

Lord Howe closed

AROUND 70% of Lord Howe Island is temporarily closed to visitors due to the presence of myrtle rust, an invasive fungus which is a threat to the island's native flora.

The sudden shutdown comes at a busy tourist time in the lead-up to Easter, and according to treasurer of the local tourism association, Stephen Sia, has disrupted a few walking tour groups already on the island.

QF credit compromise

QANTAS has resisted calls by consumer group CHOICE to scrap expiry dates for its COVID credits altogether, electing instead to extend the time its customers have to use them by 12 months (**TD** breaking news yesterday).

The airline group said that customers for both Qantas and Jetstar will now have until 31 Dec 2024 to travel on the credits, however, bookings will still need to be made by 31 Dec 2023.

Qantas claimed the travel date deferral, which will be the airline's "one final extension", made its credit program "more flexible than our main domestic competitor", however, that rationale has not carried much water with CHOICE's Head of Policy and Govt Relations, Patrick Veyret, who said the extensions clearly don't go far enough.

"Some Qantas flight credits can only be used for a booking of equivalent or greater value - so if you have a \$300 flight credit, you can't use it to book a \$290 flight - that is clearly unfair," he said.

"Flight credits should work like gift cards, people should have the choice to transfer the credits to other people, as well as split the credits over a number of transactions," Veyret added.

However, Qantas Group Chief Customer Officer, Markus Svensson, believes the Qantas business has handled the unprecedented challenge of COVID as well as it could have.

"We literally had millions of bookings that were cancelled during several waves of lockdowns and border closures, no airline had systems that were designed to manage that in a seamless way and we realise there's been frustration for some customers as a result," he said.

Qantas amassed around \$2 billion in credits over the travel shutdown period, with the carrier stating that more than \$1.2 billion of that amount has already been used for travel.

The carrier also cited its own internal research, which suggested that less than 1% of outstanding credits are valued at more than \$5,000, with the majority worth less than \$500 (76%), and around 24% between \$500 and \$5,000.

Designer Journeys

AGENTS can learn five tips to grow their agency business by tuning into Designer Journeys' upcoming webinar on 28 Mar at 9.30am AEDT.

The webinar is ideal for agents looking to increase their revenue without increasing resourcing costs, and will provide strategies for using Designer Journeys' services to help manage excess enquiries, followed by a Q&A session - register for free **HERE**.



Explorer Sale ends soon

The Viking Explorer Sale ends on 31 March, which means you only have a few weeks left to book your clients on a 2023, 2024 or 2025 voyage at these exceptional prices. Once this sale ends, their prices will increase so don't miss out on saving your clients up to \$9,000 per couple on a collection of river, ocean and expedition voyages. But hurry, some of their most popular 2023 itineraries have already sold out and new 2024-2025 sailings are filling fast.

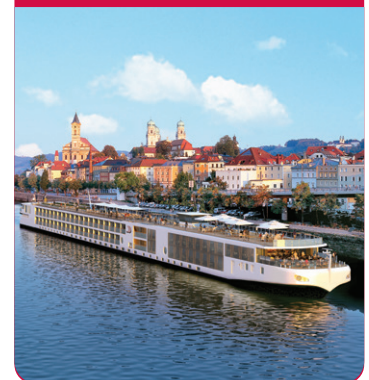
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[Learn more here.](#)



A&K confirms China

ABERCROMBIE & Kent (A&K) has confirmed its product team is currently working on refreshing its itineraries in China following news of the country fully opening up this week.

The operator told **TD** that it will "definitely" be bringing back product in the coming months.

Today's issue of TD

Travel Daily today features six pages of news, including our **Corporate Update**, plus a full page from **Carnival Australia**.

Hong Kong express

AUSTRALIAN passport holders are among a select few residents around the world who can access the time-saving (e-channel) automated passport lane at Hong Kong International Airport.

Travellers can register on arrival or at the Immigration Headquarters building.

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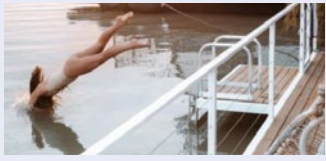


Window Seat

THE South Australian Tourism Commission (SATC) has been savaged over an image it used as part of its latest campaign.

The picture showed a woman diving into the Murray River, and was deleted Tue afternoon, after SATC was inundated with complaints.

It was live for almost two days, during which time many online pointed out that diving into the river is strong discouraged, due to the dangers of submerged logs and roots & shallow sandbanks, as well as the opaque water.



TTC unifies loyalty appeal

THE Travel Corporation (TTC) has decided to unify its loyalty programs, a move the company believes will help travel agents drive more sales and re-engage more effectively with clients.

Trafalgar, Insight Vacations, Luxury Gold, and Costsaver are now aligned under one rewards program called Global Tour Rewards, which offers members up to 5% discounts on guided tours, exclusive first-release access to new trips and offers, members-only events tickets, and special recognition from Travel Directors on trips.

TTC said the decision to move all current loyalty programs into one place will ultimately provide travel sellers with more marketable angles to sell to past guests, cross-sell brand opportunities within the portfolio, as well as a better sales proposition for new clients.

"This new single loyalty benefits

program is another great step towards achieving our mission," TTC Managing Director Oceania Toni Ambler said.

"We are excited to further connect our brands and give people around the world a plethora of unique travel experiences, ranging from the adventurous to the luxurious... and our unified loyalty program provides the perfect opportunity for agents to present the brands as one connected entity".

TTC estimates the tourism industry loyalty program market is valued at around \$24 billion as of 2022, with the growth rate expected to be around 9% a year.

MEANWHILE Anne Lee has joined TTC Tour Brands as its new Trade Marketing Manager, joining the company from a 12-year tenure at GTI Tourism.

Her tourism marketing experience spans B2B and B2C marketing and communications.

Travel Daily on location in Disneyland California

Today's issue of TD is coming to you courtesy of Disney Destinations, which is hosting Disney100 at Disneyland Resort in California this week.

AGENTS have the opportunity to ride Disneyland's latest attraction, Mickey & Minnie's Runaway Railway, in Mickey's Toon Town today.

This ride features trackless vehicle tech, presenting twists and turns as riders experience the world of Disney animation.

Tonight everyone will come together for a Disney100 Platinum reception, celebrating the fun of the past few days.

As Disney does, it will finish the night with the not-to-be missed World of Color-ONE, a truly magical way to complete the Disney 100 Mega Famil.



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Travel Daily

Me want more Maui

AGENTS can learn more about Hawaii's second largest island, Maui, in Hawaii Tourism Oceania's upcoming webinar on Thu 30 Mar at 10am AEDT - sign up [HERE](#) for the session, which is running in conjunction with Ka'anapali Beach Hotel and Maui Ocean Center.

A crackin' kayaking adventure



CHIMU Adventure's Andy Loving hosted a group of 11 Flight Centre managers on a kayak excursion in beautiful Sydney Harbour earlier this week.

Although the day began and ended with seasonal downpours, the weather cleared up at just the right time for the group's on-water adventure.

The team was also provided with personal insights into Antarctica cruising and the numerous options that Chimu offer as a wholesaler.

"We teamed up with FC for Wellness Week after such a crazy busy last year seeing our industry recover, I think it's important to stop for a second and reflect how far we've come!" Andy Loving enthused.

"I couldn't think of a better place to do it than on Sydney Harbour with our Flight Centre partners who we wanted to thank

for their support."

Pictured enjoying time away from the desk: Emma Sheen, Christine Balmer, Andy Loving and Amy Bennett.

VietJet links BNE

VIETJET has announced the launch of direct flights between Ho Chi Minh City (SGN) and Brisbane Alrport (BNE), starting from 16 Jun.

The new service will run twice weekly on an Airbus A330-300, connecting Queenslanders to 30 Asian destinations, including Japan, Hong Kong, South Korea, Taiwan, mainland China, India, Thailand and more.

The flights are expected to bring more than 30,000 Vietnamese visitors to Brisbane and inject \$25.6 million into Queensland's visitor economy within the first year of operation.

Hey big spenders!

TRAVEL has become more important to nearly 60% of affluent Aussie travellers since the pandemic, compared to 36% of the general Australian market, new research from YouGov has revealed.

The *Global Travel & Tourism Whitepaper 2023* also found that almost a quarter of wealthy Aussies (23%) spent more on travel in the last year, and three in 10 intend to spend more on vacations in the next 12 months.

Great local attractions and amenities (41%) is the top factor for well-off Australians when it comes to choosing a travel destination, followed by a secure and safe environment (35%) and the availability of a wide range of activities (28%).

The full report, which looked at the attitudes and behaviours of more than 19,000 travellers across 18 global markets, can be viewed [HERE](#).

Travel skills demand

AUSTRALIA'S Travel & Tourism sector has one of the lowest candidate-to-job-post ratios (1.81), placing it in fourth spot in a list of 15 industries where candidates are in highest demand, behind leisure & sports, electronics, and legal services.

The list, which was compiled by Compono as part of its inaugural monthly Australian jobs index, includes data from almost 40,000 Aussie job ads and applications from Feb 2023.

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FREEDOM OF CHOICE

JQ predicts Bali growth

JETSTAR is predicting Australians travelling to Bali will exceed pre-pandemic volumes by the end of the year.

"Demand for our flights to Bali is booming and we're on track to carry 10% more passengers between Australia and Bali in 2023 compared to 2019, as customers continue to prioritise travel post-COVID," Jetstar Group CEO Steph Tully said.

Jetstar has carried more than 1.1 million customers between Australia and Bali since borders reopened 12 months ago, with the carrier currently operating 70 return flights a week to Bali from seven Australian cities, recently boosted capacity from Sydney, Melbourne and Adelaide.

Hawai'i guidelines

THE Hawai'i Tourism Authority (HTA) has updated its Brand Guidelines for the Hawaiian Islands, an educational resource for the travel industry.

The guidelines cover topics including brand story, identity, authentic culture, brand voice, and island brand personalities, and complement HTA's recently updated Ma'ema'e Toolkit.

Carnival ships 100m



CARNIVAL Cruise Line has become the first cruise line to embark 100 million guests since its first sailing.

The milestone is being celebrated on *Carnival Sunrise* (pictured) as guests - including the 100 millionth, Debbie Clifford, who boarded the ship at PortMiami, where the cruise line was founded in 1972.

"I believe it is a testament to the fun, inclusive atmosphere... of our valued guests," President Christine Duffy said - see p7.

"A lot has changed in the last 12 months, but one thing that hasn't is Australians love of Bali and Jetstar's commitment to offering great value low fares," Tully added.

Indonesia's Deputy Minister for Tourism Marketing, Ni Made Ayu Marthini, said that tourism from Australia remained a key pillar to Bali's ongoing economic success.

"The demand to Indonesia has been rising rapidly, and we are working with airline partners, such as Jetstar, to increase their route and seat capacity at least to pre-pandemic levels," she said.

"Through our Bali add-on Destination campaign, we also would like to invite everyone to add one more island on their next visit, such as Labuan Bajo, home of the Komodo Dragon."

AKL details update

AUCKLAND Airport has released more details about the biggest redevelopment of the hub since it opened in 1965, first flagged in 2021 (*TD* 09 Aug 2021).

In a release to the ASX this morning, Auckland Airport confirmed a major integration of its international and domestic terminals, stating that after a long period of consultation, now was the time to just "get on with it".

"A new domestic terminal integrated into the international terminal will make Auckland Airport fit for the future, providing a much improved experience for travellers," CEO Carrie Hurihanganui said.

The renovation plan will include more modern spaces, improved smart baggage systems and bathroom facilities, more efficient passenger processing areas, as well as better connections between domestic and int'l arrival/departure areas.

Auckland Airport has flagged an opening date of around 2028 or 2029, with the revamp to also cater for more sustainable and efficient aircraft.



THE Disney100 Mega Famil attendees 'earned' their Mickey Ears last night as they awaited the new parade, Magic Happens, at Disneyland Park.

Launched as part of the Disney100 celebration, the parade is led by Mickey Mouse and features favourites from Disney Animation as well as Pixar Studio films.

Characters both new and old had guests in raptures as the parade passed by, including Sleeping Beauty, Moana, Miguel from *Coco*, as well as Anna and Elsa from *Frozen*.

Agents were also able to take advantage of the Disney Genie+ service, which enables guests to join express Lightning Lane avenues to bypass wait times at select attractions.

Providing access to some of the most sought-after rides - like

Trip.com inks deal with Mastercard

TRAVELLERS who book with Trip.com using Mastercard will be able to take advantage of a host of benefits soon thanks to a new tie-up between the two companies this week.

A new Memorandum of Understanding agreement will soon offer travellers benefits like access to airport VIP lounges, hotel room upgrades, early check-in, late check-out, as well as priority bookings.

"This [agreement] underscores both parties' shared commitment to promoting tourism and enhancing the travel experience for travellers," Trip.com Group's CMO Bo Sun said.

"We look forward to collaborating with Mastercard to create new opportunities, value-adds and unique experiences for our customers who are ready to rediscover the world."

Millennium Falcon: Smugglers Run, Space Mountain and Star Tours to name a few - agents were able to save time and fit more into their day.

With so much still to do, it's clear to see why a visit to Disneyland requires at least three days to fit in all the magical experiences available.

Pictured soaking up all of the fun of the Disney parade of popular characters are: Vikki Southern, TravelManagers; Ellie Amerikow, italktravel The Junction; Cherie Hallihan, Helloworld Koo Wee Rup, and Stacey Daley, Helloworld Hobart.

South Africa's new Tourism Minister

THE South African tourism industry has welcomed Patricia De Lille as the country's new Minister of Tourism.

De Lille oversaw several crucial tourism initiatives during her time as Mayor of Cape Town between 2012-2018, including the launch of successful Cape Town Air Access project in 2016, and the major redevelopment of the Cape Town Cruise Terminal.

Queensland is calling

TOURISM & Events Queensland has launched the latest phase of the \$5 million Queensland is Calling campaign, which will run for five weeks until 19 Apr.

The campaign will roll out across digital, out-of-home, social media and content partnerships, and includes a competition giving people in Australia and New Zealand the chance to win one of five Queensland holidays.

The marketing activity is expected to help generate 37.8 million visitor nights and \$9 billion of overnight visitor spend for the state between Jan-Jun.

CORPORATE UPDATE

EK fined for misleading ads

EMIRATES has been fined by a New Zealand court for what it described as misleading advertising for its Business class offerings in the country.

The airline has been ordered to pay Kiwi resident Mark Morgan NZ\$13,555 after the passenger complained the service aboard the aircraft did not match the expectations displayed in ads targeting NZ travellers, including seats that did not recline to lie flat, less cushioning, an older entertainment system, and the omission of a mini bar.

The issues arose when the complainant's flight was operated by an Emirates 777-300ER plane, which features the carrier's oldest version of Business class amenities, with the airline arguing it had a right to modify the type of aircraft operated on specific routes due to operational

necessities - specifically the need to fly 777-300ERs to maintain profitability on NZ routes.

In its formal response to the legal challenge, Emirates also argued its small print allowed it to vary the services it advertised, insisting that it had not broken the *Fair Trading Act* by running an advertising campaign.

However, Disputes Tribunal referee Laura Mueller ordered the airline to pay Morgan, stating: "Emirates advertised a Business class service that consumers were very unlikely to receive.

"This was the result of advertising a service that they were rarely delivering, not due to an occasional or one-off change of aircraft due to operational requirements."

Morgan sought a partial refund for tickets, plus a refund for the price he paid to upgrade to First class for one leg of the journey.

FC Travel Grants

FLIGHT Centre (FC) is offering travel grants for small and medium-sized enterprises seeking to grow their business, as corporate travel resumes.

The grants are now open for applications, with over \$40,000 in travel prizes available to successful grant applicants, but hurry because entries will close by the end of the month.

Flight Centre is awarding one business a grant of \$30,000, while four runners-up will share in \$10,000 worth of travel credit.

Biz travel hacks

STEVE Hui, often referred to as 'The Points Whisperer', is set to headline Corporate Traveller's upcoming Unpacked business travel event series.

Formally kicking off today, Hui will headline the inaugural webinar, which will be followed by an in-person event across multiple states.

The webinars will offer quick, 30-minute "travel hacks", delivered by industry experts - [CLICK HERE](#) to register.

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Travel Daily



A 'Swisstainable' experience



SUSTAINABILITY was a hot topic in Switzerland's chilly resort village of Saas-Fee, where the global leadership team from The Travel Corporation (TTC) recently spent five days.

The team convened with TTC partner Switzerland Tourism (ST) to discuss future strategy and learn more about the tourism body's Swisstainable movement, which was first launched in 2021.

The campaign promotes sustainable exploration and experiences across Switzerland, as well as eco-friendly cities, and UNESCO World Heritage sites.

Last year, TTC entered a partnership with ST to sell its sustainable travel packages to the Australia and New Zealand markets, which in turn helps TTC achieve its sustainability target of net zero greenhouse gas emissions by 2050 across the entire value chain.

TTC Chief Sustainability Officer and Head of TreadRight Shannon Guihan believes the partnership

helps push the sustainability agenda, which she said "will be successful only when destinations and industry work towards a shared vision of positive impact".

ST Market Manager ANZ, Livio Goetz, added, "working with a strong and established player like TTC in the Australian and New Zealand market means we can reach thousands of potential guests with our sustainable travel options in one fell swoop".

Through this partnership, ST and TTC are encouraging all Swiss tourism providers to get involved in the Swisstainable program and become part of TTC's product range - [CLICK HERE](#) to learn more about the campaign.

Pictured: Pascal Prinz from Switzerland Tourism; Mattia Storni from Saas-Fee; Andrew Young, Scott Cleaver, Toni Ambler, & Anna Neville from TTC Oceania; Mario Braide from Matterhorn Region; Matthias Supersaxo from Saas-Fee; and Simon Bosshart from Switzerland Tourism.

On service, value and rewards, we mean business.

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Emirates unveils new look



EMIRATES has unveiled a new livery, marking the third iteration of its brand identity since the airline launched in 1985.

The updated design features a “more dynamic and flowing” UAE flag on the Emirates tailfin with a 3D effect artwork, while the wingtips are now painted red and feature the white Emirates logo in Arabic calligraphy.

The signature gold ‘Emirates’ lettering across the main body

in English and Arabic is now bolder and larger, and passengers in window seats will see the UAE flag colours painted on the wingtips facing the fuselage.

The new livery is showcased on an Airbus A380, and will gradually be applied to the rest of Emirates’ fleet with 24 aircraft, including 17 Boeing 777s, expected to sport the new look by the end 2023.

“We’re refreshing our livery to keep it modern, without losing the key elements of our identity such as the UAE flag on our tailfin and the Arabic calligraphy,” Emirates President Tim Clark said.

Have a whale of a time in Qatar

DISCOVER Qatar has unveiled the second edition of its Whale Shark tours in Qatar.

The adventures will run from 18 May until the end of Aug on board a 40-seat catamaran, departing Thu to Sun.

A private charter for up to 16 guests is also available aboard a luxury yacht for the tour.

Bookings can only be made via the Discover Qatar and Qatar Airways Holidays online platform - more details [HERE](#).

Score 140k points

SCORE up to 140,000 Flybuy points when taking out a NAB Rewards Signature Credit Card.

To earn the full amount of points, cardholders will need to spend \$3,000 in the first 60 days and keep the card open for at least 12 months.

Eligible applicants will also receive a reduced annual fee on the first year from \$295 to \$195.

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

Jetstar is offering an 'air-mazing' sale on 400,000 seats celebrating the anniversary of the resumed service to Indonesia, with fares from as low as \$43pp. Discounted flights are on offer to 35 destinations from Sydney to Melbourne one-way. Club Jetstar exclusive early access ends today. Sign up [HERE](#) and look at the deals [HERE](#).

Book your next cruising journey through **Viking** and save up to \$3,600 per couple for an ocean cruise like the 36-day Marco Polo. Save \$1,800 per couple on the 15-day Iceland, British Isles and Iberia voyage; or \$2,350 per couple on the 15-day river cruise, Magnificent Mekong. Call Viking on 138 747 or visit viking.com.au for more.

Score one of 10,000,000 discounted seats in **AirAsia's** 'Mega Sale'. The promotion offers fares between Perth and places like Phuket, Bangkok, and Seoul from \$169. Services from Sydney or Melbourne to Phuket, Seoul, or Manila lead in from \$269. [CLICK HERE](#) for more details.

Just in time for the Cathay/HSBC Hong Kong Sevens, **Grand Hyatt Hong Kong** is offering combos that include both accommodation and Sevens ticket for two adults from just HK\$4,290 (AU\$824) on its official e-shop between 31 Mar and 02 Apr. T&Cs apply, find out more [HERE](#).

Celebrity in a pickle

CELEBRITY Cruises has introduced pickleball courts across nine of its cruise ships including *Celebrity Eclipse*, which is currently sailing waters in Australia and New Zealand.

Passengers on board can now enjoy one of the fastest growing sports in the world, either for casual sessions or as part of an organised event or tournament led by the ship's activities team.

The sport is currently on the rise at a rapid rate, embraced by professional tennis players like Nick Kyrgios, with popularity also shown through the Pickleball Australia Association's accumulation of over 5,000 members in just two years since its establishment.

Korean Air on stage

KOREAN Air SKYPASS members can now score concert tix and merch from YG Entertainment as part of a new agreement.

Loyalty members on board KE flights will also receive a special message from artist Blackpink, with the airline now sponsoring the girl group's latest global tour.

Ikon pass on sale

IKON Pass sale is now on sale for the 2023/24 season, offering 50 destinations including new places like Panorama, Canada Sun Peaks, Canada Lotte Arai, Japan.

The pass also provides access to Aussie ski destinations as well as discounted child passes, email skimax@skimax.com.au.

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

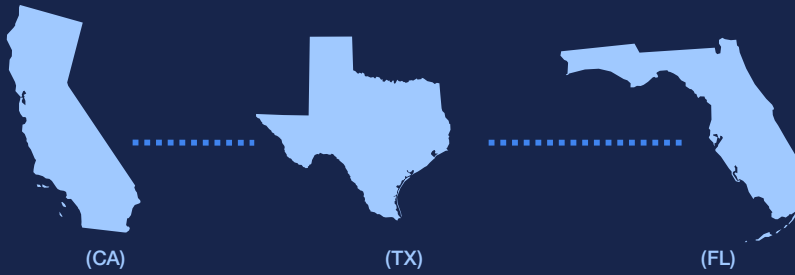


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3 most popular homeport states combined



Is more than the populations of
Canada, Australia and Panama combined



167 GUESTS

with 100+ Cruises



152K+ GUESTS

with 100+ Cruising Days



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Age of Youngest Guest with 100+ Cruising Days