Travel Daily First with the news

Thursday 8th Aug 2024



Webjet sets a date

WEBJET has announced it will hold an extraordinary general meeting on 17 Sep for shareholders to vote on its proposed splitting of its consumer and B2B divisions as separate entities (TD 22 May).



Farrell looks to the future

EXCLUSIVE

INSTEAD of trying to return to pre-pandemic norms, the travel industry should instead focus on new opportunities, Minister for Trade and Tourism, Senator Don Farrell, told attendees at *Travel* Daily's Travel24 conference.

During his keynote speech, 'The View from Canberra: What's on the horizon for the travel industry?', Farrell said the best way to grow int'l visitation above and beyond pre-COVID levels is to hone in on new and emerging markets in Southeast Asia and India (TD 26 Jun).

Austrade is currently working on a visitor economy diversification strategy to attract high-yielding international travellers from a wide range of markets, Farrell revealed.

He also highlighted the govt's \$9 million Reviving International Tourism Grant Program, which will directly support tourism businesses to return to international industry events.

"We need to be open to new opportunities, because the international market is highly competitive, and there is no single solution to growing our international visitor numbers."

The industry is already well on the road to recovery though, with growth in total visitor spend projected to average 6% a year over the next five years.

Total short-term visitor spend

in Australia is forecast to reach \$223.3 billion in 2028 - 61% above 2019 levels - while international visitor spend in Australia reached \$28 billion in 2023, up 121% on the prior year.

In order to keep growing these numbers, Farrell emphasised the importance of catering to consumer trends, particularly the increasing demand for accessible and sustainable tourism offerings.

Accessibility presents a ripe opportunity for tourism businesses, given that people with disability needs and those travelling with them accounted for around 21% of total domestic tourism spend in the Jun 2023 quarter, Farrell revealed.

Turning the discussion to sustainability, Farrell cited recent Booking.com consumer research which showed that 75% of travellers are looking to travel in ways that help the environment.

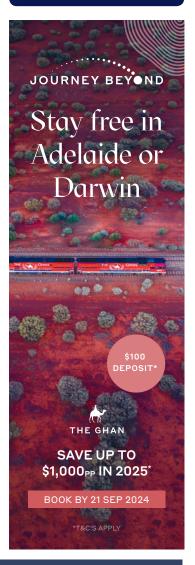
"Sustainability will be essential for the future success and competitiveness of Australia's visitor economy...so, Australian businesses can benefit by adapting and taking action to operate more sustainably," he stated.

Farrell concluded his address by thanking the trade, acknowledging that, "industry is nothing without each and every one of you, who dedicate your time, energy and effort to ensure visitors, both from home and abroad, have the adventure of a lifetime". JM

Today's issue of TD

Travel Daily today features seven pages of the latest news plus Business Events News, and full pages from:

- Infinity Holidays
- APT Travel Group







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FOR YOUR BUSINESS







Today's issue of *TD* is coming to you from Sydney, where *Travel Daily* is exploring the next 24 exciting months in the travel industry at Travel24.

TODAY is the inaugural Travel24 conference, with the who's who of the industry descending on Sofitel Sydney Darling Harbour for what is already proving to be the hottest new event of the year.

The conference is exploring the next 24 months in the travel industry, with speakers including Federal Minister for Tourism Don Farrell; CVFR Chief Executive Officer Ram Chhabra; Hardhat Chief Executive Officer Dan Monheit; poet, activist, and TEDX speaker Azure Antoinette; and more.

Joyce docked \$9.23m

AS A penalty for mistakes made under his tenure which led to significant reputational harm, former Qantas boss Alan Joyce will have his pay for the FY 2023 docked by over \$9 million.

The decision taken by the current board is tied heavily to a recent settlement with the ACCC, which saw the carrier concede it misled passengers about the sale of tickets on flights it had already decided to cancel (*TD* 06 May).

Another major factor in the decision was the carrier's breaching of the Fair Work Act under Joyce, with QF found to have illegally outsourced ground handlers (*TD* 13 Sep 2023).

While there were no findings of "deliberate wrongdoing", the review determined that mistakes were made by the thenleadership that correlated with major customer service issues and brand damage.

The reduction in Joyce's pay

packet for the year consists of the forfeiture of \$8.36 million worth of shares held on his behalf as part of the 2021-2023 Long Term Incentive Plan.

The remainder of the financial penalty was comprised of a 33% reduction in Joyce's short-term incentive for FY23, valued at around \$900,000.

"The events that damaged Qantas and its reputation and caused considerable harm to relationships with customers, employees, and other stakeholders, were due to a number of factors," Qantas said in making its decision.

Qantas also decided to withhold the balance of FY23 short-term incentive for other executives after the ACCC High Court case and legislation breaches.

Incoming chairman, John Mullen, said the carrier would now try to learn from the mistakes made following COVID.

Dive in with Infinity

TAILORED PAYMENT SOLUTIONS

SEVEN exclusive packages designed to help travellers get off the beaten path in Western Australia are now in market from Infinity Holidays.

Deals include accommodation, car hire and a variety of local attractions - see page eight.

APT calls for votes

APT Travel Group is looking to continue its "winning era" and is asking agents to vote for it across four categories at the 2024 NTIAs.

The company is represented in land touring, ocean cruise and river cruise categories - see **p9**.

Pearl hits milestone

PASPALEY Pearl has completed her sea trials off Fremantle in WA, ahead of Ponant's new expedition yacht's upcoming multi-milliondollar refurbishment.

The vessel is on track to set sail in Jan 2025 in East Indonesia.







Traveleague tickets

TICKETS for TraveLeague's Christmas celebration will go on sale tomorrow from 9am.

Tix cost \$199pp and the event will be held on 11 Dec at the Crown Entertainment Complex in Melbourne - buy **HERE** on Fri.



Millennial culture focus

AS MODERN workplace culture evolves and more Millennials enter the workforce, travel policies also need to reflect their changing values, according to business management consultant and Bendelta Co-Founder, Anthony Mitchell.

"A travel policy that works for employees, rather than just for the company, is far more important for Millennials and Gen Z generations who value lifestyle and work life balance," Mitchell (pictured) said at the btTB Travel Conference in Sydney yesterday.

According to Mitchell, for a long time, a slow shift had begun in the workplace as culture began to move away from a performance-based environment centred around achieving goals and completing tasks to one focused around human connection, purpose, growth and fulfilment.

Then, the pandemic happened, a switch flicked and that shift accelerated, driven by a focus on the environment and tech advances, Mitchell explained.

There is now an increasing number of Millennials entering the workplace and by next year, they will make up 75% of the global workforce.

"They are more likely to value company culture over everything else, including pay...more likely to want to contribute to the greater good, and they're more likely to want to have a visible and lasting impact on the organisation."



One way these values can be integrated into a travel policy is creating flexibility for employees.

"Some people love the chance to travel, but it's all about people doing it more on their terms."

"Around 35% of business travellers say their biggest priority is having options that support wellbeing, productivity and aid recovery," Mitchell added.

Super-commuting is another trend that Mitchell has noticed, where professionals prefer to travel for longer periods of time to the office but less frequently, rather than live nearby, particularly for those who live in rural or suburban areas.

"Eighty-eight percent of business travellers have reported they want full transparency into what they're buying," he added.

"They expect to see a variety of options, have control over their trips and be trusted to make responsible decisions.

"Your stance on business travel will be core to your employee value proposition [and] in an age where culture is everything, this stance will impact business performance," Mitchell concluded.

Click Frenzy deals

THERE are many major bargains to be scored through Click Frenzy's latest sale, including discounts with Jetstar, Celebrity Cruises, RedBalloon, G Adventures, Expedia, Malaysia Airlines, and Wendy Wu Tours.



terms and conditions apply.







Disney's top sellers rewarded



DISNEY Cruise Line has partnered with Cruiseco for its Cruise Stars 2024 reward sailing, which will set sail on *Disney Wonder* on 20 Nov.

The voyage is a way for the cruise line to show its appreciation to the highest-

Swan guides agents

SWAN Hellenic has partnered with Approach Guides to launch a new marketing solution designed to empower travel advisors to create more personalised content and boost sales leads.

The new tool can instantly co-brand marketing pages on client communications, adding in key features of Swan Hellenic's value proposition, such as itineraries, onboard experiences, destinations, and ship features.

Swan's new tool leverages Al and QR codes to cover client touchpoints like emails, social media, websites and events.

selling agents through Cruiseco for the 2024 Financial Year, offering them a chance to experience the magic of Disney at sea, sailing from Australia.

"This is a fantastic opportunity for our dedicated agents to be rewarded for their hard work and commitment," said Disney.

To celebrate the partnership, there is also one bonus spot up for grabs on the Cruise Stars Famil, which will be awarded to the top Disney Cruise Line seller across Aug and Sep.

Winning agents will be contacted this week with their invitation to attend. *JM*

Norse in Australia

SCANDINAVIAN airline Norse Atlantic Airways has completed a nonstop flight from Norway to Australia, a charter service from Oslo to Darwin.

The 16.5-hour flight was operated by a Boeing 787-900.



Bangladesh warning

DFAT has upgraded the official travel warning for Bangladesh to its highest 'Do Not Travel' rating in the wake of a highly volatile security situation on the ground.

The government body said there are significant flight disruptions and cancellations, with access to the airport able to be restricted at short notice, with only a confirmed flight ticket able to be used to gain access.

Australians in Bangladesh are urged to "shelter in a safe place" and heed advice of authorities.

Violent clashes have been reported in Dhaka and other cities, with ongoing protests leading to deaths and injuries, and a curfew imposed last month remaining in effect.

Mass protests led by antigovernment student protestors have engulfed the parliament and led to the Prime Minister resigning and fleeing the country.

'All aboard' Rocky

TRAVELLERS can enjoy savings of up to \$1,550 per couple on Rocky Mountaineer packages in Canada and the US as part of the train's 2025 'All Aboard' tactical.

Itineraries eligible for the deal include 'Journey through the clouds', 'First Passage to the West', 'Rainforest to Gold Rush' and 'Rockies to the Red Rocks'.

Higher discounts apply to premium seating categories such as GoldLeaf and SilverLeaf Plus and must be booked by 06 Sep.

CLICK HERE for more details.



GOLFERS can attest that lining up a tee shot can require an intense level of concentration.

But for one unlucky linksman in California, his focus on the fairway was rudely interrupted by a plane making an emergency landing while he was lining up his tee shot.

The small Piper PA-28 craft suffered an engine failure soon after takeoff near Sacramento and made a belly landing before skidding across the tee area and a nearby green.

Thankfully, the pilot emerged from the wreckage largely unscathed, with little more than a small hand laceration.

It's not clear whether serial plane crasher Harrison Ford was behind the controls.



Save more on Titan

person are available on escorted tours priced at \$1,700 and over in Titan Travel's new 'Save More' promotion, on sale to 31 Aug.

Deals apply to selected tours departing in 2024 and 2025, with all departures guaranteed with a minimum of two passengers.





Casinos in Thailand

LEGALISED casino gaming is on the cards for Thailand, with draft rules for obtaining a licence published this week by the Thailand Council of State.

The council is now seeking public feedback ahead of potentially awarding its first legal casino license for three decades.

Draft rules call for licences to be limited to operating gaming within integrated resorts as opposed to standalone casinos.

Las Vegas institutions MGM and Galaxy Entertainment are among those considering establishing a gaming presence in Thailand.

The move is the latest effort by Thailand to leverage tourism to revitalise its post-COVID economy and follows a lifting of restrictions on afternoon alcohol sales.

Contiki new trips

CONTIKI has launched nine brand-new trips across a variety of travel styles, as the youthfocused company continues to expand beyond Europe.

The new trips include active adventure and cultural deep divestyle itineraries to the United States, Canada, Jeju Island, Vietnam, Rwanda, and Cape Town among others.

Contiki has also dropped two new trips which give travellers the chance to go from Delhi to Kathmandu by coach and internal flights, followed by a trek with varying difficulty levels.

CLICK HERE to view a range of the new trips.

Allure refreshed

A RANGE of new restaurants, bars and onboard attractions will be fitted to Royal Caribbean's Allure of the Seas ahead of the mega-ship's 2025 season cruising the western Mediterranean.

The line will spend US\$100 million on its second Oasisclass vessel, installing concepts currently being enjoyed on fleetmates Icon of the Seas and Utopia of the Seas, such as the Pesky Parrot Caribbean tiki bar.

Further new dining outlets such as Playmakers Sports Bar and The Mason Jar Southern Restaurant will also be installed.

The ship's Caribbean inspired pool deck will be refreshed with new furniture, shaded daybeds and in-pool loungers.

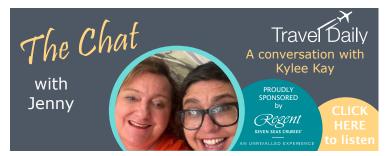
Following the upgrade, Allure of the Seas will be deployed to Barcelona to operate seven-night sailings calling in Marseille, La Spezia, Rome, Mallorca and more.

Ecotourism HOF

SYDNEY'S Scenic World and North Queensland's Paronella Park have been inducted into the Ecotourism Australia Hall of Fame, joining 57 other businesses in the esteemed category.

The accolade comes as both attractions were recognised for retaining their eco certification for two decades.

Ecotourism Australia CEO, Elissa Keenan, said Hall of Fame status celebrates certified tourism businesses' dedication to global best practice sustainability.



Gilchrist drives the WA dream



AUSSIE cricket legend Adam Gilchrist has teamed up with Tourism Western Australia to inspire visitors from India to take a road trip around the state.

The centrepiece of the new campaign, which features selfdrive day trips tailored for the Indian market, is a short film featuring Gilchrist and his son Harry on day trips from Perth.

The duo journey through some of the region's most otherworldly locations, from four-wheel driving and sandboarding in Lancelin to stargazing in the Pinnacles, as well as exciting attractions around the Perth and Peel regions.

The marketing push highlights partner deals offering packages to Perth, featuring tickets to the West Test between Australia and India at Optus Stadium in Nov, as well accommodation and tourism experiences across WA.

"By showcasing a variety of unique experiences and attractions, we hope to inspire longer and more engaged stays with visitors from the Indian market, which represents huge growth potential for Western Australia," Tourism WA Acting Managing Director Stephanie Underwood said.

The campaign will air primarily in Mumbai and Delhi through various channels, including social media, large format out-of-home billboards, and the popular Indian cricket score app, Cricbuzz.

The Indian market grew from Western Australia's 11th largest market in 2019 to the 7th largest in 2024, with the state welcoming 34,000 visitors from India in the year ending Mar 2024, generating \$128 million in expenditure.

Watch Adam and Harry's short road trip film HERE. JM



Join us for a Priscilla-inspired journey through the Territory!

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Melbourne 10 September, Aerial, South Wharf Brisbane 11 September, The Warehouse, Fortitude Valley Sydney 12 September, Dockside Cockle Bay Room, Cockle Bay Wharf

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More MICE in HK

HONG Kong's meetings, incentives, conventions and exhibitions (MICE) sector has become the region's fastest-rebounding visitor segment, according to the Hong Kong Tourism Board (HKTB).

Between Jan-Jun this year, Hong Kong recorded 700,000 MICE arrivals, marking a recovery to around 80% of the level recorded in the same period of 2018.

Each overnight MICE visitor spent an average of HK\$8,000 (A\$1,560) in town, which was approx. 20-30% higher than the average per-capita spending of all inbound travellers.

Growth is set to continue, with HKTB having so far secured 60 large-scale int'l MICE events for 2024-2026.

GOVT'S \$8.6M LIVE MUSIC PUMP-UP

THE Federal Government has extended a much-needed lifeline to Australia's struggling live music industry, with applications now open for the new \$8.6 million Revive Live program.

The funding offers critical support for live music venues and festivals at a time when the industry is facing a raft of challenges, including skyrocketing fees due to the monopolisation of event ticketing (**TD** 30 May).

As a result, many of Australia's major live events have been forced to cancel, with the latest victim being popular music festival, Spilt Milk.

The program, announced as part of the 2024-25 Federal Budget, offers grants for established live music venues and contemporary music festivals that showcase Australian artists.

It will also focus on improving



accessibility and participation opportunities for audiences and performers, as well as creating career pathways for musicians and music workers with disability.

"Gigs have always been a huge part of my life and I've seen first-hand the vital role live music venues and festivals play in giving Australian artists a platform to perform and launch their careers," Federal Minister for the Arts, Tony Burke, said.

"This funding will help to address the challenges contributing to cancellations and closures among the live music scene.

"Revive Live will provide local artists with the chance to perform, develop and grow audiences - creating a more resilient and sustainable live music scene for everyone to enjoy."

Applications for the *Revive* Live program close 23 Aug - find out more **HERE**. *JM*

Pharaoh reels 'em in

MORE than 150,000 visitors from across Victoria, interstate and overseas have made their way to Melbourne to experience the international exhibition *Pharaoh*, which opened at the National Gallery of Victoria in Jun.

According to the Victoria State Govt, the early crowd numbers mean *Pharaoh* is on track to be one of the most highly attended exhibitions in the gallery's history.

Featuring more than 500 works, *Pharaoh* takes visitors on a journey through 3,000 years of ancient Egyptian art, design and culture.

TNQ shows what it's got for biz events

THE annual Business Events Cairns (BEC) & Great Barrier Reef Showcase wrapped up this week, with business event leads from across Australia secured for Tropical North Queensland.

The BEC team, along with 18 local business events suppliers, met with 100 association and corporate buyers, professional conference organisers and destination management companies over the three events - a lunch in Brisbane,



breakfast in Sydney, and cocktails in Melbourne.

Pictured: Business Events Cairns & Great Barrier Reef team Kirsty Boase, Tara Bennett and Natalie Johnson.

A Vivid dream

THE theme for Vivid Sydney 2025 has been declared as 'Dream', with expressions of interest (EOI) now open for event companies, artists, musicians, thought leaders and food creatives to be apart of the festival.

Taking place from 23 May until 14 Jun 2025, the annual festival aims to foster community connection and spark imagination - CLICK HERE to submit an EOI.



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Intrepid Travel has announced appointment of Payton Iheme to the newly created role of Chief Impact Officer. Based in Washington, DC, she will guide the company's global sustainability and impact initiatives as well as its not-for-profit, the Intrepid Foundation. Iheme was most recently Vice President and Head of Public Policy of Bumble; she has also held senior policy and advocacy roles at Facebook, and served in senior positions at the US Senate and within Obama's administration.

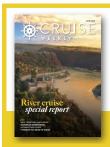
Julie Voultepsis has been named as Club Med's MICE Manager for the Pacific market, tasked with spearheading the hospitality company's meeting and events sector. The newly created role is testament to the strong growth of the segment, with business volume for Club Med's MICE sector up 30% for year since 2019. Voultepsis, who is based in Sydney, has been with the brand for 25 years, most recently as s the Meetings and Events Account Manager.

Virtuoso has expanded its senior leadership team with the addition of Paul Kearney, who takes on the role of Senior Vice President, Technology. He will lead the luxury travel network's Enterprise Technology division, where he will focus on driving strategic and operational focus of the company to meet the evolving needs of Virtuoso's global network. Prior to joining Virtuoso, Kearney held senior roles at Nordstrom, FlowEnergy, InfoSpace, and MSNBC.com.

Scenic Travel Group has welcomed Irina Petrova as its new Business Development Manager for Victoria and Tasmania. Petrova brings 20 years of experience in the travel, hospitality and finance industries, including her most recent role as BDM for Accor. She has also worked for corporate and event travel management company Reed & Mackay, APT Travel Group, American Express, and more.

Monica Godfrey has joined CT Connections as Client Success Manager. She will carry out the role in Brisbane, drawing on her extensive experience, which includes travel industry roles across recruitment, training, tour development, online marketing, and more. Godfrey is also currently the founder and Managing Director of Intervallum, which encompasses three travel brands. Her CV also includes stints at Helloworld Travel Limited, Travel Focus Group, Platinum Travel Corporation, and Travelscene American Express.

InterContinental Melbourne The Rialto has appointed Karl Marshall as its new General Manager. Marshall brings more than 20 years of experience in leading luxury five-star hotels around the world, primarily in the Africa and Middle East region. The New Zealand native joins from The Langham, Melbourne, where he was also GM. Described as passionate and results-driven, the hospitality professional will ensure that InterContinental Melbourne The Rialto continues to deliver exceptional service for both local and international quests.



Discover our River Cruise Special Report

Click here

Diamond jubilee for Sofitel



AN ELEGANT rooftop garden party befitting a luxury hotel icon was the setting chosen by Sofitel Gold Coast Broadbeach as its little piece of the brand's 60th birthday commemorations this year.

Sofitel properties around the world are marking the occasion in a variety of ways this year, with elite-tiered loyalty members and

Mercure on Fringe

MERCURE Sydney has signed on as the official accommodation partner for the Sydney Fringe Festival 2024 next month.

As part of the partnership, the hotel is offering 10% off rates throughout the event, with rooms starting from \$195 per night.

The 30-day performance showcase comprises a variety of events across numerous venues and genres including comedy, music, theatre, cabaret, visual arts and burlesque.

Mercure Sydney will also host the performing Soweto Gospel Choir and a special Accor Plus member event on 19 Sep.

guests invited to join the party.

The team from the 296-room Sofitel Gold Coast brought together 60 of its VIP guests, clients and partners to toast the brand's diamond anniversary.

Guests enjoyed an afternoon of fine food and beverages scattered at interactive stations across the hotel's Sky Terrace rooftop space, including an Eustralis caviar tent.

Another activity on offer was an exciting petangue tournament, which took place on a custom 8x4m terrain resembling the iconic Sofitel links logo.

The sport is bedded in French culture, having originated in the country 114 years ago.

Winners of the tournament were awarded prize bottles of Pommery champagne customised with a Sofitel 60th birthday label.

The hotel's new event space offers postcard views of the Broadbeach skyline and out to the Gold Coast Hinterland. ML

Pictured above celebrating at the event is Siraj Memon, Sofitel Gold Coast Broadbeach and Paula Jesse from HelmsBriscoe.

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Many thanks to our incentive partner:



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Margaret River Region

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HELIO CODE: AU47485

\$1,599_{pp twin share*}

Broome & the West Kimberley

5 nights

PACKAGES INCLUDE:

6 days car hire, 5 nights in Broome (Rubibi) at Mantra Frangipani Broome, and a 45 minute Broome Creek and Coast Helicopter tour.

HELIO CODE: AU46903

\$1,485_{pp twin share*}

View all packages

Perth & Fremantle

5 nights

PACKAGES INCLUDE:

3 nights in Perth (Boorloo), Experience Rottnest Island (Wadjemup) with Bike Hire tour ex. Perth, and a one way cruise from Perth to Fremantle (Walyalup), finishing with 2 nights in Fremantle.

HELIO CODE: AU46787

\$769_{pp twin share*}



APTRAVEL GROUP THE ERAS TOUR

Thank you for your support through all the different eras of APT Travel Group. Now we need your vote as we continue our winning era.

APT Travel Group are NTIA nominees for 2024 in the following categories, thanks to our amazing agents!

CATEGORY 22

Most Outstanding Tour Operator - Global (APT)

CATEGORY 29

Most Popular Ocean Cruise Operator (APT)

CATEGORY 30

Most Popular River Cruise Operator (APT)

CATEGORY 30

Most Popular River Cruise Operator (Travelmarvel)

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