

## Today's issue of TD

*Travel Daily* today features six pages of the latest industry news, including our **Corporate Update**, plus a full page from **Bamboo Airways**.

## Ghan back on track

**JOURNEY** Beyond has confirmed that services for the The Ghan departing next week will no longer be impacted by floods after Aurizon advised that the track to Darwin is now open.

The rail journey was looking likely to be impacted by flooding in the NT (**TD** 09 Mar), with alternative transport flagged.

## APAC surges ahead

**ASIA-PACIFIC** airlines posted a 376.3% increase in traffic volumes for Jan 2023, by far the strongest year-over-year rate among any region in the world.

The figure was published in The International Air Transport Association's (IATA) latest traffic report, which also showed that the APAC region now represents over 22% of total global aviation capacity, climbing sharply from a sluggish recovery rate following border closures during COVID.

Australia's domestic traffic was also found to have risen by 107.3% in Jan compared to a year ago, and now stands at 88.8% of pre-pandemic levels.

Globally, air traffic increased by 67% in Jan, with total passenger volumes now at 84.2% of Jan 2019 levels.

## Qantas Marketplace live

**QANTAS** Loyalty has introduced a new online shopping experience to reward Frequent Flyers with more options to earn and use the points, billed by the carrier as the "biggest online retail expansion of its Frequent Flyer program".

Offering 20,000 products across 900 premium and household brands, the new Qantas Marketplace replaces the old Qantas Rewards store, offering 20% more product choices across fashion, beauty, homewares, appliances and technology.

Qantas Frequent Flyers will be able to use their points to shop using Points Plus Pay, and will also earn at least three points per dollar spent (up from two points) when using cash.

Further benefits of the new marketplace will include regular bonus points offers, which incorporates an introductory promotion for Points Club members, seeing them earn an additional three points per dollar

spent, while Points Club Plus members will earn an additional six points per dollar spent until 30 Jun.

Elite earners will also be eligible for an ongoing discount on the points required for purchases on Qantas Marketplace: 10% discounts for Points Club Plus and 5% discounts for Points Club.

"We're connecting [customers] to hundreds of brands that they know and love, with the added benefit of being able to earn and use points," Qantas Loyalty CEO Olivia Wirth said.

To mark the launch of the platform, Australian designer Michael Lo Sordo has created a custom dress in Qantas' shade of red that will be available via Qantas Marketplace.

## FC appointment

**FLIGHT** Centre Travel Group has appointed Lincoln Turvey to the newly created role of Chief People and Culture Officer.

Turvey boasts 25 years of experience, most recently as Group Executive People and Culture for UnitingCare Queensland, and prior to that as Virgin Australia's General Manager Business Transformation.

The new role will see Turvey based in FCTG's global head office in Brisbane and reporting to CEO Graham Turner, while working closely with the company's leaders and its people at all levels to help build engaged teams.

## Canadian learning

**THE** Canada Specialist Program is back for 2023, and it's kicking off with the latest updates from Destination Canada and Air Canada on Wed 15 Mar.

The 30-minute webinar has two session times to choose from, 8.30am or 12pm AEDT, and will be followed by a live Q&A.

The series is open to all Australia and New Zealand trade - **CLICK HERE** to register.

## Silversea Arctic charter flights

**SILVERSEA** Cruises has launched new direct private charter flights for 28 Arctic and Greenland sailings in 2023/24.

The flights offer convenient and seamless connections via London, New York, Montreal, and Oslo to remote Arctic destinations, including Longyearbyen, Kangerlussuaq, Pond Inlet, and more.

Silversea guests can also now enjoy private executive transfers from their home to the airport and back again.

## Hello Hong Kong!

**DESTINATION** Webinars founder Charlie Trevena has launched a new monthly webinar series called *Hello Hong Kong* to update travel agents in Australia and New Zealand.

Advisors who watch the webinar within the next week will be in the running to win a Hong Kong Tourism Board (HKTB) gift pack.

The first episode features an update on Hong Kong from HKTB's Lisa Lee, as well as a brand update on Dorsett Hotels.

Register to watch the first 12-minute video **HERE**.

**MEANWHILE** from 12.01am (AEDT) on Sat 11 Mar, Aussies arriving in Australia from Hong Kong no longer need to undertake a pre-departure COVID-19 test.

The scrapping of the test also applies to travellers arriving in Australia who have been in China, including Macau.



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## Discover Aboriginal tours

**TOURISM** Australia has gone live with a new website showcasing the Aboriginal guided experiences on offer around the country, forming the Discover Aboriginal Experiences collective.

The new website features more than 160 experiences from over 45 businesses, all led by Aboriginal guides, which users can search for based on experience, location or duration.

Experiences range from one-hour tours to multi-day adventures in both urban and regional locations.

Tourism Australia Executive General Manager Corporate Affairs, Bede Fennell, said the new dedicated program will help enhance awareness of Aboriginal tourism experiences among international travellers.

“Our research across key markets shows us the more we tell our Indigenous story and bring it to life, the more interest



there is amongst international travellers,” he explained.

“That’s why we have a dedicated program that will not only help to educate travellers about the experiences on offer but make it easier for them to find the sorts of experiences they are after in the destinations they are planning to visit.”

See the new website **HERE**, which includes a dedicated Trade and Media Portal complete with a Media Kit, resources, assets and the latest news.

## Bali sign of morality

**WHILE** Balinese tourism authorities have been keen to hose down any threat to its visitor economy by recent morality laws (**TD 05 Dec 2022**), the Indonesian island is pressing ahead with plans to launch a suite of outdoor ads targeting tourists and how they should dress while visiting the tourist hub.

Bali Tourism Board Chairman Ida Adnyana said he hoped the billboards would make travellers more aware of the moral expectations of the local culture.

The outdoor ads will be stationed at tourist hotspots in Bali, including Seminyak, Canggu, and Kuta, encouraging visitors to ensure they are “dressing well and neatly”.

While the prescription from the Bali Tourism Board regarding the dress code is somewhat vague, it may provide yet another disincentive for Aussie tourists after Indonesia passed a range of morality laws last year.



## Window Seat

**PASSENGERS** ready to take off on a Qantas flight from Los Angeles to Sydney had their journey delayed by three hours after a crew member accidentally activated one of the A380’s emergency slides.

“There was an indication the door wasn’t closed,” one of the disgruntled passengers told *Daily Mail Australia*.

Moments before take off, “the crew member went back and jiggled the handle, I’m told, and the slide went off”.

It was a long night for the passengers, who waited in the Qantas lounge at LAX while engineers removed the inflatable slide, before finally departing hours later at 1am in the morning.

Qantas said it is investigating the accidental deployment.



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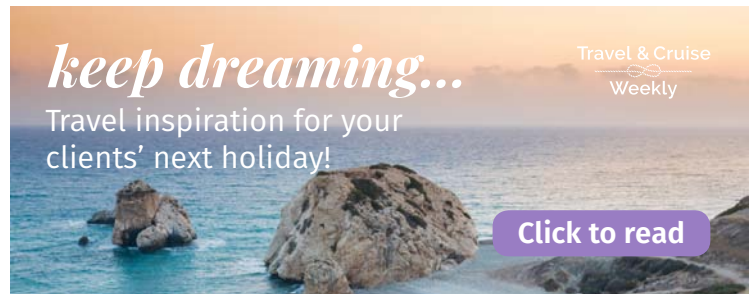
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## Quest accessibility

QUEST Apartment Hotels has teamed up with The Accessible Group to upskill over 1,200 Quest team members through the Tourism Accommodation Inclusion Training Program, as well as providing expert advice on accessible design aspects for Quest's properties.

## Visit Rwanda visits

THE CEO of the Rwanda Development Board, Clare Akamanzi, will visit Australia this month as part of a roadshow series by the African nation. Gatherings will be held in Melbourne and Sydney on 28 and 29 Mar respectively, with a number of prizes on offer for those who attend.

Rwanda will be in town to promote its natural tourism appeal, which includes wildlife safaris, cultural experiences and adventure activities. RSVP [HERE](#) to attend.

## Grampians luxury resort

A NEW luxury resort in Victoria's Grampians region is closer to becoming a reality after the Victorian Government allocated \$8.5 million to the project this week through its Regional Tourism Investment Fund.

The planned resort is intended to ignite further tourism interest in visiting the Grampians National Park, with the blueprint for the premium Mount Zero accommodation to include 40 luxury accommodation villas, a restaurant and cafe, as well as wellness facilities such as a spa treatment centre & plunge pool.

To be situated at the northern edge of the Grampians National Park, the resort is expected to provide 17,520 additional overnight stays in the area annually, and inject \$43.6 million in economic benefits during the construction phase alone.

"It's fantastic to see the Mount Zero Resort project one

step closer - this project is set to invigorate the Grampians by becoming a new tourism drawcard to showcase all the region has to offer," Victoria's Minister for Tourism and Major Events Steve Dimopoulos said.

The Grampians is heavily reliant on tourism for its economic success, attracting around 1.9 million visitors in 2022, who spent a whopping \$524 million.

Construction of the first stage of the project will commence in mid-2023, with the doors tipped to open to the public in 2024.

## Celebrity savings

TRAVELLERS can receive up to 75% off their travel partner's fare, plus an additional saving of up to \$1,200 per stateroom when booking a Celebrity Cruises' three-or-more-night sailing departing before 30 Apr 2025 - [CLICK HERE](#) to book by 02 May.

## Captain Tenille!

THE Travel Industry Mentor Experience (TIME) has announced that Quark Expeditions' Tenille Hunt has been named as the 2023 recipient of the Virtuoso Travel Week Scholarship.

The scholarship provides financial assistance for Hunt to attend the Virtuoso Travel conference in Las Vegas in Aug.

"It's an absolute honour to be awarded this scholarship on behalf of TIME and Virtuoso," Hunt said, adding that attending Virtuoso Travel week had been a career-long goal to achieve.

TIME Chair Penny Spencer added: "this is a great opportunity for one of our graduates to...attend the world leading luxury supplier event".





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## Local load factors lagging

**RELATIVELY** fewer air routes reported full flights in Jan, with an increase in capacity combined with a decrease in passenger numbers resulting in overall load factor falling to only 75% for the month.

This was the lowest load factor since May 2022, according to the Australian Competition & Consumer Commission's *Airline Competition in Australia* report, and was two percentage points below the pre-pandemic load factor of 77% in Jan 2019.

Only two routes reported a load factor of 90% or higher in Jan, in contrast with 17 in Oct 2022 and seven in Jan 2019.

The two were both interstate routes linking popular tourist destinations the Sunshine Coast and Ballina to capital cities.

Some routes are recovering from the pandemic faster than others, with five reaching 100% of pre-COVID-19 passenger levels

in Jan - Canberra-Gold Coast, Brisbane-Perth, Adelaide-Gold Coast, Melbourne-Gold Coast, and Adelaide-Perth.

The three largest routes in Australia - those connecting Sydney, Melbourne, and Brisbane - are lagging behind in their recovery compared to other routes connecting larger cities.

The busy Melbourne-Sydney route was the worst performing of the three, with passengers in Jan equivalent to just 77% of pre-COVID-19 levels.

This continues to reflect the greater significance of business travel on these routes, with demand for leisure travel returning more quickly.

However, the 10 busiest routes in Australia for Jan is once again the same as it was prior to the pandemic, with Hobart-Melbourne replacing Brisbane-Cairns as the 10th busiest in the country.

## Solomons adjusts

**FROM** 25 Mar, Solomon Airlines will adjust departure times on selected services between Port Vila, Nadi, Brisbane and Honiara, to streamline travel connections for air travellers between Solomon Islands, Vanuatu, Fiji and Papua New Guinea.

Among the changes will include the timing of flights operating between Honiara and Brisbane on Wed and Sun, changing to depart Honiara at 11.15am and arrive at Brisbane at 1.30pm to help improve connectivity via the airline's Brisbane hub.

Domestic schedules to Honiara on these days will also be adjusted to ensure connections are maintained to recalibrated Honiara to Brisbane services.

Solomon Airlines Port Vila flights will also shift from weekend operations to mid-week departures to enable same day connections from Port Vila via Honiara to Port Moresby and other international destinations.

## Travel warnings

**THE** Department of Foreign Affairs and Trade is warning Aussie travellers to Greece that demonstrations are occurring regularly at tourist sites such as Syntagma Square in Athens.

Transport in the capital is being disrupted, with citizens angry at the govt about why it didn't prevent a recent deadly train disaster in the country.

**MEANWHILE** a 60-day State of Emergency has been declared in Ecuador due to high levels of crime and homicides.

## Airbnb hits one mill

**AIRBNB** has reached one million Superhosts, the top-rated and most experienced Airbnb Hosts, across more than 200 countries and territories.

Australia ranked as the 7th country in the world with the highest percentage of Superhosts, who each earned on average over \$7,000 during Q3 2022.

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## CORPORATE UPDATE

### Women fearful on biz trips

**SEVEN** in 10 women business travellers say travelling for work as a woman is less safe than travelling as a man, a global survey commissioned by World Travel Protection has revealed.

Timed to coincide with International Women’s Day on Wed 08 Mar, the Opinium survey of 2,000 business travellers in Australia, Canada, US and UK found that women are also more likely than men to take measures to protect their safety during business travel.

For Australia specifically, 54% of women stay in close touch with family and friends while travelling for work, so their whereabouts are known; 36% don’t travel or go out on their own at night; and 6% have experienced a negative incident, such as theft or assault.

Additionally, 39% of Australian women said they do not like travelling to countries where women’s rights aren’t protected,

versus only 15% of men.

The study also found that almost one in five (19%) women feel their employer should act with women’s safety in mind when they are travelling alone, e.g. refraining from booking flights that arrive late at night.

“It’s important to note that, compared to men, women often have different safety considerations to think about when travelling for work,” WTP Regional Security Director, EMEA Kate Fitzpatrick, said, highlighting in particular the increased safety risk in countries where there is far less gender equality.

### AA booking change

**AMERICAN** Airlines (AA) has announced a decision to sell 40% of its airfares, mostly for business travel, exclusively through its own website and New Distribution Capability (NDC) channels.

The airline said the change will eliminate the “subpar booking and travel management experiences” customers may have received when booking through third-party distribution partners.

According to AA, it also means travel retailers and corporate customers will get better access to fares and packages, including Flagship Business Plus fares, carbon offsets and upgrades.

To help agencies adapt to the change, which comes into effect from Apr, American Airlines is reportedly establishing a dedicated support team.

### CWT, Antengene

**CWT** has been selected as the corporate travel management partner for biopharmaceutical company Antengene, to support it in consolidating its travel program for the Asia Pacific and North America regions.

Antengene will utilise CWT’s subscription pricing model and the myCWT platform, as well as CWT’s price optimisation solution, which generates significant savings for corporate travel programs.

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### SWISS enhances the Senses



**SWISS** International Air Lines (SWISS) has unveiled completely redesigned cabin interiors, which will be available from 2025 as part of the carrier’s new ‘SWISS Senses’ air travel experience.

The new interiors feature warm and muted colours, “human-centric lighting” to help alleviate jet lag, a new entertainment system with bigger screens and connection options for customers’ personal devices.

The new concept, which will roll out on the airline’s long-haul fleet, extends to the airline’s first-ever suites, which will be offered in its First and Business class cabins.

The refreshed Business class suite (**pictured**) offers more seating options, including double seats for passengers travelling together, with all seats featuring heating and cooling options and a wireless charging station.

“This is the most comprehensive

cabin renewal in the history of our company,” SWISS CEO Dieter Vranckx said.

“As a premium airline, we want to pay due and full regard to our customers’ desire for more individuality,” he added.

### SIA on cloud wine

**SINGAPORE** Airlines (SIA) has been recognised for its excellent onboard wine selection, receiving five gold awards at Business Traveller’s Cellars in the Sky Awards 2022.

The carrier was named Best Overall Cellar, Best Business Class Red, Best Business Class Cellar, Best Presented Business Class Wine List, and Best Presented First Class Wine List, along with six silver and bronze awards.

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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)

**Viking's** Explorer Sale for voyages through to 2025 is ending on 31 Mar. The promo includes popular itineraries with savings of up to \$3,600 per couple, \$6,600 per couple and \$9,000 per couple for ocean, river and expedition cruises respectively. Call Viking on 138 747 or visit [viking.com.au](http://viking.com.au) for bookings and enquiries.

Score up to 10% off when you stay five or more nights at **InterContinental Fiji Golf Resort & Spa** between now and 31 Oct. Members can earn an extra 15% off, with the promotion featuring complimentary breakfast for two, non-motorised water sports, dive lessons, and more. Sale ends on 30 Apr. Become a member **HERE**, and learn more **HERE**.

**Virgin** is now offering domestic Economy fares from as low as \$65 one-way from 17 to 30 Apr. Prices start from \$65 between Sydney and Byron Bay, and \$105 between Melbourne and Hobart. Offers include Velocity Frequent Flyer Points and Status Credits, book **HERE**.

Families can enjoy the luxury accommodation at **Sheraton Phu Quoc Long Beach Resort** from VN\$4m (A\$256.82) per night until 20 Nov. Enjoy complimentary meals for two as well as airport transfers, shuttle services to key locations with potential early check-ins. Email [sh.pqcsr.reservation@sheraton.com](mailto:sh.pqcsr.reservation@sheraton.com) to learn more or reserve.

## Princess returns

**AFTER** a long wait in the town of Mannum due to one of the biggest floods in history in SA, *Murray Princess* is prepared to return for service on 17 Mar.

Sealink Marine Tourism has announced the dates for the resumption of the river cruises after the lengthy recovery delay.

Collaborating with over 30 local partners, *Murray Princess* is now ready "to celebrate our return to the river, we are pleased to announce additional departures scheduled for May, Jun and Jul 2023", enthused General Manager Richard Doyle.

To access departure details and to find out more, see **HERE**.

## Canberra guide

**THE** *Canberra Meeting Planners Guide* has been unveiled for 2023, presenting readers with updated facilities around the state.

The guide will show the region's best suited conference buildings, accommodation, catering, attractions and activities, as well as technical and support services.

This year's edition includes details on the new \$12 million Ian Potter National Conservatory at the Australian National Botanic Gardens (opening in Jun), an area where visitors attending a conference or event can enjoy the tranquil setting.

Event planners can download the guide **HERE**.

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## Royal beach club

**ROYAL** Caribbean International will be proceeding to the next phase of its planned Royal Beach Club at Paradise Island, after receiving approval from the Government of The Bahamas.

The first Royal Beach Club is set to open in 2025 at the western end of Paradise Island in Nassau as Royal Caribbean aims to create a thriving tropical destination for its passengers to enjoy.

"The Royal Beach Club at Paradise Island is the next bold adventure in Royal Caribbean's commitment to...increasing tourism in The Bahamas," CEO, Michael Bayley enthused.

## Jetstar Asia relocates

**THE** base of Jetstar Asia and Jetstar Japan at the Manila International Airport in the Philippines will be relocated from Terminal 1 to the new Terminal 3 from 16 Apr.

The move is set to accommodate more international travellers, as the new terminal can process around an estimated 13 million pax annually, aided by complimentary shuttle services to other terminals.

Jetstar's pre-flight procedures will remain unchanged, with pax booking services after the move to receive emails advising of the the new terminal.

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