey*, which showed the high priority being placed on wellbeing and sustainability in business travel.

CTM's Sydney-based Tech Hub has developed an "intuitive new dashboard report" within the CTM Portal, which displays wellbeing scores for individual travellers based on their recent activity, along with sustainability performance associated with upcoming trips.

The reports collate a range of metrics such as trip length, overnight flights, time zone changes, weekend trips and last-minute travel to "build a full picture of how travel patterns may be impacting on an individual's wellbeing and their ability to perform at their peak during their next trip".

A Traveller Wellbeing Score (TWS) is calculated between 1 and 100 and is displayed in green, amber or red to help easily identify travellers at risk.

The dashboard also features information on carbon emissions for each upcoming trip, with the ability to view all connected trip components such as air, car and hotel bookings to help drive travel program compliance.

Cherie Drummond, CTM's Head

of Product for Australia and NZ, said "it's very rewarding to see such a fast release of consumer technology driven by our customer feedback loops".

"Our new Traveller Trips & Wellbeing Score functionality is perfectly aligned to our customers' growing demand for more sustainable travel programs, for both employees and the environment," she said.

### Room rates rising

**AVERAGE** hotel room rates in Australia and New Zealand are now up 6% on pre-pandemic levels, according to a new report from FCM Consulting.

The US\$17 mean increase for the fourth quarter of 2022 saw the local region come in second only to North America, which saw a US\$25 (11%) increase.

FCM's report found strong local occupancy rates of 85% in the fourth quarter of 2022, with FCM Consulting GM Felicity Burke saying the group is forecasting further rises of 7% across all markets for 2023 as hotels continue to battle supply chain challenges and labour shortages.

"As corporates contracted rates for the 2023 year, we saw a 45% increase in the NRLA (Non-Last Room Availability) rates offered.

"As rates rose in 2022, dynamic discounts off BAR (Best Available Rate) became a higher rate option than negotiated fixed rates," she noted.

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## 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)

**Shangri-La Rasa Sentosa, Singapore** has announced a perfect family getaway package for Easter inclusive of daily breakfast for two adults and two children under 12 years old, as well as an Easter Picnic set, beverages, and more. Prices start from SG\$570 (A\$628) per room per night. The offer is for stays from 01 -10 Apr with bookings made by 25 Mar. **CLICK HERE** to reserve.

**Aircalin** has launched its Hey Neighbour Sale, offering discounted flights direct from Sydney or Brisbane to Noumea from only \$589 return. The sale starts today and will end on 20 Mar. Only select travel dates apply - email **HERE** for further information.

Park your car at **Sydney Airport** with 15% off when booking your parking spot online using the promo code, MARCH23, at the checkout. Travellers can also save up to 70% off in total when booked in advance, find out more **HERE**.

**Out of the Ordinary Outback** is offering free and discounted stays at its range of properties in far west NSW. Deals include a \$160 bonus value for bookings at its White Cliffs motel. The promotion goes on all year round with no expiry date. Call 1300 679 688 to find out more.

## 900 jets in 20 years

**AUSTRALIA**, New Zealand and neighbouring countries in the Pacific region are expected to purchase 920 Airbus jets in the next 20 years, Airbus believes.

The projected acquisitions will see 750 extra single-aisle jets, such as the A320, and 170 bigger planes flying locally, with more than half of the planes needed for added capacity, while the rest of the orders will be used to replace older aircraft.

Airbus said it was optimistic about the rise in air demand in the Pacific following the pandemic, with rep Stephen Forshaw stating "we are seeing a surge in travel demand and an increase in flights to and from key destinations."

## La Vie appointments

**LA VIE** Hotels & Resorts has announced the appointments of Marc Dille as General Manager of Islington Hotel Hobart and Simon Anderson as the Hotel Manager of its Holiday Inn & Suites Bondi Junction property.

"With the addition of Marc and Simon to our Australian team, our growing portfolio is being set up for continued success," Managing Director Craig Bond said.

"2023 has already proven to be an extension of the tremendous, fast-paced growth La Vie Hotels & Resorts developed as a company in 2022 and we are looking forward to continuing this momentum," he added.

Together the recruits bring more than two decades of experience.

## Maison Delano makes Asia debut



**ENNISMORE** has revealed plans to launch its first Maison Delano hotel in Asia, with the Maison Delano Seoul scheduled to open its doors to travellers in 2026.

The property will boast 81 guestrooms and 52 branded residences, as well as a sunken garden courtyard, an indoor and outdoor infinity rooftop pool overlooking the tree canopy of Gangnam Park (pictured), and several restaurants and bars.

Wellness will also play a pivotal role in the hotel's theme, with guests able to access the latest wellness technology, as well as a premium spa and a gym.

"Maison Delano is making its way to Asia to cater to a growing number of modern travellers who seek a sophisticated getaway and elevated experiences with creative energy like no others," Delano Asia Pacific Brand COO

Chadi Farhat said.

The announcement of the South Korea locations is a timely one for Ennismore, which is preparing to open its first Maison Delano hotel in Paris this month.

## VA Haneda bookings take off

**VIRGIN** Australia's historic flights between Tokyo and Cairns, scheduled to debut from 28 Jun, have gone live for booking.

"The daily, year-round services will bring much needed competition to the market while showcasing Virgin Australia's award-winning service and great value airfares," CEO Jayne Hrdlicka said.

"As a proud Queensland company, we look forward to welcoming even more Japanese travellers into the Sunshine State to enjoy our unrivalled natural wonders, world-class experiences and more," she added.

Flights are predicted to carry more than 30,000 visitors in the first year, supporting close to 700 jobs and delivering \$69.5 million for Cairns' visitor economy.

## IHG signs Palau

**IHG** Hotels & Resorts has signed a management agreement with Palau Coral Club to open Hotel Indigo Palau at the end of 2024, which will feature 200 rooms, pools, a gym & meeting spaces.

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