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Today's issue of TD

Travel Daily today features five pages of the latest travel industry news, a cover wrap from **Journey Beyond**, plus a product update from **Atout France** and a full page from **Consolidated Travel**.



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For a limited time, your clients can enjoy free return economy class flights on all river journeys, and free airfare for companions on all ocean and expedition voyages.

VIEW OFFERS

A win for consumer rights

THE Australian Travel Industry Association (ATIA) has welcomed the impending establishment of a new Aviation Industry Ombuds Scheme (**TD** breaking news yesterday), labelling the move a "win" for consumer rights.

"The [Ombuds Scheme] is a crucial step forward in protecting consumer rights, ensuring that airlines and airports meet their obligations," ATIA Chief Executive Officer Dean Long said.

"Too many Australians have been left stranded when flights are cancelled or delayed, with little recourse, and this new scheme ensures that travellers will no longer face these challenges alone," he added.

The Ombuds Scheme will be created later this year and be equipped with powers by 2026, applying to domestic and international airlines operating in Australia, as well as airports.

Its new authority will include: the delivery of an external dispute resolution service in relation to airline and airport conduct; directing airlines and airports to provide specific remedies to customer grievances; publishing reports on airline and airport conduct and making policy recommendations to the Federal Government; and referring instances of systemic misconduct to the ACCC for investigation and enforcement.

The Aviation White Paper was formally released earlier today, and also included more equitable

measures to allow competitors to gain slots at Sydney Airport, as well as a new 'show cause' arrangement, meaning airlines will be obligated to report the reasons for delays and cancellations as part of regular reporting of flight data.

Stay tuned for rolling stories on the White Paper this week - view the report in full **HERE**. *AB*

VA secured Air NZ

THE rift that once existed between Virgin Australia and Air New Zealand has been officially mended, after New Zealand's Ministry of Transport provided final approval for a codeshare deal (**TD** breaking news Fri).

The clearance puts a bow on the partnership that was first proposed in Nov last year (**TD** 20 Nov 2023), and will see VA customers able to book Air NZ flights to Auckland, Wellington, and Christchurch, complementing existing Queenstown services.

Air NZ will continue to fly Queenstown services to Australia independent of the codeshare.

The latest development arrives six years after Air NZ sensationally dissolved its trans-Tasman alliance with VA, with rival Qantas inking its own wide-reaching reciprocal domestic codeshare agreement with Air NZ just two months later (**TD** 01 Jun 2018).

Air NZ and VA's c'share will go live before the end of the year for a period of at least five years.

Vintage Rail offer

JOURNEY Beyond has announced a special launch offer for its Vintage Rail Journeys, with up to \$1,000pp savings available on its all-inclusive 2025 tours, which traverse regional NSW.

For more about the offer, which ends 03 Oct, see the **cover page**.



VIKING

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VIEW OFFERS



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Stephen Thompson exits

AFTER close to three decades with Qantas, well-known executive Stephen Thompson will step away from the carrier at the end of the year.

The airline confirmed the development to *Travel Daily* on Fri, with the 45-year aviation veteran currently serving in the position of Executive Manager, Australia Sales.

Thompson has headed up a number of senior roles for Qantas, both in Australia and overseas, including in major markets such as the United Kingdom and the United States.

Among his major achievements with the airline includes



managing Qantas' joint business with British Airways across Asia, as well as overseeing the inception of its joint businesses with Emirates, American Airlines and China Eastern Airlines.

More recently, Thompson returned to Sydney from Los Angeles to lead Qantas' Australia and New Zealand sales team, where his primary focus was to increase the engagement with travel agency partners.

Thompson's departure follows other big trade appointments this year, including Kathryn Robertson to the role of Executive Manager - Global Sales and Distribution (*TD* 05 Mar), a remit that sees her work closely with agents. *AB*

Win a Vietnam trip

THERE are seven spots up for grabs on Consolidated Travel's upcoming famil trip to Hanoi.

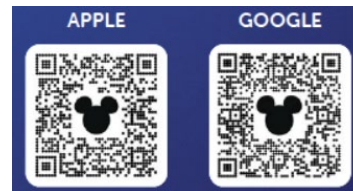
Head to **page six** to find out how to qualify.

Win a Disney cruise

DISNEY Cruise Line (DCL) has launched its Magic Ahoy training mobile app for Aussie agents, featuring a self-paced education program with three levels.

DCL's new app course also includes the opportunity to win prizes while learning, including a cabin on a *Disney Wonder* sailing when advisors complete all three levels by 18 Nov.

Scan the barcodes below to get started and learn more.



Learn with Atout

AGENTS can win a \$100 voucher when they participate in an exclusive webinar from Atout France on 03 Sep.

See the **back page** to register for the 60-minute session.



Window Seat

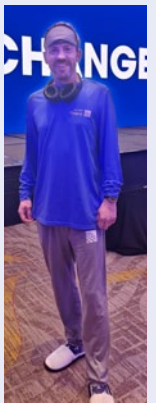
HOW do you gain the attention of travel advisors when you're a supplier in a sea of other reputable suppliers at a large travel conference?

You wear branded pyjamas for the entire conference and act like nothing at all is unusual about this.

Travel Daily needs to give significant kudos to Richard

Carrick, United Airlines National Account Manager and nominee for the NTIA Most Outstanding Sales Executive - Air award.

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OVERLAND ADVENTURES
Botswana
Wildlife Breakaway

Consumer tech is failing

A LACK of progress in adopting customer-facing technology has been called out during a panel session with travel advisors at Express Travel Group's Xchange conference over the weekend.

Answering a question on how technology has changed the job of a travel agent, Fortis Travel Managing Director, Blair Huston, was upfront about his thoughts.

"It's a tough one because I will say technology, for the 32 years I have been in the business, it is exactly the same but completely different," he explained.

"I get frustrated with the lack of progress in technology - we had some fantastic updates from technology partners today, but the reality is that consultants are twice as efficient now in business travel...than they were 20 years ago, but I still think that we could do a lot more with our customer-facing technology."

Huston added that the

technology solutions were all good, but the reality was as business owners "we are trying to do a better job interacting and adding value to our customers".

He asserted that technology hasn't yet proved beneficial enough in that space.

"As the sales guy in the business, I want to go to a customer or a potential customer and win that customer or charge them more by adding value - at the moment I don't think we are doing a good enough job." *DF*

Commission on cash

TRAVELPAY has launched its new TravelPay Money Affiliate Program, enabling travel advisors to earn commission on purchases their clients make while overseas.

The program complements the new prepaid TravelPay Money foreign currency card introduced earlier this year (*TD* 14 Jun) in partnership with Pelikin.

The trade-friendly card enables agents to earn commission on all purchases for the life of the card, provided the card has been activated and loaded with funds.

Agents can register with the TravelPay Money Affiliate Program and be sent a unique affiliate link which can be used to register clients with the card.

Benefits of the TravelPay Money card include the ability to spend in more than 150 countries with 22 currencies with no international purchase fees.

The card works alongside a mobile app which can be used to load funds onto the card, swap between currencies, reset a pin and freeze the card in the event it is lost, misplaced or stolen.



Domestic creeps up

AUSTRALIA'S domestic airlines carried 4.93 million travellers in Jun 2024, taking the number of pax flying around the country above pre-pandemic levels for the fourth month this year.

The figure was up a slight 0.2% from Jun last year, with capacity decreasing by the same margin.

The resulting change in Available Seat Kilometres saw the industry-wide load factor climb 0.5% to 78.8%.

Highest loads for the month were on the Cairns to Melbourne route, which clocked an average load of 92.6%, while the lowest was the Geraldton to Perth sector, with just 46.8% of seats full.

Sydney was the busiest domestic airport for the month, catering to 1.92 million passenger movements, with Melbourne in second and 1.84 million pax.

Flights between the two capitals saw just shy of eight million pax, up 8.3% on the prior year.

Manwaring leaves a legacy



EXPRESS Travel Group CEO Tom Manwaring was presented with a special plaque of thanks by the Australian Travel Industry Association (ATIA) at the company's Xchange conference in Ho Chi Minh City.

ATIA CEO Dean Long took to the stage on day one of the conference to update delegates on the industry body's efforts, before inviting Manwaring and his wife, Julie, to join him (**pictured**).

"On behalf of the ATIA board, thank you for all of your service as Chair and as a Director, thank you for the work that you put in through COVID and this plaque is in honour, and recognition of, that service," Long said.

The plaque was signed by the entire ATIA board and read, "The impact of your contribution in supporting and elevating the Australian travel industry will be felt for many years to come."

Juneyao to Sydney

CHINA'S Juneyao Air will double its Australian network, revealing plans to connect Shanghai with Sydney from 17 Dec.

Juneyao will be the ninth Chinese carrier serving Sydney, with the three-times weekly service beginning just two days prior to its Melbourne debut, announced last week (*TD* 20 Aug)

The carrier's arrival will push seat capacity to China to 101% of pre-pandemic levels.

In Jun, Manwaring stepped down as Chairman of the board of ATIA, having served in the position since 2014 (*TD* 08 Jul). *DF*

Vietnam roadshow

TRAVEL agents and industry professionals are invited to attend the Vietnam Travel Roadshow, which is being hosted next month in Australia and New Zealand by the Vietnam National Authority of Tourism, in partnership with Tweet World Travel.

The roadshow will offer one-on-one meeting sessions, allowing attendees to network directly with Vietnamese suppliers and stay updated on the evolving tourism landscape in Vietnam.

There will also be traditional Vietnamese performances, a lucky draw with exciting prizes, and a specially curated Vietnamese dinner.

Vice Chairman of the Vietnam National Authority of Tourism, Ha Van Sieu, said, "after a five-year hiatus due to the COVID-19 pandemic, Vietnam is refocusing its efforts on the Australia and New Zealand markets, with the goal of reigniting interest and strengthening the tourism connection between the regions".

The roadshow will kick off in Perth on 10 Sep (register **HERE**), before heading to Auckland on 12 Sep (register **HERE**), and concluding in Melbourne on 16 Sep (register **HERE**).

The Chat
with Jenny

Travel Daily
A conversation with
Kylee Kay

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Hilton revamps lux program

HILTON'S regional headquarters in Singapore has confirmed a revamped luxury preferred partner program includes agents based in Australia and NZ.

The invite-only 'Hilton for Luxury' program, previously known as Impresario, provides top-selling advisors with a host of perks for themselves and clients, including best available rates, double Hilton Honors points, complimentary breakfast for up to two guests, hotel credit for each stay, category upgrades, as well as early check-in and late check-out, based on availability.

Hilton said the relaunched program applies to its Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, LXR Hotels & Resorts, NoMad Hotels (pictured) and Signia by Hilton brands.

The enhanced trade initiative will be supported by a dedicated Hilton for Luxury concierge desk, a feature Hilton said will be a "game-changer" based on travel advisor feedback.

Each eligible Hilton hotel now boasts a dedicated ambassador stationed on site to make sure agents and guests are getting the full benefit of the program.

"As our luxury portfolio



continues to grow, Hilton for Luxury represents our ongoing commitment to providing elevated and seamless solutions for our top travel advisors," Senior VP and Global Head of Sales, Frank Passanante, said.

In addition to the partner program revamp, Hilton confirmed a new recognition program to celebrate high performing advisors is also on its way, with further details and dates to be revealed soon.

Hilton Luxury Brands features 100 hotels and resorts globally. *AB*

Trilogy adds trilogy

TRIOLOGY Hotels is broadening its portfolio west of Sydney with three new signings.

The addition of Novotel Sydney Parramatta, Mercure Sydney Parramatta, and Leura Gardens Resort brings Trilogy's burgeoning portfolio to 10.

The Huang Family, which owns the Novotel and Mercure properties, said signing two more hotels to Trilogy from Sep offers the group greater agility.

"The signing allows us to connect with our guests in greater and more personalised ways," commented Frank Huang, owner and Director of The Huang Family portfolio.

Trilogy will take over the two properties, both of which will continue to be branded by Accor under a franchise agreement, early next month.

Meanwhile, Trilogy will also manage Leura Gardens Resort, a 93-room boutique hotel in the Blue Mountains owned by the Schwartz Family Company.

Biggest C360 ever

ALMOST 50 cruise lines, ports, destinations, tourism operators, and others are set to put on a show at the biggest-ever Cruise360 later this week.

Cruise lines will make up 37 of the 48 exhibitors, as the sold-out conference and trade show descends on Sydney on Fri.

"This year's exhibition is the biggest we have ever hosted and there will be more time available for delegates to explore the show," said CLIA MD, Joel Katz.

"The exhibition is an essential element of Cruise360 and it provides a fantastic opportunity to connect with sales reps," - more in today's *Cruise Weekly*.

Hamilton leaves trade 'Satisfied'



BRAND USA hosted 21 Australian and New Zealand travel advisors in 'the room where it happens' on Sat, as winners of its Hamilton incentive viewed a matinee performance of the world renowned musical at Sydney's Lyric Theatre.

Following the show, guests were treated to an evening of surprise and delight with cocktails at Cherry bar, a scenic drive around Sydney in stretch Hummers (pictured), and a delectable private dining experience at NOLA Smokehouse & Bar.

The highly successful agent-only incentive saw record engagement with Brand USA's Discovery Program training platform, which relaunched earlier this year.

Speaking to the incentive winners, Brand USA Trade Manager Lexie Miliatis enthused, "we love that you're all here".

Air NZ's Kiwi sale

AIR New Zealand has launched a new three-day sale ahead of the summer season, with domestic flights starting from as low as \$59 one-way.

The 173,000 seats are available to and from various New Zealand cities, including Christchurch, Auckland, Wellington, Dunedin, Queenstown, Rotorua, New Plymouth, and more.

The sale kicks off today and will end on midnight Wed 28 Aug, for select travel periods between Nov 2024 and Apr 2025.

More information [HERE](#).

"We know, that you know, how valuable the Brand USA Discovery Program is.

"It makes you better, which makes our industry better, and it makes travel to the USA better for everyone," she shared.

The USA Discovery Program includes training and sales tools specifically designed for agents. *AP*

Touropa guarantee

TOUROPA has guaranteed all departures with just two passengers for the Northern Hemisphere low season, during which it will run an extensive line-up of tours.

The coach tour provider is offering more than 1,100 departures across Europe, the Mediterranean, and North America, from visiting the Christmas markets in Germany, to exploring the vibrant cities of New York and San Francisco, or catching the winter sun in Greece.

Online bookings can be made [HERE](#), with rates available to book through to Mar 2025.

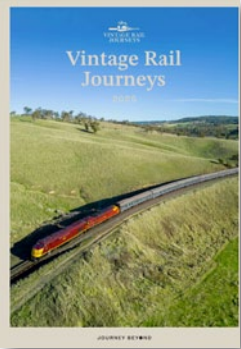
Uber strikes ADL

UBER drivers are urging other rideshare operators to cancel passenger fares at Adelaide Airport today as part of a new round of industrial action.

The strike action started at 7am this morning and will continue until late tonight, with Uber drivers unhappy about a 3% reduction in fare pricing.

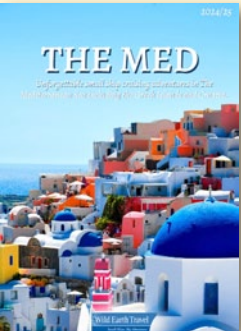
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Journey Beyond - Vintage Rail Journeys 2025
Journey Beyond has published a new brochure showcasing its 2025 season of Vintage Rail Journeys, which offers a blend of nostalgia, history, exploration, and connection with regional Australia. The vintage 1960s ex-Southern Aurora sleeper train, featuring carefully restored carriages, provides guests with a unique journey through Australian rail history. The brochure details three itineraries encompassing the state's Golden West, the Riverina Rail Tour into Australia's 'food bowl', Northern NSW coast, as well as special event

trips to the Elvis Festival in Parkes and the Bathurst 1000. Guests can also read about the operator's exciting Off Train Experiences.



Wild Earth Travel - The Med 2024/25
Travel agents and their clients can read about unique small ship cruising experiences in the Mediterranean by downloading Wild Earth Travel's latest e-brochure. Within the guide is a curated selected of journeys that explore the rich cultural heritage and breathtaking landscapes of the Mediterranean region, including France, Italy, Greece, Croatia, and more. For example, there's the nine-day 'Classical Treasures of the Aegean - Greek Islands & Turkey Cruise', which offers a

balanced mix of guided excursions and time at leisure to discover the charming towns of both regions.



Sun Island Tours - Best of the Med 2025
Sun Island Tours has unveiled its first dedicated cruising brochure, which highlights a wide range of Mediterranean cruise itineraries, including Greece, Croatia, Italy and multi-country cruises. The 55-page brochure includes offerings from Windstar, Celestyal, Elixir and Variety, as well as yacht and gulet sailings. Readers will find detailed specifications for all vessels, itineraries with maps, sailing dates and inclusions, as well as ship and destination photography. There are

QR codes included for each itinerary, making it easy to view the most up-to-date information online.

Barry in the Danger Zone



WEBJET'S consumer CEO, Katrina Barry, was thrilled to find herself surrounded by Tom Cruise look-a-likes at the Pacific Airshow last week, which was sponsored by the online travel agency.

In a post shared on LinkedIn, Barry, who attended the three-day community event in Surfers Paradise, shared: "My favourite was the F22 Raptor Jet...and all the Tom Cruise look-a-likes I persuaded to come to our tent".

The event also featured aerial

stunts, roaming entertainment, competitions, and more. *JM*

Pictured with the movie star's doppelgangers are Webjet's Roshni Walsh, Barry, & David Galt.

Collie gets a leg up

THE Coalfields Museum and Historical Research Centre in WA's historical town of Collie is set to be transformed into a contemporary tourist attraction.

The museum has received \$95,000 in funding through the WA Government's Collie Futures Small Grants Program, with the cash to go towards supporting its internal concept design, ready-to-build plans and business case development.

Additionally, the Collie Gallery Group will receive \$28,100 towards hosting the Collie Art Prize 2025 at the Collie Art Gallery, which is expected to put the town on the arts map and help attract more visitors.

The WA Government has also allocated \$100,000 to upgrade the commercial kitchen at Collie's Victoria Hotel, complementing the separate upgrade of its accommodation to cater for the town's visitor influx.

Splendor's new look

CARNIVAL Cruise Line has unveiled new hybrid livery for *Carnival Splendor*, ahead of the vessel's return to her Sydney home port next month.

The ship, which just completed her dry dock in Singapore, now sports the line's signature red, white and blue colour scheme as well as a Southern Cross design, which distinguishes the P&O Cruises Australia ships that will soon be joining the Carnival fleet.

Along with the new livery, *Carnival Splendor* will return to service with several upgrades, which will be revealed upon her arrival in Sydney on 09 Sep.

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Travel Daily

DESTINATION SPOTLIGHT



The Hortillonnages in Amiens - Hauts-de-France ©sommestourisme



Maison Carrée, UNESCO World Heritage Site in Nîmes, Occitanie

©NimeCity

Experience the Best of France: Exclusive Webinar for Travel Agents

Save the date on the **3rd of September at 4.00pm** as Atout France presents an exclusive webinar tailored for travel advisors.

This 60-minute webinar will take you on a journey through France's most captivating destinations, each introduced by the French Promotion Manager of the respective destination. From the stunning Gothic architecture of **Amiens** to the rich Roman heritage of **Nîmes**, you will gain valuable insights to help craft unforgettable French getaways for your clients.

During the webinar, explore the diverse regions of France, from the historic streets of **Dijon** and **Avignon**

to the vibrant energy of **Marseille** and **Nice Côte d'Azur**. Each destination offers a unique blend of culture, history, and natural beauty, ensuring there's something for every traveller.

You will learn what is new in **Northern** and **Eastern** France while discovering the charm of **Antibes** and the authentic tours of **Ophorus**, an expert incoming agency multi-region.

Whether you are looking to enhance your knowledge or seeking inspiration for your clients' next trip, this webinar is an opportunity not to be missed.

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If you are unable to attend, *pas de probleme*, register **HERE** to receive the recording of the webinar and have a chance to win a French prize pack! A bientot!

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