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Today's issue of TD

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

Haddad's an Insider

FORMER long-time CBT Holidays National Sales Manager, Mark Haddad, has returned to travel as NSW and Qld BDM for Insider Journeys.

Haddad's industry career also includes roles at Kirra Tours, Scenic and Chris Watson Travel.

QF international increase

THE wet lease of two Finnair Airbus A330s is among several measures being taken by Qantas to boost its international flying, with the carrier plotting a return to 100% of pre-pandemic capacity by Mar 2024 (**TD** breaking news).

This morning QF announced details of its Northern Winter schedule effective from late Oct, which also reflects the arrival of three new Boeing 787s, an updated Airbus A380 and more Embraer E190s leased from Alliance Aviation.

Effective 29 Oct routes that will increase in capacity include:

- MEL-LAX - from daily to 9 per week including more A380 flying
- SYD-JFK via AKL - increasing from three to four per week
- SYD-PDG - flights to Shanghai will restart with daily A330s
- SYD-HKG - peak season capacity up by over 50%
- MEL-HKG - from four per week to daily services
- MEL-SIN - from 10 to 14 per week effective 31 Mar 2024
- SYD-SIN - from 14 to 15 per week effective 31 Mar 2024
- MEL-DEL - peak season doubling to six per week
- SYD-CHC - from 11 weekly flights to double daily services
- SYD-ZQN - one extra flight, making it up to double daily.

In addition, new routes using E190s ex Brisbane include daily Wellington flights as well as a thrice weekly Honiara service.

QF will also significantly increase Tokyo capacity to a total of 28 flights per week, including double daily Sydney flights to Haneda and daily Melbourne and Brisbane departures, which will both move to Narita airport.

The carrier said most of the flying will be operated by the 2,400 pilots & crew recruited since borders reopened, with a further 300 required by Dec.

The AY A330s will operate selected QF SYD-SIN flights from late Oct, and all SYD-BKK flights from Mar next year, freeing up QF aircraft and crew to boost flying in other parts of the network.

For the first two and a half years of the agreement Finnair pilots and crew will operate the planes but with QF in-flight catering, amenities, in-flight entertainment and baggage allowances.

From late 2025 two AY A330s will be dry leased for up to three years, with QF pilots and crew.

Tickets for the expanded roster will be progressively on sale from today via agents and qantas.com.

Rex Whyalla whack

REX Airlines has announced its withdrawal from the Adelaide-Whyalla route effective 01 Jul, after the Whyalla City Council decided to impose passenger security screening charges.

Rex said there was no legal requirement for the impost which will cost \$35-\$40 per passenger.

The carrier's GM of Network Strategy, Warrick Lodge, described the move as a "devious and underhanded attempt" by the Council to subsidise QF's legally mandated screening costs.

He said Rex and predecessor Kendall Airlines had serviced Whyalla since 1986 "so it is disappointing that this current Council is ungrateful for 37 years of reliable, frequent and affordable air services".

See the rock agents!

VOYAGES Indigenous Tourism Australia is offering trade partners a 50% discount to take a trip and visit Wintjiri Wiru, the new cultural storytelling experience at Uluru (**TD** 12 May).

The offer applies to new bookings from 16 May to 21 Jun for both performances - the three-hour Sunset Dinner show and the 1.5-hour After Dark show.

Travel agents can book by calling 1300 134 044 and quoting the discount code "Trade Direct".

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AFTA IATA ID Card discount

THE Australian Federation of Travel Agents (AFTA) has announced a new partnership with the International Air Transport Association (IATA), offering a 50% discount off the digital IATA ID Card annual fee.

Available until 30 Jun, the deal gives AFTA members exclusive savings on the credential, which is relied on by IATA member carriers and a range of travel suppliers to administer industry benefits and concessional rates to travel professionals.

Offers available include access to the IATA MemberPerks platform, discounts on gift cards, up to 30% off at hotels, preferred rates on car rentals & transfers and \$35,000 in travel insurance coverage from UATP.

Cardholders also save up to 50% on selected IATA training courses.

AFTA CEO Dean Long said the Federation is "delighted to be in a position to offer even more

benefits to our members".

"I encourage those considering joining AFTA in 2023 to note our globally recognised and longstanding accreditation scheme, ATAS, and the discounted IATA ID Card which offers a great way to enjoy the same experiences they offer clients".

IATA Area Manager South West Pacific, Matteo Zanarini, said the Association is delighted to collaborate with AFTA in providing the special deal.

"Travel businesses are an important partner in the travel value chain, and as the travel sector recovers from three years of COVID, we look forward to other areas where we can work together and contribute to the growth and success of the entire travel industry," Zanarini said.

Travel advisors wanting to access the special IATA offer should email afta@afta.com.au for more information.

EY sustainability

ETIHAD managed to achieve a 26% reduction in CO2 emissions per Revenue Tonne Kilometre when compared to pre-pandemic 2019 baselines, according to its latest sustainability report.

The airline said it will continue to make gains by placing a focus on investigating alternative fuel sources, modernising its aircraft, using carbon offsets, greater load factors, & enhanced flight paths.

Faroe Island US route

THE first ever scheduled services from America to the Faroe Islands will debut on a seasonal basis this coming Aug, with Faroese carrier Atlantic Airways to operate the A320neo service once weekly to New York Stewart International Airport.

The flight time of seven hours is significantly shorter than the alternative, which is to fly via Iceland, with launch fares starting at US\$895 return.

Southwest lifts DC

SOUTHWEST Airlines has announced two new seasonal nonstop routes to Washington DC's Reagan National Airport.

Operating between Jul and Sep this year, one round trip will operate each day to the US capital from Memphis, Tennessee and Albany, New York.

One&Only for USA

THE first One & Only resort in the USA is set to open at the end of next year at the Big Sky ski resort in Montana.

One&Only Moonlight Basin will have 73 rooms and suites as well as 19 detached villas, a separate ski lodge and a spa.

VA applies for Indo

VIRGIN Australia has submitted an application to 1,080 seats worth of weekly capacity on the Indonesia route for a period of five years, with a final decision to be made by 01 Jun.



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Antarctica



Turkish class action

AMERICAN passengers who bought tickets for Turkish Airlines services scheduled to fly to or from the United States between 01 Mar 2020 and 31 Dec 2021 may be entitled to benefits from a class action settlement, in cases where their flight was cancelled by the carrier.

A US Federal Court has approved a settlement, after claims from plaintiffs that Turkish Airlines breached its General Conditions of Carriage by failing to refund impacted passengers for cancelled services either at all, or within a reasonable amount of time.

The carrier has not admitted liability, but has agreed to pay an additional US\$10 per person (or a US\$45 travel voucher) for those who have already been refunded, as well as to pay the full amount of any refunds plus a 1% additional interest payment.

View the full details at tasettlement.com.

FCTG founders end deed

THE three co-founders of Flight Centre Travel Group (FCTG) have terminated an agreement made 28 years ago prior to the public listing of the company in 1995.

The formal Shareholders Deed of Pre-Emption was put in place between Flight Centre MD Graham Turner and his colleagues Geoff Harris and Bill James as well as their respective family companies, granting each of them "certain pre-emptive rights" in relation to the other founders' shares in the company.

Subject to some exceptions, the rights restricted each of them from disposing of their shares unless they first offered them to the other founders.

Because of the agreement, every time any of the founders trade in FLT shares, a "substantial shareholder notice" is required to be lodged with the ASX.

The company noted that while Harris and James have retained

substantial holdings in FCTG, they have not been involved in the company's day-to-day activities since resigning from the Flight Centre Board of Directors more than two decades ago.

"Following termination of the deed, the founders ceased to have a relevant interest in the other founders' FLT shares," according to an ASX update today.

Updated Change in Substantial Holdings notices for each of the three founding families' investment vehicles were lodged today, reflecting the new situation as well as recent share sales by James and Harris.

These confirm that Bill James' James Management Services Pty Ltd now holds 11,836,249 FLT shares comprising 5.43% of the company, while Harris' Gehar Pty Ltd holds 13,563,848 shares which amounts to a 6.22% stake.

Turner's Gainsdale Pty Ltd has a 7.61% stake, or 16,590,943 shares.

Unwanted baggage

THE global baggage mishandling rate has surged to 7.6 bags per thousand passengers in 2022, a 75% increase compared to the previous year, according to the latest SITA's *Baggage IT Insights 2023* report.

Delayed bags accounted for 80% of all mishandled bags, with 7% of bags either lost or stolen, while damaged luggage accounted for 13% of mishandled items.

Staff shortages on operations post-COVID are considered the main drive of the increase.

Azamara payments

TRAVELPAY B2B has become a payment partner for cruise line Azamara, with sailings now live on the TravelPay B2B portal.

"Our valued travel agents are integral to our sales success at Azamara, so we're delighted to be partnering with TravelPay to make their experience even more seamless," the cruise line said.

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Guiding recruits

TOUR Guides Australia has created a new three-day introductory course to help tackle the skills shortage still plaguing the segment.

Designed to be fast-paced and affordable, the course is delivered by accredited tour guides who share insights across settings like day tours, multi-day overland trips, cruise ship shore excursions and site experiences.

Six themes are explored for people either looking to join the tour guide space or brush up on existing skills, which include: cultural and social awareness, customer service, occupational health and safety, legislation, storytelling, and how to organise a great tour.

The next course will be held in Darwin from 29 to 31 May at Hudson Berrimah, and costs students \$550 - for more info about how to register, see [HERE](#).

Agents say hi to Dubai



EMIRATES recently hosted a group of agents, winners of comps run at its roadshows across Australia earlier this year (**TD** 30 Mar), on an adventurous famil trip to Dubai.

Participants enjoyed a whole host of activities, including an

Abra boat ride and cultural lunch at the Sheikh Mohammed Centre for Cultural Understanding, a trip to the Museum of the Future, and a safari with Platinum Heritage.

The advisors were also able to check out several properties while visiting the UAE, including The Address Fountain View, Sofitel Downtown, the New Atlantis Royal (opened by Beyonce earlier this year), JW Marriott and Grand Hyatt.

Pictured: Kate Connell, Helloworld Morley; Claire Legacy-Box, Flight Centre Brighton North; Ashlea Sweet, Goldman Travel; Hemmy Timotius, Flight Centre Carindale; Michelle Compton, Olive Tree Travel; Karen Gilvear, Corporate Traveller; Tahnee Leeson, Flight Centre Business Travel; Courtney Wright, Flight Centre Galleria; Nicola Carrington, Flight Centre Samford; Tahlia Hackett, Helloworld Armadale.



Window Seat

THERE'S been fair bit of chat about the impact of influencers lately, mainly from our very own Myles Stedman (see [HERE](#)), but for the founder of new luxury carrier Starlux Airlines, engaging with an influencer on his carrier's inaugural flight has landed him in some hot water with aviation authorities.

Chairman, Chang Kuo-wei, reportedly invited influencer Sam Chui into the cockpit of the first flight from Taipei to Los Angeles to capture some of the milestone occasion, but did so without first getting approval from the Civil Aviation Administration (CAA).

The action has been deemed by the regulators as a violation of Taiwan's Aircraft Flight Operation Regulations, with the CAA now investigating the incident to determine if a punishment should be handed out to the plucky entrepreneur.

If authorities decide Kuo-wei broke regulations, he could face a fine of around \$3,000 - yes we know, it's likely the founder of a luxury airline may have that sum of cash in his carry-on bag.



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CORPORATE UPDATE

Rising cost of biz travel

CORPORATE travel demand remained strong for the first quarter of 2023, according to FCM Consulting’s newly released *Quarterly Trend Report*, despite significant increases in travel cost.

The report showed an increasing number of business travellers are booking online in order to secure preferred options and lower prices, with online bookings up 27% compared to Q1 2022.

Corporate travellers, globally on average, paid 18% more for Business class airfare tickets in the first two months of 2023 compared to the same period in 2019, with the Middle East seeing the largest price increase, followed

by Australia/New Zealand and Africa, both up by 24%.

Corporate travellers also forked out more for accommodation during Q1 2023, with the report revealing significant cost increases across all six regions compared to Q4 2022.

Accommodation costs in the Asia region shot up by 26%, followed by Europe (+19%), the Middle East and Africa (+22%, Latin America and Australia/New Zealand (both up 12%), and North America (up by 4%).

Globally, hotel occupancy for the quarter was 60.46%, only 4% below 2019 occupancy levels, with Sydney reaching 89% of pre-pandemic hotel occupancy levels.

Additionally, the report identified corporate car rental rates as another climbing business travel expense.

GBTA Conference

GBTA has teamed up with workforce mobility association, Worldwide ERC, to co-locate their respective conferences for the Asia-Pacific region.

The collaboration will see the GBTA APAC Conference 2023-Singapore and Worldwide ERC APAC Regional Summit Singapore held simultaneously at the Shangri-La Singapore over 19-20 Sep, with a combined expo hall and social events.

The co-located, but separately run conferences, will allow business travel, meetings management, and mobility relocation professionals to connect and learn about the region’s return to travel - to register and attend, see [HERE](#).

Selfish Gen Zs impacting biz travel

GENERATION Z workers have been blasted as “selfish” by CR Commercial Property Group Chief Executive Officer Nicole Duncan, amid more calls to return to face-to-face work and dispense with remote working.

“Young workers wanting to telecommute has resulted in businesses like hotels suffering”, according to Duncan, “because there is less business travel...until these CEOs make a decision and get bolshie about this, it’s not going to change,” she said.

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Travel Daily

Best travel agent in town



NOW in its 25th year, the Australian Small Business Champion Awards 2023 returned this year to showcase the achievement of small businesses, with travel agency Myholiday2 in Townsville, Qld scoring the best Travel Agency award.

Speaking to **Travel Daily** about the big win, owner Gemma Giandomenico said walking away with the award was a great achievement, and reflects the time and hard work put into exploring countries personally to better understand the products they sell to clients.

“My husband and I have travelled to these countries and personally put together our itineraries and have an excellent relationship with our operators.

“By doing this, we can pass on some excellent savings to our customers,” she enthused.

Giandomenico also highlighted her generous refund process as a key returning factor for many of the agency’s clients.

“We gave every one of our customers who requested it a cash refund right away...which really helped people in their time of need and we have been praised immensely for it.”

Myholiday2 won the award by performing well against criteria including customer service and community engagement.

Pictured savouring the moment are: Ann Corpuz, Denie Fernandez and Gemma Giandomenico.

New Langham chief

BOB van den Oord has been named as Chief Executive Officer of Langham Hospitality Group.

Effective 01 Sep, he will step up from his current role as Langham Regional VP Europe, Middle East and North America.

He will take over from current CEO Brett Butcher but will retain responsibilities within parent company Great Eagle and remain CEO of the listed vehicle Langham Hospitality Investment Limited.

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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

Score up to 20% off select one- and two-night cruises with **Heritage Line** until 30 Sep, and earn up to 50% off for your pre- and post-cruise booking in Ha Long Bay. The offer also allows guests to bring a partner for free when combining a seven-night Lower Mekong cruise with a one- or two-night Ha Long Bay or Lan Ha Bay sailing from 01 Jun to 30 Sep. Email reservation@heritage-line.com to book.

AAT Kings and **Inspiring Journeys** are giving travellers up to 20% off on selected Australia and New Zealand tours, including the 11-day Tastes of Southern Australia tour from \$4,280ppts and the seven-day Queensland Spirit: Heart of the Outback tour from \$4,084ppts. The sale ends 21 Jun, book with AAT Kings **HERE** or Inspiring Journeys **HERE**.

Explore South America's lost cities, hiking trails, prehistoric lakes and waterways with selected **Adventure World** South American Packages and enjoy 30% discounts. Deals include the Explora En Atacama Tour from \$3,055ppts, and more. Call 1300 363 055 for details.

Cruise Traveller is inviting travellers to the longest cruise ever in the US, a 62-night coast-to-coast experience in 2024 across 20 states. Fly free from Australia and save \$7,660pp. Book before 30 Jun, **HERE**.

UK LCC's new base

LOW-COST UK carrier Jet2.com has announced plans to open a new base at Liverpool Lennon Airport, marking the airline's 11th station in the country.

The move arrives as the airline flags plans next year to add 20 European routes, with the first flight taking off in Mar 2024 to Spain's Alicante & Fuerteventura.

NIA inks Amadeus

NOIDA International Airport in India has signed a deal with Amadeus to manage the hub's passenger processing system. The tech company will help the airport manage check-in, boarding, baggage reconciliation, biometric capabilities, self-service kiosks, automated bag & eGates.

Sabre reaches SKY

SABRE Corporation has signed a new multi-year agreement with SKY Airline, which will see the low-cost Chilean carrier distribute its full inventory of flights and services through Sabre's global network of travel buyers.

Win an Arctic trip!

ONE lucky agent will win a trip for two to the Arctic worth \$55,000, thanks to Aurora Expeditions' new competition, which runs from now until 19 Jul.

The winner can choose from three 2024 departures on board *Sylvia Earle*.

To enter, agents need to describe their dream Arctic experience in 25 words or less.

For details, call 02 9252 1033.

Crisis over for CATO



THE Council of Australian Tour Operators (CATO) held its first Crisis, Risk and Resilience Conference since the pandemic on Mon.

Attendees heard from an impressive line-up of speakers, including Chad Carey and Meg Hall of Chimu Adventures, who spoke about their experience in evacuating hundreds of guests from South America during the onset of the pandemic.

A panel discussion also took place, featuring industry leaders

including Allisa O'Connell, Head of People and Culture at the Flight Centre Travel Group, who spoke about her personal experience on Crisis Leadership.

"The positive feedback from our members and the wider industry confirms that our months of planning resulted in a truly insightful and engaging event," CATO Managing Director Brett Jardine said.

Pictured: The CATO Board are all smiles at the conference.

MIA luxury terminal

PRIVATE Suite (PS) will operate the upcoming luxury terminal located at Miami International Airport, assuming the location of the former Pan Am Building.

PS already operates a similar facility at Los Angeles International Airport, with the new PS Mia facility offering travellers an elevated lounge experience called the Salon, private suites equipped with balconies, and landscaped outdoor courtyards.

Stay and watch the play in Shanghai

RADISSON Hotel Group has partnered with JUSS Sports to operate the 209-room Radisson Blu Hotel at Shanghai Stadium.

The 13-storey hotel spans 30,000m² and boast a fitness centre, a full-service spa, a 25-metre indoor swimming pool with four lanes, as well as a banquet hall and function area.

The integration of the hotel and the sports venue complex aims to encourage accommodation/ sports tickets bundle bookings.

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