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Viva wants to win

VIVA Holidays is celebrating after being nominated as Most Outstanding Wholesaler - Product/Service in the 2023 National Travel Industry Awards. Lodge your NTIA votes before 15 Sep - see **page seven**.

New owners for Iririki

VANUATU'S iconic Iririki Island Resort & Spa has new owners, with the Deeley family, which owns Australia's Vision Hotels group, taking over the property effective 01 Sep.

Vision Hotels operates a number of accommodation assets in Queensland and Tasmania, with owners Brendon and Mark Deeley frequent visitors to Vanuatu.

Their primary business involves "revitalising underperforming hotels" according to the *Vanuatu Daily Post*, with their expertise aiming to enhance the Iririki offering and return it to its previous status as the "jewel" in Vanuatu's tourism crown.

Another brother, Andrew Deeley, will manage the resort with other family members, with the report noting the deal required navigation of significant

"bureaucratic processes" in a time-consuming endeavour.

Iririki Island Resort was previously owned by Aussie businessmen Darren and Shane Pettiona and Peter Stockley, who relaunched the property in 2016 after a \$24 million makeover following the devastation of Cyclone Pam the prior year.

The new owners say they plan to gradually boost the resort's local workforce to cater for expected growth in visitation. *BP*

Batik Air ADL-DPS

BATIK Air Indonesia is continuing its rapid Australian expansion with the upcoming launch of a new non-stop service between Adelaide and Bali.

The 737-800 flights will operate four times weekly from 08 Nov.



The 2024
Getaway Sale
SAVE 15%
on small group
adventures to Europe.

FIND OUT MORE

Force for Good deal

EARLYBIRD tickets are now on sale for the two Force for Good events which are scheduled to take place in Sydney and Auckland in Mar 2024.

The return of the industry gatherings also includes an exclusive networking after-party in Sydney aboard *The Jackson* which will also feature major international prize giveaways.

So far 250 tickets are already pre-sold in Sydney while just 10 tickets remain in Auckland - more at aforceforgoodhub.com.

RWC last cabins

FULL commission and a \$200 travel advisor bonus is on offer for the last few cabins on a special Rugby World Cup river ship charter in France next month.

The 11-day trip coordinated by Qld travel agent Andi von Zeppelin via Rugby World Cup charter and A-Rosa includes onboard expert hosts Alan Jones and David Campese.

Also included are four tickets to the semis, the bronze final and the final, as well as visits to some of the country's major tourism attractions - see the **last page**.

Today's issue of TD

Travel Daily today features six pages of news, including our **Corporate Update** page, plus full pages from:

- Viva Holidays
- Rugby World Cup charter



Wendy Wu Tours.

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Most Outstanding
Tour Operator - Global



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*T&Cs apply. Valid for land only tours.

Club Med

NATIONAL TRAVEL INDUSTRY AWARDS
2023
NOMINEE

Most Popular
Accommodation Group
- Category 26

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Learn everything you need to know about Air Canada with our Global Sales University online courses for a chance to win 2 x Economy tickets from Sydney or Brisbane to North America!

*T&Cs apply

AIR CANADA

GET STARTED

ATEC launches SE Asia training tools

TO CAPITALISE on the expected growth of inbound visitors from South East Asia, ATEC's Tourism Training Hub has expanded its suite of market-specific Host programs available for agents.

The programs offered include China Host, India Host, Indonesia Host, Muslim Host, Accessible & Inclusive Host, with Japan Host and Korea Host both under development.

ATEC Managing Director Peter Shelley noted the "expected quadrupling of Southeast Asian traveller numbers by 2040", and asserted the industry must look at "ensuring our product is fresh and engaging".

More news on South East Asian tourism strategy on **page three**.

PlanPay backer pulls out

TOUCH Ventures, the ASX-listed company which funded digital travel lay-by payment facilitator PlanPay (**TD 28 Feb**), today announced it was writing down its investment in the financial firm to nil and will not provide any further money for the business.

Over the last 18 months, PlanPay has "appointed a new CEO, rebuilt its technology platform and rebranded and marketed its revamped product to travel enterprises," according to a statement from Afterpay-backed Touch Ventures today.

"PlanPay also received further funding of \$5.1 million from Touch Ventures over that period to enable the business to rebuild with a view to gaining traction as the travel market opened up post COVID," the company said.

Touch Ventures said that while some progress had been made by PlanPay "it has struggled to deliver on its revenue targets and the take-up and deployment of the product by enterprise customers has been very slow".

The venture capital provider said that PlanPay is now nearing

the end of its cash runway.

"Having carefully considered PlanPay's progress and the potential for generating returns, the Touch Ventures Board has decided that it will not provide additional investment to PlayPay in its current state," the firm said.

The move means a \$12 million writedown, with Touch Ventures CEO Hein Vogel saying "we are very disappointed with the impairment of our investment in PlanPay".

"Notwithstanding a lot of good work having been done, it is clear that the economic and funding environment has fundamentally changed, and the business performance is well below expectations," he said.

"We have given the business every opportunity to capitalise on its plans and have now made the hard decision not to support the business with further capital." *BP*

Qld calling webinar

AGENTS are being given the chance to win a Queensland Viva Holiday voucher worth \$2,000 when they register for an upcoming Aussie Specialist webinar to discover why 'Queensland is Calling.'

Hosted by Aussie Specialist Trainer Caroline Rutherford plus Claire Sim and Becca Doktan from Tourism and Events Queensland, the session takes place at 11am AEST on 4 Sep - register **HERE**.

Xiamen to Doha

CHINESE carrier Xiamen Airlines has announced new non-stop routes to Qatar, with Beijing-Doha flights set to debut on 20 Oct, followed by Xiamen-Doha on 31 Oct as part of an "Air Silk Road" initiative between the countries.

EK links with NSW

EMIRATES has partnered with Destination NSW to better promote Sydney and New South Wales to international travellers.

With the support of the state's Aviation Attraction Fund, the new deal will see fresh marketing materials directed at passengers on Emirates flights into Sydney from Dubai, promoting the various travel adventures on offer beyond Sydney such as the outback plains, bushwalks, vineyards and ski slopes.

Booking.com glitch

A **TECHNICAL** fault has been identified as the cause of a Booking.com issue that impacted payments to hotel partners.

The OTA said it was "working urgently" to make the payments.



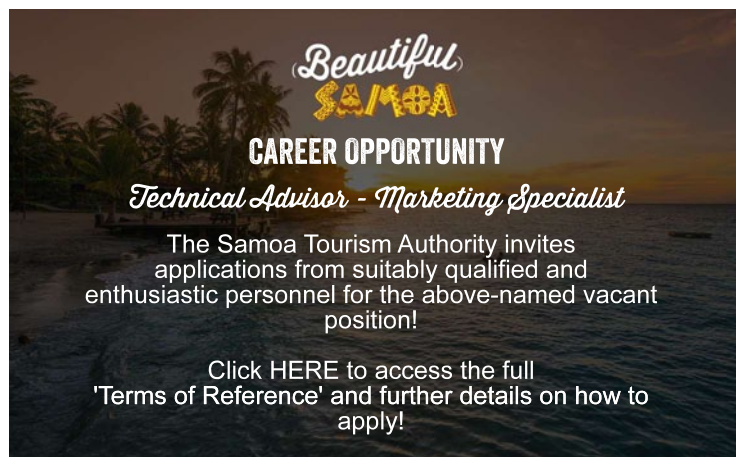
Royal Caribbean INTERNATIONAL

LAST CHANCE DEALS

HAWAII TO SYDNEY
17 NIGHTS FROM
\$999*
PER PERSON

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*T&Cs apply. Based on Brilliance of the Seas 4 Oct 2023.



Beautiful SAMOA

CAREER OPPORTUNITY

Technical Advisor - Marketing Specialist

The Samoa Tourism Authority invites applications from suitably qualified and enthusiastic personnel for the above-named vacant position!

Click **HERE** to access the full 'Terms of Reference' and further details on how to apply!



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Ireland

What fills my heart?
The colours of its nature
- Sharon Horgan

SE Asia needs to be tapped

GOVERNMENT tourism agencies need to brush up on their ability to understand the cultural preferences and expectations of travellers from a rapidly growing Southeast Asia market, a new paper prepared by DFAT has suggested.

Citing the success of the Muslim Host program as an example of best practice, the report recommended Aussie businesses in the visitor economy should continue to adapt and be equipped with more qualified staff to meet the challenges presented by rapidly changing technology and visitor preferences.

Measures tourism businesses can take to maximise the growing commercial opportunities of Southeast Asia include the expansion of industry-government collaborations, which would ensure businesses understand Southeast Asian visitor markets and improve the quality of visitor experiences.

DFAT also suggested that given the strong international competition from other tourism markets, Australia needs to undertake more targeted marketing, with the report noting it "will be key" to increasing the share of Southeast Asian travellers to Australia.

France to fight cheap airfares

FRANCE will move to impose a minimum airfare price to end ultra-cheap airfares, with the goal of reducing carbon emissions.

The country's Transport Minister, Clement Beaune, posited that minimum airfares would "fight against social and environmental dumping".

The decision marks the latest in a series of efforts from the European country to discourage air travel, including its recent controversial ban on short-haul flights (**TD** 26 May).

"There are opportunities to attract high-income travellers by pitching our marketing efforts at industries with relevant appeal, while also working with industry to ensure visitors have a positive experience and promote Australia when they return home," the report stated.

"Artistic, cultural (including sports) and business events are also effective at driving high-revenue visitation," it added.

Further insights included empowering agents to be better educated through the expansion of Tourism Australia's Aussie Specialist program.

"There are opportunities to work with travel agents in Southeast Asia to raise awareness of Australia...educating agents on how to sell Australia, extend travellers' length of stay and promote Australia over other destinations to improve yield." *AB*

Travel a top priority

TRAVEL is so important to Australians that many are willing to prioritise booking a trip over major life events, according to a new study from KAYAK.

The research reveals that 21% will put off saving for a house in order to afford a holiday, while 14% will delay changing jobs and 13% may even hit the pause button on having children.

Of those surveyed, 90% said they plan to travel in the next 12 months, and of those, more than 60% intend to go overseas, with Japan one of the top trending international destinations among Australian travellers.

KAYAK also revealed that Aussie travellers are planning to spend an average of \$8,032 on travel within the next 12 months, and more than one quarter (26%) intend to spend more than \$10,000 - despite the country's mounting cost-of-living pressures.

Two in three Australians (64%) also believe travel is important in shaping their identity.

VSC takes big bite out of events



MORE than 50 leading Brisbane business event professionals gathered recently at Australia Zoo's newest venue, The Crocodile Hunter Lodge, for Visit Sunshine Coast's (VSC) annual business event showcase.

Operators from across the city attended the Sunshine Soiree, including Venue 114, Spicers Retreats, The Events Centre, Accor and Evoke Experiences, where they were able to connect with Brisbane buyers.

The event, which was emceed by Olympic gold medal-winning swimmer Duncan Armstrong, included a cooking demo from celebrity chef Peter Kuruwita.

Delegates were served delicious cuisine made from local produce at the Lodge's Warrior Restaurant & Bar, complemented by locally-inspired cocktails served by

Sunshine & Sons distillery.

Delegates also had the opportunity to participate in VSC's new Sustainable Sunshine Coast Program, with 60 more trees to be planted locally as an offset from hosting the event.

VSC Head of Business Events Ali Thompson said The Crocodile Lodge, which features the Ironbark Paddock event space, was "perfect" for showcasing the city's credentials as a leading business events destination.

"The Sunshine Coast business events industry contributes significantly to the local economy and importantly supports the region as a year-round destination, with the majority of events in off-peak periods," she added.

Pictured: Erina Kilmore, Australia Zoo; Dean Jones, FCM; Laurel Koh, GHD; Thompson; and Armstrong.

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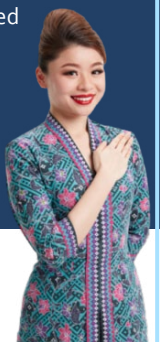
[Click each job title to see full description & apply.](#)

Successful candidates will receive competitive remuneration and generous travel benefits.

Applications close: 29 Sep 23



Only shortlisted candidates will be contacted. Only applicants with the legal right to work and live in Australia will be considered. No recruitment agency submissions accepted.





Window Seat

NEVER shy of making a statement, Ryanair CEO Michael O'Leary recently held a one-man protest in Brussels campaigning against air traffic controller strikes.

It strikes Window Seat that such an outspoken executive couldn't find a friend to come with him, but never-the-less, he quickly found a couple of locals who regaled him with a pie to the face each.

The two environmental activists delivered one to welcome him to Belgium and one for aeroplane pollution.

O'Leary shrugged it off with Ryanair later posting on X that he got a warm welcome.

After all, it's arguably less pie in the face than what an Australian airline boss recently received. Ahem.

QF maintains int'l edge

QANTAS has again accounted for the biggest share of the international passenger traffic pie in Australia, with new figures from BITRE showing the Flying Kangaroo represented 17.6% of all passenger carriage in Mar.

In second spot was Qantas Group's budget subsidiary Jetstar with 10.9%, followed by Singapore Airlines (10.4%), Air NZ (8.5%) and Emirates (6.2%).

When compared to Mar last year, the report showed that Qantas (including Jetstar flights) managed to grow its share of all passenger traffic, increasing from 18.1% in the same month in 2022 to 28.6% this year.

While there has been plenty of discussion around air capacity and its relationship to higher airfares, the report showed the number of available air seats in Mar grew by 185.6% on Mar 2022, and also offered 15.9% more seats than Mar 2020.

Overall, there were 2.64 million passengers carried during the month, representing a rise against both 2022 and 2020, up 279% and 53.3% respectively.

Passenger traffic for the year ended Mar 2023 was still down 37.1% however when compared to the year ended Mar 2020.

Qatar's share of pax fell in Mar, down from 9% of the market in 2022 to just 4.6% this year. *AB*

Club Med signs big Indonesian deal

CLUB Med and Paradise Indonesia have signed a Memorandum of Agreement (MOU) for the development of a portfolio of new upscale all-inclusive resorts across Indonesia.

The first phase consists of three resorts to be developed in the next five years in North Sulawesi, Bali, and West Java, with a target set of more than five.

VV ticks Oz return

VIRGIN Voyages has confirmed its *Resilient Lady* vessel will be returning to Australia for her second season in 2024/2025, where she will undertake sailings from the Aussie ports of Sydney, Melbourne and Brisbane.

However it's not all positive news for the Richard Branson-inspired cruise line, with reports out of the UK suggesting that unexpected construction, supply chain and staffing challenges will delay the launch of its fourth ship *Brilliant Lady*.

Planned itineraries in Apr 2024 have been cancelled, with passengers affected by the postponed launch being offered a full refund or rebooking options, plus more onboard credit.



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10% off

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9 days from \$4,750

Price based on 1 Jun 2024. Other dates available.



10% off

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11 days from \$2,750

Price based on 2 Sep 2024. Other dates available.



10% off

Wild Borneo

11 days from \$3,950

Price based on 12 Mar 2024. Other dates available.



10% off

Essence of Japan

13 days from \$6,650

Price based on 3 Apr 2024. Other dates available.



10% off

South India - Temples and Waterways

15 days from \$2,400

Price based on 22 Sep 2024. Other dates available.



10% off

San Francisco to Seattle with an Alaskan Voyage

15 days from \$6,900

Price based on 31 Aug 2024. Other dates available.



Register here to access special tours and commission rates



Prices are per person and inclusive of the 10% discount based on two people sharing, subject to availability and correct at time of print, single supplements applicable. *Departures by 31 January 2025 and bookings must be by 31 January 2024.

CORPORATE UPDATE

FCM doubles China staff

FLIGHT Centre Travel Group's (FCTG) B2B division FCM Travel has moved quickly to catch the ongoing reemergence of the Chinese business travel market, with the brand opening a new and larger office in the city of Guangzhou this week.

The new space will accommodate double the staff of its previous base, with FCM confident the expanded

operation will be able to take advantage of the significant tailwinds in travel observed in China and Hong Kong.

"[China] is economically and strategically important for our business...as we have seen a growth of more than 200% in the region, which reflects the market's potential," FCM China GM Calvin Xie enthused.

"This expansion serves as an extension to support our customers in Hong Kong as well as achieve further synergy within the Greater Bay Area," Xie added.

FCM noted it has witnessed a strong recovery in domestic business travel in China, with demand for domestic air travel in the country now is just 1% shy of what it was in 2019.

"A key reason for international travel is business and the reopening of China has been the catalyst for global travel resurgence," Xie observed.

FCM, which has had a physical presence in China since 2004, has made several recent strategic investments in China to embolden it appeal with local companies, including the introduction of a proprietary travel management system, FCM Platform, built specifically for Chinese travellers.

FCTG's latest financial report showed its B2B division is fully staffed on the back of strongly performing travel management brands, which are outpacing sector averages (**TD** 01 Sep). **AB**

New BCD boss

BCD Meetings & Events (BCD M&E) has announced that COO Bruce Morgan will become the new Global President after the retirement of Scott Graf.

Graf spent 26 years in the business, having started in 1997 at McCord Corporate Travel in Chicago, where he launched its meetings and events division.

By 2006, through various acquisitions, the business became known as BCD M&E.

It now operates in over 60 countries with nearly 2,000 employees managing more than 60,000 events per year.

Graf said in a statement, "the culture of a company is defined by its people, and BCD M&E has the best in the industry.

"Specifically, our leadership team across the world are the best of the best, which is why I am excited to transition my responsibilities to my friend and colleague, Bruce Morgan."

Morgan begins immediately.



The Chat with Jenny
Travel Daily
A Conversation with Martine Nunes of Oceania Cruises
CLICK HERE to listen

Reho dives into eco collab



REHO Travel has partnered with Underwater Cinema, a social enterprise based in Dili, Timor Leste, to help foster environmental consciousness and empower the nation's youth.

Led by marine environmentalist Dedy Kayaka and operated by a team of 18 scuba divers, Underwater Cinema aims to educate the Timorese people about the importance of preserving our oceans and

marine ecosystems.

Reho Travel will support the organisation by providing logistical assistance and essential equipment for beach cleaning and snorkelling, as well as sponsoring qualified freedivers from Europe to train Timorese instructors, and using its networks to expand the program's reach.

Reho Travel CEO Karsten Horne said he is "thrilled" to announce the collaboration, and enthused that "empowering the youth of Timor Leste to become stewards of their environment aligns perfectly with our commitment to sustainable tourism".

Pictured: Bianca Giles, Managing Director Reho Study Tours; Dedy Kayaka, Founder Underwater Cinema; Karsten Horne, CEO Reho Travel; and Michelle Horne, Financial Controller Reho Travel.

Ethad excited AF

AIR France-KLM Group and Etihad Airways have enhanced their collaboration opportunities across passenger operations, and loyalty programs, and maintenance through a new deal.

The latest agreement will also see the carriers consider expanding codeshare and interline deals initiated in 2012.

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SPECIALS

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Australia's new low-cost carrier **Bonza** is offering savings of up to 20% on all its fares, available until Mon for travel between 10 Oct and 06 Dec. In a bid to get "infrequent flyers" to travel, use the promotional code "LETSGO" to score the discount. Fares are slated to start as low as \$39.20 (usually \$49) per person one way across 18 destinations.

Ending on 11 Sep, **Jetstar** has announced a new flash New Zealand Sale with one-way fares priced from \$159. The promo includes flights from Sydney to Auckland from \$159, Brisbane to Auckland from \$169, Melbourne (Tullamarine) to Christchurch from \$169 and much more. Further T&Cs apply, valid for travel dates between late Oct 2023 to mid-Jun 2024. Book a cheaper New Zealand getaway [HERE](#).

Enjoy up to \$30 off stays at the five-star **Taveuni Palms Resort** in Fiji when booking either a Beach Villa or Horizon Spa Villa stay. Priced from \$1,643 for two people per night, representing a saving of \$735 on the usual rate, guests staying in the promoted villas can enjoy panoramic views of the beachfront, a swim in a private pool, as well as two bedrooms and two bathrooms. [CLICK HERE](#) to learn more.

From now until 21 Sep, travellers can save up to 20% off on a wide range of trips across Europe departing in 2024 through **Intrepid Travel**. Embark on the 18-day Morocco Encompassed departing on 24 Jan 2024 with accommodation, transport, meals and activities included from only \$1,996ppts, instead of the original price of \$2,495. More offers are available with the tour operator - [CLICK HERE](#) to view all of them.

Cruise Traveller is offering savings of up to \$4,000 per couple with Hebridean Island Cruises for the new 24-night 'When Irish Eyes are Smiling' package in Jul 2024. Subject to availability, the offer is valid until 30 Nov. The itinerary includes a night in Dublin followed by an eight-night cruise along the Irish coast before concluding with a 12-night land tour circling Ireland. Call 1800 507 777 for more details.

Save up to \$4,600 per couple on select river cruises from **Viking's** deal of the week, or save up to \$2,500 per couple on the newly released 85-day Australia, Asia & The Mediterranean ocean cruise. Get onboard Viking's 15-day Grand European cruise from Amsterdam to Budapest or vice versa from \$5,995 per person. Call Viking on 138 747 to book.

Score up to 25% bonus KrisFlyer miles, 15% off Pelago tours and activities and more with **Singapore Airlines** Earlybird Sale. Available until 22 Sep, travellers can also enjoy unlimited in-flight wi-fi for all KrisFlyer members. Valid for departures from 15 Jan to 05 Sep 2024, more terms and conditions apply. Contact SQAU_SalesOps@singaporeair.com.sg to learn more.

Cruising into a bright future

YESTERDAY'S Cruise Lines International Association (CLIA) Australasia Cruise360 conference in Brisbane saw the travel trade out in force, riding the wave of the ongoing cruise boom.

Travel Daily was also on the



spot, and snapped these photos on the show floor.

Above are Helloworld cruise chief Karen Deveson with HLO Head of Branded and Associate Networks, Renee Nightingale and Ingrid Hay from New Farm Travel.

At left are new HLO counterparts, Christine Dilger and Kylie Crouch from Creative

Cruising, while at **right** are Travel Associates GM Australia/NZ Rachel Kingswell with Savenio's David Brandon and Jen Pagett from Uniworld.

Lots more in today's **Cruise Weekly** as well as a special C360 **CW** next week.



For confidential tip offs, connect with **Travel Daily** via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



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OF TRAVEL



"What do you get a wholesaler that has everything for their 50th Birthday?... a NTIA Award!!!"

We are thrilled and honoured to announce that **VIVA HOLIDAYS** has been nominated for **MOST OUTSTANDING WHOLESALER - PRODUCT / SERVICE** in this year's National Travel Industry Awards 2023!

This nomination reflects the exceptional efforts of our passionate and dedicated team, and the ongoing (and much appreciated) support of our valued agency network and preferred partners.

We encourage you to vote for **VIVA HOLIDAYS** and thank you for making us your wholesaler of choice.

Please note - voting concludes 11.59pm AEST, 15 September 2023

VOTE NOW

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Gullivers

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1987, 1991, 1995, 1999, 2003, 2007, 2015, 2019, 2023



PREMIUM RIVER CRUISE & 4 GAME TICKETS

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Full Commission Paid + \$200 CONSULTANT BONUS for every cabin sold



Our premium, all-inclusive river cruise ship will be our hotel, allowing effortless travel through the scenic regions along the Seine. Included are tickets to the **Rugby World Cup 2023 semi-finals 1 and 2, the bronze final and the final!**

TOUR HIGHLIGHTS:

- Hosted by Aussie Rugby legend David Campese and former Wallabies coach Alan Jones
- 5 days in Paris to experience the best the city has to offer
- Game tickets to the Rugby World Cup 2023 semi-finals 1 & 2, bronze final and final
- 11 day premium, all-inclusive river cruise
- Visit the UNESCO World Heritage Listed Palace of Versailles
- Walking food tour in Normandy's Capital, Rouen
- Learn about the Western Front History of WWI, including visits to Villers le Bretonneux, Franco-Australian Museum, Sir John Monash Centre and Le Hamel
- Visit Monet's Garden at Giverny
- Sample cider and local produce on a tour of a Normandy Apple Cider Farm

11 Days - 19 to 29 October 2023
FULLY ESCORTED GROUP TOUR

TOUR COST:

S-Grade from \$12,991pp | A-Grade from \$13,586pp
C-Grade from \$14,439pp | D-Grade from \$15,373pp

TOUR INCLUDES:

- Onboard hosts David Campese and Alan Jones
- Escorted by Andi and Anne Maree von Zeppelin
- 10 night cruise incl all meals & full beverage package and shore excursions as per itinerary
- Rugby World Cup 2023 Match Tickets*** and licence fees to semi-final 1, semi-final 2, bronze final and final including return transfers from the ship

* Category 3 match tickets to semi-final 1, semi-final 2 and final.
Category 4 match tickets to bronze final.

SPECIAL ONBOARD HOSTS

AUSTRALIAN WALLABIES GREAT

David Campese



FORMER WALLABIES COACH

Alan Jones



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