

Travel Daily

First with the news

Tuesday 26th Sep 2023

collette

**CROATIA
AND ITS ISLANDS**
11 DAYS · 19 MEALS
SMALL SHIP CRUISE
**DISCOVER CROATIA
SLOVENIA & THE ADRIATIC
COAST**
13 DAYS · 19 MEALS
CLASSIC TOUR



Today's issue of TD

Travel Daily today features seven pages of news including our **Sustainability** page plus a full page from **Silversea**.

TD partners with Helene Taylor

TRAVEL Daily is today thrilled to announce a new events partnership with industry doyenne Helene Taylor.

As well as the major Force for Good events taking place in Sydney and Auckland in Mar 2024, the pact also encompasses collaboration on a series of Platinum Networking Nights next year, aiming to further build the travel community.

Further details will be announced in the coming months - see aforceforgoodhub.com.

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NTIA voted-for finalists out

THE list of finalists in the voted categories for this year's National Travel Industry Awards (NTIAs) has been released.

After receiving an impressive 8,342 votes across all industry voting categories, the Australian Travel Industry Association (ATIA) extended its thanks to everyone who engaged in the voting.

"We've seen an incredible quality of submissions this year, and it's amazing to see how many people and businesses have voted to show their support to their fellow travel professionals," ATIA CEO Dean Long said.

Among the finalists include Abercrombie & Kent, APT, Contiki, G Adventures, Intrepid Travel, Trafalgar in the Most Outstanding Tour Operator - Global category, while Qantas, perhaps not surprisingly, was absent from any

of the airline finalist lists.

Adventure World, Entire Travel Group, Expedia TAAP, The Travel Junction, and Viva Holidays rounded out the finalists for Most Outstanding Wholesaler - Product /Service award, while Accor, Club Med, Hyatt Hotels, IHG Hotels & Resorts, and The Ascott, Australia all made the final cut in the Most Popular Accommodation Group/Chain category.

In the cruise world, NCL, Princess, Royal, Viking, and Virgin Voyages all got the nod for Most Popular Ocean Cruise Operator, while APT Travel Group, Avalon Waterways, Scenic, Uniworld and Viking are vying for Most Popular River Cruise Operator.

Individual NTIA categories will be announced later this week, while business finalists will be announced next week.

See the list of finalists **HERE**. *AB*

AC orders 18 787s

AIR Canada has announced an order for 18 Boeing 787-10 widebodies, plus an option for 12 additional aircraft.

The move will see AC fly every model in the Dreamliner family, complementing its current fleet of eight 787-8s and 30 787-9s.

Air Canada CEO Michael Rousseau said adding the largest variant would help advance the airline's environmental goals, as well as optimise the carrier's fleet as it adds "international routes in new and existing markets".

AW authentic sesh

ADVENTURE World is hosting a series of events to showcase its new Authentic Collection, which focuses on authentic, immersive, customisable and meaningful premium itineraries.

The invite-only events will also provide agents with tips on how they can help their clients travel ethically and more sustainably.

Numbers are limited - RSVP **HERE** to attend the Mel event on 24 Oct, **HERE** for Bris on 25 Oct, and **HERE** for Syd on 26 Oct.

Silversea promotion

A LIMITED-TIME offer is available with Silversea Cruises, providing reduced or included Business class flights on next year's Kimberley expeditions.

For more information, head to **page eight** of today's *TD*.

Hyatt House debut

HYATT Hotels has announced plans to debut its first Hyatt House hotel in Australia, to be located in Melbourne.

The property, Hyatt House South Melbourne, will be located on the doorstep of the city's downtown area, and will offer guests everything they need for short- or long-term stays.

Hyatt has entered into a deal with Holder East Ltd for the hotel, due to open its doors in 2025.

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Trip on Renfe track

CHINESE travel giant Trip.com has joined forces with Spanish rail operator Renfe to offer clients a “unique and convenient way to explore the beauty of Spain”.

The new collaboration will see Renfe itineraries offered to travellers through the Ctrip and Trip.com websites.



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Bonza spreads its wings

BONZA has this morning expanded its business model to include tailored holiday packages, offering its customers the ability to book accommodation and travel insurance alongside flights through its app.

The new packages are available in all of the carrier’s 21 destinations, with Bonza in the Whitsundays to formally announce the expansion today.

Bonza’s Chief Commercial Officer Carly Povey said the launch was designed to cement the airline’s long-term growth strategy and make domestic travel more affordable.

“We continue to fulfil our mission of making it easier for Aussies to explore more of their own backyard without it costing a packet,” Povey said.

“Bonza Holidays isn’t just about the big chains that travellers love to stay at, it is about choice for all and value, whatever your budget, the team will seek to work with everyone from small family run accommodation business to holiday parks through to large hotel chains,” she added.

Part of the future strategy will also see Bonza offer travellers the choice of booking car transport, activities, attractions and tours.

“What you see on the app today is just the beginning, we’ll be adding more choices for where to stay...next year, and we’ll be calling on attractions and tour operators to package their experiences,” Povey enthused.

The expansion has been made possible via a new partnership with Melbourne-based travel-tech start up Awai, which was charged with delivering the package holiday strategy to the market.

“We were impressed with Awai’s tech capabilities and our shared vision to simplify planning and booking holidays for Aussie travellers,” Povey said.

Travellers from the Sunshine Coast, Gold Coast and Newcastle can now book a package holiday to the Whitsundays from \$1,085 per person, which includes direct flights and seven nights on Daydream Island.

Bonza also confirmed to *Travel Daily* that its new travel insurance services are being provided by Battleface Insurance, while its growing list of accommodation partners already includes Accor, Wyndham, Choice Hotels, Crystalbrook, as well as many non-branded and independent hotels and resorts. AB

Globus restructure

THERE has been further restructuring in the Globus family of brands sales department.

Changes have seen National Sales Operations Manager Anoushka Kudav and Regional Sales Manager NSW/ACT Alexa Papoulias depart the business.

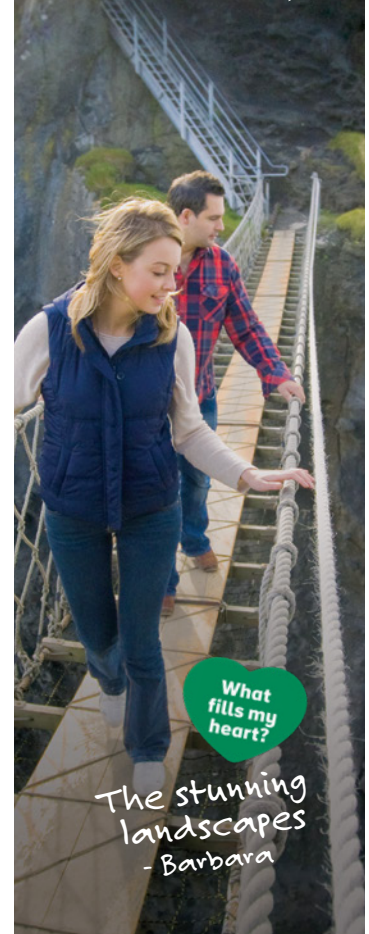
The exits follow the sudden departure of long-time Head of Sales Peter Douglas, who left the company in May (*TD 26 May*).

Goyder pressured

THE Australian and International Pilots Association is the latest group to call for the resignation of under-fire Qantas Chair Richard Goyder.

“The morale of Qantas pilots has never been lower, we have totally lost confidence in Goyder,” the union said in a letter to QF.

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NORTH SEA

Today's issue of TD is coming to you courtesy of MSC Cruises, which is showcasing its groundbreaking new MSC *Euribia* on a North Sea voyage.

A DAY at sea aboard MSC *Euribia* has given an opportunity for the 6,000 passengers on board to thoroughly explore the multitude of onboard activities, such as Formula 1 simulators, a full-sized basketball court, games arcade, shops, dining venues and of course, the 21 bars and lounges.

The ship is at 100% capacity but the variety of spaces means there's a spot for everyone, while the stabilisers are making our transit north to Hellsylt smooth despite somewhat rocky seas - more on [page 7](#).

We were harmed: VA

VIRGIN Australia has formalised its grievance with a govt decision to knock back a Qatar Airways request to boost local capacity, claiming in a submission that its market share was harmed.

"In declining [Qatar Airways'] request, the Federal Government has negatively impacted the competitive position of VA in favour of our far larger rival," the submission to the Senate stated.

"In the face of the compelling economic argument in favour of 28 additional services each week from Qatar Airways, including the clear benefit it provides to improving domestic aviation competitiveness, the decision... created a perception that [Qantas] is receiving preferential treatment," VA added.

The carrier claimed that had the Federal Government approved the Qatar request, its market share of European and Middle East traffic would have grown from 23% to 27%.

Intrepid pledges good trips

INTREPID Travel is rolling out the second phase of its global brand campaign, 'Good Trips Only', which highlights the brand's promise to provide trips that are good for travellers, destinations and communities.

The latest iteration of the campaign, which launched in Australia and New Zealand yesterday, features a new Intrepid film that shines a spotlight on Vietnam, one of the brand's most popular destinations.

"There is an unmistakable beauty and intrigue to Vietnam that was a perfect next stop for Good Trips Only," Intrepid Global Marketing & Brand GM Natalie Placko shared.

Developed in conjunction with Melbourne-based agency SouthSouthWest (SSW), the campaign will run during Oct and Nov across different channels, including out-of-home, digital, cinema, TV, radio and print.

Placko also revealed plans to expand the campaign, which she emphasised was "far from the end", to highlight more of Intrepid's offerings.

The new marketing push builds on the momentum of Intrepid's first Good Trips Only instalment, which launched in Mar featuring Morocco (*TD* 14 Mar). *JM*

Falling Star issues

STAR Entertainment is requesting investors to pitch in an extra \$1.2 billion in funding to keep the business afloat in the wake of a record low share price of 75c and an annual statutory loss report of \$2.4 billion.

The resort and casino company said in a statement to the ASX the raising will be used to fully repay all its existing drawn debt, which will see debt facilities replaced with a new four-year \$450 million debt facility.

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Jayride capital raise

JAYRIDE has published an update on the ASX confirming the company is about to undertake a capital raising.

The airport transport company entered a trading halt last week and this morning revealed that securities have been suspended from quotation until the capital injection plan is announced.

AC staff data hack

AIR Canada recently reported a "limited" data breach of its internal systems, where hackers were reportedly able to access an unknown number of its employees' information.

The airline reiterated "no customer information was accessed", stressing all systems are currently "fully operational".

Air Canada has not clarified what type of employee data was compromised, and said it has increased its security measures since the incident.

Orbiting a sustainable future

ORBIT World Travel has announced an Australian-first partnership with Sustainable Travel International.

The collaboration will power green business travel at scale, introducing the Orbit Offset platform, an innovative feature integrated into the travel management company's sustainability program.

The feature will empower businesses to offset emissions generated by air travel, accommodation, and car rental.

Orbit World said the feature offers a "straightforward and impactful approach to proactively manage environmental footprints while facilitating eco-conscious travel choices".

"Travel is responsible for 8% of world carbon emissions, and corporate travel is a major part of this," according to Orbit World founding Partner and Director Lisa Story.

"We're excited to be able to offer this solution to our clients so that they can understand their carbon footprint, take action to reduce it, and offset what remains," she explained.

"Orbit Enterprise, powered by Kudos and with Sustainable Travel International, has delivered a powerful set of tools for the corporate travel industry."

Other key features of Orbit World's sustainability program include individual and corporate emissions measurement and industry benchmarking, which allows businesses to compare their carbon footprints with similar benchmarks in other industries.

The timing aligns with tomorrow's World Tourism Day, which is this year being celebrated globally with the theme 'Tourism & Green Investments'. MS

For more important sustainability news, see [page six](#).



Window Seat

A TOURIST on a 10-day United Kingdom tour has been charged after scaling the wall of Buckingham Palace.

The 25-year-old tourist appeared in court in the UK earlier this week, after being caught in the Royal Mews, which houses both the British royal family's state coaches and carriages.

Once he'd gotten himself into the Palace, the tourist, who was travelling with both a Spanish and Ecuadorian passport, had no way to get back out, and hurt himself attempting to escape.

The man was remanded into custody and charged with trespass on a protected site and attempted theft from a motor vehicle, although he denies the latter accusation.



HURTIGRUTEN

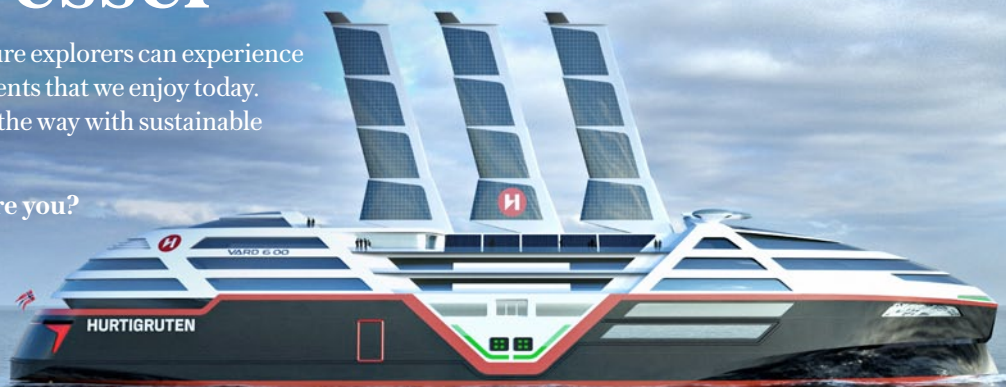
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APT in the sky with Diamonds



THE APT Travel Group's VIP reward program for Australian and New Zealand travel agents has welcomed two new agencies to top-tier Diamond status, with Going Global Narellan and Flight Centre Port Macquarie joining the elite group this week.

Diamond member benefits include free self-famil cruise invitations, access to an exclusive Diamond reservations phone line, the highest partner funds percentage of the VIP tiers, while they also have first pick of hosted famil departures.

General Manager of Sales Scott Ellis said APT's revamped Diamond program shows its ongoing commitment to its hard-working travel agency partners.

"We are committed to supporting our travel agency partners and have developed our VIP program to reward the efforts of our top performers," he said.

"It's a brilliant achievement from Going Global Narellan and Flight Centre Port Macquarie to reach the top program's top tier, and it is a great example of what can be achieved through a close relationship with our sales team," Ellis added.

APT also noted that while Diamond agencies are an elite group of partners, the business was also seeing a growth in engagement across all VIP tiers.

Pictured: The Going Global Narellan team celebrate their new Diamond VIP status. *AB*

ATIA UPDATE

from Tom Manwaring, Chairman



LAST week we had our quarterly Board meeting which covered several key areas.

The most important was the finalising of the structure of the ATAS Advisory Committee to continue our implementation of the ATAS review.

The Board is committed to ensuring ATAS continues to be a credible mark of quality that we know Australian consumers can trust. Importantly too this is a key resource for ATAS-accredited businesses in managing and resolving disputes.

Of the 528 complaints received so far this year, a respectful 90% were successfully sorted out between the business and the customer, typically with the support of our Compliance team. The remaining 10% of complaints (54) went on to mediation, resulting in \$132,925 being returned to consumers, with 12 disputes still being mediated.

ATAS is a comprehensive accreditation program, reviewed publicly every three years and chaired by Hank Spier, who was

Chief Executive Officer of the ACCC for 17 years.

The review included:

- full analysis of the business operating model;
- active testing of Australian Consumer Law Compliance;
- public and professional indemnity insurance;
- workforce qualifications requirements;
- yearly financial assessments;
- daily director checks for each entity; and
- a consumer complaints program.

The Board also received a comprehensive briefing on the ASTA Department of Transport draft complaint on American Airlines and NDC and its implications for this market.

Continuing ATIA's advocacy, Vice Chair Graham Turner and CEO Dean Long appeared on Day 1 of the Senate Select committee to present the nine recommendations to improve the system for ATIA members and our customers. Our submission is a comprehensive document which will inform government and the parliament of the changes they need to make to ensure the aviation, travel industries and our joint customers can thrive.

QF c'share request

THE IASC has received an application from Qantas seeking to vary several determinations to permit codesharing with Garuda Indonesia on Indonesian flights.

The request is seeking to authorise the cooperation from 29 Oct, and applies to flights from Sydney and Melbourne to Denpasar and Jakarta.

Royal punts on wine

ROYAL Caribbean International has partnered with Ponting Wines, co-founded by Aussie cricket legend Ricky Ponting, to offer six of the label's award-winning drops to guests travelling on board *Ovation*, *Quantum* and *Brilliance of the Seas* from Sydney and Melbourne, between Oct 2023 and Apr 2024.

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MSC EURIBIA – THE CRUISING FUTURE

MSC Cruises is firmly nailing its sustainability credentials to the mast with the design of its new *MSC Euribia*, which even includes hull artwork boldly titled “#Save the Sea” (pictured).

The giant vessel has a maximum capacity for 6,327 passengers in 2,419 cabins, and despite sailing completely full in the North Sea this week (see **page three**) is minimising its footprint via a host of technological advancements.

Not least of this is the use of connectivity to allow ordering of drinks, booking shore excursions, restaurant and show reservations and more, with the fully integrated MSC for Me platform meaning the ship is able to offer a high level of service despite only carrying about 1,700 crew.

Big ticket environmental features on *Euribia* also include power from LNG, the cleanest fuel currently available at scale, while advanced systems for



water treatment and waste management also help minimise the ship’s impact.

Where LNG is not available, *Euribia* switches to a Selective Catalytic Reduction (SCR) System to minimise NOx emissions, while heat recovery is utilised across the vessel to warm the onboard pools and create fresh water.

Euribia, which was completed earlier this year, also has shore power capability, energy efficient LED lighting and even underwater radiated noise control via

advanced propellers and an optimised hull design.

Anti-fouling paints, trim optimisation and ballast water treatment systems are complemented by advanced waste management, with comprehensive systems in place to reduce, reuse and recycle.

The sustainability message is firmly embedded in *Euribia*’s onboard kids’ facilities which include an MSC Foundation Lab offering activities dedicated to educating younger guests. *BP*

Feel the burn...

EUROPEAN travel giant TUI has implemented SITA’s new OptiClimb solution across all five of its airline divisions, as part of its sustainability agenda to reduce emissions.

With aircraft climb being the most fuel-intensive phase of a flight, OptiClimb is “an innovative predictive analytics solution” which uses machine learning to build performance models specific to individual aircraft.

OptiClimb uses 4D weather forecasts and operational flight plans to predict fuel burn scenarios, with the platform estimated to save up to 200kg of fuel and 600kg of carbon emissions per aircraft per day.

Ryanair switch

IRISH carrier Ryanair has significantly reduced its Dublin flight schedule because the airport doesn’t offer sustainability incentives.

The *Irish Independent* says 17 routes are being cut, with Ryanair instead operating its fuel-efficient 737-MAX planes from other European airports which incentivise the use of efficient aircraft.

The bases benefiting from the deployment include London Luton as well as airports in Spain and Italy.

Carbon labels

INTREPID Travel has announced the introduction of new “carbon labels” on over 500 of its itineraries, as part of a commitment to continue measuring and disclosing the emissions of every single trip.

The labels will advise guests of the carbon footprint of each tour to provide greater transparency for clients.

Car-sharing is good for New York City

AVIS Budget Group offshoot Zipcar has found that car-sharing has helped boost the environmental and social health of New York.

About 30% of Zipcar members in the Big Apple ceased to own personal vehicles after joining, eliminating about 37,000 cars.

“A little-known by-product of car sharing is that it eliminates personally owned vehicles from

city streets,” said Zipcar chief Angelo Adams.

He said users of the platform also benefited from lower costs than personal vehicle ownership, while typical Zipcar members in New York were more physically active than the average resident.

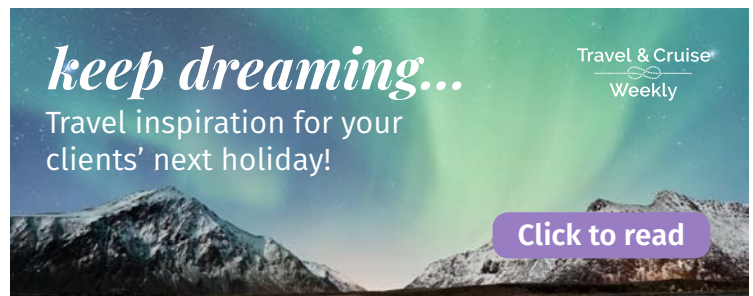
The figures were released to coincide with the worldwide “Car-Free Day” initiative.

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MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.642

IT HAS been a fluctuating week for the Aussie, gaining against the pound, scoring over one cent on the British currency, but weaker against the South African rand.

The Australian dollar has remained flat against a surging greenback, which has since soared to multi-month highs.

Hindered by weaker Chinese property developers and high oil prices, the Aussie has fallen overall, but is still protected by a short position.

Wholesale rates this morning.

US	\$0.642
UK	£0.526
NZ	\$1.076
Euro	€0.606
Japan	¥95.62
Thailand	฿23.24
China	¥4.697
South Africa	12.07
Canada	\$0.864
Crude oil	US\$93.27

Byron tightens cap

THE short-term holiday accommodation cap in NSW's Byron Shire, which includes Byron Bay and Mullumbimby, will be tightened from 180 days to 60 days per year from 26 Sep.

Some high tourism precincts in Byron Bay and Brunswick Heads are expected to be exempt from the new cap, which aims to address the region's "acute" housing crisis.

It's a full house for TTC



TTC Tour Brands hosted its Full House 2024 Season Launch events last week in locations around Australia, including Sydney, Melbourne, Adelaide, Rockhampton, Canberra, Wollongong and more.

Agents who attended the 10 events received product updates from the group's brands - Luxury Gold, Insight Vacations, Trafalgar, Cost saver and Contiki, heard new tour category research findings, and learnt about what's new in the Travel Agent Portal (TAP).

Attendees were also briefed on the newly launched TTC Tour Brands Inner Circle, an exclusive travel agent incentive program featuring hosted famils and a new self-famil initiative on the agenda for 2024.

TTC is striving to reach as many agents as possible, with more than 1,800 registered to attend the 40 events taking place around the country this Sep, Oct and Nov.

There is still time for agents to register for upcoming events - for details and to secure your spot, **CLICK HERE**.

Pictured: TTC Tour Brands Carla Dabit and Andrea Massaro at the Sydney event. *JM*

Tassie green grants

THE Tasmanian Government has opened up applications for its \$900,000 Tourism Emissions Reduction Grant Program.

The funding offers one-off grants of up to \$50,000 for small and \$100,000 for medium to large tourism and hospitality businesses that have previously completed an emissions/carbon audit.

The program will support projects that reduce emissions within a business, including in areas of transport, waste reduction, carbon accounting training or new low-emissions tech or equipment - more **HERE**.

EY boosts KUL to double daily

COMMENCING on 15 Jan next year, Etihad Airways has announced it will add a second daily service on its Abu Dhabi - Kuala Lumpur route.

Operated by a Boeing 787-9 Dreamliner aircraft, the additional frequency will bring the total capacity between the two capital cities to 425,000 annually, representing a year-on-year increase of 75%.

Tickets are currently on sale **HERE**, or via EY's mobile app.

UAE to Malaysia

FLYDUBAI has announced its Malaysian expansion, with plans to operate daily on the Dubai - Penang, and Dubai - Langkawi routes from 10 Feb 2024.

Flying aboard a Boeing 737-8 aircraft, the low-cost carrier will become the first airline to connect the UAE with the two Malaysian destinations.

The debut of these routes will help the airline to attract leisure traffic to both of the cities, as well as positioning Penang as a pioneer for medical tourism.



Travel Daily

On Board: MSC Euribia MSC for me wristband

High-tech features aboard MSC Euribia include this wearable waterproof wristband which can be used to order drinks, pay for specialty meals, unlock guest cabins and even help find family and friends on board.

It's fully integrated with the MSC for Me smartphone app, and can also be used with touch screens throughout the vessel to book excursions, shows and make restaurant reservations.



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