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Today's issue of TD

Travel Daily today features six pages of the latest news including our **Sustainability** page plus a photo page from **ATE** and a cover page from **The Travel Junction**.

TTJ ringing it up

ADVISORS now have more options when it comes to booking with **The Travel Junction (TTJ)**, including its new phone sales service - see the **front cover page**.

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Tam Dao, Vietnam

Qantas names new CEO

QANTAS Group has announced its Chief Executive Officer succession, with Vanessa Hudson to become the company's next CEO and Managing Director, taking over from Alan Joyce.

Hudson is currently Qantas' Chief Financial Officer, and will serve as CEO-designate going forward, while also joining the board.

When Joyce retires in Nov, Hudson will officially take over as the Group's 13th Chief Executive.

"It's an absolute honour to be asked to lead the national carrier," Hudson enthused.

"This is an exceptional company full of incredibly talented people and it's very well positioned for the future."

Joining Qantas in 1994, Hudson has worked in a number of positions across the company over 28 years, including Chief Customer Officer and Senior Vice President across the Americas & New Zealand.

Chair Richard Goyder said the appointment came after a rigorous selection process, and allows for a smooth transition from Joyce, who will retire after

15 years as Chief Executive Officer (**TD** 28 Nov 2008).

"A lot of thought has gone into this succession and the board had a number of high-quality candidates to consider, both internally and externally," he said.

"Vanessa has a deep understanding of this business after almost three decades in a range of roles both onshore and offshore, across commercial, customer, and finance.

"She has a huge amount of airline experience and she's an outstanding leader."

Goyder noted Hudson has had a direct hand in shaping Qantas' strategy, as a member of the Group Management Committee for the past five years.

"Her handling of the finance and treasury portfolio during the COVID crisis was outstanding," he remarked.

"She also led the fleet selection process in 2022 for the renewal of our domestic jet aircraft over the next decade."

An announcement on a new Chief Financial Officer will be made in the months ahead, Qantas said.

Bonza Tamworth

BONZA'S new Melbourne to Tamworth route has taken off today, linking Victorians to Australia's country music capital twice weekly from \$59pp one way (**TD** 22 Mar 2022).

Local country music stars joined the inaugural flight, including Melbourne's Lachlan Bryan, who performed for passengers.

Bonza is also preparing to launch its Tamworth to Sunshine Coast route this Sat.

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Travel Daily on location in the Gold Coast, Qld

Today's issue of *TD* is coming to you courtesy of Tourism Australia and Tourism & Events Queensland, who are this week hosting the Australian Tourism Exchange 2023 (ATE23).

LAST night delegates attending ATE celebrated into the evening at an extravagant welcome event at The Star.

Today, the trade exhibition of 1,500 Australian seller delegates continues, with Australian tourism businesses and tourism wholesalers showcasing all that Australia has to offer to the over 650 buyers attending the event.

All attendees will also get the chance to connect with scheduled business appointments and networking events over the four days.

Tassie's \$3.5 billion dollar boom

EXCLUSIVE

TASMANIA is experiencing a huge tourism boom, with visitor spend far exceeding pre-pandemic numbers, shared Tourism Tasmania's new CEO, Sarah Clark, this week at ATE.

"Visitors are spending substantially more on their trips", Clark explained.

"For the year of 2022, our spend absolutely smashed our previous record - we had \$3.5 billion in visitor spend, and prior to that, the largest spend we'd ever seen in a year was \$2.25 billion."

Tourism Tasmania expects to see visitor spend normalise over the coming months, but is confident in ongoing growth, having recovered well in the domestic market and with international numbers beginning to return.

"The last 18 months or so it's been a massive boom for tourism in Tassie, and we've recovered really well from a domestic

bookings perspective", Clark said. "Pre-COVID our numbers were around 15% international, so we've always been big in domestic, but now we'd be more 95% domestic just while international builds back.

"We're about 70% down on international numbers at the moment, but we're definitely seeing that climb back up again.

"Obviously China hasn't hit back to where they were and that was one of our top markets, but we're seeing the US really start to come back and the UK, Singapore, and also New Zealand."

Additionally, Clark shared that while the island state is facing industry skill shortage issues, visitor satisfaction remains high.

"Our customer satisfaction score held and it's actually a couple of percentage points above what it was pre-COVID...so even with those challenges, it's still a really good customer experience."

TTC in the spotlight

THE Travel Corporation (TTC) Tour Brands has announced its new Spotlight On Groups initiative, which will showcase why groups are valuable for business into 2024 and beyond.

Agents can tune into the webinar on Tue 09 May at 10am AEST to hear an update on TTC Groups - register [HERE](#) - as well as keep up-to-date every Tue and Thu via a video series throughout the month of May on TTC's Facebook group [HERE](#).

PG appoints GSA

BANGKOK Airways has appointed AVIAREPS as its General Sales Agent in Australia, effective immediately.

The Thai carrier, which was recently awarded 'The World's Best Regional Airline' by Skytrax, offers services from Bangkok to destinations across Thailand and to Cambodia, Singapore, the Maldives, and more.

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APAC travel insurance growth

THE rise in tourism is contributing to the growth of the travel insurance market, particularly in the Asia-Pacific region, according to a new report by Research and Markets.

The *Travel Insurance Global Market Report 2023* reveals the market grew from \$19.14 billion in 2022 to \$22.44b in 2023 - a compound annual growth rate of 17.3% - and is expected to grow to \$40.58b in 2027 at a rate of 16%.

Asia-Pacific was the largest region in the travel insurance market last year, outperforming Europe, North and South America, the Middle East and Africa.

According to the analysis, insurance companies' use of advanced technologies, such as AI-enabled chatbots for automating the claim settlement process, has emerged as the key trend gaining popularity in the

travel insurance platform.

The countries covered in the report included Australia, Brazil, China, France, Germany, India, Indonesia, Japan, Russia, South Korea, UK and US.

It also covers the impacts of high global inflation, COVID-19 and the Ukraine-Russia War, on the travel insurance market.

The data aims to help insurance companies create regional strategies, identify growth segments and understand customers based on the latest market shares.

Passport Card back

PASSPORT Card Australia, formerly known as TravelCard, is bringing back its travel insurance sales after a two-year pause.

The broker-focused travel insurer will initially offer leisure travel products, followed by corporate offerings early next year.

Kiritimati reopens

KIRIBATI'S Kiritimati (Christmas Island) reopened to international visitors today, after the pandemic forced the island's border closure for more than three years.

Fiji Airways also kicked off its weekly service to the island today from Nadi, Fiji & Honolulu, Hawaii.

Exmouth opened

THE first direct flight between Melbourne and Exmouth touched down yesterday, with the new service running every Thu and Sun during the peak tourism period from Apr to Oct.

Supported by Tourism WA, the five-hour flight on a Qantas Boeing 737 saves travellers more than three hours' travel time compared to flying from Melbourne to Learmonth via Perth.

Pax on the inaugural flight received a limited-edition amenity kit featuring artwork by local Wongi artist Kevin Wilson (TD 27 Apr).



Window Seat

OFFICIALS in Italy have announced the closure of the Vesuvius National Park next weekend, after avid soccer fans suggested they would try to fake an eruption if their local team wins the national league competition.

It's been centuries since the major eruption of the still active volcano preserved the Roman town of Pompeii.

Authorities said they became concerned over reports of plans to use smoke bombs and "industrial-strength fireworks" inside the crater which overlooks Naples.

The closure aims to preserve what is a "fragile and intrinsically dangerous place", with a simulated explosion considered to be "dangerous and impractical".



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Japan's trifecta

INPEX Corporation, Idemitsu Kosan and All Nippon Airways (ANA) will jointly undertake the carbon neutralisation of jet fuel across its entire supply chain on select flights between 01 and 31 May.

The procurement will follow INPEX's productions of Murban crude oil in Abu Dhabi, which is then refined and supplied to ANA's operation through Idemitsu's facilities.

Both INPEX and Idemitsu will also acquire carbon credits for neutralising 100% of the CO2 generated across the procurement, and the jet fuel will be certified by SOCOTEC Certification Japan.

SUSTAINABILITY A MUST, SAYS TA

SUSTAINABLE travel is no longer a "nice-to-have, it's a hygiene factor", according to Tourism Australia (TA) MD Phillipa Harrison (**pictured**).

Presenting at ATE23 this week, Harrison explained the importance of sustainable tourism in Australia.

"Our recent research showed that 75% of people are really curious and interested and concerned that their travel means a light footprint.

"One in three of those people are absolute devotees to sustainability and they will not travel if they cannot do it in a carbon-free way, so it's really important."

In order to achieve greater sustainable tourism in Australia, TA is highlighting initiatives at the forefront of the space, and helping businesses to work towards more eco-friendly operations.

"Our industry is doing some great things in this space, they really are leading the way and so from a Tourism Australia point of view, we are telling their stories, we're providing a platform for them," shared Harrison.

Furthermore, TA has partnered with Ecotourism Australia (**TD 17**



Nov 2022) to develop a STRIVE for sustainability scorecard.

"This scorecard helps them work out where they're at and what their next step is.

"So it's about progress, not perfection in the sustainability space," she concluded.

TREE Chalets grows

TREE Chalets in WA's South West has been awarded Eco Certification for Nature Tourism by Ecotourism Australia for its best practices in sustainability.

Owners Fran and Andrew Robinson believe Tree Chalets is Australia's only holiday accommodation to achieve net zero carbon emissions by their own means, rather than through purchasing carbon offsets.

The chalets are totally off-grid thanks to a 15KW solar cell array and 28KW storage battery, and 610,000L of UV-filtered rainwater storage.

Destination NSW offering EarthCheck

DESTINATION NSW is partnering with EarthCheck to deliver micro-credentials for visitor economy businesses seeking to "decarbonise".

"We have a unique opportunity to showcase the state's natural beauty and cultural offerings...but we must do so in a way that is responsible and sustainable so that future generations can enjoy the same experiences," NSW Minister for Jobs and Tourism John Graham said.

Stewart Moore, CEO and founder of the world-leading organisation, EarthCheck,

said "the micro-credentials are a first step to enable all businesses, no matter how big or small, to walk the talk when it comes to sustainable action".

Sustainability Skills Micro-credentials will offer three free courses: Sustainability 101, Sustainability Management, and Sustainability and Your Experience Delivery.

The program will support businesses to increase operational efficiency & reduce costs, build reputation through sustainable action, and more.

Expressions of Interest close 19 May - **CLICK HERE** to apply.

Hurti ESG report

HURTIGRUTEN Group has released its 2022 *Environmental Social and Governance Report*, highlighting its ambition to be the world's leading sustainable travel company.

The report outlines its science-based targets, prioritising emission elimination over carbon offsets, and its investment in hybrid ships including the first emission-free vessel sailing the Norwegian coast by 2030 and the first electric tender boats, enabling emission-free excursions on cruises.

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ATE a triumph on the Gold Coast

THE Australian Tourism Exchange (ATE) is well underway this week at the Gold Coast Convention and Exhibition Centre.

After two years of hybrid events due to the pandemic, ATE in 2023 is back to the full four-day format, with more than 2,400 delegates including 54 new buyers this year.

The first two days of the trade show have seen sellers and buyers meet, with 45,000 appointments expected to take place throughout the week.

Last night saw a massive welcome event take place at The Star on the Gold Coast, kicking off the week's celebrations.

The party highlighted the diversity of Australia's landscape in three featured environments - the Outback, Coastal, and Rainforest - each complete with delicious food and live music.



GM OF Gold Coast Convention & Exhibition Centre, Adrienne Readings with Bronwyn Stewart of Tourism & Events Queensland.



INTREPID'S Brett Mitchell with Voyages' Matt Cameron-Smith.



THE Outback Queensland Tourism Association team checking out 'The Outback' at last night's welcome event.



TOURISM Tasmania's Sarah Clark and Karen Stotz.



UNITING to represent cruise in Australia, the ACA CEO Jill Abel and CLIA MD Joel Katz.



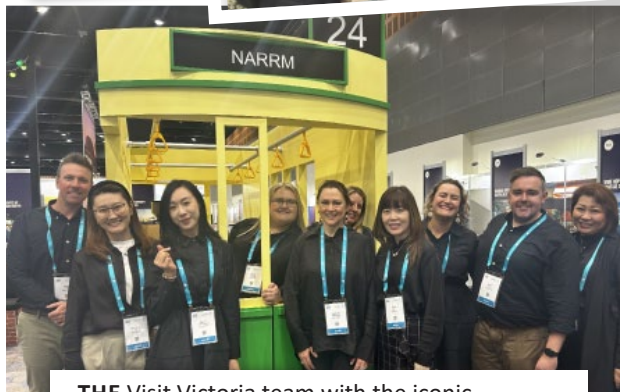
SOME of the Tourism Australia team responsible for pulling off the successful event - Kelly Maynard, Head of Distribution Development & Partnerships Business Events; Phillipa Harrison, Managing Director; Robin Mack, Executive GM Commercial & Business Events; Emma Sturgiss, Head of Global PR.



MARCUS Falconer, Australia's Golden Outback with The Esperance Collective's team of Louisa Choi and Bernard Whewell.



THE Voyages Indigenous Tourism Australia team.



THE Visit Victoria team with the iconic Melbourne tram.



LAUREN Caverley of Tourism Australia with Florence Ambrose from Poem.



TOURISM NT showcasing their native peach Bellinis.

Keep up to date with Travel Daily on the go



Travel Daily



MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.663

THE Aussie dollar has rebounded from a six-month low against the USD by gaining 0.4% and is up 1.1% against the JPY, resulting in a two-month high.

Meanwhile, financial pundits only see a 10% possibility of an interest rate rise ahead of the Reserve Bank of Australia's decision today, with the RBA commenting its desire to observe the impact of the series of rate hikes.

Wholesale rates this morning.

| | |
|--------------|-----------|
| US | \$0.663 |
| UK | £0.531 |
| NZ | \$1.075 |
| Euro | €0.604 |
| Japan | ¥91.14 |
| Thailand | ฿22.68 |
| China | ¥4.583 |
| South Africa | 12.20 |
| Canada | \$0.898 |
| Crude oil | US\$79.54 |

Kokoda kerfuffle

A MAJOR route into the Kokoda Track appears to have been blockaded, the ABC has reported, amid a feud between a trekking operator and the thoroughfare's managing authority.

After Adventure Kokoda's licence was cancelled last week, the group says entry has been blocked to at least two separate groups of hikers.

In a statement, PNG Environment Minister and Kokoda Initiative Committee Chair Simon Kilepa said the licence was cancelled for allegedly "evading paying trekking permit fees".

Accessibility a \$13b key



ACCESSIBLE tourism is at the forefront of Tourism Australia's (TA) plan for the future, enthused MD Phillipa Harrison earlier this week at ATE23.

Sharing that the tourism board is focusing on ensuring people of all abilities can experience Australia, Harrison explained that this is a positive step on many levels.

"Not only is it just the right thing to do - one in four people have accessibility needs and they want to travel - it's also just a really lucrative part of the market as well...worth \$13b in Australia."

While TA is working on the

regulations involved in providing access to experiences, Harrison explained that they want to do more to "make sure that we are welcoming people of all abilities to experience Australia".

"We have a lot of information on our website for people to understand how they might travel around Australia if they have accessibility needs, but we're also working with our industry to make sure that we're telling those stories, providing the advocacy of the great work that they're already doing, and educating those who are still on the journey."

Bali visa scam

AUSTRALIAN tourists are being warned of fake websites offering "Bali visas" prior to arrival.

Local reporting has indicated a significant number of Australians are making the costly mistake.

Some are being tricked into using an expensive and needless middleman to secure a visa, while others have arrived in destination only to be told they are holding an invalid document.

Hotel Indigo Syd

HOTEL Indigo Sydney Potts Point will open in the fourth quarter of this year, Pro-invest Group has revealed, following the multi-million-dollar transformation of the former Larmont Sydney by Lancemore.

The 105-room hotel offers views across the city and harbour, and is within walking distance of the Sydney CBD.

The property will be the fourth Hotel Indigo in Australia, and the third Hotel Indigo in the Pro-invest portfolio, following the recent signing of Hotel Indigo Melbourne on Flinders and last year's opening of Hotel Indigo Brisbane City Centre.

MNL power outage

A POWER outage at Manila's Ninoy Aquino International Airport yesterday resulted in the cancellation of around 40 domestic flights, most of which were operated by Cebu Pacific.

Power has since been restored to the affected Terminal 3 facility, with technical personnel now investigating the cause of the failure.

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