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Explore the islands!

A NEW two-night Whitsundays cruising experience is on offer through Explore Group, which is operating the 30-stateroom *Whitsunday Explorer* across the 74-island Qld archipelago.

For details of the fully-inclusive product see the **last page**.

QF denies ACCC claims

QANTAS has staunchly rejected “fee for no service” allegations by the Australian Competition and Consumer Commission (ACCC), and says the regulator’s Federal Court case “ignores the realities of the aviation industry”.

The ACCC launched legal action against the carrier two months ago (**TD 31 Aug**), claiming Qantas sold thousands of tickets on cancelled flights scheduled to depart in May and Jun 2022.

QF’s defence, filed today, said the airline “fully accepts it let customers down during the post-COVID restart, including with high cancellation rates”.

However QF said “all customers on cancelled flights were offered an alternative flight or refund; there was no ‘fee for no service’”.

The ACCC’s case relates to flights left on sale for over 48 hours after they had been cancelled, with QF saying “we acknowledge there were delays and we sincerely regret that this occurred”.

“Qantas did not delay communicating with our passengers for commercial gain; nor did we cancel flights to

protect slots,” the airline said.

Primary reasons for the delays were to give Qantas staff time to establish alternative travel options, avoid further blowouts in call centre wait times, and “some human error”, QF added.

“Qantas fully acknowledges that the period of the post-COVID restart was deeply disappointing and frustrating for customers, and difficult for our people.

“Mistakes were made...while this level of upheaval is hopefully never repeated, we have strengthened our systems and processes to make sure it doesn’t happen again,” the carrier said.

The case remains before the court, but in the meantime QF confirmed cancelled flights are now taken off sale immediately - currently still a manual process, but the subject of work to create a “tailored IT solution” to automate the process. *BP*

Rex flies ADL-BNE

REX Airlines this morning debuted its new non-stop route between Brisbane and Adelaide.

The Boeing 737 service is seeing strong demand, according to Rex Deputy Chairman John Sharp, with solid forward bookings for the \$149 launch fares.

Sharp also highlighted new Rex Brisbane-Cairns services which will commence on 22 Nov, operated by Rex subsidiary National Jet Express which is also set to operate Perth-Carnarvon flights.

Now playing in LA

THERE’S just so much happening in Los Angeles, from new hotels and eateries, through to expanded transport options.

For the first time passengers can enjoy unrestricted pedestrian airside access between terminals at LAX - more on **page six**.



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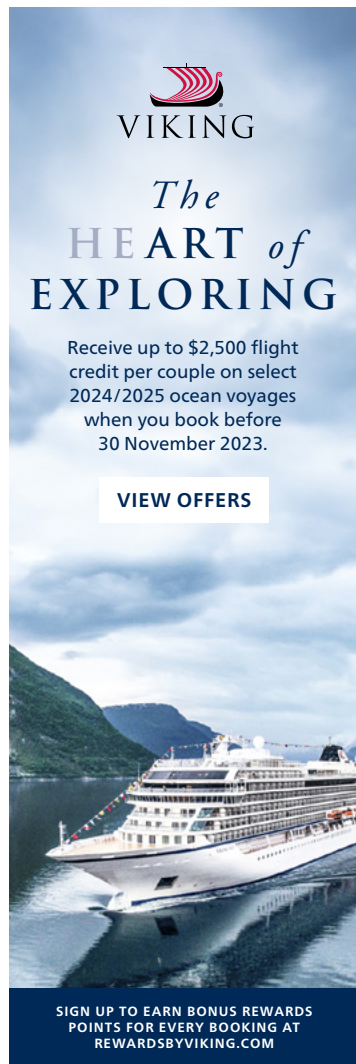
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Today's issue of TD

Travel Daily today features six pages of industry news with an *Australian Traveller* photo page, plus a special update from *Whitsunday Explorer*, and full pages from:

- LA Tourism
- Tokyo Tourism



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Travel Daily

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Disney down under

DISNEY Cruise Line's highly anticipated *Disney Wonder* is now sailing in Australia, with the ship welcoming hundreds of industry stakeholders aboard on Fri for a special celebratory gathering.

Full details and photos from the event in today's *Cruise Weekly*.

Savenio bouncing back

EXCLUSIVE

PREMIUM luxury travel group Savenio is seeing strong growth among its membership, with the company today unveiling new look branding and a refreshed website offering for advisors.

Savenio has gathered its team in Sydney for the group's first conference since 2019, with MD David Brandon telling *Travel Daily* yesterday he's thrilled at how the business has recovered.

"We have many great new members, and really strong relationships with our suppliers," he said, noting that Savenio aims to empower advisors with established client databases to run successful businesses while maintaining work-life balance.

The group pays 100% of the best negotiated commission at source, providing "a way for experienced consultants to work for themselves," Brandon said.

The new logo (pictured) comes along with a refreshed website



offering, which will be "white labelled" to give each individual Savenio affiliate their own distinctive online presence.

Savenio is also revamping its marketing activity, with the Magellan Travel Group member to utilise the Genesis platform to push out curated packages with special deals to clients.

Virtuoso is a key feature of the Savenio offering, with the group saying membership of the network "is completely aligned with our vision to provide world-class personalised travel service to our clients". *BP*

VS plots VN c'share

VIRGIN Atlantic will launch a new codeshare partnership with Vietnam Airlines in mid-Dec.

GDS screens indicate the pact will initially cover VN flights from Hanoi and Ho Chi Minh City to Delhi & Mumbai, connecting with VS services to the Indian ports.

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Starlink for P&O

P&O Cruises today announced the roll out of Starlink satellite services across its fleet, with *Pacific Adventure* and *Pacific Encounter* already featuring the high speed service and *Pacific Explorer* to be outfitted with Starlink next month.

Pricing starts at \$12 per person per day for social media access, while the top level premium plan costs \$23 per person per day.

Jayride raises \$2m

GLOBAL transport marketplace Jayride Group Limited this morning closed its Entitlement Offer, raising a total of \$2 million to strengthen its balance sheet.

Eligible shareholders contributed \$1.39 million, while a new institutional investor which was also a partial underwriter tipped in \$400,000 and a further \$210,000 was raised in a Shortfall Placement.

MD Rod Bishop and Executive Chair Rod Cuthbert both took up their full entitlements, with Cuthbert saying Jayride expects to be cash flow positive in FY24.

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Window Seat

FROM witches and vampires to goblins and ghosties, all manner of Halloween creatures will be allowed to pass through airport security checkpoints this spooky season, the US Transportation Security Administration (TSA) has assured travellers.

The agency has offered a list of spine-tingling tips for haunted pax, including sage advice about costume props, masks, and even superhero capes that travellers should heed when checking in for a flight, in order to ensure a safe and fun Halloween.

Thankfully, the TSA said it will permit jack-o-lantern juggling, with pumpkins permitted in carry-on, while fake blood is also allowed - but naturally only if it's less than 100ml.

National G tours

G ADVENTURES and National Geographic Expeditions have added eight new itineraries to their 'National Geographic Journeys with G Adventures' collection, including four new family trips.

The new journeys encompass Scotland, Turkey and Wyoming in the US, as well as a new tour which combines the two existing Peru and Bolivia departures.

The family journeys will explore Belize, Greece, Ireland and the Southwest of the United States.

Sean Martin, G Adventures MD for Australia, NZ and Asia, said the combination of National Geographic's powerful household name and G Adventures' expertise in small group trips and community tourism had created a "uniquely attractive holiday option for immersive exploration".

All 89 trips in the collection are now open for booking, with the first departures set for Apr 2024.

Vale Helen Demetriou

THE Australian travel industry is today mourning the untimely death of Helen Demetriou, who sadly passed away on Fri aged 57 after a battle with cancer.

Demetriou (**pictured**) was well known through a host of senior travel industry roles, most recently as Head of Flights at Luxury Escapes, but also with New Corp Australia, TravelEdge, Expedia, Wotif.com and as the GM of tech startup travel.com.au in the late 1990s.

Demetriou, who was also an accomplished chef, grew her public profile through an appearance on the Channel 7 reality cooking show *My Kitchen*



Rules with her brother Steve, with the pair billed as the "Greek Cypriot siblings" (*TD* 19 Jan 2012).

She will be remembered this Thu 02 Nov at 12.30pm at St George Church in Rose Bay. *BP*

Art for art's sake

REGENT Seven Seas Cruises has unveiled the new multi-million dollar art collection aboard its new *Seven Seas Grandeur*.


The 1,600-piece portfolio features multiple Picassos, as well as the first Faberge Egg to reside permanently at sea.

LX adds Rotterdam

SWISS International Air Lines will debut a new non-stop route between Zurich and Rotterdam in Jan, to operate six times a week using Airbus A220-300 aircraft.

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Qatar Airways

Qatar Grand Prix



Qantas now heading to Paris

QANTAS will launch a new direct service between Perth and the French capital from 12 Jul 2024 (**TD** breaking news yesterday), just ahead of the 2024 Olympic and Paralympic Games, as well as the European summer.

The service will commence on a four-times weekly basis, operated by the airlines' Boeing 787 Dreamliner aircraft, and will be shifted to a thrice weekly operation from mid-Aug 2024.

Once kicked off, the service will become the most efficient route to connect West Australians travelling to Paris, cutting down the current fastest travel time by at least three hours.

The first customers are likely to be Australian athletes heading for the Olympic and Paralympic Games, Qantas said.

"This route has been on our wish list for a while and we think customers will be as pleased as we are to see it go on sale today,"

CEO Vanessa Hudson enthused.

The new route complements Perth flights to London and Rome, with the new direct link adding over 75,000 seats to-and-from Europe annually.

"We're the only airline offering these direct flights rather than going through a mid-point because the key market we serve is Australia," Hudson added.

The QF chief also announced a collaboration with WA Tourism to spike visitation to the state, "knowing that direct flights are a big factor in people deciding where to travel".

The new 17-hour flights will operate through Terminal 3 at Perth Airport, offering seamless connections to and from other QF domestic destinations.

However Qantas also confirmed it was making "positive progress" in negotiations with Perth Airport about moving its operations to PER Terminal 1. *MW*

FCTG Canada move



FLIGHT Centre Travel Group (FCTG) has appointed Vancouver-based Chadd Andre (**pictured**) as its new Executive VP heading up the Flight Centre brand in Canada, with the move seeing the departure of Brian McLaren after over two decades.

McLaren had been based in Toronto, with his departure to pursue other opportunities seeing the epicentre of the FCTG Canada operations shift to the west coast, apart from MD Chris Lynes who will remain in Toronto.

Andre started as a novice consultant in Vancouver in 2003, and is a "shining example of our 'Brightness of Future' philosophy," according to Lynes.

The future of BNE

WORK has begun on what's billed as the biggest ever transformation of Brisbane Airport, with more than 150 projects under the *Future BNE* banner including upgrades to the domestic and international terminals and the resurfacing of the legacy runway.

Domestic upgrades will include new security screening equipment, a new mezzanine level and a world-class baggage system which will update the platform installed in the 1980s.

Self check-in upgrades, dining expansion, more car parking, new departure lounge furniture and bathroom refurbishments will also improve the passenger experience, with CEO Gert-Jan de Graaf saying "we're investing now to get ahead of the population growth curve".

He noted BNE is Australia's most connected domestic airport, handling 60,000 daily passengers to more than 60 destinations.

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BOOKING SUPPORT

Australian Traveller cracks the ton

THE travel and tourism sector helped *Australian Traveller* magazine celebrate its 100th edition at an event last week, with co-founders Quentin Long and Nigel Herbert (pictured) hailing the milestone at Sydney's Bangarra Dance Theatre.

The quarterly publication was established in 2005 with a vision to inspire Aussies to "fall in love with their own country", Long said.

Stakeholders turned out in force to pay tribute to the magazine, which has grown along with the domestic tourism sector that recently cracked \$100 billion in revenue, Herbert noted.



JOURNEY Beyond's Wade Stokes, Kirtsy Gunn and Justine Lally.



KRISTY Meudell, Emma Reyes and Cameron Smith from Destination NSW with Josh Delpozo from the *Today* show.



CURRENT and past *Australian Traveller* staff.

MICHELLE O'Callaghan, *Australian Traveller*, with Henry Tuttiett from Tourism & Events Queensland.



MATT Cameron Smith, Voyages; Di Morgan, AAT Kings; Ben Hall, AAT Kings; John O'Sullivan, Experience Co; and Nikki Bruce, AAT Kings.



CATHERINE McLaughlin, Marriott; Krissie Neal, Minor Hotels; and Emma Fish, Pier One Sydney.



THE Royal Caribbean crew: Gavin Smith, Michelle Long, Jess Redford and Kathryn Lock.



SARAH Meyers, Ultimate Winery Experiences Australia; Anita Godbeer, Tourism Australia; and Annabelle Sullivan, Cultural Attractions of Australia.

Aussie agents head to DFW



QANTAS took this lucky group of nine top-selling Helloworld Travel consultants to Texas earlier this month, in partnership with American Airlines, Visit Dallas and Visit Fort Worth.

The group had the opportunity to experience the best of Dallas and Fort Worth, including a visit to the Stockyards Championship Rodeo, a concert from country singer Chris Cagle at Billy Bob's Honky Tonk, and a tour of the largest covered stadium in the

world, AT&T Stadium in Arlington.

Getting to watch the Dallas Mavericks vs. Detroit Pistons game at American Airlines Center in Dallas was also a highlight, as was seeing the George W Bush Presidential Center and the 6th Floor Museum at Dealey Plaza, which chronicles the assassination and legacy of President John F. Kennedy.

Agents also got to indulge in the region's mouth-watering cuisine, including a traditional Texan BBQ at Terry Black's Barbeque in Dallas, Tex-Mex at Joe T Garcia's in Forth Worth, decadent desserts at the Cheesecake Factory in Forth Worth, and a few drinks at the Firestone and Robertson Whiskey Distillery.

Pictured in the Oval Office at the George W Bush Presidential Center in Dallas, Texas: Carlye Hansen, Michelle Fleet, Jeff Taylor, Judy Quigley, Jenn Byrne, Nancy Smith, Oscar Vela from Visit Dallas, Aleisha Dissegna and Karen Spencer, with QF's Thomas Gjerdje front and centre. *JM*

Pearce to UFI Board

AUSTRALIAN Business Events Association (ABEA) Board Director and CEO of Talk2 Media & Events Matt Pearce has been elected to serve on the Board of Directors at UFI, the Global Association of the Exhibition Industry.

Pearce will begin a three-year term on the Board following UFI's upcoming annual General Assembly on 01 Nov, ensuring the Australian business events industry is globally represented.

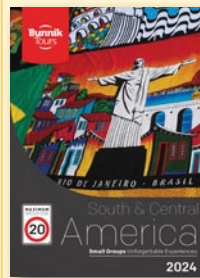
BROCHURES

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THIS week's Brochures of the Week is brought to you by Wendy Wu Tours.



Wendy Wu Tours - Southeast Asia 2024-2025
Wendy Wu Tours 2024/25 Southeast Asia brochure highlights the operator's best-selling tours. The travel guide now features recently launched itineraries, including the festive Christmas in Vietnam and the 25-day Grand Mekong Odyssey. With a dedicated section on the Victoria Mekong, travellers can be inspired by the variety of travel styles, including combined group tours, independent cruising and private tour options.



Bunnik Tours - South & Central America 2024
Explore South and Central America with Bunnik Tour's new brochure for the region, featuring destinations such as Argentina, Brazil and Peru, plus Mexico. The tour operator has highlighted the South America In-Style and Peru In-Style tours, where travellers are invited to explore the destinations in a small group of a maximum of 16 guests, featuring five-star accommodation and exclusive experiences. The brochure also includes a range of independent and extension package options with select tours.



ID Travel Group - 2024 Travellers Collection
ID Travel Group has released its new 2024 Travellers Collection brochure, with the guide featuring a whopping 130 luxury properties from around the world. Coinciding with the group's 40th birthday, the new collection expands the program to the regions of Greece, Mexico, the Caribbean, Africa, as well as an ID Villa portfolio. ID Travel Group is also offering savings and booking benefits across a wide range of popular luxury resorts.

GeoCultura unveils

LONDON-BASED small group tour operator GeoCultura has announced a new collection of all-inclusive vacations around the UK, Europe, and North America.

The guided tours visit geological and historical locations such as the red desert of Utah, salt mountains in the Spanish Pyrenees, and much more.

The six-night Journey to the Misty Isle is one of the new offerings, traversing the Scottish Highlands and the Isle of Skye - learn more **HERE**.

BA lounge refresh

BRITISH Airways has completed the final phase of its lounge refresh at London Heathrow Terminal 5B, including a live food preparation area with brand-new seasonal menu.

Club Lounge guests can also enjoy a redesigned deli station offering brekky treats, sandwiches and light bites, and a brand-new bar serving premium drinks, as well as a quiet zone.

Additionally, the venue features updated furniture, flooring and soft furnishings.



NOW PLAYING

Palihotel Hollywood: Open now



Designed to be a charming hideaway in the heart of Hollywood, Palihotel Hollywood includes 74 rooms and suites, a guest-exclusive café and bar, and a courtyard pool at its prime

Sunset Boulevard location.

Interiors reflect Palisociety's signature designs, with inspirations from vintage Los Angeles.

The property also features the inviting Benny's on the Blvd. serving a delicious daytime menu, poolside snacks, and playful cocktails - more [HERE](#).

Universal Studios gets Fast & Furious

Themed to Universal Pictures' iconic Fast & Furious film franchise and equipped with a state-of-the-art ride system uniquely created to engulf guests within the dynamic Fast & Furious universe, this all-new roller coaster will benefit from Universal Destinations & Experiences' decades-long expertise in revolutionising the development of the contemporary roller coaster across its global theme park destinations.

Stay tuned for updates [HERE](#).

Shirley Brasserie

Indulge in an innovative dining experience at Shirley Brasserie, celebrating the timeless splendour of the Golden Era at the iconic Hollywood Roosevelt.

Experience the perfect blend of old-world charm and modernity at our intimate yet vibrant brasserie, exuding elegance and sophistication with its inviting ambiance and an expertly crafted French and Californian fusion menu - more [HERE](#).

Airside terminal link opens at LAX

For the first time ever at LAX, ticketed passengers can now enjoy unrestricted terminal-to-terminal pedestrian access post-security.

The new path of travel equals approximately 2-miles from Terminal 1 to Terminal 8, allowing airport guests to conveniently journey to connecting flights and an abundant collection of offerings including food and beverage vendors, shopping and entertainment experiences, lounges, children's play areas and pet relief stations, among others.

The airside link between terminals is one of many updates

making LAX efficient, dependable and user-friendly.

Find out more [HERE](#).

Relax at LAX

Airport spa brand, Be Relax, has opened its second location at Los Angeles International Airport.

The new spa, located in Tom Bradley International Terminal (TBIT) offers guests an opportunity to relax and rejuvenate before their flights.

The opening is part of the major modernization program launched by LAX to improve the passenger journey - more [HERE](#).

Level 8 at AC/Moxy DTLA



A new multi-dimensional dining, drinking, and entertainment concept from Houston Hospitality located within the new AC/Moxy hotel opened in September.

It features eight venues with immersive discoveries around every corner, including teppanyaki at Maison Kasai, seiro mushi and hot pot at Lucky Mizu, South American grill Qué Barbaro, Golden Hour poolside carousel bar, Mr. Wanderlust piano bar and jazz lounge, and Sinners y

Santos, a cathedral-inspired nightclub.

From lunch to late night, there's no reason to leave! - more [HERE](#).

WIN! WIN! WIN!

Which famous chain restaurant can you find next door to Palihotel Hollywood?

Email oceania@latourism.org [HERE](#) with the correct answer for your chance to win a \$50 gift card!





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New Whitsundays Small Ship Cruising

Explore the spectacular Whitsunday Islands with established marine tourism operator Explore Group on this new two night small ship cruising experience. This National Park is made up of 74 islands, endless turquoise waters and white sand beaches that holiday dreams are made of.

Our modern small ship cruising vessel *Whitsunday Explorer* delivers the ultimate Whitsunday Islands resort experience. Your ocean front room with private ensuite features picture windows the width of your room. The spacious configuration with expansive observation decks and large air-conditioned main saloon are shared with a maximum of up to 60 guests.

Our cruise includes your tours and excursions with just one departure

and no waiting in queues – you are already there. Activities incorporate the highlights of the region including Whitehaven Beach, Hill Inlet, Whitsunday sunrise and sunset and our thrilling ship-to-shore rigid inflatable transfer vessel *Island Adventurer*. Explore via kayak from the easy access swim platform or experience the vibrant marine life surrounding you with snorkel and fins.

Onboard is your bar, restaurant and café serving a fresh seasonal menu that showcases local produce including Queensland prawns, coral trout and lamb – have an alfresco breakfast on the open observation deck, enjoy a fine wine over dinner in the main saloon or order an espresso coffee during afternoon tea. All meals are included.

The Whitsunday Explorer offers an intimate Whitsundays cruise experience with your resort accommodation, dining and day touring to stunning Whitsunday locations all wrapped up into one high value experience.

EXPLORE NOW

Discover all the highlights of the Whitsundays with just one check in and one boat to catch.

Cruise in comfort and style on our spacious *Whitsunday Explorer* with only 30 private ensuite, ocean view rooms.