

Today's issue of TD

Travel Daily today features seven pages of the latest news including **Business Events News**, and full pages from:

- Ponant
- A Force For Good Hub

Brett Walsh joins Royal Caribbean

LONG-TIME All Nippon Airways Country Manager for Australia, Brett Walsh, is making a switch to the cruising industry, taking a new role with Royal Caribbean Group as its Asia Pacific Head of Travel Procurement & Planning.

Walsh moves to cruise after more than seven years with ANA, prior to which he was Country Manager Australia for Aircalin. More appointments on **page 7**.



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Travel heading off a cliff

INTREPID Travel co-founder and Chairman Darrel Wade has warned the global travel and tourism sector "cannot continue for much longer" in its current form unless major changes to sustainability policies are accelerated by all parties.

The comments were made alongside a new report commissioned by the tour operator, which painted a grim picture of what the industry would look like by 2040 without any serious intervention, suggesting it currently "hovers on the brink of extinction".

"We must recognise that the future will be different from 'business-as-usual' and that the climate crisis is not a competitive advantage," the report stated.

Tourist hot spots like The Maldives, Venice, Fiji, New Orleans and Amsterdam are all listed as being at great risk from climate change, with the travel industry called out for playing

QF security update

QANTAS is updating the password security guidelines for its Qantas Agency Connect website, as part of a long-term strategy to introduce "single sign-on functionality" to multiple Qantas platforms including Group Travel and the Learning Hub.

Agency managers are being asked to reset their passwords to ensure they are at least seven characters long, with a special character/symbol, letters and numbers and no consecutive characters such as 123 or aaa.

Previous passwords cannot be reused, and the same rules apply to new Agency passwords which should also be reset.

Users are being urged to update passwords to the new standards as soon as they are prompted to do so, with accounts to be locked if passwords expire.

Users will also be required to update passwords every 90 days - for more details **CLICK HERE**.



a significant role in fuelling the global climate crisis.

"Tourists will need to be rerouted, tour schedules will be changed because of the weather and people will start to question whether they should travel to certain locations," the report said.

The study predicted that carbon passports will become the new norm, placing limits on how much travel a person can undertake, while tropical destinations will become unattractive through rising temperatures, leading to an exodus to colder destinations.

To avoid catastrophe, the report suggests govts will need to regulate tourist spend so that value stays in the local economy, real-time carbon tracking tools will need to be created, more carbon-zero pop-up accommodation, and a preference for ground transport like trains over aircraft. **AB**

14 Feb for Bali tax

AN OFFICIAL from the Bali Tourism Department has revealed a long-mooted tourism tax will come into force from Valentine's Day next year.

The A\$15 levy will be paid electronically upon arrival and according to a report in *The Bali Sun*, will take 23 sec to complete.

Officials are promising to ensure the payment will not slow things down at the airport, with 20 officers to be on duty at any one time to process transactions.

Time for Kimberley

RETURN flights and transfers are now included in all Ponant cruises in the Kimberley in 2024.

See **page eight** for more details about the full value proposition.

UAE passport issue

DFAT is advising travellers will not be allowed to enter the UAE if the date of birth in their Australian passport shows 'XX' instead of a day, month or year.

Unresolved criminal charges may also result in detention - even if travellers are in transit.

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QF doubles down on QR

QANTAS is holding firm on its view that Qatar Airways was rightfully denied more capacity in Australia by the Federal Govt.

In a new submission to the Senate Select Committee penned yesterday, the Aussie carrier urged the government to stick to its guns regarding the polarising call, adding that claims suggesting extra Qatar capacity would provide a major boost to Australia's economy are being "overstated" by analysts.

"The vast majority of outgoing Australian travellers only use Qatar as a transit hub, with passengers travelling solely between Australia and Qatar averaging 245 per week before the pandemic," Qantas said.

"The Australia-Europe market is extremely well served already via hubs other than the Middle East, including Singapore, Hong Kong, Bangkok, Kuala Lumpur, Guangzhou, Shanghai and Beijing," the carrier added.

Qantas also argued that its business faces a material disadvantage against competitors like Qatar Airways, which enjoy "significantly lower cost bases" due to cheaper labour costs in their home markets.

Plenty of heat was applied to former CEO Alan Joyce in a Senate session last month regarding the confidentiality of its communications with the government prior to the Qatar rejection, with Qantas stating this week its lack of public disclosure

about the issue was "a critical hallmark of a robust democracy".

Qantas said "the ability of parties to convey their perspective on issues to the government and the opposition without hesitation" was important for all businesses.

The Senate committee is expected to publish its findings about the country's bilateral air rights next week. *AB*

It's TIME for Charlie

DESTINATION Webinars founder Charlie Trevena has been appointed by TIME as the State Representative in Western Australia for next year, a new Chair Report from the mentoring organisation has confirmed.

The report also showed that in the last financial year TIME had 33 Mentees join its program and to date it has a total of 52 intakes with over 350 students taking part in the program.

Further highlights included TIME's first two trans-Tasman NZ Mentees being matched with Australian Mentors, as well as five graduation ceremonies.

In Jan, the TIME Board agreed to work on new ways to re-engage with the industry over the next 12 months, with Travel Agent Finder's Anna Shannon coming on board shortly after as part of the change to spearhead its social media strategy.

Followers of TIME's LinkedIn and Instagram accounts have both increased over the last year.

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Carry-on fee ban?

FEES for carry-on baggage could soon be banned in most of Europe if the EU Parliament votes to eliminate the practice in a meeting taking place in Strasbourg, France today.

A draft resolution that deemed hand baggage a "necessary aspect" of airline travel received unanimous support at a previous meeting of the European Parliament's Committee, concluding at the time that so long as a bag meets "reasonable requirements" in terms of its weight and dimensions, airlines should not be able to charge.

The draft resolution also called for carriers to adopt a minimum standard dimension for carry-on luggage, which the Committee argued would simplify logistics for travellers with connecting flights across different airlines.

Air Malta rebadged



MALTA'S government will shut down its loss-making Air Malta brand in Mar next year and immediately replace it with another flag carrier after the EU refused a fresh cash injection.

The new airline will likely retain the Air Malta name and aircraft under new holding company KM Malta Airline, but it will need to bid for the name, reports suggest.

LHR security trial

A **NEW** trial designed to pace up passengers being processed through security will take place at Heathrow Airport's Terminal 3 over the next six months.

Virgin Atlantic, AA, EK and DL pax will be the first to take part in the trial, which lets pax pre-book security slots ahead of arrival.

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Airline missile threat

EMIRATES, Qatar Airways and Air India are among a handful of commercial airlines believed to have used air space along Russia's north coast that is likely a testing ground for nuclear-powered Russian missiles.

Security group Dyami issued a warning this week, citing concerns about the prospect of mid-air collisions between planes and Russia's hypersonic missile testing - especially in light of the clandestine nature of Putin's ongoing military activities.

"There is a real chance of the tests going out of control, leading the missiles to potentially fly uncontrolled for thousands of miles," Dyami CEO Eric Schouten warned in a recent briefing.

The three carriers have been contacted for comment.

Maria now within reach



FORMER professional tennis player Maria Sharapova is serving up an entirely new kind of point in life after the game, with the ace taking on the role as global wellness ambassador for premium retreat brand Aman.

A new multi-year partnership with Sharapova will see the former grand slam champion co-create a series of wellness retreats across different Aman properties, tailored to the destination and focusing on the body and mind of guests.

"The partnership with Maria reinforces Aman's reputation as a pioneer in the wellness space and sees Aman and Maria working collaboratively to bring her knowledge of world-leading wellbeing practices to Aman's ever evolving wellness offering and enhancing the guest experience," the company said.

The first of the Maria-inspired wellness events will take place at Aman's flagship property Amanpuri in Phuket, where guests will have the chance to meet with the tennis ace and receive advice about mindfulness and positive thinking.

The retreat will also bring guests together through group activities, dining experiences, and a special Q&A session with Sharapova and visiting expert practitioners.

"This partnership came from my personal experience over the last few years as I made the transition from professional athlete to businesswoman and mother," Sharapova said.

Pictured: Sharapova practising her mindfulness routine. *AB*

JQ improves website

EXPEDIA Group has signed an agreement with Jetstar to improve the carrier's booking platform, creating a more simplified and seamless one-stop-shop user experience.

The deal will see Expedia's global supply of 900,000 properties made accessible to Jetstar's platform, with the new functionality already live in New Zealand and Singapore, and more markets flagged to follow throughout the year.

Expedia Group's White Label Template has also been taken up by Philippine Airlines, adding to a growing list of travel partners.

QF pay allegations

HITS keep raining down on Qantas, with the airline now standing accused of underpaying its workers at Sydney Airport.

The Australian Services Union NSW & ACT branch is the group behind the allegation, confirming to News Limited it was currently in a dispute with the airline over the payment of staff.

"We're concerned that Qantas may have breached an historical agreement regarding the appropriate wage rates for a number of staff working in passenger services at Sydney airport," the union said.

"We have lodged a dispute as part of a standard process... and will be meeting with Qantas shortly to discuss our concerns."

In response to the claims, Qantas denies any wrongdoing.

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Indian scent ban?

CREW and pilots operating on Indian airlines could be banned from wearing perfume, cologne, aftershave, or even mouthwash as part of new rules governing the consumption of alcohol by aviation personnel.

USA Today reports that the proposed regulations from the country's Directorate General of Civil Aviation mandate that people in charge of aircraft "may not consume any drug/formulation, or use any substance such as mouthwash/tooth gel/perfume or any such product which has alcoholic content".

The intention is to reduce the possibility of positive breathalyser results, with the wearing of perfume in some cases believed to affect the results of alcohol breath tests.

The new rules were announced some years ago, but have not yet been formally introduced and are still open for public consultation until today.

Oz diagnosed in top spot

AUSTRALIA has emerged as the top destination in the world for medical tourism, according to the findings of a new study compiled by Universal Drugstore.

Scoring 9.3 out of 10, Australia was ranked the most attractive destination for travellers due to the country's "world-class healthcare" and "robust research and development" systems.

The report looked at the total number of surgical procedures conducted per 100,000 Google searches for general surgery enquiries for Australia, as well

as the total number of cosmetic surgery Google searches conducted by overseas travellers.

Australia beat out Germany, Canada, France, the United Kingdom, Ireland, and Turkiye as the most preferred country for medical trips.

The medical tourism market has grown rapidly over the last five years, and is now estimated to be worth around US\$31.9 billion. *AB*

Wind slams flights

AROUND 130 flights have been cancelled and runways closed at Sydney Airport today as strong winds batter the Harbour City.

"This decision is purely weather and safety-related to safeguard the travelling public," Airservices Australia said.

Air traffic close to '19

GLOBAL air traffic rebounded to 95.7% of pre-COVID levels in Aug, new figures from The International Air Transport Association (IATA) has shown.

The same report also indicated that Aug traffic increased by 28.4% year-on-year when compared to Aug last year, with the globe's domestic flights rising by 25.4% and international services spiking by 30.4%.



Window Seat

VISITORS to a German museum have been missing out on the real thing, after one of the staff was convicted of putting a fake painting in place of a valuable masterpiece which he then auctioned off to fund his "luxury lifestyle".


Munich's Deutsches Museum was the victim of the 30-year-old employee, who also sold other artworks he stole from the gallery's storage areas.

After pinching Franz von Stuck's *The Tale of the Frog Prince* he told a local auction house the painting had once belonged to his grandparents.

A Swiss gallery bought it for €70,000, with a judge saying he "sold valuable cultural assets in order to secure a high standard of living for himself and to show off".

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Whooshing through Indo



TRAVELLERS will be able to move more easily and efficiently around Indonesia, with the country inaugurating its first high-speed railway, appropriately named Whoosh.

The US\$7.3 billion project, which is backed by China under its Belt and Road Initiative, connects the capital Jakarta to the economic hub of Bandung.

The electric bullet train (pictured) can reach speeds of up to 350km/h with the journey spanning 142km.

Global Counsel's Indonesia analyst Dedi Dinarito believes the new transport solution will appeal mostly to business travellers and tourists, however he flagged uncertainty over whether the investment will prove profitable for the government.

Whoosh operator PT KCIC is yet to release ticket prices, however it estimates a one-way ticket could set travellers back between A\$25-35 - comparatively, a shuttle bus fare can be purchased for as low as A\$8. *JM*

Road trip in the USA

CONTIKI Holidays has launched a new USA road trip visiting Miami, Nashville, New Orleans, Dallas, the Grand Canyon, Las Vegas, Los Angeles and more.

The 23-day itinerary is available to book **HERE** at 15% off.

MAG on new cloud

MALAYSIA Aviation Group (MAG) has appointed Microsoft as its preferred cloud provider, effectively migrating 98% of its business to Microsoft Azure.

MAG claims the decision will save the business 30% savings in IT infrastructure costs.

"Digital is our universe is one of our six core beliefs, which pushes us to create innovative solutions that enhance the overall user experience," MAG said.

"As we digitalise our way of working, this strategic alliance with Microsoft underscores our unwavering commitment to this belief," the company added.

Vignette Indo debut

IHG Hotels & Resorts has announced its first-ever Vignette Collection hotel in Indonesia, with Rumah Luwih Bali set to join its portfolio later this year.

Featuring 74 rooms and suites, the heritage hotel, owned by MMS Land, will undergo an extensive refurbishment before fully converting to a Vignette Collection property in 2024.

The beachfront luxury colonial-style resort, which offers an all-day dining restaurant, swimming pool, meeting rooms, fitness centre and a spa, will be refreshed to cater to the "next-generation luxury and lifestyle traveller".

Described as an "accessibly hidden hideaway", the mansion sits upon black sand beaches and overlooks Mount Agung, rice paddies, and the ocean, putting guests in close proximity to eco-tourism activities, world-class diving and snorkelling, and temples such as Tirta Gangga, Besakih and the Water Palace.

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GCCEC RAMPS UP ACCESSIBILITY

THE Gold Coast Convention and Exhibition Centre (GCCEC) has boosted its accessibility credentials by releasing its first-ever Visual Welcome Story.

Created in partnership with Autism Queensland, the step-by-step guide aims to help guests of all abilities feel welcomed and prepared to visit the Queensland convention centre.

The new resource, which supplements GCCEC's Accessibility Guide ([HERE](#)), provides information on accessing the venue, plus a description of what guests may experience during their visit.

GCCEC General Manager Adrienne Readings shared, "we have always worked hard to ensure that the convention centre is accessible to all types of visitors and we are proud to add resources such as the Welcome Story".



"This year, Queensland's Year of Accessible Tourism is helping ensure that the state is a destination for people of all abilities, and we want to help lead the way for venues."

Pam Macrossan, the CEO of Autism Queensland, said businesses and community organisations are increasingly

recognising the value of universal supports to ensure all customers are included and welcome.

"Welcome stories are designed to help visitors prepare for their journey to a new venue or event, making them feel comfortable and welcome in the space," she added, pointing out that one in 70 Australians are autistic. *JM*

More music venues needed

AUSTRALIA is facing increased demand for more live music venues, particularly in regional areas, new research has revealed.

The first annual Australian Live Music Census found that 43% of the 1,000 people surveyed believe there are not sufficient live music venues in their area, with 75% of this cohort hailing from regional areas, versus 55% in metro areas.

Additionally, 63% of regional Aussies would go to more live music if it took place closer to them, with 36% saying transport to and from a venue is their biggest pain point.

On a positive note, 93% of total respondents said they will likely attend a live music event in the next six months.

Game on, MCEC

MELBOURNE Convention and Exhibition Centre (MCEC) is hosting a series of exciting events this week as part Melbourne International Games Week, kicking off with the Games Connect Asia Pacific (GCAP) conference.

Around 70,000 fans are also expected to gather at the MCEC for the Penny Arcade Expo, Australia's biggest gaming festival, from Fri-Sun.

ICC turns Orange

THE team at International Convention Centre (ICC) Sydney recently visited the city of Orange in Central West NSW to strengthen ties with local producers.

The world-class facility bought 30,000 bottles of premium Orange wine in the last financial year, highlighting its ongoing commitment to support the region's wine industry.

NZICC adds Ha

THE New Zealand International Convention Centre (NZICC) has appointed Tracey Ha as its Director of Customer Experience.

Ha will draw on her tourism marketing experience, most recently at Tataki Auckland Unlimited, to oversee all aspects of NZICC's brand, marketing communications, and corporate social responsibility initiatives.

Perth goes wireless

PERTH Convention and Exhibition Centre (PCEC) is preparing to upgrade its network infrastructure to deliver a "seamless connectivity experience" for customers.

Through a "game-changer" partnership with HPE Aruba Networking, the WA business events venue will offer an enhanced wi-fi 6E network experience, which it says will "set new industry standards" thanks to increased capacity and reduced signal interference.



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Smart trolleys debut at MUC

SHOPPERS enjoying some duty-free retail therapy at Germany's Munich Airport will be able to spend more time scratching their consumer goods itches after authorities there introduced new "smart" baggage trolleys.

The innovation has seen tablets added to the trolleys where users can enter flight details, or scan their boarding card, to receive live flight updates in real time.

The tablets also provide a guide through the terminal to shops and restaurants of interest, helping guests find their way around while also keeping an eye on the latest flight information.

The introduction in MUC Terminal 2 is part of a six-month pilot project in partnership with Danish tech firm Intelligent Track Systems (ITS).

"Digitalisation doesn't always have to happen in the background," said Munich Airport Chief Commercial Officer, Jan-Hennik Andersson.

"The project is another element of our premium innovation hub...

Venice bus tragedy

MORE than 20 people are dead including a number of foreign tourists after a coach plunged off a highway near Venice.

The vehicle was travelling to Marghera and had reportedly been rented by a local company to pick up tourists from Venice and take them to a campsite.

Those on board included people from Ukraine, Austria, Spain, Germany and elsewhere.

The electric bus was less than a year old, and the driver, who also died, had worked for the company for seven years.



by connecting the digital and analog world it will bring real added value for our passengers." Andersson is pictured at right with ITS CEO Morton Pankoke. *BP*

Air Vanuatu is back

AIR Vanuatu says its Boeing 737 aircraft has now fully returned to service, having operated all scheduled international departures since 30 Sep and the backlog of travel is now resolved thanks to recovery flights operated by Solomon Airlines, Nauru Airlines and Fiji Airways.

Final mechanical work will take place later this month to fit a replacement Auxiliary Power Unit (APU), with these works not expected to impact any flights.

The carrier has also finalised work on its ATR aircraft required by manufacturer directives, allowing the return of regular domestic/New Caledonia flights.

APPOINTMENTS

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Tourism Tropical North Queensland has appointed **Tara Bennett**, the current CEO of Tourism Port Douglas Daintree, to the role of General Manager. Replacing the departing Rosie Douglas, Bennett will commence in the role in early 2024, having been with Tourism Port Douglas Daintree for around nine years.

After a short stint as the cruise line's Senior Vice President of Commercial Development & Integration, **Terry Thornton** has been appointed as the Chief Commercial Officer of **Princess Cruises**. Thornton succeeds Deanna Austin who has been a senior leader at Princess Cruises for more than three decades.

Joseph Amerio has become the new Hotel Manager at **Sheraton Grand Mirage Resort, Port Douglas**. The seasoned industry professional was born and raised in the north of Cairns, carrying with him an abundance of experience and knowledge about the surrounding region. Amerio will oversee the day-to-day operations and will seek to further Sheraton's brand reputation in his new role. He was most recently the General Manager of Mantra Portsea in Port Douglas.

Tourism Whitsundays has welcomed five new board members to its Board of Directors at its Annual General Meeting. **Nathan Fleming** of Ocean Rafting; **Sue Watson**, owner of Pinnacles Airlie Beach; **Phil Browne** of Whitsundays Sailing Adventures; **Nicole Graham**, owner of Iconic Whitsunday Adventures; and **Carly Povey** of Bonza Airlines have all joined as board members. Povey was the only invited member as the other four members were elected. They will be on the board as executives for a 12-month term.

In a bid to bolster its sales force, **Flight Centre Travel Group Independent** has announced **Mark Robertson** as its newest Business Development Partner NSW. Based in Sydney, Robertson brings over 12 years of industry experience in the retail travel industry and will bring a strong focus on team leadership to the travel agency group. Robertson has spent almost 10 years with Flight Centre and a near two-year spell with Jorbens Luxury Hotel Guides as its National Business Development Manager prior to joining.

Bringing more than 25 years of experience in the technology and media industries, **Nino Tasca** has taken on the role of Chief Product Officer at **Northstar Travel Group**. The information services and marketing solutions company, dedicated to the travel industry, has invited the media specialist to the company to focus on designing, building, launching, and scaling product solutions. Tasca previously had a successful spell at Google working on display ad product solutions.

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