

TNZ famil winners!

TOURISM New Zealand (TNZ) has announced the winners of its upcoming If You Seek global trade famil (**TD** 17 Oct 2022).

The lucky agents are: Leann Molloy, Flight Centre; Grace MacRae, Flight Centre; Jessica Bennett, TravelManagers Australia; Jacqueline Bourke, Flight Centre; Selena Petyt, Journey Earth; Alex Lee, Travel & Cruise Bright; Linda Forster, TravLin Travel; Melissa Thornton, Flight Centre; Laura Bacuriski, Holiday Wonders; and Sharon Ward, TravelManagers Australia.

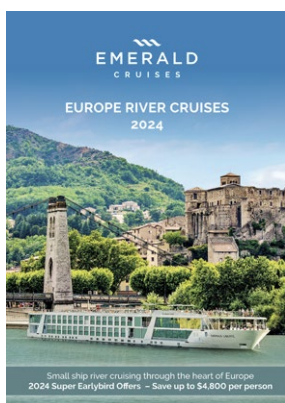
Advisors will jaunt off to New Zealand from 16 to 24 Apr, exploring sought-after areas such as Auckland, Nelson, Marlborough and Wellington.

Agents wanting to keep abreast of TNZ developments, see [HERE](#).

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Qantas knocks VA for six

QANTAS was the most punctual major domestic airline for the sixth month in a row, achieving a 78.2% overall on-time departure rate for the month, outshining major competitor Virgin Australia, which trailed behind at 74%.

The latest BITRE report showed that almost eight out of 10 Qantas flights (78.3%) departed on time during the month, in line with pre-COVID performance levels, while on-time arrivals tracked at around 78%.

The Flying Kangaroo's subsidiary airline, Jetstar, didn't fare as well however, with its overall on-time performance in Feb at just 61.7%, falling behind Rex Airlines, which was punctual 69.8% of the time.

Overall, the domestic on-

time performance rates for Feb (73.3%) were lower than the long-term average performance across all routes (82.1%).

Of the regional airlines, QantasLink came out on top as the most punctual for Feb, recording 80.9% on-time arrivals, followed by Virgin Australia Regional Airlines at 70.8% and Rex Airlines at 68.3%.

The figures also showed that cancellations were higher across all major domestic airlines for the month at 3.9% compared to 3.6% in Feb 2022, largely due to severe weather, including Tropical Cyclone Gabrielle and major thunderstorms in Sydney.

Qantas recorded a 4% cancellation rate, topped only by Jetstar, which cancelled 6.4% of its flights throughout Feb, while Rex had the lowest cancellation rate at 1.7%.

For all the latest domestic airline on-time performance statistics, see [travelBulletin](#) **HERE**.

QF loyalty bounces

QANTAS has launched new unique premium experiences for its loyalty members, as well as a limited-time offer allowing Qantas Frequent Flyers to choose between double Status Credits or double Qantas Points.

As part of a new trial for its loyalty program, Qantas Frequent Flyers will be able to redeem their points to secure a limited number of premium NBA experiences with exclusive access.

The money-can't-buy experiences include premium seats, access to the pre-game warm-up, a personalised team jersey and food and beverage for an NBA game in New Orleans this Apr (not including flights and accommodation).

The limited number of packages can be secured for 500,000 Qantas Points, with eligible members to receive an email shortly with more information.

Qantas members can also register for double Status Credits or Qantas Points at qantas.com/bereward, paving the way to make an eligible booking by midnight 28 Mar AEDT, available for travel taken between 29 Mar 2023 and 28 Feb 2024.

New accommodation body set for 01 Jul

THE Fair Work Commission has revealed that Accommodation Australia, the new peak hotels body, will officially launch on 01 Jul 2023 (**TD** 25 Nov 2022).

The announcement comes after an overwhelming 96% of Accommodation Association (AA) members voted in favour of the amalgamation of AA and Tourism Accommodation Australia into a single entity.

Michael Johnson will head up Accommodation Australia as its inaugural CEO, while Leanne Harwood will assume the role of President.

"The vote was a strong endorsement and a clear sign members from both organisations are ready to move into the future together as one," Johnson said.

"This has been a long time in the making, and is now about to become a reality," he added.

Today's issue of TD

Travel Daily today features seven pages of news including **Business Events News**, plus a photo page from **Atout France**.

Shliazhko promoted

CREATIVE Cruising has announced the promotion of Viktoriya Shliazhko to the role of National Business Development Manager, effective 27 Mar.

She joined the cruise wholesaler eight years ago, initially as a Reservations Consultant, and most recently as Sales and Marketing Executive.

Shliazhko is a CLIA Master and very well respected among Creative Cruising's network of Travel Agency partners and Cruise Spirit Members - more details in today's issue of **Cruise Weekly**.

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Agents must hit China wave

EXCLUSIVE

AGENTS need to actively pursue the “major opportunity” that China’s recent reopening to tourists (**TD** 15 Mar) is presenting, Wendy Wu Tours (WWT) believes.

Speaking with **Travel Daily** this week, founder Wendy Wu said there has been a huge amount of pent-up demand for China, which is now “at an all-time high”.

“Agents need to take full advantage of this opportunity now to ensure they are ahead of the competition by satisfying this demand,” she said.

“Touring in China is going to be a whole new experience, the country has had three years without tourism to rejuvenate and hence the opportunity to see the many bucket-list sights such as the Great Wall and the Terracotta Warriors is now - especially whilst the country is still relatively quiet and without the crowds,” Wu added.

Wu also pointed out that since the news of China’s reopening, the operator has experienced its biggest week for China bookings since 2019, with demand now back to pre-COVID levels.

“We have experienced record-breaking sales since the start of the year, having experienced our busiest, and most successful first year quarter since 2019,” Wu said, adding that four years ago, China sales accounted for approximately 62% of global sales, and given the pent-up demand, coupled with the upshot in new China bookings, she anticipates seeing similar volumes to 2019 by Q3 of this year.

When asked why some operators have so far resisted a return to China, Wu declined to question the motivations of her competitors, but stated that given WWT’s long-standing experience and owning its own DMC in China, the choice was obvious.

CT Partners triple the love



CT PARTNERS has revealed to members that override payments are set to triple in the current fiscal year.

The announcement was made at a recent gathering held in Sydney last Thu, with 35 affiliates coming together at Shangri-La Sydney for an all-day business meeting, in which guests took the opportunity to reflect on best practice strategies for success, and unpack emerging trends.

A commercial update followed a deep dive into revenue opportunities through CT’s 80+ preferred suppliers, which was when a tripling of total payments to members was revealed.

CT also stated that strong forward sales are also already in place for the 2024 fiscal year.

Other presentations saw Chief Executive Officer Matt Masson

update members on this year’s Member Survey, which indicated a strong satisfaction rating through an NPS of 85.

Masson also revealed airlines represented more than half (58%) of total CT member TTV, followed by hotels (18%), with cruise coming in third (8%).

Members later participated in one of three facilitated break out groups tackling topics identified from the survey: service fees, facilitated by well-known consultant Jorge Fernandez; talent retention, led by Sharon Stanley; and an NDC focus session by Gena Signorini from Grow Up.

Masson said the meeting allowed members to better understand what the economic climate means for their business.

Pictured: The group strikes a united pose on the night.

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Window Seat

THE Phi Phi Islands in Thailand are supposed to be a traveller's dream, but for one family it quickly turned into a nightmare when they were viciously attacked by a gang of monkeys on the beach.

According to media reports, one monkey took umbrage with a one-year-old boy, forcing the father to step in and fight off several primates from causing further harm.

While the family was left with a few scratches and bruises, as well as a need for a series of tetanus shots, the father also confirmed he tried to attract monkeys over so his son could take a closer look.

There's a lesson in here folks, look but don't punch!



PNG plots Aussie visitor growth



AUSTRALIAN travellers are the primary target of PNG Tourism Promotion Authority's (PNGTPA) new four-year *Corporate Plan*, with our northern neighbour setting the objective of increasing Aussie visitation by 3% a year.

To achieve the goal, PNG plans to increase digital and marketing activity in the country by 10% annually, as well as develop a specialist cultural program to promote greater awareness in Australia and New Zealand.

Public relations campaigns for Aussies have also been flagged, specifically to counter negative perceptions of PNG and improve its overall brand image.

"We will continue to grow and expand our distribution

channels through partnership with our overseas destination marketing representatives and key stakeholders like PNG Foreign Missions and Air Niugini in Australia," the report stated.

PNG has also called for a greater investment in tourism services education over the next four years, maximising the value of tourism research, expanding SMART policy planning, and strengthening the country's sustainable tourism credentials.

Although not a primary feature of the report, an examination about how PNG can increase cruise ship tourism to the country was also flagged.

Pictured: PNGTPA CEO Eric Mossman Uvovo this week.

Latest disability issue

THE latest issue of *Travel Without Limits* magazine has hit the stands this week.

The issue highlights the best of what's available travellers with disabilities, while building anticipation for what Queensland's 'Year of Accessible Tourism' could bring Aussies.

Free the Pacific

SAMOAN Prime Minister Fiamē Naomi Mata'afa has proposed nations in the Pacific region form a common market model similar to the EU, enabling a freer movement of people across regional countries' borders.

While acknowledging the idea is "contentious", Fiamē believes a 'Pacific Family' concept would provide easy access, so "people can just come do their business, visit their relatives, go on holiday in New Zealand and Australia, but go back home and not have such a difficult time coming into Australia or New Zealand."

Fiamē met with Prime Minister Anthony Albanese yesterday to discuss the proposal, along with other important regional matters.

Intrepid reveals eco update

INTREPID Travel achieved a number of sustainability goals in 2022, including the development of an emission tool to calculate trip emissions for its products.

As outlined in its *Integrated Annual Report 2022* (TD 22 Mar), the small group adventure travel company also introduced at least one plant-based meal experience on 21 Real Food Adventures.

Intrepid also developed sanctuary guidelines to improve animal welfare and a roadmap to address plastic pollution, in addition to signing up to the World Travel & Tourism Council's Vision for Nature Positive Travel & Tourism document.

Within the workplace, the company improved its recycling waste management program

across offices in Thailand, India and Nepal, and engaged 40% of staff in climate advocacy sessions, as well as launching an online climate change learning pathway.

Looking forward, Intrepid revealed it will incorporate electric or hybrid vehicles in trips across Europe, the Middle East and Africa, America and Asia.

The company said it will also eliminate non-essential flights from trips where alternatives exist, and introduce an internal flight carbon budget.

Additionally, Intrepid intends to develop a roadmap to understand its impact on biodiversity through its operations and trips, as well as create biodiversity projects and commit to the Global Tourism Plastics Initiative by UNWTO.

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G, what a turnaround in Oz!

EXCLUSIVE

JAN and Feb have seen the largest volume of Australian-based sales for G Adventures in the operator's history.

The impressive milestone was revealed by founder Bruce Poon Tip while speaking to *Travel Daily* during his recent tour Down Under, further revealing that number is 130% up on the same two months in 2019.

"Australia is performing particularly well for us in 2023, a market that had a much slower start than every other country in the world," Poon Tip explained.

"The [sales spike] started in Australia back in Nov 2022... because Australia really didn't have the air lift and was also extremely locked down compared to most countries, so it was a much slower start and by last Sep/Oct, the Australian market was still only around 60-70% of what we were before the pandemic," he added.

The encouraging figures were

Kangaroo Bay stalls

TASMANIAN Premier and Minister for Tourism, Jeremy Rockliff, has stepped in to cajole the Clarence City Council to push forward with a proposed tourism development at Kangaroo Bay.

The Premier has personally invited all major stakeholders to a meeting to resolve a land dispute between the Council and property developer Chambroad, which initially planned to build a 150-room hotel at the site, boasting four storeys styled on different themes.

"I understand there are a variety of views on the project, but the bottom line is it would be a lost opportunity for the site to be left a wasteland for years as the Council and developer fight over a buyback," Rockliff said.

"We've seen it with the Droughty Point project, and now we're seeing it with the Kangaroo Bay project," he added.

revealed while Poon Tip was in town to promote the local launch of his new movie, *The Last Tourist* (TD 14 Mar), a passion project that he admitted had done "surprisingly well" in other markets like Canada and the US.

Starting out as a G Adventures branded film, it soon spiralled into a major motion picture receiving critical acclaim, focusing on why the travel and tourism sectors need to reassess their approach to sustainable travel.

Interestingly, Poon Tip revealed there are virtually no mentions of G Adventures in the film, and most of his appearances have landed on the cutting room floor.

QF New Cal/Korea

QANTAS is seeking to renew 156 seats per week on the New Caledonia route with The International Air Services Commission, as well as 400 seats per week on the Korea route, both for a period of five years.

Thredbo goes live

THREDBO has launched its season passes, lift passes, lessons, and more for winter.

Kicking off on 10 Jun and running through to 02 Oct, Thredbo's winter season passes start from \$1,399 for adults and \$865 for kids - [CLICK HERE](#).

ANA signs up ING

ALL Nippon Airways has signed a new strategic agreement with IHG Hotels & Resorts that will see both companies implement joint campaigns throughout the year.

The deal has been marked with the launch of the IHG ANA Hotels X ANA WOW! campaign, offering customers of both brands the chance of winning ANA miles or hotel accommodation vouchers.

The lottery promotion, which will give away 15,000 ANA miles, will run until early Apr for ANA loyalty members who stay at any IHG property globally.

BKB HOLIDAYS HEADS TO BALI



IN MID-MARCH, 12 lucky travel agents from Melbourne and Perth jetted to Bali on a famil hosted by BKB Holidays and Batik Air.

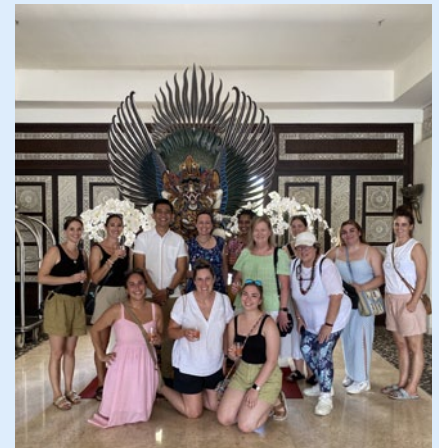
The agents visited a number of 4- and 5-star hotels in Nusa Dua, Legian and Seminyak for lunch, dinners and site inspections.

BKB Holidays was excited to host its first Bali famil and see the island thriving again.

Agents won a place on the famil as part of an incentive for bookings that were made through BKB Holidays' newly-launched booking system, Kali.

To register, [CLICK HERE](#) or email agents@bkbholidays.com

TOP: Travel Agents soaking up the sun at the Alila Seminyak: Jana Gee, Helloworld Dunsborough; Amanda Fenwick, BKB Holidays; Sandra Di Benedetto, MTA; Vinny Prasad, BKB Holidays; Tahlia Hackett, Helloworld Armadale; Georgia Ryan, italktravel Warrnambool; Michele Phillip, Travel Associates/BKB Holidays; Maree McGowan, Helloworld Rosebud Plaza; Bree Tomadin, Helloworld Highton; Anna Little, Frankford Travel; April Callan, Globetrotting Travel & Cruise; Sandy Brasier, Helloworld Berwick; and not pictured Valeska Munozmckinney, Flight Centre Armadale.



FAMIL IN FOCUS is our feature showcasing some of the photos from recent industry familis. If you want your famil to be featured, email advertising@traveldaily.com.au.



ICMSA OPENS NEW ZEALAND OFFICE

ICMSA has announced the opening of a new office in Christchurch, marking the Australian professional conference organiser's first expansion into New Zealand.

Heading up the new office as ICMS Director New Zealand is Karen Hamilton (pictured), who has worked in management roles across the tourism, hospitality and business events sectors around the world for 27 years.

Hamilton will participate in the company's first Directors Meeting in 2023 in Christchurch later this month, joining fellow directors and ICMSA Owner and Managing Director, Emma Bowyer.

"In recent years we have been approached by our clients - particularly associations - to manage their events in New Zealand," Bowyer said,

The recent opening of Te Pae Christchurch Convention Centre, along with both the



Tākina Wellington Convention & Exhibition Centre and SkyCity's New Zealand International Convention Centre due to open later this year, meant it was the right time to expand into New Zealand, Bowyer said.

ICMSA has already secured conferences in New Zealand, including the Australasian Polymer Conference in 2024 and the 62nd Annual Meeting of the International Forensic Toxicologists in 2025.

Megan Crum, ChristchurchNZ

Head of Business Events, expressed her enthusiasm over ICMSA selecting Christchurch as its New Zealand base.

"ICMSA has recognised the significant advantages in infrastructure and natural assets this region offers for international events," she said.

The organisation's arrival into the city "brings a new level of high-profile event opportunities and boosts Christchurch's reputation as a fantastic place...to host business," she added.

AI = smart events

ARTIFICIAL intelligence chatbot, ChatGPT, has the "potential to be revolutionary" in the events industry, BCD Meetings & Events has stated in its latest industry report.

The document, which looks at how technology is transforming meetings and events, describes how ChatGPT is expected to prove useful for massive events and conferences, where thousands of people may have unique questions that can not be answered with the stock replies provided by traditional chatbots.

"With AI, delegates will be able to interact with the chatbot as if they were speaking with a meeting planner over the phone without the need for extensive manpower," the report stated.

GC Collective

BUSINESS Events Gold Coast has launched *The Imagination Collective*, a free e-book highlighting the city's industries and their leaders.

The 25-page digital book invites planners to host their next business event on the Gold Coast with the tagline "let us inspire your imagination" - **CLICK HERE** to download the PDF file.

FCM's IDEX trumpets MICE responsibility

FCM Meetings & Events has hailed the third round of the Ideas Exchange (IDEX) as a success, bringing together industry professionals at the Porter House Hotel in Sydney.

The event provided an environment for informal learning and discussion centred on social responsibility within the MICE industry.

General Manager Simone



Seiler said the goal of the event was to "challenge expectations, and reimagine how we traditionally meet to optimise the experience and encourage immersion, participation, and collaboration".

Melbourne guide

THE Melbourne Convention Bureau (MCB) has published the second edition of its interactive Melbourne e-Guide, which showcases the city's strengths as a business events destination.

The guide includes a special feature on how to create VIP experiences at iconic venues, tips on how to plan an itinerary program to coincide with a major event, and venue updates - **CLICK HERE** to view the guide.

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Tour de force by Atout France & Sofitel

IN THE presence of Christian Prudhomme, General Manager of the Tour de France, Atout France, in conjunction with Etihad and SBS, organised a dinner “a la Francaise”.

The dining experience was prepared by the brigade of the French famous chef, Alain Ducasse, to celebrate the 110th edition of the Tour.

More than 150 guests gathered at Sofitel Wentworth to ‘take a ride on the Parisian side’, and were welcomed with a glass of Mumm and entertained by a crew of dancers.

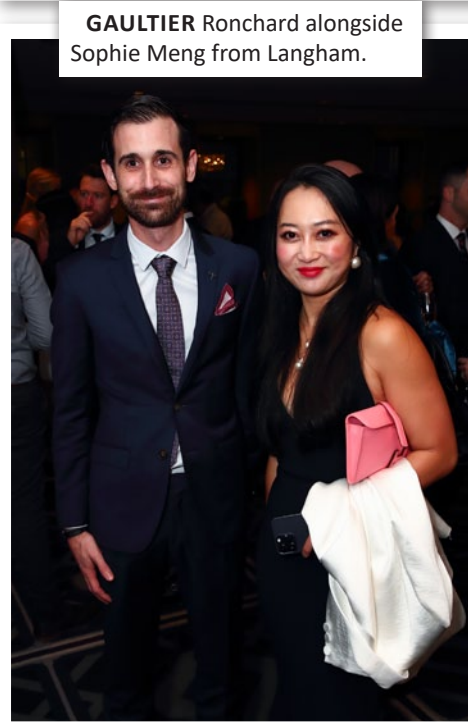
From 01 to 23 Jul, France will host the Tour de France, an event watched by four million Australians in cumulative audience on SBS - for more information, head to France.fr.



SARAH Built, Etihad; Christian Prudhomme, Tour De France; Sarah Derry, Accor.



PAULINE Edel and Alicia Alonso from the Atout France team.



GAULTIER Ronchard alongside Sophie Meng from Langham.



PATRICK Benhamou, Director of Atout France presenting on the podium.



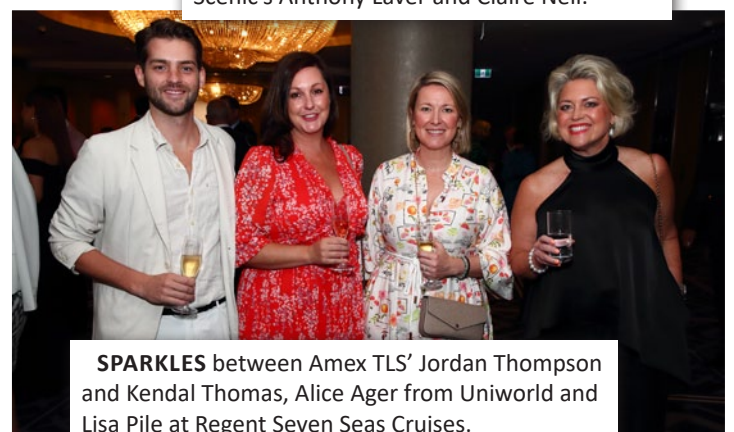
SIGNATURE dish at restaurant Benoit, Paris, the famous “paté en croute”.



AZAA Tsamba from Galeries Lafayette with Scenic’s Anthony Laver and Claire Neil.



SOPHIE Almin and Clelie Collas from the Atout France team.



SPARKLES between Amex TLS’ Jordan Thompson and Kendal Thomas, Alice Ager from Uniworld and Lisa Pile at Regent Seven Seas Cruises.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Gary Manuel has joined **Radisson Blu Plaza Hotel Sydney** as its Business Development Manager, where he will drive sales across meetings and conferences. The industry veteran brings with him over 35 years of experience and has excelled in similar roles at Luna Park Sydney and Virgin Australia prior to joining.

Nib travel welcomes **Tim Hannah** to the team as its new Qld Partnership Manager. He will spearhead partnerships between the agencies across Qld and Northern NSW. Hannah has been in the industry for nearly 20 years and was most recently associated with CT Connections as a Partnership Manager.

Susan Ang has been promoted to become the new Divisional Director for APAC from the previous role of Regional Director, Asia, Midway at **Merlin Entertainment**. Ang will oversee the overall management, regional strategies and financial responsibilities for the company across 32 attractions in the APAC region.

The new management team at **Hyatt Regency Danang Resort & Spa** will be led by new recruit **Adrian Pulido**, who is the new GM of the 360-key resort. Pulido will lead over 450 associates using former experience under Park Hyatt Seoul & Hyatt Regency Koh Samui.

SYD X campaign

SYDNEY Airport has launched a new brand identity and integrated campaign to promote its enhanced luxury precinct, SYD X, which will open at T1 International terminal mid-2023 (*TD* 01 Sep 2022).

The brand identity, 'The Space Between', represents the space between borders where SYD X operates "outside the realm of everyday", with the campaign launching across all platforms including OOH, print, social, influencer, digital and performance.

Australian entrepreneur and luxury fashion expert Gab Waller has been named as lead brand ambassador, alongside fashion influencer and creator Tara Milk Tea, to help launch SYD X.

Sabre loyalty move

SABRE Corporation has signed a deal with Capillary Technologies to improve its loyalty software offering with airlines and hotels.

The new agreement will provide companies with better insights into customer loyalty data through real-time analytics, as well as new opportunities for end-to-end loyalty management.

The new offering will also allow businesses to measure and capture incremental revenue opportunities, which will in turn enhance experiences across the entire traveller journey.

"It is essential that loyalty management solutions are at the forefront of the travel evolution to enable airlines and hotels to attract and retain travellers through analytics," Capillary said.

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Luxury Escapes presses the flesh



LUXURY Escapes hosted its first-ever face-to-face Tourism Board Partner event last Wed evening, with Sydney Harbour providing a beautiful backdrop.

The event was attended by 50 of the tour operator's domestic and international tourism partners, who were informed about Luxury Escapes' business, marketing, travel trends and market updates, as well as partner opportunities.

"It was a fantastic event and opportunity to network and

thank our Tourism board partners that have been very important & supportive working with us over the years," Luxury Escapes said.

"We are looking forward to another successful year ahead with these partners!"

Pictured: Founder Adam Schwab (far right) with guests.

J-Lo recruits speakers

VIRGIN Voyages has announced its Limitless Voyage programming designed by Chief Entertainment and Lifestyle Officer Jennifer Lopez, which will include a mix of powerhouse speakers, epic shore excursions, and a variety of onboard activities.

Speakers include VaynerX Chief Marketing Officer Andrea Sullivan, SUMA Wealth Chief Executive & co-founder Beatriz Acevedo, and Spartina Industries President Carrie Byalick.

Shore excursions on the amazing voyage include surf lessons, visits to local women's co-ops, and a visit to a waterfall.

EK Ramadan spirit

EMIRATES is offering an array of experiences for Australians observing the holy month of Ramadan from 22 Mar to 21 Apr.

The airline will offer Iftar meal boxes for fasting pax both on board and at the boarding gates for pax connecting in Dubai, as well as traditional Ramadan refreshments, meals and desserts in the lounges, in addition to featuring special religious content on its in-flight entertainment.

Wide Eyes in Viet

VIETNAM specialist Wide Eyed Tours has announced an enhanced 10-day Best of Vietnam Highlights adventure, following the launch of VietJet's new direct flights from Brisbane (*TD* 17 Mar).

Priced from \$2,650pp, including accommodation - **CLICK HERE**.