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Today's issue of TD

Travel Daily today features six pages of news including a photo page from **Savenio**, **Business Events News**, and a front cover from **RoomRes**, plus a special update from **Globus** and full pages from:

- Entire Travel Group
- Helloworld

Mitchell joins MSC

MSC Cruises has appointed Luke Mitchell as Groups & Product Specialist where he will be charged with enhancing the dedicated support to the trade in the Australia and NZ markets.

He joins the cruise line from Inspiring Journeys, and also brings a wealth of travel knowledge garnered with brands such as AAT Kings and Trafalgar.

Further core duties for Mitchell include developing more tailored products that will resonate with local travel partners.

More appointments on **p6**.

Experience Co China boost

EXPERIENCE Co believes the ongoing return of capacity into Australia by Chinese airlines represents a strong opportunity for the business as it continues to build its inbound operations.

John O'Sullivan, CEO of the listed adventure tourism operator, told investors at the company's AGM today "management maintains its view that the Chinese New Year 2024 holiday period represents a good opportunity for the group, due to Golden Week trading as well as increasing Chinese aviation capacity into Australia and NZ".

He said the Skydive business unit has continued its strong recovery profile, with Oct volumes up about 40% year-on-year, while the summer season for Experience Co's Maria Island Walk has seen good lead-in bookings.

The transition between domestic & int'l tourism markets continues to impact the Reef

Unlimited division, with Cairns-based trading performing more strongly than Port Douglas.

The company's Chairman, Bob East, noted recent developments including the construction of a new Trees Adventure site in Canberra commencing in early 2024, which will deliver organic growth in the Adventure Experiences sector.

During the AGM, Experience Co announced the appointment of Alexander White as a new Non-Executive Director of the firm.

Taking on the role on an unpaid basis, White is the MD of Richmond Hill Capital, a long-term holder of EXP shares. **BP**

HLO on the hunt

HELLOWORLD is recruiting for three roles, including an Operations Manager - Cruise, a Head of Cruise and Land Product and Account Manager - see **p8**.

Discover Singapore

EXCLUSIVE VIP famil trips in Singapore are up for grabs for travel agents courtesy of Room-Res, with eight spots up for grabs.

Throughout Nov, travel advisors can also boost their earnings and triple their rewards through a new trade promotion.

Find out the full list of Room-Res benefits, see the **front page**.

Topdeck City Insiders

ACCESS to new experience maps created by 'City Insiders' is now available to users of Topdeck's app in a bid to add further value to its collection of global group tours.

The new platform features 20 interactive maps of popular cities, with experiences categorised across dining, events, bars, cultural sights and shopping precincts, to name a few.

Topdeck is also offering up to 20% off select trips for 2024 when booked by 22 Nov.

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Travel Daily

Thursday 2nd Nov 2023



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Cathay lifts Sydney

CATHAY Pacific today marked a post-pandemic milestone with the resumption of its fourth daily Sydney-Hong Kong flight.

The carrier has been steadily rebuilding its network and is now back to 2019 frequencies on the key Australian route.

QR continues to climb

QATAR Airways overnight reported a strong profit result for the first six months of its 2023/24 financial year, with the carrier confirming plans to roll out up to 10 new destinations in 2024.

The Doha-based airline flew more than 19 million passengers in the six months to 30 Sep, up 22.5% year-on-year, with the carrier saying “a key component of the commercial success of the business has been delivered through innovative partnerships within oneworld and through other global strategic alliances in Australasia, Europe and China”.

Almost all of the airline’s A350 fleet has now returned to service, and contributed to overall 18% higher Available Seat Kilometers.

Total revenue increased 7.4% to \$11 billion with sales of passenger tickets leaping 28.5%, and strong load factors of 83.3%.

The airline had a cautionary tone to its results announcement,

noting global headwinds including geopolitical tensions in several parts of the world which could have an impact on passenger demand for air travel, as well as potentially creating operational constraints in some locations.

The cost of fuel also remains a significant concern, while the strengthening US dollar had impacted financial performance due to exchange rate fluctuations.

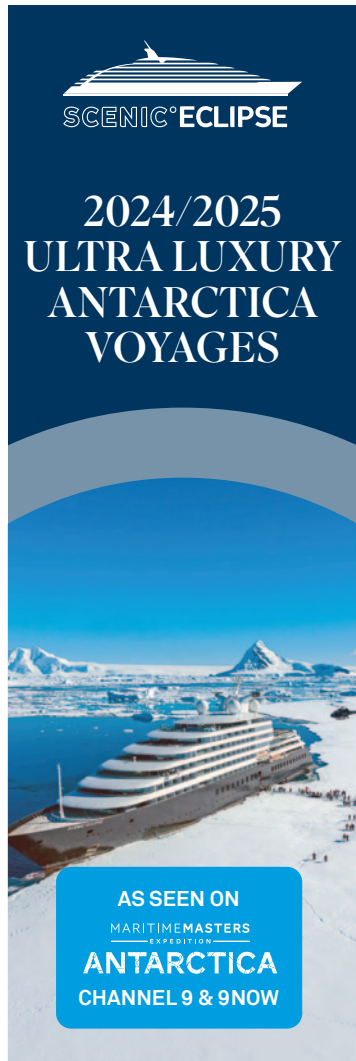
Outgoing CEO Akbar Al Baker, who steps down this week after more than two decades leading the carrier, noted on-time performance is at its highest level in recent years.

“Qatar Airways Group is a unique business that continues to perform at the highest level in the aviation industry,” he said, noting that last year’s FIFA World Cup had created a solid base to build on Qatar’s ambition to grow as a “leading tourism destination in the Middle East”. *BP*

Far from normal!

GLOBUS family of brands is not your traditional tour operator, as it recognises travel is not a one-size-fits-all proposition.

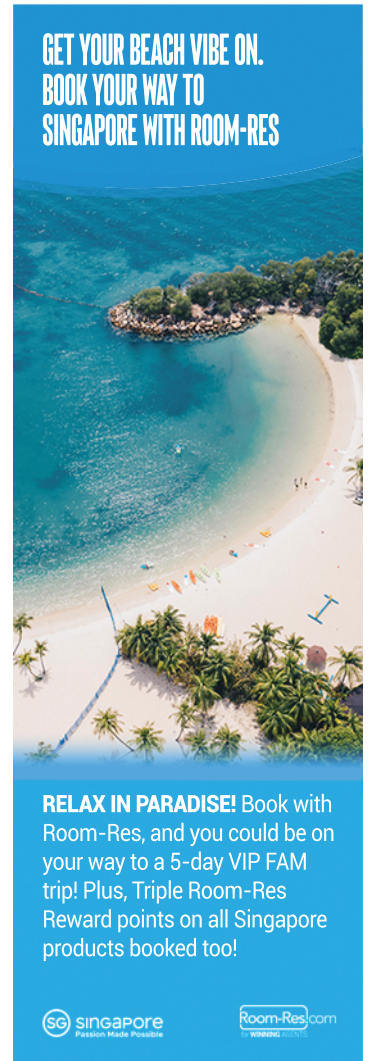
The company has the broadest menu of touring styles available in the industry - for more information, see **page nine**.



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Direct Tahiti talks ongoing

EXCLUSIVE

WHILE the number of Aussies travelling to Tahiti this year is on track to beat 2019 volumes (*TD* 19 Oct), the lack of direct flights to the destination remains a critical challenge to compete with larger Pacific holiday hubs such as Fiji and Hawaii.

Speaking at a special trade briefing at Quay Restaurant Sydney last night, Air Tahiti Nui General Manager Pacific, Grant Sinclair, said that while it is unlikely direct services connecting Australians with Tahiti will be implemented any time soon, conversations at head office are being regularly conducted.

"[Direct flights to Sydney and Melbourne] are not currently on the radar but the conversations are happening all the time," Sinclair revealed.

"About twice a year we get together at head office and Australia always comes up as an



opportunity to operate directly, but right now it's not possible because our focus is to bring Australians from the four major east coast gateways through Auckland and make sure that Auckland is performing as well as it possibly can," he added.

Sinclair also noted that if the number of Aussie travellers via New Zealand continues to climb, that will strengthen the case for the carrier to introduce a direct service to Australia.

Air Tahiti Nui continues to prioritise the trade via incentives such as commissions, a fact Sinclair said "he couldn't see changing" anytime soon. *AB*

Pictured: Sinclair delivering key messages to agents last night.

Southern Africa Express

12 days Cape Town to Victoria Falls & Johannesburg from only \$6,299*

mwTours



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Celebrity promotion

JESSICA Jones has been named National Account Manager for Australia and NZ at Celebrity Cruises, stepping up from her former role as the company's Strategic Sales Manager.

More industry appointments on **page six** of today's *TD*.

More women needed

THE Federal Government has released an \$8 million Women in the Aviation Industry Initiative in a bid to increase the amount of women working in the sector.

Travel suppliers are now being sought to partner with the government to deliver projects supporting priority areas for female recruitment.

"Visibility and awareness projects can include education seminars, workshops and aviation events aimed at young girls and students, & community outreach initiatives," Federal Transport Minister Catherine King said.



Window Seat

AUSTRIA'S Ministry of Climate Action & Energy has said it will not reprise its "transport pass for tattoo" campaign which caused controversy during the northern summer.

The country's festival-goers were offered a year of free public transportation - usually priced at €1,095 - for a tattoo.

The promotion was carried out at two popular summer festivals, which saw almost 50 attendees receive various motifs advertising climate protection - including the pass's name, KlimaTicket - inked on their body.

Bizarrely, only six of the freshly inked Austrians received the KlimaTicket, with the other festival revellers participating purely because the tattoo was free.

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Savenio Symposium gathers for 2023

SAVENIO gathered in Sydney last weekend for the 2023 Savenio Symposium, Travel Mart 2023. To open the two-day event, Savenio members met at The InterContinental Hotel before walking to Circular Quay to board the luxury Superyacht *Quantum*. Savenio Managing Director, David Brandon, along with Platinum Sponsor Silversea, welcomed members aboard Superyacht *Quantum* for the afternoon to celebrate everyone's successes since they last gathered and to kick off Symposium 2023 proceedings.

Day two of the symposium brought together the Savenio network along with 17 of its key suppliers.

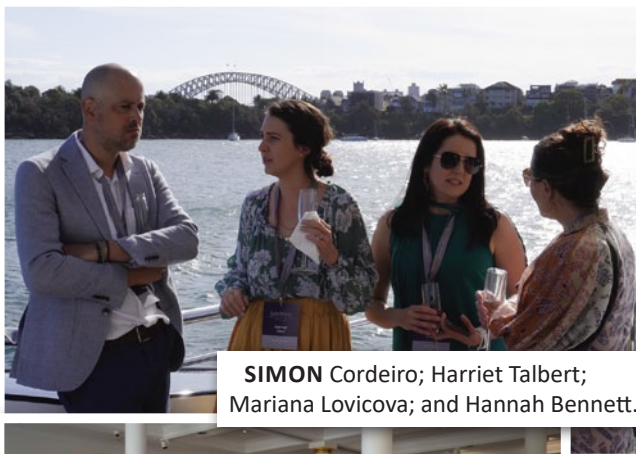
A full day of keynote speeches and supplier updates made up Travel Mart 2023, providing a rich opportunity for an extensive luxury update.

Savenio were also keen to share new marketing updates regarding the network and unveil its 2024 marketing strategy.

Together, Savenio's David Brandon and Key Partner Relationship Manager Hannah Bennett updated the network about a refreshed branding direction, as well as an exciting new brand website, along with white label websites for each independent consultant.

Savenio thanked Platinum Sponsor Silversea and to all of the sponsors that helped make the Savenio Symposium & Travel Mart 2023 a huge success, including Seabourn, Regent Seven Seas Cruises, Ponant, Paul Gauguin, The Travel Junction, nib Travel, Big Five Tours and Expeditions, Inspired Luxury, MINOR Hotels (Anantara, Elewana & Tivoli), Abercrombie & Kent, The Hotel Connection, La Collection, Virgin Voyages, Explora Journeys, Oceania, Viking, and Taj.

For more - join.savenio.com.au.



SIMON Cordeiro; Harriet Talbert; Mariana Lovicova; and Hannah Bennett.



TRAVEL Mart 2023.



SAVENIO Symposium attendees aboard *Quantum*.



LIAM Jarman and Belinda Ferguson.



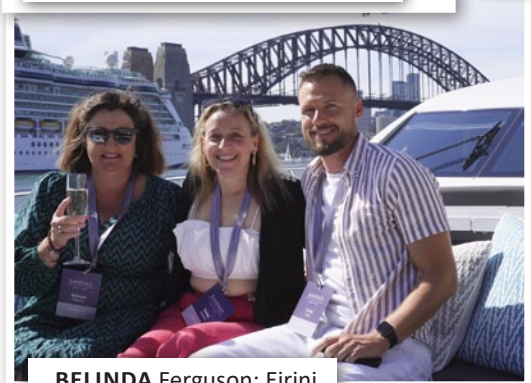
MELINDA Ford and Lori Rodgers.



THE Treasury Bar at the InterContinental Hotel.



SARA Puglia presenting to Savenio members.



BELINDA Ferguson; Eirini Hatzellis; and Kody Cook.



DAVID Brandon welcomes guests.



IAN Brewer.



Connect the Coast

BE CONNECTED Gold Coast celebrated its network of ambassadors last week, honouring their contribution toward promoting, supporting, and securing business events for the Queensland city.

Almost 100 people attended a lavish gala event at the Home of the Arts to acknowledge 19 of the Gold Coast's industry leaders.

Six of the ambassadors at the event also received awards recognising their contributions.

BE Connected Gold Coast Patron and the city's Mayor Tom Tate said the support of the ambassadors is helping the region to get the edge over competitors, so it is the first destination which comes to mind when planning a business event.

SYDNEY PIPELINE IN GREAT SHAPE

AT ITS Annual General Meeting over the weekend, BESydney revealed that by the end of the financial year it had a pipeline of 55 business events lined up that will inject \$364 million in direct expenditure into the city and attract around 85,000 delegates.

Total revenue from operations for the industry body for the year ended 30 Jun was \$13.45 million, representing a healthy increase on the year before, which was \$10.53 million.

Revenue was boosted through nonrecurring NSW Government funding to support international market re-entry activities, as well as a significant uplift in private sector investment, with a return of partners and members to the full fee-paying model following the pandemic helping greatly.

The result saw a surplus of \$1.33 million posted, a rise on the



\$1.06 million recorded last year.

The report also revealed that Sydney's events sector is earning \$823 in spend per international delegate, with each visitor staying 3.6 days on average.

Internal survey data from BESydney also showed that 95% of delegates would not have come to Sydney if it weren't for the event they attended, while 58% of attendees over the last year also indicated they would now like to either live or work in

Sydney as a result of the visit.

Further updates at the AGM included changes at the board level, which will see Mary O'Kane take over from Bruce Baird as the Chair from 01 Feb 2024.

"I am so proud to be leaving the BESydney Board as the organisation returns to peak performance following COVID...I look forward to seeing where BESydney will go under Mary's... stewardship," Baird said.

Pictured: The BESydney board.

Melbourne e-guide

A NEW Melbourne eGuide, the third edition for events planners, is taking its inspiration up a notch.

Launched by the Melbourne Convention Bureau, the interactive guide aims to educate and influence global MICE planners with special features this year on how to spice it up in Chinatown, and highlights of historic venues in the city.

There is also a feature on China-ready suppliers and on Crown's readiness for Indian delegations.

MoreTix to help Brisbane events sector

THE Brisbane Economic Development Agency (BEDA) launched its MoreTix initiative on Tue, which will serve up a "huge" offering of local events to visitors who have booked a seat at any of the city's five major venues.

Those who have made a reservation at Suncorp Stadium, the Brisbane Entertainment Centre, Brisbane Convention & Exhibition Centre, Queensland Performing

Arts Centre, or Brisbane Powerhouse, will be enticed to see and do more while in town visiting Brisbane.

MoreTix will direct people buying a ticket to a local event or other activities occurring in Brisbane within a week of their planned visit, benefitting event organisers, venues, hotels, and tourism operators.

It is the first initiative produced by BEDA's new Better Brisbane Alliance.

Bang for your bush

OUT of the Ordinary Outback is inviting event planners to take their meeting or group "out of the back of New South Wales", spruiking big savings available until 2025.

New discounts and bonuses offer a stay from just \$110 per night per room at a range of accommodation properties in destinations such as Broken Hill, White Cliffs, Cobar, and Wilcannia.

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Travel & Cruise Weekly



APPOINTMENTS

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appointments@traveldaily.com.au

Visit Sunshine Coast has appointed a new Public Relations Manager. **Maddy Schilg** stepped into the role yesterday to replace Lauren Grounsell, who has gone on maternity leave. Schilg will be responsible for communicating with travel media in Queensland, as well as across the country to produce cogent content to promote the destination. She has recently returned from London after a five-year stint in occupying similar roles at One Green Bean.

Scott Wright has been appointed as the new General Manager of EVT's **Rydges South Bank Brisbane**. After joining the hotel's parent company in 2011 as Director of Rooms at Rydges South Bank, he then moved to manage Rydges Queenstown for a short time before joining Rydges Fortitude Valley as its General Manager. Wright's new role will include streamlining management of the 304-room property and working closely with the Brisbane Convention and Exhibition Centre to create corporate and group business opportunities.

Michelle Droguett has become the new Partnerships & Events Executive at **FCTG Independent**. She brings over 15 years of experience in corporate event management and will continue to deliver exceptional services in line with FCTG Independent's commitment to drive growth within the travel industry. She played a key role in growing cievents (now FCM Meetings & Events) for 11 years, where she managed a diverse portfolio of over 100 events.

Marcel Thoma has extended his Mandarin Oriental Hotel Group tenure, taking on the role of General Manager at **Mandarin Oriental, New York**. Thoma brings over two decades of experience to his new role, and he will oversee the executive management and operations of the five-star American property. He will also act as Area Vice President for several properties in addition to his current role.

In a bid to accelerate its growth in Europe, **Tourplan** has welcomed **Katy Lee** as its European Sales and Marketing Manager. The appointment will see the seasoned digital sales and partnerships professional steer the company through the travel industry's rapidly changing landscape. She will focus on ensuring both new and existing clients receive "unparalleled" technological solutions.

Corporate Travel Management (CTM) has appointed **Allan Davidson** as Senior Client Manager. A move designed to bolster the travel management company's operation in Scotland, Davidson is based in CTM's Glasgow office. He will work closely with the company's global and regional ERM clients in his new role, and he will continue to develop long-lasting, mutually beneficial partnerships. Davidson brings a wealth of experience in business travel to CTM, and specialises in global energy, resources and marine.

Europe visitation on track



RAIL Europe, members of the European Travel Commission and VisitBritain last night held a speed networking event for trade media in Sydney at the Pullman Quay Grand Sydney Harbour.

Media were greeted by representatives (pictured) including Peta Evans and Amelia Robertson (VisitBritain); Sonia Holt (Switzerland Tourism); Clelie Collas (Atout France); Sandra Babey (Switzerland Tourism); Alison Roberts-Brown (Visit Monaco); Kathrina Denk (ANTO); Rachel Jones (Spain Tourism Board); Rich Leonard (Rail Europe); Sofia Hansson (ETC Chair & Tourism Ireland) and Emanuele Attanasio (ETC Vice Chair & ENIT).

Hansson said, "We have seen figures edging closer to 2019 levels this year".

"We're not quite there yet as a whole, but we expect to see a recovery by 2024 as a whole.

"The summer months for Europe were particularly good and really brought up our figures this year," she concluded.

The gathering took place less than a week after VisitBritain revealed Aussies set a new record for spend in the UK for Q2 of 2023 (TD 26 Oct). *DF*



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- 📍 Three nights' accommodation at the Sheraton Vancouver Wall Centre
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**Excludes taxes, departs SYD or BNE.*



The Sheraton Vancouver Wall Centre

How do I win?

All Rocky Mountaineer 2024 Bookings, which include Air Canada (agent can book air themselves) made with Entire Travel Group from 1 October 2023 to 28 February 2024 will go into the draw to win a dream trip to Canada for you and your companion. Every booking goes into the draw, the more bookings you make more chances you have of winning.*

What do I need to do to ensure I am entered into draw?

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Your responsibilities include implementing sales strategies, sharing product knowledge, and representing our wholesale brands. You’ll become an expert on our systems and use that knowledge to help train agents. With 3+ years of travel industry experience and a track record of building strong relationships, you’re ready to take on this role. Your ability to thrive in a changing environment, prioritise tasks, and achieve results is key.

If you’re a proactive, results-driven professional, we want to hear from you.

Are you passionate about Cruise? Then why not ride the wave with Australia’s leading Wholesale cruise travel business with one of these key roles.

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The Operations Manager plays a pivotal role in achieving organisational goals, enhancing productivity, and delivering exceptional service to customers and stakeholders while providing strategic leadership and direction to ensure efficiency and effective outcomes.

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You are someone with 2+ years’ experience in a relevant role, have high attention to detail in addition to a thorough understanding of each cruise line and their booking processes.

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Globus: not just your "traditional" Tour Operator

Travel isn't a one-size-fits-all proposition. No two travellers are alike, so Globus offers a variety of ways to explore the world. In fact, Globus has the broadest menu of touring styles available by any travel company.

In this Product Profile series, we will spotlight Globus' most popular travel styles.

UNDISCOVERED TOURING

Undiscovered Tours are a collection of holidays designed to balance the must-see sights and the hidden gems, offering a deeper glimpse into the world's most intriguing destinations.

Perfect for those who have already experienced the highlights of Europe

and North America or want to explore its off-the-beaten-path and authentic locales. Guests can expect to visit local national parks, cool emerging cities, tiny historic towns and local treasures. For example, in Arizona, not only will guest see the iconic Grand Canyon, they will also experience local favourites such as Verde Canyon Railroad scenic train ride and the tranquil Desert Botanical Garden in Phoenix - taking guests beyond the guidebooks.

Available on a selection of Europe and North America tours, look out for the Undiscovered Tours logo on the Globus [WEBSITE](#). Sales tools are also available for download through the Travel Agent Portal [HERE](#).

ABOUT GLOBUS

Globus family of brands was established in Switzerland in 1928. Family owned, they offer Globus first class escorted touring, Cosmos tours for budget-minded travel and Avalon Waterways luxury river cruises.

With over 450 itineraries across more than 70 countries, they provide the best holidays for a wide variety of travel styles, goals and budgets.