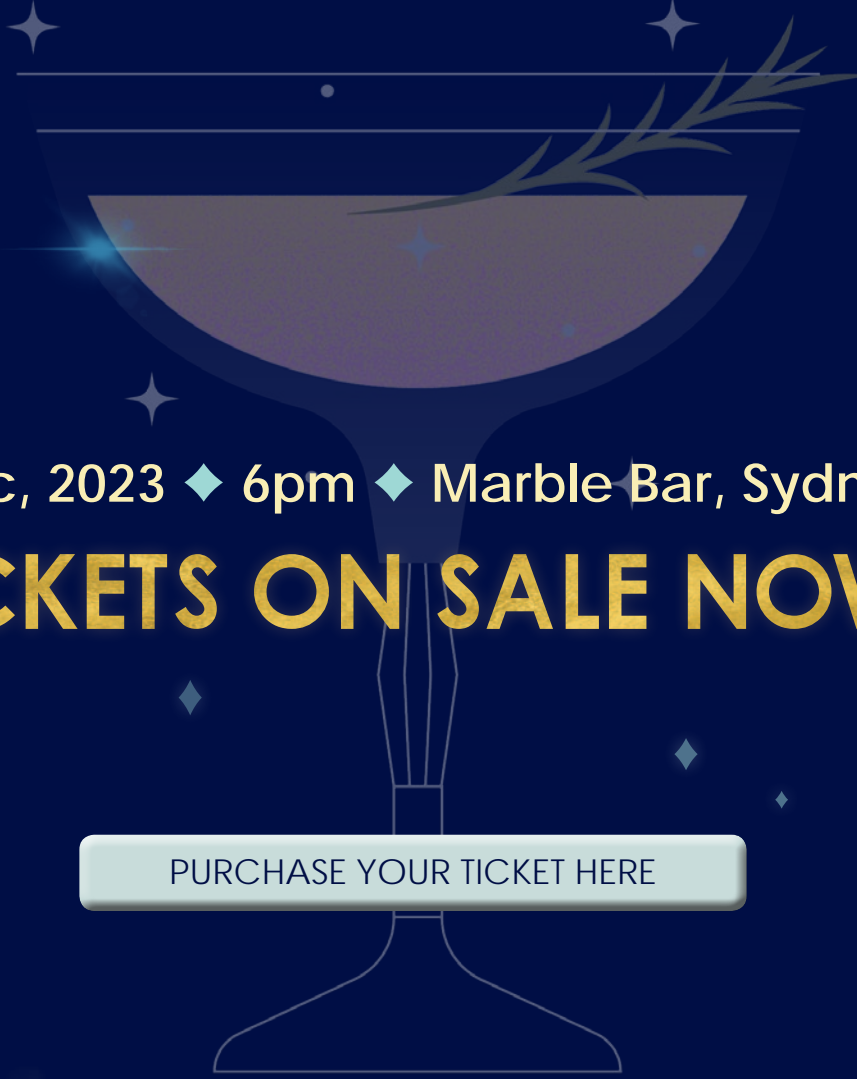


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# Travel Daily

First with the news

Thursday 9th Nov 2023



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## Today's issue of TD

*Travel Daily* today features eight pages of the latest news including **Business Events News** and a **Dreamtime photo page**, plus full pages from:

- Entire Travel Group
- EVA Taiwan Travel Academy
- Titan Travel

## Discover Taiwan

**AGENTS** will go in the draw to win a trip to Taiwan when they complete Eva Air's Taiwan Travel Academy, with the final module now available - see **page 10**.

## Titan Travel tempts

**TITAN** Travel is offering advisors a \$100 Coles Myer voucher for every booking made between 01 Nov-24 Dec - see **p11** for more.

## TTF welcomes visa deal

A **NEW** visa deal between China and Australia will provide a "vital boost" to the country's tourism sector, according to the Tourism & Transport Forum (TTF) Australia.

The agreement was made during PM Anthony Albanese's visit to China this week, with both nations to hash out the details of a new visa that lasts for three to five years.

"A new visa arrangement will make travel between our two countries much easier and encourage more Chinese tourists and students to visit Australia, helping support our local tourism industry," TTF CEO Margy Osmond commented.

"This is fantastic news, not just for local tourism operators, but for all other businesses, from

retail to hospitality, who benefit from increased visitor numbers."

Osmond pointed out that the association brought up the issue of visas back in Sep, during the Australia-China High Level Dialogue in Beijing.

"We're very pleased both the Australian and Chinese Governments have listened to our plea for change," she added.

"While China was Australia's number one source market for international tourism pre-pandemic, arrival numbers are still well below pre-COVID levels."

The visa deal comes at an ideal time, with China visitation trailing well behind Australia's other big source markets, reflected in new data from Tourism Research Australia (**TD 06 Nov**).

Prior to the pandemic, Chinese visitors were worth around \$12 billion to the Australian economy, with 1.4 million visiting in 2019.

TTF said it was hopeful that the changes will help pave the way for Chinese visitors to return to Australia, and in turn promote the recovery of the country's travel sector. *JM*

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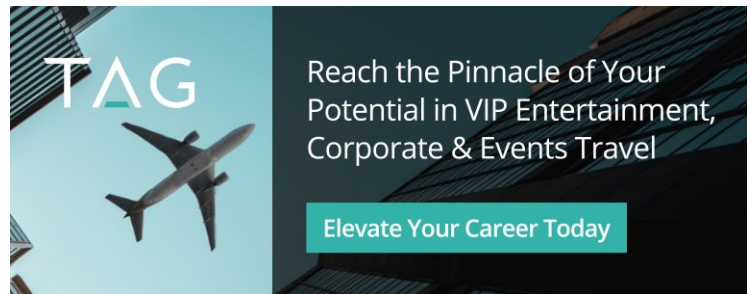
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## SYD parking push

**SYDNEY** Airport has released a new Terminal 2 Premium Valet parking option at its domestic terminal, as well as the ability for international passengers to pre-book premium parking in its P7 car park.

Both services are only available for online pre-booking, with the T2 domestic valet option providing undercover parking, the ability to simply “drop and go” before proceeding to the gate or lounge, and pick up your vehicle at the same spot upon return.

The P7 Premium Pre-Booked offering was formerly known as P7 Guaranteed Space, with an exclusive “nested” boom gate area on level 1 only accessible by those who have reserved a space in advance.

The airport noted that the pre-booking platform offers guests a stress-free experience even during peak season periods such as school holidays and Christmas. See [sydneyairport.com.au](http://sydneyairport.com.au).

## TAG targets sports travel

**THE** Appointment Group (TAG) has appointed Troy Rayner as Senior Account Manager, with responsibility to spearhead the agency’s upcoming sport division.

Rayner joins TAG with almost two decades of retail & corporate experience as well as sports and entertainment travel, including 12 years with Flight Centre Travel Group’s Stage & Screen.

TAG has a strong pedigree in group travel, through a long focus on multi-itinerary entertainment travel in touring and production.

“With this niche expertise, sport naturally fits into TAG’s DNA to confidently manage the complexities that are involved when supporting the group movements of sport,” according to TAG APAC MD Shane Barr.

Rayner has previously partnered with key organisations including Football Australia, SANZAAR, Cricket Australia, AusCycling, Bowls Australia and Motorsport

Australia, playing a role in logistics for some of the biggest events in sport around the globe.

“My passion for delivering top-notch travel solutions has been the driving force behind my successful career journey,” he said.

“I am proud to have worked with some of the most prestigious names in sports & entertainment and look forward to continuing this journey, contributing my extensive knowledge to TAG.”

The appointment comes two months after the strategic and corporate partnership between TAG and rugby union peak body SANZAAR (**TD** 23 Aug).

“This marks the start of an exciting new chapter for TAG... with our wealth of experience and the dynamic leadership of Troy, we are poised to create a substantial transformation in travel solutions for the sporting industry,” Barr said. **BP**

More appointments on **page 8**.

### ADELAIDE

Today's issue of **TD** is coming to you courtesy of **Tourism Australia**, which is hosting **Dreamtime 2023** this week.

**THE** second day of Dreamtime is all about experiences, with the international delegates undertaking some key activities in the South Australian capital.

The agenda, aimed at showcasing the city’s incentive offering, started off with a signature breakfast experience at Adelaide Oval, before delegates split off into groups to explore the surrounding areas of Adelaide Hills, McLaren Vale, and the Barossa Valley.

The day will conclude with a Dreamtime Dinner, which will take place at a mystery location.

More **BEN** news on **page 7**.

ROAD TRIP ADVENTURES

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## Window Seat

IT'S not just Christmas cuisine - Turkey (or Turkiye) is also the place to be for anyone seeking a magical winter getaway.

Why, you ask? Well according to global e-commerce platform Ubuy, visiting a castle is one of the "most whimsical winter travel experiences you could ask for" - and Turkiye happens to boast the highest number of castles in Europe.

In a list that reveals the top five European castle hot spots, Turkiye is the leader with a total of 12, including the popular Rumeli Fortress, offering views of the coastal landscape and insight into the nation's Ottoman history.

Rome is a close runner-up with 11 castles, followed by Berlin, Naples, and the Turkish capital of Ankara.

## Boeing data leaked

LOCKBIT, the ransomware gang that allegedly stole significant amounts of data from Boeing in late October, has reportedly begun to leak it.

Cybernews has reported that the leaked data includes sensitive company information such as engine part suppliers, technical operators, as well as Boeing's financial and marketing data.

The US company is not just a commercial airline manufacturer but, importantly, a US military and defence contractor.

LockBit published some of the data on its dark web blog and stated that Boeing had ignored warnings from the gang.

According to the research team at Cybernews, "the first batch of released data is quite generic".

A Boeing spokesperson previously told TechCrunch, "this issue does not affect flight safety".

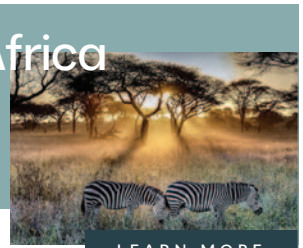
"We are actively investigating the incident and coordinating with law enforcement...".

## Wandering South Africa

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## TNZ sees new opportunity

TOURISM New Zealand (TNZ) International General Manager Angela Blair (pictured) has flagged significant opportunity for the country's tourism industry at a special event for friends and partners at its York St, Sydney, office last night.

"We're feeling really good about summer," Blair told attendees.

"It's probably going to be about 85% recovery.

"It matches our aviation - we saw very similar aviation capacity... probably sitting over summer somewhere around 90%."

Blair also noted that North America had been a star performer with around 125-130% what it was pre-COVID.

The packed house heard that Tourism New Zealand would continue its focus on its brand and that significant data from the insights team was helping to shape the path forward for the tourism organisation.



"[In] some markets we have just seen our appeal and active consideration base explode, like India, Korea, Japan," Blair noted.

She also suggested that Tourism New Zealand would be looking at how it could drive off peak visitation based on the insights that travellers were now considering off-peak travel more.

"We're feeling really excited about what we do...we are making sure we maximise our contribution - how we provide the most value, and we're doing that in interesting ways." DF

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## Top sellers score Thai holiday



**SINGAPORE** Airlines has announced the three lucky winners of its recent Thailand incentive Down Under.

The top sellers for Queensland, WA and SA each scored flights to Bangkok or Phuket with Singapore Airlines, two nights' accommodation thanks to Minor Hotels and activities from the Tourism Authority of Thailand.

Helloworld Mackay's Ben Dolphin was the lucky winner for Qld, while Danielle Higgins from Flight Centre Midland Gate was the top seller for WA.

Rounding out the prize winners, Samantha Townsend from Flight Centre West Lakes in SA is pictured between SIA Account Executive Charlotte Soares and Team Leader Jed Sales. JM

## Luxe travellers go further

**LUXURY** travellers in Australia and New Zealand more comfortable venturing farther, according to global luxury travel network Virtuoso, which has revealed the results of a survey of its travel agency members and their teams.

The report, unveiled at the company's 2023 Chairman's Event (*TD* yesterday), found travellers are looking to fulfil their holiday aspirations now more than ever.

Travellers are being "driven by the desire to visit a place dreamed of during the pandemic, an under-the-radar location recommended by an advisor or even the ambition of being 'first' to a destination; luxury travellers are intrigued by the unexplored", the report stated.

It continued, "the cultural richness of reemerging travel hotspots, such as Japan and Egypt, offer unique and exciting itineraries for those seeking a departure from the norm".

Of the top motivations for travelling, excitement of discovering new destinations, crossing off key locations and experiences, and celebrating milestones made up the top three, while the top travel trends included adventure cruising, immediate family travel, and multigenerational travel. *DF*

## NCL smashes walk

**NORWEGIAN** Cruise Line (NCL) set a World Record for the 'Longest Distance Achieved by a Team of Travel Professionals in One Month', with Walk for Wellness participants recording over 415 million steps.

NCL VP and MD Ben Angell said, "walking alongside colleagues from across the travel sector, was such a stellar example of our industry's strength, positive energy, and unity", and thanked them for the support.

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If you are looking for an opportunity to drive either Marketing or Sales strategies, and contribute to business performance, click the link below to learn more about the roles.



## JQ's package deal

JETSTAR has launched a Bali & Phuket holiday packages sale, available until Fri 17 Nov for travel between Jan-Jun 2024.

Travellers can snatch up Bali packages from \$345pp, or Phuket packages from \$799pp, including return starter fares and accommodation - more [HERE](#).



## WHITSUNDAY EXPLORER

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## Mel, QF on the big screen



TRAVELLERS heading to and from Melbourne's Tullamarine Airport will be greeted by a new dual-side billboard as long as a Boeing 737-800 aircraft on the busy Tullamarine Freeway.

The huge advertisement was unveiled earlier today by Sydney-based out-of-home advertising company oOh!media, with Qantas and the City of Melbourne as the first exclusive advertising partners of the new mega 'Queen Victoria' site.

One side of the 100% recyclable, eco-friendly billboard features a digital panel from Qantas (pictured), while the other side is a classic format showcasing the City of Melbourne (pictured inset).

Sally Capp, The Lord Mayor of the City of Melbourne, said she was "delighted to be welcoming travellers at the 'Queen Victoria' site at Melbourne Airport", adding that she "hopes this message helps build excitement for visitors as they head off on their city adventure".

Elise Taylor, Group Director - Enterprise at oOh!, described the



billboard as "a major addition to oOh!'s portfolio, connecting brands with premium audiences as they arrive and depart from Melbourne Airport".

The Melbourne site marks oOh!media's third giant airport billboard, including sites at Sydney and Brisbane airports. JM

## Tas hotel makeover

NRMA Parks and Resorts has completed the first phase of a series of refurbishments to Strahan Village on Tasmania's West Coast.

The \$2.2 million reno has resulted in the transformation of 35 rooms, which have been repainted and recarpeted, and now feature new beds, linen, lounges and bathrooms, plus well-stocked mini bars.

Work on the harbourside property will continue in 2024.

## Hilton is hiring in Oz - via TikTok

HILTON is calling on Aussie job seekers to ditch cover letters and CVs and apply for one of its roles with a video on TikTok.

The unusual recruitment approach is part of the hospitality giant's new #HireMeHilton pilot, which will run Down Under for six weeks until mid-Dec.

There are a wide range of jobs available at Hilton's 17 properties around the country, including bar attendants, hotel front desk receptionists, food and beverage team members, and more - see the position openings [HERE](#).

The recruitment push comes as new research commissioned by Hilton shows 68% of Gen Zs would prefer to apply for a job via social media than write a resume.

"This isn't surprising when too often the traditional application process can be labour-intensive and doesn't allow one's true personality and skills to shine through," Hilton's Regional Human Resources Director for Australasia, Mary Hogg, said.

"In adding TikTok into our recruitment channel mix, we can build a diverse workforce, simplify the application process, and remove barriers."

Aussies can apply for a job with Hilton by heading to Tiktok and following @hireme Hilton, and posting a 30-60 second video on how they'll 'Make the Stay' memorable for its guests, in which role and location, tagging #HireMeHilton and the account.



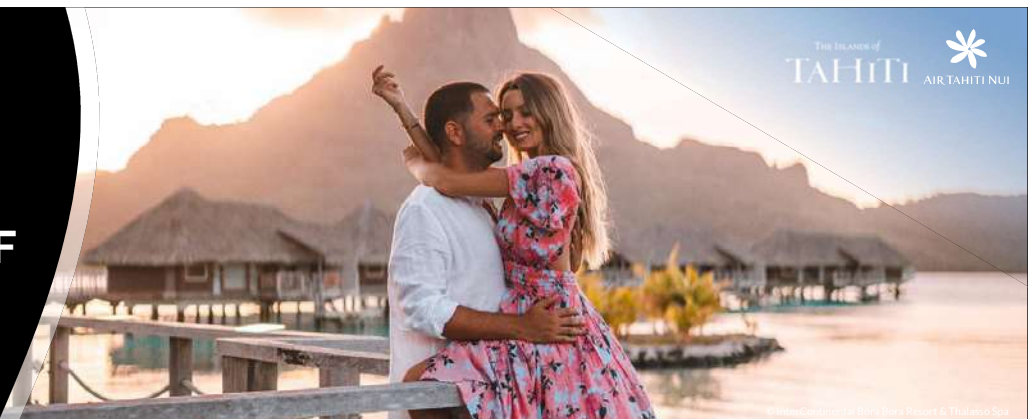
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## Once upon a Dreamtime in Adelaide

**DREAMTIME** Adelaide/Tarntanya 2023 officially kicked off yesterday with a Welcome to Country ceremony at Adelaide Convention Centre, as the opening of the incentive showcase marked the end of a four-year hiatus of Tourism Australia's (TA) momentous event.

Australian industry sellers and planners were then given the opportunity to network during a Business Session, while media delegates were treated to a luncheon at the Botanic Restaurant in Adelaide Botanic Gardens, where they got a taste of incentive offerings in the city.

All delegates then gathered at Vardon Avenue, East End for the Dreamtime Welcome Event.

In a demonstration of its commitment to sustainability, the destination management company has reduced the three-day event's emissions as much as possible, which will see it become the first Dreamtime showcase certified carbon neutral by Climate Active.

**A GROUP** photo of all attendees.



**JIM** Kouts, Business Events Adelaide; **LC Tan**, Tourism Australia; **Robin Mack**, Tourism Australia; **Ian Horne**, Board of Tourism Australia; **Damien Kitto**, Business Events Adelaide; **Tony Saulters**, Business Events Adelaide; and **Phillipa Harrison**, Tourism Australia.



**REBECCA** McCraig, Northern Territory Business Events and **Sharnel Bor**, Voyages Indigenous Tourism Australia.



**DAMIEN** Kitto and **Jakki Govan** from Business Events Adelaide.



**DELEGATES** were welcomed with a smoking ceremony.



**KELLY** Maynard and **Phillipa Harrison** from Tourism Australia after a very special welcome to Adelaide Oval this morning.



**REPRESENTATIVES** from Adelaide Fringe festival.



**LUNCH** at Restaurant Botanic - voted as Australia's number one restaurant.



**ROSIE** Douglas Business Events Cairns and Great Barrier Reef.



**REBECCA** Berringer, **Bella Howe** and **Annalise Bertram** from Tourism Australia.



**GARETH** Martin, Business Events Perth.



**TOURISM** Australia Managing Director **Phillipa Harrison** opened the event.



## TA DREAMS BIG FOR BIZ EVENTS

**EXCLUSIVE**

**TOURISM** Australia (TA) has reaffirmed its commitment to the Business Events (BE) sector as their signature incentives showcase Dreamtime takes place in Adelaide this week.

A significant boost to Tourism Australia's Business Events Bid Fund has been credited with helping the country continue to rebuild its high-yielding international visitor numbers.

Speaking to *Travel Daily* at Dreamtime yesterday, TA Managing Director Phillipa Harrison shared that the organisation had increased the Bid Fund by \$4 million a few months prior.

"That's a program that's really delivering well for us, and we can see some very tangible results for Australia," Harrison explained,

with the fund resulting in 118 successful bids worth \$873 million for the nation.

In addition to topping up the Bid Fund, TA has invested more marketing resources into the BE sector, including the 'There's nothing like Australia for Business Events' campaign that is currently rolling out internationally.

TA Head of Distribution, Development and Partnerships, Business Events, Kelly Maynard (pictured with Harrison) also explained the organisation's commitment to a funding partnership program for industry within Australia.

"It's really all about driving conversion or demand for international events, but also



international delegates.

"We partner with industry on things like marketing assets, distribution activities...anything from translation for some specific Asian markets for collateral for the event, to assets that a convention bureau is looking at doing that target specific markets," Maynard said.

Australia's Business Events tourism is well on its way to returning to pre-COVID levels, with the inbound business events recovery at 64% overall. *AP*

### GCCEC grants

**THE** Gold Coast Convention and Exhibition Centre (GCCEC) has reopened its Linkage grant program to help attract conferences to the Queensland region.

Launched in 2011, the program offers successful candidates up to \$8,000 to travel to an eligible overseas conference - details [HERE](#).

**MEANWHILE**, GCCEC has strengthened its sustainability commitment by achieving a Master Certification through EarthCheck.

The venue's GM Adrienne Readings said the credential reflects GCCEC's "dedication to taking a leadership position in driving a greener, more responsible future for the events industry".

### Destination GC sets SITE on new talent

**THE** Society for Incentive Travel Excellence (SITE) Australia and New Zealand has teamed up with Destination Gold Coast to launch the Young Leaders Program.

At a time when staff attraction and retention is a challenge, the new initiative aims to build a pipeline of talent by "empowering individuals to embark on a rewarding journey within the incentive travel sector".

The collaboration will nurture



future industry leaders by offering a multitude of benefits, including enhanced training and educational opportunities, mentorship programs, and networking events.

**Pictured:** Site ANZ Board members at Incentivize Live.

### All aboard in Tas

**OVER** 400 delegates from around the world convened in Hobart for the 47th Annual Interferry Conference this week at the Hotel Grand Chancellor's Convention and Exhibition Centre.

The four-day event, which wrapped up yesterday, marks the first time the shipping conference has been held in the Southern Hemisphere since 2002 on the Gold Coast, and was hosted by the Spirit of Tasmania.

### It's a wrap on OzAsia

**OZASIA** Festival 2023 ended on a high note on Mon, after welcoming more than 180,000 attendees across 190 indoor and outdoor events during its jam-packed 18-day program.

Running from 19 Oct to 05 Nov in Adelaide, the festival featured more than 300 national and international artists from 13 countries, and included three world premieres.

The family-favourite Moon Lantern Trail attracted more than 35,000 visitors, while the 'In Other Words' writing and ideas program was also a hit.



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## APPOINTMENTS

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appointments@traveldaily.com.au

**Adelaide Airport** has welcomed **Mike Hirst** as its newest board director. Hirst joins the hub with an impressive resume, following a successful spell at Bendigo & Adelaide Bank as its Managing Director & Chief Executive Officer through the global financial crisis, after which he spearheaded the growth of the bank's retail base. He also boasts experiences as Colonial Limited's Treasury General Manager and Australian Financial Services Treasurer.

In a bid to drive retail and market growth, **Travelex** has appointed **Jackie Uhi** as its Global Retail Director. Joining from HSBC, Uhi will be responsible for leading the foreign exchange brand in strategy, delivery, expansion, and innovation across its retail portfolio, which includes more than 1,100 stores and 900 ATMs around the world. With retail operations being one of Travelex's primary revenue source, Uhi's role will transform Travelex's cash and card solutions.

**Greg O'Hara** will step up as **World Travel & Council's** (WTTC) Chair, to succeed Arnold Donald, who had been in the position since 2021. O'Hara, who is the current Founder & Senior Managing Director of Certares, will be taking over the role later this month. He has been a member of WTTC's Executive Committee since 2019, and Vice Chair since 2021. O'Hara is also American Express Global Business Travel's Chair, and is serving on Tripadvisor's board of directors.

Extending his current tenure at **BCD Travel**, **Jonathan Kao** has been appointed to an expanded role of Managing Director for North Asia, effective from the beginning of next year. He is now the Managing Director for Greater China, and will also overlook BCD's operations in Hong Kong, and Japan, as part of his expanded role. Kazuhiko Otani, current Managing Director for BCD Travel Japan, will move to a consulting role once Kao completes his transition.

## PTMs go wild for NZ's West



**SIX** of TravelManagers' personal travel managers (PTMs) were able to immerse themselves in the incredible scenery of the West Coast of NZ's South Island on a recent four-day famil trip.

The group, which extended its stay after TM's recent annual National Conference in Christchurch, was hosted by West Coast Regional Tourism, Scenic Hotels, Christchurch Airport and Tourism New Zealand.

The lucky advisors enjoyed visits to stunning natural landmarks like the Punakaiki Blowholes, Lake Matheson, and Franz Josef Glacier.

Unforgettable experiences throughout the trip included quad-biking through dense forest, panning for gold in the heritage village of Shantytown, and up-close encounters with New Zealand's rarest species of kiwi.

**Pictured:** back row - PTMs Lisa King, Anne Maree Selmo, and Allison McDonald; Ali Smith, Scenic Hotel Group; Briar Nash, Christchurch Int'l Airport; PTM Maree Evans; Lara Thomas, West Coast NZ Untamed Wilderness; front row - PTMs Julianne Gazal-Rizk, Anita Coombs, Alma Araullo and Melissa Randazzo. *JM*

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