



Tasty HK deals

HONG Kong packages attracting 15% commission are now on offer from Infinity Holidays, with five curated holidays appealing to families, foodies and fans of five-star accommodation.

See the **last page** for details.

QF debuts new PNG route

QANTAS this morning announced a new non-stop route between Sydney and Port Moresby, operating two weekly return Boeing 737 services.

Fares for the Port Moresby route, which complement QF's daily Brisbane-Port Moresby flights, lead in at \$861 return and are now available for booking.

The move was announced as part of an international network update, which also confirmed the introduction of Qantas 787s flying to Hawaii for the first time.

As well as boosting capacity, the Honolulu deployment will see the introduction of the Qantas Premium Economy cabin alongside Economy and Business.

Qantas has also previously announced other network

expansions for the upcoming Northern Winter scheduling season, including the resumption of non-stop flights to Shanghai this weekend for the first time in over three years.

Shanghai is the final destination to return to QF's pre-COVID network, while the upcoming period will also see the launch of other new flights "to support the strong demand for international travel", the carrier said.

New routes from Brisbane include Qantas flights to Honiara and Wellington, as well as Jetstar services to Tokyo Narita.

QF will also increase frequencies on its SYD-AKL-JFK services from three to four per week, while JQ BNE-AKL flights will move to daily.

Qantas will boost capacity on its daily Sydney-Bali route with A330s instead of 737s, while extra frequencies will be added on flights from Melbourne to Hong Kong, Singapore and Los Angeles.

Tokyo services will increase from 14 to 28 per week effective 26 Nov, offering a choice of four daily flights from Australia to Japan, the carrier noted. *BP*

Ponant, Paspaley add new jewel

PONANT last night announced a new partnership with Western Australia's Paspaley pearling family to offer a new luxury 30-passenger ship cruising year-round from the Kimberley region.

The near-new *Paspaley Pearl* was purchased by the Paspaleys from the receivers of the collapsed Island Escape Cruises earlier this year (*TD* 13 Jun), and will now sail under the Ponant banner utilising Paspaley and Ponant's combined 85-plus years of cruising in the region.

The inaugural season will kick off in Jun 2024, with Ponant Chair Asia Pacific, Sarina Bratton, saying the new product "marks a milestone in the development of boutique expedition travel".

Nicholas Paspaley said "sharing the routes that my crew and I pioneered in the 1970s aboard our pearl luggers will provide wonderful opportunities for guests", with *Paspaley Pearl* to cruise year-round in the Kimberley, Raja Ampat, the Spice Islands and PNG and cruises to open for sale next month.

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JOURNEY BEYOND

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ENTIRE Travel Group is offering a massive \$13,000-plus prize in its new Rocky Mountaineer and Air Canada trade incentive.

All Rocky Mountaineer 2024 bookings via Entire made from 01 Oct-28 Feb qualify for entry - more details on **page eight**.

Today's issue of TD

Travel Daily today features seven pages of the latest news including a photo page from **Atout France, Business Events News**, plus full pages from:

- Entire Travel Group
- Infinity Holidays

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AmaWaterways new MD

THE appointment of Steve Richards as the new Managing Director of AmaWaterways for Australia and NZ (**TD** breaking news) will see the operator significantly ramp up its activity in the local market.

Part-owned by the McGeary family's Australian Pacific Holdings, AmaWaterways product is currently represented locally by APT, but Ama Director Gary Murphy recently confirmed the new Aussie office (**TD** 17 Aug).

Richard will commence his new role at the end of Nov, promoting Ama's fleet of 29 luxury ships offering river cruise and land packages in Europe, Africa, Asia and South America for all departures starting in 2025.

Richards said he was "incredibly excited to be a part of this new chapter in AmaWaterways' rich history, as we build a strong team in this region".

"I look forward to more

Australian and NZ travellers experiencing AmaWaterways' world-class river cruising and working with all travel partners to achieve this," he said.

Murphy was in Australia last month recruiting for the fledgling operation (**TD** 22 Sep), at the time telling **TD** "everything is falling into place for the launch".

Technology is already set up for local pricing across the full AmaWaterways range, including its two new ships sailing Colombia's Snake River.

Murphy was enthusiastic about Richards' appointment, saying he would be leading a talented sales and marketing team to build "strong and successful relationships with our valued travel partners".

Richards joins Ama from Silversea Cruises, prior to which he's held other senior roles with Wendy Wu Tours, Best Western and The Travel Corporation. *BP*

Cash on delivery!

FLIGHT Centre Travel Group's Travel Money Oz foreign exchange business has launched a new "on demand foreign cash" service which offers same-day home delivery for currency.

Money can also be sent to a local Travel Money Oz office for pickup, with the brand's Group GM, Scott McCullough saying "we set out to take the friction and pain out of buying such an essential product for travel".

The Australian-first enhancement was developed in partnership with a team from Deloitte Digital.

Todd may be out

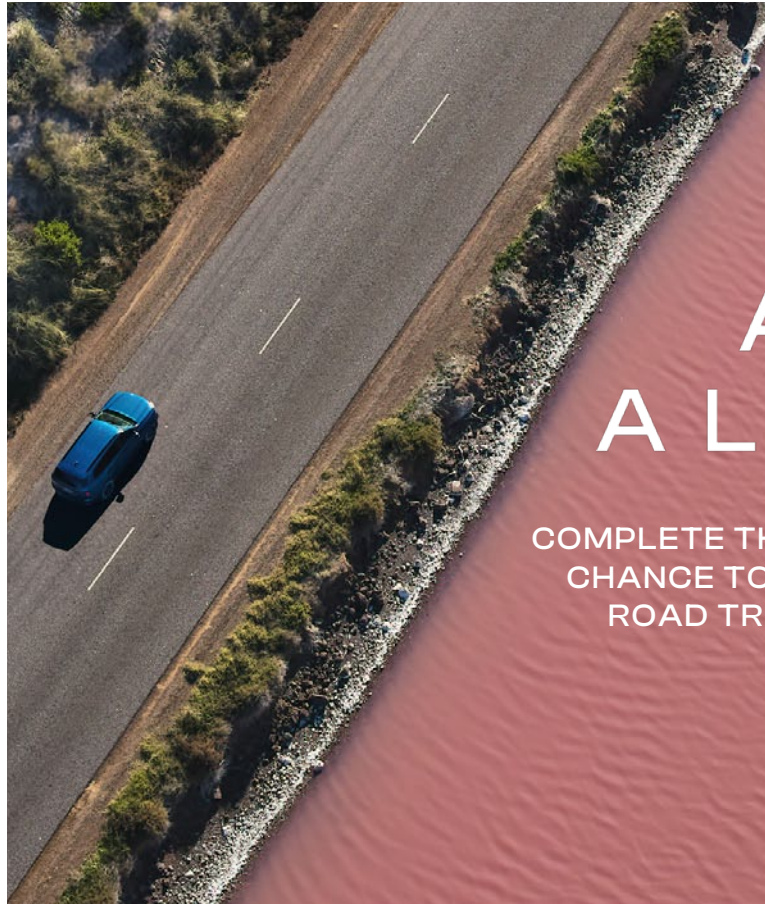
KEY Qantas shareholders look set to oppose the re-election of advertising guru Todd Sampson to the airline's Board at next month's Annual General Meeting.

Sampson has been publicly rebuked for brand failings and his role on the board's Remuneration Committee, the *AFR* reports.



THERE'S nothing quite like the serenity of returning home from a good holiday - but that evaporated pretty quickly for a resident of Atlanta in the USA who came back from a break to find her house demolished. Susan Hodgson told the *Associated Press* she was shocked to find a pile of rubble (**pictured** via Facebook) after a demolition contractor got the address wrong.

While the home had been vacant for some time, "the taxes are paid and everything is up on it," she said, with the allegedly offending company investigating the incident.



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Travel Daily

Thursday 26th Oct 2023

IATA tests digital

THE International Air Transport Association (IATA) has unveiled the first "integrated shopping to travel journey using digital identity" after a proof-of-concept with British Airways on a flight from London Heathrow to Rome.

The exploratory trial illustrated the "potential of a future fully integrated digital travel experience" starting with the LHR-FCO passenger sharing loyalty card data from a digital wallet with their travel agent.

Airlines were then enabled to make personalised NDC offers, which in turn became an order generated as a verifiable credential - instead of a PNR, e-ticket or EMD.

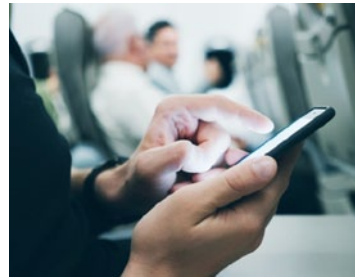
All journey details are stored in the credential, which can also be read as a QR code, and allows for pre-flight travel requirement verification and check-in, followed by a contactless airport experience through security, lounge access and boarding.

Vodafone launches in-flight roaming

VODAFONE has expanded its \$5 per day international roaming offer to also incorporate in-flight coverage with selected airlines.

The new add-on will work with a range of participating carriers including Singapore Airlines, Emirates, Etihad, Cathay Pacific, Malaysia Airlines, Lufthansa, Swiss, TAP Air Portugal, Turkish Airlines, Asiana Airlines, Egyptair, Aer Lingus, SAS and more.

Vodafone's in-flight roaming can be accessed up to 90 days per calendar year, and allows customers to use their plan's included data, calls and texts.



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AI's 'secret travel agents'

ARTIFICIAL intelligence has changed the terrain when it comes to brands and travel sellers communicating with the modern Australian traveller, new insights provided by News Corp Australia have revealed.

A new *Travel Trend Forecast* published by the media giant's travel arm found a "significant" number of travellers now know exactly what they want when it comes to booking their next holiday, with new AI tools at the forefront of the emerging change.

Labelling consumers adopting the tools "secret travel agents", the report noted that for travel brands to break through to the growing cohort, they need to embrace "humour, charm, individuality, fun & the emotions that come from first-hand experiences of a destination".

Interestingly, those taking to AI to plan and book holidays are also more likely to be females

impacted by cost-of-living pressures, who are seeking safety, value and the opportunity to recharge with their family on shorter trips.

Speaking of brevity, the report also found that Aussie travellers have entered the "swift era", meaning shorter and more frequent trips closer to home, often booked spontaneously, are becoming increasingly popular.

Reassuringly, despite the economic downturn, News Corp suggests Aussies are still very committed to taking more trips, but in recent times these have been adjusted to incorporate more shorter domestic plans.

Other notable takeaways included the road trip segment continuing its upward growth trajectory, more bundle promotions and loyalty points used to make holidays affordable, and a rising thirst for social connection while on holidays. AB

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UK eyes Aussie invasion

AUSTRALIAN travellers set a new record for spend in the United Kingdom for the second quarter of 2023, new figures from VisitBritain show.

The data moves Australia up the list to be the third most valuable source market for Britain, only behind Germany and the United States, recording a total spend on trips for the period of £415 million (A\$800 million).

While visitation to the UK is still down over the longer term, VisitBritain's latest numbers also showed that the picture is changing rapidly, with visitation spiking during the second quarter.

Australia broke records for the number of visits during the quarter, with 308,000 Australian travellers between Apr and Jun making their way to British shores, up by 14% on Q2 2019.

The love for Britain was similar across the Tasman, with New Zealand delivering a record-



breaking spend of £93 million (A\$180 million) for the quarter and seeing 68,000 Kiwis travelling to Britain, up 29% on Q2 2019.

"The connective tissue between Australia, New Zealand and the UK runs deep, and these strong ties will continue to foster growth in 2023," VisitBritain's Country Manager for Australia and New Zealand Maria Sykes said.

"With the global spotlight on Britain in early 2023 for the Coronation of His Majesty King Charles III and the 67th Eurovision Song Contest in Liverpool, it's clear that Britain's pomp and pageantry and rich musical heritage continue to remain key draw cards," she added. AB

NTIAs now sold out

THERE are now officially no more seats left for the upcoming National Travel Industry Awards (NTIA) in Melbourne next month, with all 1,300 tickets sold, ATIA confirmed this morning.

The feat has put paid to any doubters that thought the event may not be as well subscribed this year due to the relocation to Melbourne, the first time travel's night of nights will be held in the city in close to two decades.

"The enthusiasm and overwhelming support for NTIA 2023 has been incredible," ATIA CEO Dean Long said.

"This record-breaking attendance reflects the resilience and determination of our industry, and we couldn't be more excited to come together in Melbourne," he added.

Although the NTIA gala dinner has reached full capacity, there are still a few tickets left for the Networking and Exclusive Finalist events on the 17 Nov - buy [HERE](#).

Air NZ unveils refurb



AIR New Zealand has revamped its premium check-in area at Auckland International Airport.

The Kiwi carrier said the refurbishment was done following flood damage in Jan, allowing the airline to take the opportunity to "completely redesign the footprint", creating a better customer flow and new and refreshed finishings.

Uber goes greener

UBER Australia will follow through on a commitment to be carbon emissions-free by 2040, revealing an order for more than 10,000 electric cars from BYD.

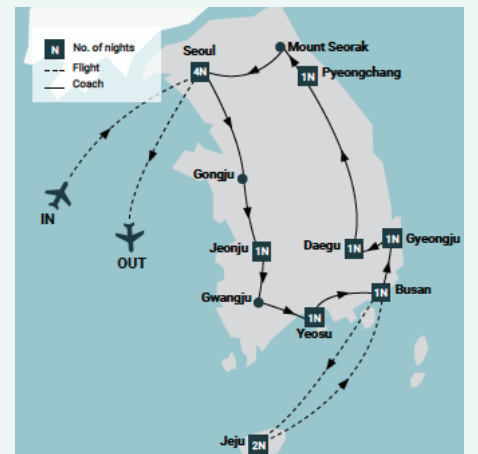
The ride-sharing company said its drivers will be offered the new EVs on attractive terms.

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MCEC MAKES A MEGA IMPACT

THE Melbourne Convention and Exhibition Centre (MCEC) has released its first-ever *Impact Report*, showcasing the venue's progress towards its environmental, social and economic goals.

The document, which replaces the *Sustainability Progress Report*, details MCEC's performance in areas like climate change, infrastructure, social procurement, equality, reconciliation, waste and resource recovery, and economic contribution.

"As a major public asset and a leader in the events industry, MCEC can drive environmental change, amplify social impact through partnerships and inclusion strategies, and maximise our economic contribution through the events we host," Chief Executive Natalie O'Brien said.

According to the report, the business events powerhouse

achieved its targets for CO2 emissions, water savings, support of ecosystem health, social procurement, use of local suppliers, employee engagement in community support activities, as well as its economic contribution to Victoria.

MCEC has brought the future convention centre in Geelong/Dijlang closer to reality, officially naming the venue as Nyaal Banyul Geelong Convention and Event Centre earlier this year.

The report also notes the launch of MCEC's Inclusion and Diversity Strategic Framework, the commencement of its Reconciliation Action Plan, the implementation of its reusable coffee cup program, and its continued support for community organisations like OzHarvest and Yarra Riverkeeper Association.

The venue also recently gained Platinum Certification through



EarthCheck, making it one of only six convention centres in the world to do so.

The *Impact Report* arrives shortly after MCEC launched its Positive Impact Guide, an online toolkit offering tips to help make events more sustainable (**TD 24 Aug**) - read the report [HERE](#). JM

AIME expansion

ASIA Pacific Incentives and Meetings Event (AIME) has announced it is moving to a larger showfloor in 2024, gaining two new bays at the Melbourne Convention and Exhibition Centre.

The expansion sees the addition of The Boutique and DMC Network, two new zones that are expected to bring a number of first-time exhibitors to AIME.

The Boutique section will showcase operators such as small independently owned wineries, luxury venues, and other bespoke experiences.

Next year's event will also introduce a dedicated zone for Destination Management Companies, and dedicated spaces on the showfloor for impromptu meetings - visitor registration opens 13 Nov.

SMA delivers

MORE than 450 leading sports medicine professionals from around the world gathered on the Sunshine Coast earlier this month for the annual Sports Medicine Australia (SMA) conference.

The four-day conference generated more than \$950,000 of economic value, with many delegates also staying extra days before and after the event to enjoy the region's beauty and beaches.

Industry farewells business events hero



AUSTRALIA'S business events industry is mourning the passing of Mark Magennis, co-founder and former CEO of Decorative Events and Exhibitions (DE&E).

The Australian Business

Events Association (ABEA) has paid tribute to the highly respected industry figure, describing him as "outstandingly creative in business as well as in delivering exquisite events".

Magennis, who was a joint recipient of the 2018 EAAA Unsung Hero Award, passed away earlier this month in Bellingen, NSW with friends and family by his side after a battle with prostate cancer.

QCB heads to Oz

THE Queenstown Convention Bureau (QCB) is heading Down Under at the end of the month for its Australia roadshow, giving conference organisers and corporate clients the chance to connect with 25 of Queenstown's business events suppliers.

The series, which will showcase the New Zealand region's corporate events offering and tourism strategy, is set to kick off in Melbourne on 31 Oct before heading to Sydney on 02 Nov - to register, [CLICK HERE](#).

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Travel & Cruise Weekly

France is in full swing ahead of the Olympics

LAST Fri, the French Consulate hosted a splendid luncheon to celebrate France's highly anticipated Olympic and Paralympic Games next year.

The event brought together a diverse and esteemed group of guests from trade tourism, media, destinations, and sports enthusiasts.

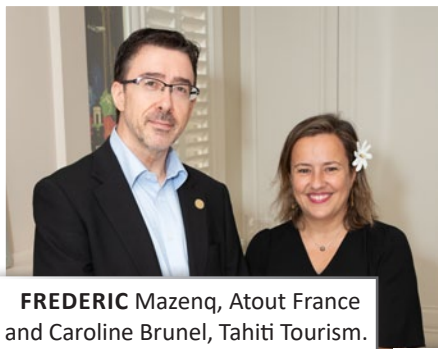
The luncheon commenced with a warm welcome from Martin Juillard, Consul-General of France in Sydney who expressed his excitement for the upcoming events in Paris and throughout France.

Frederic Mazenq, Atout France Director, Japan, ASEAN & Australia, gave a presentation highlighting the exciting preparations for the games in Paris while showcasing the venues and iconic landmarks of the country that will be at the forefront of the event.

Caroline Brunel, Australian - New Zealand Representative of Tahiti Tourism, showcased the unique fusion of Tahiti's rich cultural heritage and the exhilarating world of Olympic surfing.

Daniel Beniston, Head of Sales and NOC Relations at Fortius, Official Sub-Distributor of On Location for the sale of Paris 2024 Official Hospitality Products, showed the audience the various innovative hospitality packages Fortius offers. He concluded with some amazing images of what to expect from the unique opening ceremony Paris will present to the world on 26 Jul 2024.

Guests were also delighted with a French menu of Tahitian and Parisian flavours - more info [HERE](#).



FREDERIC Mazenq, Atout France and Caroline Brunel, Tahiti Tourism.



CLELIE Collas, Atout France; Norma Keshishian, Destination Artisans; and Elizabeth Wright, ABC News.



CONSUL-GENERAL of France in Sydney Martin Juillard; Ian Chesterman A.M., AOC; and Ken Shipp, SBS.



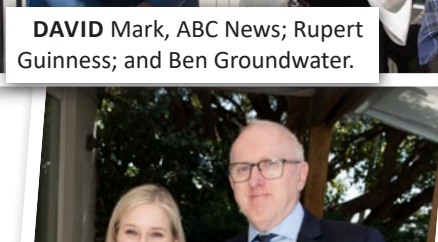
DAVID Mark, ABC News; Rupert Guinness; and Ben Groundwater.



DANIEL Beniston, Fortius.



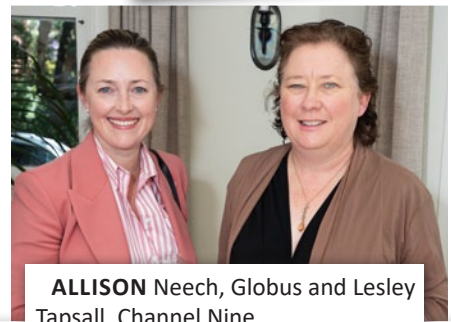
KEN Shipp, SBS; Sophie Almin, Atout France; and Ian Chesterman A.M., AOC.



LIZ Glover, NewsCorp and Anthony Dennis, Sydney Morning Herald.



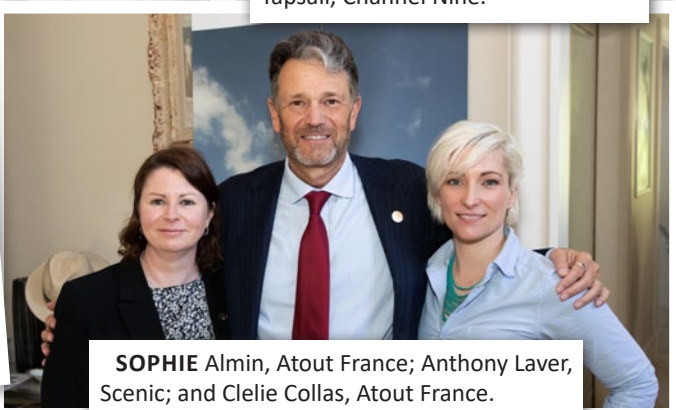
CAROLINE Brunel, Tahiti Tourism.



ALLISON Neech, Globus and Lesley Tapsall, Channel Nine.



TRACEY Holmes, ABC News and Jana Frawley, Escape.



SOPHIE Almin, Atout France; Anthony Laver, Scenic; and Clelie Collas, Atout France.

APPOINTMENTS

Send your new appointments to:
appointments@traveldaily.com.au

In its latest senior rotations, **Rachel Yangoyan** has been appointed as the new CEO of **QantasLink**. Succeeding the current chief John Gissing, who is set to retire in early Nov, Yangoyan will bring nearly two decades of experience within the Qantas Group in a range of executive roles across customer experience, operations, airports, loyalty and strategy. She was instrumental in leading the 'entry into service' program and is currently the Executive Manager Fleet Programs.

Ponant has announced the appointment of **Kristina Sambaher** to the role of Business Development Manager for NSW and ACT. Sambaher brings over 20 years of experience within the travel industry, specialising in strategic sales initiatives to drive revenue and achieve targets. Her experience spans across well-known industry brands, including Azamara, Travelzoo and Flight Centre.

After an almost six-year tenure at Globus family of brands Australasia in an identical role, **Alexa Papulias** has taken on the position of Regional Sales Manager NSW & ACT at **Abercrombie & Kent Australia**. Papulias replaces Beth Ellicott, who is retiring after working at the luxury touring company for nearly three decades.

Explora Journeys has made two senior appointments to its executive leadership team. **Koray Savas** has become Vice President for Hotel, while **Alban Gjoka** has been promoted to the role of Vice President Food and Beverage. Both new appointees will be reporting to Explora Journey's CEO Michael Ungerer. Savas has been working in the industry for 22 years and has spent the last five years at MSC Cruises, where he was most recently Brand Performance Director at the cruise line's Geneva office. Meanwhile, Gjoka has been with Explora Journey since 2022 as its Senior Executive Chef and Culinary Manager, and boasts a 15-year stint at Apollo Group prior to that.

Jason Shugg has joined **APT** as its latest Chief Marketing Officer. The business veteran brings a vast amount of experience in Australia, as well as on a global scale, as demonstrated through his past experience at renowned travel companies such as Luxury Escapes, Top Deck and Lonely Planet. The experienced executive will draw on his strong understanding of customers to bolster APT's presence in the Australian travel sector, at a time when the tourism industry is bouncing back from the pandemic.

Former Obama administration official **Michael Whitaker** has officially become the Administrator of the **Federal Aviation Administration** (FAA). Whitaker will lead the aviation body for a five-year term, taking over from Deputy Transportation Secretary Polly Trottenberg, who has served as the interim administrator in recent months. Whitaker is also the Chief Operating Officer of Hyundai Motor Group company, Supernal, and has an extensive resume in aviation.

10-year-old shows great taste



AIR New Zealand selected a handful of lucky taste testers to participate in its Great Kiwi Snack Off, with the important task of helping the carrier decide what snacks to offer on board.

After sifting through 9,000 applicants from all walks of life, the carrier chose five "snacksperts" from Auckland, New Plymouth, Wellington and Christchurch, with the youngest being a 10-year-old (pictured).

The group was flown to Air NZ's headquarters to taste test the short-listed snacks, where they were asked to give each treat

score out of 10.

"It's been amazing to see just how much New Zealanders love our snacks and how much they want to be a part of deciding which of our tasty treats get to go on board for all our customers to enjoy," Chief Customer and Sales Officer Leanne Geraghty said. *JM*

He ejaculated in my water: woman sues

A MOTHER of three from Washington, US, has filed a lawsuit against Ritz-Carlton after a male worker allegedly served her a bottle of water "defiled with semen" while she was staying at the brand's Half Moon Bay resort in California in Nov 2022.

The unnamed guest and her husband immediately contacted the police and the bottle was sent to a laboratory for analysis, confirming her suspicions.

The couple, who are suing for sexual battery and negligence, say the hotel has refused to accept any responsibility.

Uber beats SYD rail

CATCHING a train to Sydney Airport is now more expensive than taking an Uber, a new report from 9News has uncovered, thanks to Opal fare hikes.

For example, a family of four travelling from Bondi Junction to Sydney Airport would pay \$78 on the train, versus \$30 for an Uber, and from Strathfield, an Uber ride ends up being \$28 cheaper.



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The Sheraton Vancouver Wall Centre

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