

Discovery Resorts - El Questro Emma Gorge
WESTERN AUSTRALIA



Discovery Resorts - Rottneest Island
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Discovery Resorts - Kings Canyon
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Today's issue of TD

Travel Daily today features six pages of the latest travel news including our **Sustainability** page, a cover wrap from **G'Day Group**, a product profile from **eRoam**, plus a full page from **Silversea**.

Enjoy a free night

DISCOVERY Resorts is inviting travellers to stay a third night at selected properties for free, with a two-night booked stay.

The offer is available for travel throughout the 2024 and 2025 seasons at a range of properties - see the **front page** for info.

Silversea open door

ALL-INCLUSIVE 'door-to-door' fares with Silversea include private executive transfers from home to the airport, shore excursions, premium beverages, onboard gratuities and much more - full details on **page seven**.

Bonza's fleet grounded

THE future of Australia's newest challenger airline is in serious doubt, with Bonza this morning forced to ground all flights to hold an emergency meeting amid reports its aircraft have been repossessed by AIP Capital.

Issuing only a brief statement, CEO Tim Jordan said the groundings were a "temporary" measure as its executive team meet to discuss the "ongoing viability" of the carrier.

"We apologise to our customers who are impacted by this and we're working as quickly as possible to determine a way forward that ensures there is ongoing competition in the Australian domestic aviation market," Jordan said.

In the weeks leading up to today's shock move, Bonza had denied media reports circulating in Australia and the United States questioning its financial viability.

A report in the *AFR* two weeks

ago suggested Bonza's financial backers had enlisted advisory firm KordaMentha to provide advice about the ongoing operations of the Aussie budget carrier.

When contacted by **TD** at the time, Bonza denied its investors, or parent 777 Partners, had appointed any agency to look into its ongoing viability.

Passengers were left stranded at a handful of airports following Bonza's announcement today, with competitors, Virgin Australia and Qantas, both swooping in to aid impacted travellers.

"Jetstar and Qantas will assist by providing flights at no cost where there are seats available," Qantas told **Travel Daily**.

Of Bonza's 36 routes, there are only six overlapping routes with either Jetstar or QantasLink.

VA also confirmed it will support pax stranded via free seats on VA flights to the airport nearest to their final Bonza destination. **AB**

No NCL Sydney base

NORWEGIAN Cruise Line (NCL) will not have a ship based in Sydney for the 2024/25 wave season due to charter commitments for its usual resident, *Norwegian Spirit*.

Instead, NCL has deployed the slightly larger and younger *Norwegian Sun*, which will offer an abridged local season of five one-way voyages between Melbourne and Auckland.

After its brief stay in Vic, the 1,936-passenger ship will operate a series of 14 voyages in the Asia Pacific, including three one-way cruises between Cairns and Fiji.

Scheduled to depart on 23 Apr and 20 Aug 2025, the 14-day voyage will call in 10 ports across three South Pacific countries.

The season will also see NCL make its maiden visit to Port Douglas and Townsville, as well as offer its first dedicated one-way cruise between Bali and Cairns.

Spirit is confirmed to return to Sydney for the 2025/26 season.

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One&Only parts ways with Emirates

AS IT continues to face ongoing road access issues following a landslide in Nov 2022, Emirates Wolgan Valley Resort & Spa has ended its long-standing partnership agreement with operator One&Only.

The property, located in a remote area of the Blue Mountains in NSW, was closed indefinitely in Jun last year (TD 08 Jun 2023) after a new road constructed by Lithgow City

Council failed to safely cater for the suppliers to drive in during the colder winter months.

The news comes only weeks after Emirates told the *Blue Mountains Gazette* that it will reopen in the “near-future” following constructive meetings with Lithgow Council members.

In a brief statement on its website, One&Only said a decision had been taken to cease One&Only Resorts’ management



contract with the property.

“The decision is mutual, agreed by Emirates, the resort’s owner, and One&Only Resorts, the management operator of the property, and we both express our pride in the resort’s achievements, especially in the area of sustainable luxury travel,” the company said.

“[We] also have deep regret for those whose businesses and livelihoods have been affected by the closure.”

One&Only maintains an extensive luxury portfolio of properties across nine countries, including three lavish resorts in the growing property hub of Dubai in the UAE.

The expansive 1,600-hectare Emirates Wolgan Valley Resort was opened in 2009 with green building principles in mind, including heat pumps, solar panels and passive ventilation systems to minimise energy and water consumption.

The property is located a short distance from a canyon in the Wollemi National Park. AB

Cut down on time

IMAGINE completing client bookings that typically require two hours of effort in just 10 minutes, well imagine no more with the introduction of evolutionary travel agent-friendly technology tool, eRoam.

See **page eight** to find out how the technology can help.

Rail Europe

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Eurostar Connections from London

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London <-> Benelux: The Eurostar connects London to Brussels in 2hrs; and to

Amsterdam via under 4hrs. Seat reservations on all Eurostar services can be made up to 11 months in advance.

Expert Tip: As of 1 April, [Advance Passenger Information \(API\)](#) is required to retrieve tickets from the carrier website. At this time, you can also view/change your clients’ seats to ensure they have the best on board experience.

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O'Malley steps down

CORPORATE Travel Management (CTM) has promoted Anita Salvatore to the role of CEO for North America, with the decision to see industry veteran Kevin O'Malley (**pictured**) step down from the position.

The changes will take effect on 01 Sep, with O'Malley to assume a strategic advisor role and continue to support CTM's growth plans in the region.

Salvatore has been with CTM since 2016, and is currently the company's COO.



Serko extends Booking.com

SERKO'S Zeno platform will power the 'Booking.com for Business' service for at least another five years, under a new agreement forged between the two companies this morning.

The contract extension is being viewed as an opportunity for both businesses to scale up the joint-venture corporate travel platform globally, with the previous contract period already resulting in several key milestones.

To date, Booking.com for Business has seen over 600,000 businesses register for the service, and completed room nights booked grow by 65% in the past financial year.

"This renewal reflects...the successful execution of the partnership to date and the strength of the opportunities ahead," Serko Chief Executive Officer, Darrin Grafton, said.

"The progress made has directly driven material revenue growth under the partnership's revenue sharing model," he added



The new agreement has also tweaked the revenue share plan, introducing a new tiered system for higher incremental volumes.

While the division of revenue will continue at the same ratio for current volumes, the two companies said the latest commercial terms are designed to mutually incentivise both parties as the collaboration continues to grow and add users.

The introduction of the new model also allows for "significant" volume growth at the current commission levels, providing a "strong base" for profitability.

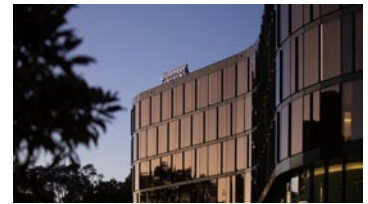
Serko, an ASX-listed company, recorded a total income of \$71 million for the 12 months to 31 Mar 2024, up around 48% on the previous 12-month period. *AB*

A Trilogy of Panthers

TRILOGY Hotels has this week signed a management agreement with Panthers Group that will see it handle operations for the five-star Pullman Sydney Penrith.

Forming part of a \$110 million investment from the Panthers Group kicked off in 2022 (*TD* 25 Oct 2022), the 153-room property was opened in Aug last year and is now operating through a franchise agreement with Accor.

Michael Thomas has also been appointed GM of Pullman Sydney Penrith and Western Sydney Conference Centre.



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Vivid in Poehler position



GOLDEN Globe and Emmy Award winning comedian Amy Poehler (**pictured**) is adding star power to this year's Vivid Ideas event at the Sydney Opera House on 27 May.

The hilarious *Parks and Recreation* star will be in conversation with ABC presenter Zan Rowe during the event, which will include a first look at Disney and Pixar's *Inside Out 2*, where Poehler returns in the role of Joy.

"Amy Poehler is comedy royalty and the perfect person to join us as part of Vivid Ideas for this year's Vivid Sydney," Vivid Festival Director, Gill Minervini said.

"We're so proud to add her to the growing list of guests set to captivate visitors throughout 23 nights of the festival".

After the Vivid event, a bespoke *Inside Out 2* light show will light up Customs House at Circular Quay for a 30-minute projection.

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View itineraries

Wild Borneo
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Price based on 10 September 2024. Other dates available.

Ponant breaks the ice



TO CELEBRATE World Penguin Day, the Ponant team hosted an exclusive lunch with trade partners at the Royal Sydney Yacht Squadron on 25 Apr.

Over the delicious meal, Ponant shared their offerings for the Antarctica season in 2025 and 2026, including Snow Hill itineraries aboard the world's only luxury icebreaker, *Le Commandant Charcot*, where guests can walk amongst the Emperor Penguin colonies of the Weddell Sea.

Interestingly, Snow Hill is a notoriously difficult location to reach, as it is surrounded by fast and densely packed ice.

Tourism job boost

THE NSW Government is injecting \$1.4 million into boosting the visitor economy workforce in regional areas.

The NSW 'Choose Tourism Program' will encourage people to pursue a career in the industry, particularly young Australians and First Nations people.

"The Choose Tourism Program is about inspiring Australians to work in a sector that's not only exciting and rewarding, but is also vital to the economic prosperity of so many regional communities," said Federal Minister for Trade and Tourism Don Farrell.

Accessing areas often only reachable by helicopter, *Le Commandant Charcot* features unique technical features and specialist ice navigation systems to help her way through.

At the end of the lunch, Ponant State Manager NSW & ACT, Kristina Sambaher, and Ponant Inside Sales Executive, Sandra Cahill gave attendees printed artwork of the Royal Penguin, shot by Ponant photographers as a sign of their appreciation. *JHM*

Experience review

TOURISM adventure company Experience Co has just released a trading update, revealing strong revenue and earnings growth.

Q3 24 revenue of \$35 million was up 24% compared to the previous year and EBITDA of \$4.9 million was up 104% on the prior corresponding period.

The business also announced a strategic review, to find ways to maximise value for shareholders.

"As demonstrated in today's trading update, the business is experiencing strong momentum across all operating units and the board and management retain high conviction on the long-term earnings potential of the business, with significant organic and inorganic growth opportunities," said Experience Co Chairman Bob East.

ATIA UPDATE

from Richard Taylor, Director of Membership Experience



Many of you will know that I make an industry-themed podcast called *Offloaded*. In this week's episode my co-host, Ann-Catherine Jones, and

I interviewed TravelManagers Australia GM Michael Gazal and Marketing Manager Tania Myles.

In the episode we talked about a subject I've been wanting to cover called 'The 7 Habits of Highly Effective Travel Advisors', a look at the common traits of agents that are really thriving in 2024's workplace environment.

I figured that two people working daily with a network of 450 personal travel managers would have some pretty solid ideas and insight on what these shared qualities might be, and I wasn't wrong.

I'm not going to steal their thunder by reposting their seven habits here - you'll need to listen to find out what those are - but before we even began to cover their list, our first question for the TravelManagers 'twosome' was how to even begin quantifying what an 'effective' or 'successful' agent actually is these days.

After all, how do you define that? Is it the advisor who's 'knocking it out of the park' financially?

The one that's working only the hours they need that allow them to spend more quality time with their family?

Is it the corporate consultant that's successfully navigating what is currently a really challenging landscape?

Or is it the business owner working weekends to catch up but still managing to brilliantly service a loyal client base to the standards they measure themselves by?

There is, of course, no right answer to that one.

Tania and Michael were too savvy to fall for this trick question and proceeded to tell us about a myriad of different types of person that are happily plying their trade according to their own unique goals.

Some of them have completely overhauled how they operate and are much the better for it.

After this conversation I've been trying to work out whether there's a catchy, single-word 'thing' that the industry is searching for.

And the word I've come up with is 'balance'.

The most contented and effective people that I've spoken to personally are the ones who are busy but can also find time to continually educate themselves.

The ones who are finding time to travel and experience product, and the ones who are choosing what they sell, to whom and on what terms.

The ones who value both themselves and what they offer customers and suppliers perhaps more than they might have done in the past.

If 2023 was the year of being busy, perhaps 2024 should be the year of searching for balance.

In an industry ruled by external events that can upset this quest in a millisecond, there are still factors that we can control.

Many people are doing just that, and should be celebrated.

Crown slashes staff

JUST weeks after the group obtained full casino licenses for its Melbourne and Sydney properties, Crown Resorts has announced it is slashing up to 1,000 jobs across its Sydney, Melbourne and Perth locations.

The news comes amid the group's move to restructure due to stringent gambling restrictions and softer economic outlook.

It is understood that Crown Melbourne will be absorbing most of the job losses.

Kyoto's sixth sense

SIX Senses, a IHG Hotels & Resorts brand, has debuted in Japan with the opening of Six Senses Kyoto.

The 81-key property comprises various room options, with all accommodation equipped with premium bedding.

Guests can also access wellness programs at the spa facility, dine at the all-day Sekki restaurant.

Six Senses Kyoto opens at a time of keen interest Japan, with Aussies flocking in recent months.



CHANGI AIRPORT HAILS ZERO-ENERGY HOTEL

SINGAPORE'S first zero-energy hotel will open its doors at Changi Airport in 2028.

The new Hotel Indigo will feature a raft of sustainable design features, including solar panels, hybrid cooling systems, naturally ventilated corridors and rainwater-harvesting technology.

Located in Terminal Two, the new hotel will feature 225 rooms and luxury experiences, such as a rooftop day club, bar and an infinity pool with spectacular views of the runway, airport boulevard and skyline.

But the highlight for prospective guests will no doubt be the Floating Forest, layers of rainforest and hanging plants stretching over seven storeys.

"With travel demand continuing to soar and passenger traffic growing beyond pre-pandemic levels, the new hotel will elevate the hospitality offerings at Changi



Airport, and will serve our visitors well with its differentiated facilities and convenient access to T2," said Changi Airport Group CEO Lee Seow Hiang.

Hotel Indigo will be located above the coach stand at the southern end of T2, and accessible from the terminal's departure hall via a linkway.

Hotel Indigo will be Changi Airport's third landside hotel,

joining Crowne Plaza Changi Airport and YOTELAIR Singapore Changi Airport in Jewel.

'Landside' refers to the areas of the airport before needing to pass immigration clearance and accessible to the public.

It has been reported that 16.5 million passengers passed through Changi Airport in the first quarter of 2024, surpassing pre-pandemic levels. *JHM*

Banyan Group sustainability report

HOSPITALITY business Banyan Group has released its *2023 Sustainability Report*, showcasing the group's diverse range of environmental, social and community milestones achieved during the year.

For example, last year, the group installed batch washers and implemented solar panel projects, leading to a reduction in emissions intensity per occupied room by 22%.

In addition, Banyan Group diverted 23% of total waste produced in 2023 to landfill with recycling and repurposing initiatives.

Meanwhile, the business also addressed pay equity for all staff last year, resulting in a 3.2% total adjusted gender pay gap.

In terms of its work in the community, the company provided education and employment opportunities to 119 individuals through its 'Seedlings' program, which supports youth at risk.

Around 1,300 internships were offered via the plan.

"Together, we have been working tirelessly to cultivate a better future for our industry and the communities we serve," said Claire Chiang, co-founder of Banyan Group.

W Brissy electrifies

W BRISBANE guests can now access exclusive events and travel experiences driving around the city in an all-electric Polestar 2, thanks to a new partnership between the two brands.

"We're thrilled to partner with Polestar, a beacon of innovation and sustainability in the automotive industry," said Haldon Philp, General Manager of W Brisbane.

Capri doubles down on over-tourism concerns

AS A handful of Italian cities are pushing back on being overcrowded, Capri has recently doubled its daily visitor fees from €2.50 to €5.

Tourists must pay the levy when boarding ferries from Naples/Sorrento from Apr-Oct.

"We are looking to persuade more people to visit during winter," Capri Mayor Marino Lembo told Reuters.

During peak season, as many

as 16,000 tourists a day visit Capri, outnumbering the 12,900 residents.

Last week, Venice became the first city in the world to introduce an entry fee for visitors in peak periods, while Florence has banned new hotel lets in the city centre.

Meanwhile, the Cinque Terre park on the Italian Riviera is now charging €15 for access to its popular coastal footpath.

Explore Norway, your way!

The North Cape Express offers an elevated experience aboard the newly refurbished MS *Trollfjord*.

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MONEY

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

AU\$1 = US\$0.657

THE Japanese yen continues its ongoing slump against the majors, exchanging at over ¥102 for every Aussie dollar.

The Bank of Japan has done little to dissuade the situation, with a government representative suggesting the trend of a downward yen is only a "temporary" situation.

The Aussie is performing well more broadly, gaining over a cent against the greenback.

Wholesale rates this morning.

| | |
|--------------|-----------|
| US | \$0.657 |
| UK | £0.523 |
| NZ | \$1.098 |
| Euro | €0.613 |
| Japan | ¥102.5 |
| Thailand | ฿24.29 |
| China | ¥4.749 |
| South Africa | 12.24 |
| Canada | US\$0.897 |
| Crude oil | US\$89.50 |

Rhythms of the Road

COSMOS, part of the Globus Family of Brands, has unveiled a 10-day 'Rhythms of the Road' tour in Memphis, the land of blues, soul, rock-n-roll.

The launch follows a mass promotion of Blues on Broadbeach in Queensland, with music aficionados on the tour able to visit to some of the most beloved spots, such as the shooting locations of *Walk The Line* and Elvis Presley's iconic former home Graceland.

Amora debuts in Sydney

AMORA Hotels & Resorts has chosen Sydney to be the base for a reinvigorated expansion plan, which will see the company chase growth opportunities in the Asia Pacific and Southeast Asia.

The new corporate office in Sydney will spearhead a growth plan to double its portfolio from six to 12 hotels over the next five years, with former Starwood executive and newly appointed Vice President Operations, Tamer Habib, to lead the team.

Amora said Sydney will be its corporate hub to pursue acquisition opportunities, as well as drive strategy, brand, and finance operations.

Sydney will also be where the business cultivates a new "customer-centric" approach and guest recognition program, and consolidates back-office systems.

"Our commitment is clear, we are investing in people and products, seeking fresh



opportunities for acquisitions and looking forward with a bold vision," Amora owner, Earp Siriphatrawan (**pictured**), said.

"This is a fast-evolving industry, and we understand the need to innovate to lead the independent hotel space," he added.

The five-star property group owns and operates six properties in Australia and Thailand, including Amora Beach Resort Phuket, Amora Neoluxe Hotel Bangkok, Amora Hotel Chiang Mai, Amora Hotel Jamison Sydney and Amora Hotel Brisbane.

These properties offer a total of 1,350 keys. *AB*

VA scraps Bali route

VIRGIN Australia has axed direct flights from Adelaide to the popular overseas tourism mecca of Bali, due to delays in the delivery of new Boeing 737 Max aircraft to service the route.

The airline recently confirmed the seasonal direct flight suspension will continue through to at least 09 Jun, as it waits for 10 additional B737 Max planes.

Travellers from Adelaide wanting to visit the Indonesian hot spot will now have to add hours to their travel times via alternative Aussie hubs in Brisbane, Sydney and Melbourne.

Impacted passengers are entitled to credit or a full refund.

Linkd appoints two

LINKD Tourism has appointed Carolyn Nightingale to the role of Senior Account Manager for I Love New York State, and Lawson Dibb as Account Manager for the Kyushu Tourism Office.

Nightingale bring 30 years of experience to the position, having previously worked for the Los Angeles tourism board and US carrier Delta Air Lines.

Meanwhile, Dibb has been dubbed a "rising star" at Linkd, bringing a wealth of knowledge and expertise to his new role.

He boasts a "proven track record" of driving tourism growth in a prior role with Ignite Travel, & will lead marketing for Kyushu.

Window Seat

TAYLOR Swift's stalker-in-the-sky, 21-year-old computer student Jack Sweeney in Florida, is continuing to release online the whereabouts of her private jets, despite being delivered a cease-and-desist letter from her legal team.

In fact, he just shared on YouTube all of Swift's flights from 2023, travelling more than 285,000 kilometres - and leaving quite a considerable carbon footprint, no doubt.

According to Swift's legal team, Sweeney's questionable hobby has helped stalkers, including one who was arrested in Jan outside her home in Manhattan.

"While this may be a game to you, or an avenue that you hope will earn you wealth or fame, it is a life-or-death matter for our client," the cease-and-desist letter read.

"Ms Swift has dealt with stalkers and other individuals who wish her harm since she was a teenager... the reality has forced our client to live her life in a constant state of fear for her personal safety."

Sweeney is unperturbed and somehow compares his situation with Elon Musk.

"It's pretty much like with Elon, you know, they'll say something to intimidate the smaller person," he said.

Speaking of Musk, Sweeney is now creating a video sharing all of Musk's flights in the past year.



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