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Rewards on cruise

BONUS commissions and many other rewards are on offer for CLIA Australasia members looking to grow cruise sales in 2025.

These are just some of the benefits available to members of the region's peak cruising association - more on **page eight**.

ATIA sets a benchmark

EXCLUSIVE

PERSONALISED reports and data on the financial performance of comparable travel businesses in a specific segment have been launched by the Australian Travel Industry Association (ATIA).

Foreshadowed two months ago at Beyond Borders (**TD** 25 Oct), the initiative aims to offer businesses insights into their own financial performance and that of their peers and competitors.

Reports are built on de-identified economic data to help business owners uncover market trends

and inform for the purposes of business strategy, competition and to fuel growth opportunities.

ATIA Chief Executive Dean Long said data-driven insights are essential to staying competitive.

"Our ATIA Individual Benchmarking reports are market-leading and transformative, giving ATIA-accredited businesses a very real edge in understanding their position in the market and how to plan for future success," he said.

Reports can now be accessed via the ATIA Membership Portal. More info in **travelBulletin**. *ML*

China Airlines deals

SNAP up a bargain on your next trip, with China Airlines celebrating its 65th anniversary with top fares to a range of cities.

Flying via Taipei, connect to London from \$1,659 if booked by 18 Dec for travel on eligible dates to Oct 2025 - details on **page 10**.

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Getaway

GETAWAY PRESENTS ANTARCTICA

TUNE INTO WATCH THE ONE HOUR SPECIAL FEATURING SCENIC ECLIPSE

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VA/QR bookings live

TRAVELLERS can now book Virgin Australia's upcoming codeshare flights with Qatar Airways, operating from Sydney, Brisbane, and Perth to Doha.

The draft approved partner services with QR will start in Jun 2025, with Melbourne to Doha flights slated for later in 2025.

Today's issue of TD

TD features seven pages, including a photo page from **Viking** and our **Business Events News** plus full pages from:

- CLIA Australasia
- Treasures of the South Pacific
- China Airlines

Qantas Christmas Giveaway

Share your story to win return flights anywhere in Australia

Do you have a heartwarming story of connection made possible by travel in 2024? We want to hear from you!

Share either your story, or one of your customers', and you could win return flights to any Qantas destination within Australia to connect with a loved one.*

*Competition closes 11:59pm (AEDT) on 17 December 2024. T&Cs apply

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Airlines hit with a “triple whammy”

AIRLINES around the world are being saddled with the “triple whammy” of declining revenues, rising costs, and poor environmental outcomes, the International Air Transport Association (IATA) has warned.

The global airline body confirmed that ongoing supply chain issues would continue to negatively impact airline performance into 2025, with most carriers battling to maintain performance with older fleets.

On the back of delays in unfulfilled aircraft orders, the average age of the global fleet has risen to a record 14.8 years, a significant increase from the 13.6 years average noted for the period from 1990 to 2023.

The estimated number of global deliveries by the end of year is 1,254 aircraft, a 30% shortfall on what was predicted going into this year.

While the number of planes



making their way to carriers is forecast to rise to 1,802 next year, the number is still well below earlier expectations of 2,293.

IATA cautioned that the reduced figure could also be revised downwards in 2025 in the face of added supply chain challenges.

The backlog for new aircraft has now reached a record high of 17,000 planes, and at the present delivery rate, IATA said it would take 14 years to fulfil.

This represents double the six-year average backlog for the 2013-2019 period.

Frustratingly, demand for air travel has continued to rise significantly over the past year

while airline capacity has been curtailed by a lack of supply.

“Load factors are at record highs and there is no doubt that if we had more aircraft they could be profitably deployed, so our revenues are being compromised,” IATA Director General Willie Walsh said.

“Meanwhile, the aging fleet that airlines are using has higher maintenance costs, burns more fuel, and takes more capital to keep it flying.

“On top of this, leasing rates have risen more than interest rates as competition among airlines intensified the scramble to find every way possible to expand capacity,” Walsh added.

Despite the supply challenges, airline profits are expected to be \$36.6 billion in 2025 for a 3.6% net profit margin, marking a slight improvement from the expected \$31.5b net profit in 2024 (3.3% net profit margin). AB

The year in one spot

TRAVEL Daily has unveiled its latest special report, a *Year in Review* (**READ HERE**) which looks back on the biggest developments in 2024 and how the industry has evolved.

The jam-packed issue includes analyses, predictions, and features, looking at the hottest travel trends of the year and the current state of the industry.

Off the back of its presentation at **TD's** debut event Travel24 this year, Accenture analysts Michelle Newton and Victoria Loutas discuss holiday hacking and ‘wellcations’, while the report also looks at the wins and losses of ASX-listed travel companies.

Christmas Treasures

TREASURES of the South Pacific is wishing everyone in the Australian travel sector a Merry Christmas and a happy holiday break - see **page nine** to view its very festive message.



SCENIC ECLIPSE



GETAWAY PRESENTS ANTARCTICA

Tune into watch the 1 hour special featuring Scenic Eclipse
View on 9NOW on the Nine Network

JNTO rego opens

THE Japan National Tourism Organization (JNTO) has opened registration for its roadshows taking place in 2025.

JNTO is hosting road shows in Perth (03 Feb) and Sydney (05 Feb) next year, and is inviting travel advisors to register **HERE**.

HWBT meet in Singapore

HELLOWORLD Business Travel (HWBT) recently wrapped up a three-day conference dedicated to business owners and managers from across its network.

Held in Singapore concurrently with Helloworld's Frontliners conference (**TD** 04 Dec), the event featured a variety of presentations and panel discussions designed to help owners grow their business and embrace tech innovations.

This included a discussion on the future of travel technology, featuring Sabre, Travelport, Avanoa and Magnatech.

A panel on the future of business travel featured representatives from United Airlines, Qantas, Virgin Australia, Travelport and Air Tickets.

Delegates also heard techniques and strategies on business growth



from HWBT Advisory Council members and presentations from company executives including CEO Andrew Burnes, and in-house brand leaders Steve Brady (CruiseCo) and Peter Douglas (Viva Holidays and Readyrooms).

"It was exciting to connect with loyal HWBT network members (average 18 years, some over 40 years)," said Helloworld Business Travel GM, Kellie Stanbury.

"Content for the forum was carefully curated based on feedback from a network-wide survey, and partners and presenters were briefed accordingly, meaning sessions were relevant and inspired meaningful conversations that are forming the future strategy and growth aspirations for members."

Delegates and HWBT executives are **pictured** above at the iconic Raffles Singapore. *ML*

CZ returns to ADL

CHINA Southern Airlines has returned to Adelaide from Guangzhou for the first time since suspending flights in 2020.

CZ is flying three times per week return direct from Guangzhou over the peak summer period from now until 01 Mar 2025.

Our resolution for 2025

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AKTG want your say

ABERCROMBIE & Kent Travel Group (AKTG) is encouraging Australian and New Zealand travel advisors to have their say in its annual survey, which includes both the A&K and Crystal brands.

The survey will be used to collect valuable feedback on how AKTG is doing in market, what it can do better, and how it can assist agents in growing their AKTG business in the future.

Every advisor who completes the survey will go in the draw to win one of two x \$500 Visa gift cards - complete the survey **HERE** before Wed 18 Dec.

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Discover our River Cruise Special Report

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Crooked PNG growth

CROOKED Compass has continued its expansion in Papua New Guinea, with the introduction of the Crooked Compass Lodge.

The new property, set to open in Jun, is perched in the eastern highlands of Mando, is completely off the grid and has been constructed by locals.

The Lodge features eight traditional Asaro-style huts, and offers guests the chance to immerse themselves in the culture and spirit of PNG, with those staying on Sun invited to attend the village charge.

Crooked Compass has also introduced 21 new recruits into its guiding program (pictured with founder Lisa Pagotto), who gathered at the Lodge's soft opening to begin their training.

"Travel is about more than just exploring new lands - it's about building connections and creating opportunities," Pagotto said.

"Being the backbone of these initiatives is a humbling reminder of how tourism can empower communities, preserve traditions, and transform lives," she added.



Dorchester's grand Italian job



THE Dorchester Collection recently hosted six Aussie agents on a luxurious Italian adventure taking in Rome and Milan.

Flying Cathay Pacific, the six-day itinerary saw the group enjoy the spoils of Hotel Eden in Rome and Hotel Principe di Savoia in Milan.

The group enjoyed a range of highlights across both cities, with popular experiences including a Vespa tour in Milan, which saw the group zooming around checking out the city and its historic scenery.

Pictured above enjoying the very festive Milan hotel lobby is Parris Fotias, Dorchester Collection; Hema Desai, Spencer Travel; Ani Aladjadjian, ATPi; Mimi Romijn, Wentworth Travel; Lynne Haslop, Cathay Pacific; Emma Neely-Bartlett, Travel Beyond Group; Nicole Reber, Mosman Travel; and Steve Thompson from Anywhere Travel. *ML*

Travel gift problems

TRAVEL companies are missing out on significant revenues due to "a flood" of confusing options preventing Australian consumers gifting travel this Christmas.

According to new research from Accenture, half of all Aussies are planning on gifting travel this festive season but are held back by 'buyers block' and abandoning purchases at the checkout stage.

Citing an overwhelming variety and choice, the Accenture data shows consumers are being put off by needing to confirm an exact date and time, not knowing the specifics of the gift recipient, difficulty in making changes to the itinerary, and administrative issues of not being the traveller.

The survey also found 62% of shoppers do not know where to start when it comes to gifting travel, particularly in terms of buying accommodation.

Window Seat

A WATERPARK in Dubai, Aquaventure World, has set a brand-new Guinness World Record, gaining bragging rights as the title holder for the most nationalities on a water slide in one hour.

The record was broken during the World Records Tour over the weekend on the park's 'Leap of Faith' slide.

Flagged to take place last month (**TD** 25 Nov), thrill-seekers from 90 different nationalities took on the challenge (**pictured**), plunging from a height of nine storeys and experiencing a near-vertical drop through a clear tunnel submerged in a shark-filled lagoon...yikes.

The attraction also hosted Emirati athlete Manea Al Marzooqi, who set a new record for the most backflips on a flyboard in one minute, completing 41 rotations (the previous record was 30).

Aquaventure World is no stranger to appearing in the *Guinness World Records*, having also snared the most water slides in a water park feat in 2022.



Welcome aboard! 2024.12.12~12.18

China Airlines

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SYDNEY - OSAKA	A\$ 1,200*
SYDNEY - LONDON	A\$ 1,659*

*Terms and Conditions Apply

Viking treats agents in the Tuscan sun

VIKING'S Nathalie Fagan, Commercial Manager for Northern NSW, recently hosted an exclusive group of advisors from TravelManagers and their companions on Viking's eight-day 'Iconic Western Mediterranean' ocean cruise aboard the award-winning *Viking Saturn*.

The journey, which sailed from Rome to Barcelona, showcased the best of the Mediterranean.

Highlights of the trip included a Privileged Access tour of a historic Tuscan castle, where the group was treated to a private tour of the castle's wine cellar, followed by an intimate cooking class.

Another standout experience was an exhilarating helicopter tour over the French Riviera, providing breathtaking views of its iconic coastline and luxurious estates.

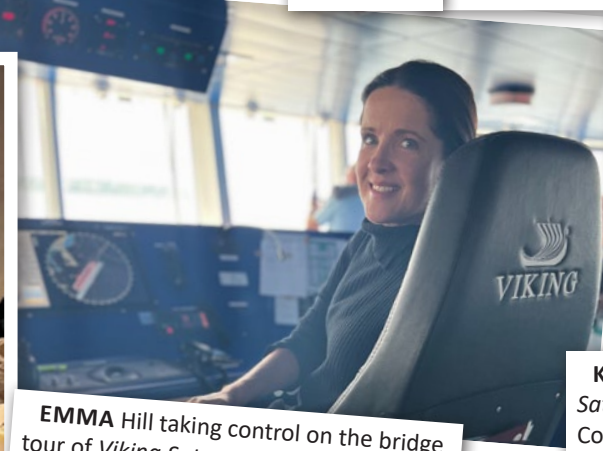


GUESTS enjoying 'The Wintergarden' on board *Viking Saturn*.

PRIVATE dining experience at Manfredi's Italian Restaurant onboard *Viking Saturn*.



DONNA Occhipinti learning how to make pasta dough and sauce from local Tuscan ingredients.



EMMA Hill taking control on the bridge tour of *Viking Saturn*.



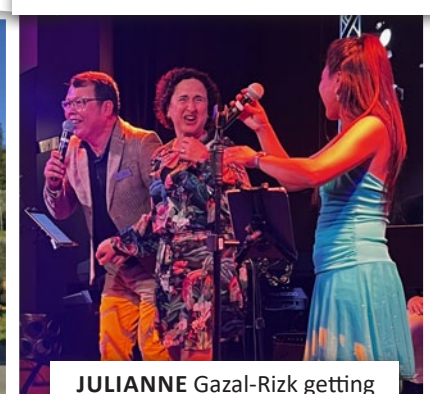
KATY Syrett, Cruise Director on *Viking Saturn* with Nathalie Fagan, Viking's Commercial Manager Northern NSW.



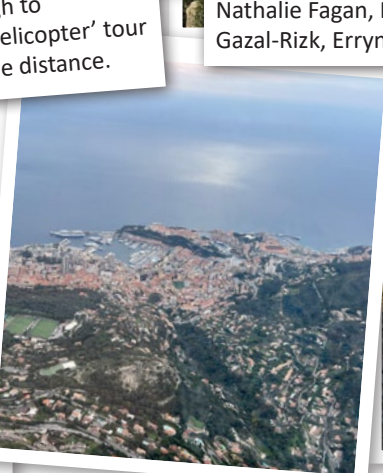
THIS small group was lucky enough to experience the 'French Riviera by Helicopter' tour in Monaco, with *Viking Saturn* in the distance.



STANDING: Donna Occhipinti, Penny Mealin, Nathalie Fagan, Emma Hill; **Seated:** Julianne Gazal-Rizk, Erryn Morris.



JULIANNE Gazal-Rizk getting into the spirit and enjoying the onboard entertainment.



AGENTS visiting the Carrara Marble Quarry & Mining Town in Livorno, Italy.



ATTENDING Viking's 'Cooking in a Tuscan Castle' Privileged Access tour.



Culture of Qudos

WITH the aim of becoming a 'venue of choice' for multicultural patrons, Qudos Bank Arena has teamed up with CulturalPulse.

The Sydney venue will work with the leading multicultural agency to create segmented marketing strategies and culturally customised communications targeting diaspora communities.

Qudos will also introduce tailored food and beverage options and bi-lingual customer service & content.

The partnership is in response to recent findings that show multicultural events make up four of the top 10 concerts by average ticket price, yet customer satisfaction for these events were found to be lagging as much as 90% below average.

YEAR OF ACHIEVEMENT AT MCEC

AUSTRALIA'S leading business events venues, planners and initiatives were recognised and rewarded this week at the inaugural Australian Business Events Association (ABEA) Awards.

Held at ICC Sydney, the event celebrated the outstanding achievement of individuals and businesses across the sector, and was headlined by Melbourne Convention and Exhibition Centre (MCEC) which took home the Venue of the Year category.

The award recognised MCEC's success in attracting world-class events, corporate social responsibility and technological upgrades to improve the overall experience of delegates.

These investments included new LED plenary screens and accessible digital technology which has been used by more than 3,000 delegates in the last year.

The venue also launched a new



accessible website loaded with resources to help customers in the event planning process.

The awards ceremony also honoured former ICC Sydney CEO Geoff Donaghy (pictured) with the ABEA Lifetime Achievement Award in recognition of his many years of leadership and contributions to the business events industry.

Further honours went to the inaugural ABEA Board for their work unifying a fragmented network of industry associations and forming ABEA.

The Best Consumer Show gong went to Adelaide Convention Centre for hosting Cellar Door Fest 2024, while Best Event Innovation went to Jomablue for its Check-in and Smart Badge. ML

Te Pae gets gold

TE PAE Christchurch Convention Centre has achieved Gold Certification in the International Association of Convention Centres (AIPC) Quality Standards program, joining very exclusive company of only 30 convention centres around the world to achieve the status.

The independently audited program covers 10 key criteria, including ESG, customer service, quality of facilities, employee relations, safety, security and emergency response, financial integrity, and more.

Bangkok hotel aims to be events leader

ROYAL Orchid Sheraton Riverside Hotel Bangkok has unveiled a transformation of its MICE facilities, featuring new cutting-edge technology.

Located on the banks of the Chao Phraya River, the hotel boasts two light-filled meeting spaces, including two ballrooms, comprising more than 2,800m² of total floor space - all on the same level and overlooking the river.

"We are delighted to reveal



our newly renovated MICE facilities, which we are confident will establish us as one of South East Asia's leading hotels for meetings and events," said GM David Lance.

NT festival tix out

LIMITED earlybird tickets are now available for just \$99 for the Northern Territory's iconic beachside music festival BASSINTEGRASS, which returns for the 22nd time on 17 May 2025.

New to the festival next year will be BASS Camp, a family retreat designed to keep the whole family happy, complete with kids' activities for \$250 an adult and \$50 per child - learn more [HERE](#).



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Hong Kong Tourism Board has welcomed experienced travel industry trade marketing professional **Karen Prideaux** to its team. Based in Sydney, Prideaux will drive strategies to elevate Hong Kong's profile to the travel industry including dedicated efforts for the meetings, events and cruise industries.

Experienced cruise sales and marketing man **Rob Shaw** has changed cruise lines, joining **Azamara Cruises** as its new Sales Analyst and Trade Partnerships Manager. Shaw takes up his new remit from his previous role with Travel the World, where he looked after Windstar Cruises.

Several senior management moves have taken place at **TFE Hotels**, with **Gabriel Polias** given the role of Hotel General Manager role at **Vibe Hotel Sydney Darling Harbour**. Bringing more than 20 years in hotels to his new role, Polias joins from Ovolo Woolloomooloo. Elsewhere in Sydney, TFE Hotels has promoted **Aalap Rammurthy** to Executive Assistant Hotel Manager at **Vibe Hotel Sydney**. Finally, veteran hotelier **Brett Skinner** has swapped Newcastle for the Northern Territory for his new role as General Manager of the dual-branded **Adina-Vibe Darwin Waterfront** hotel. This is Skinner's second stint in the NT, having previously looked after Novotel Darwin and Cooinda Lodge Kakadu.

Air Canada President and CEO **Michael Rousseau** has moved into the Chairperson role at **Star Alliance** for a two-year stint, replacing United Airlines CEO Scott Kirby, who has held the role since Dec 2020. In his new post, Rousseau will lead two annual Board meetings and serve as the spokesperson for the alliance and its 25 members.

Newcastle Airport Executive Manager for Aviation and Freight, **Andrew Warrender**, will lead the airport as Interim CEO while the gateway continues its search to replace outgoing boss, Dr Peter Cock, who departs early next year. Warrender is a seasoned aviation leader, bringing more than a decade in route development at Edinburgh Airport, North Queensland Airports and Northern Territory Airports.

The **Australian Airports Association** has elected two new Directors as part of its regular renewal. Joining the Board are Ballarat Airport Commercial Manager **Jonathan Willsher** and Sunshine Coast Airport / Coffs Harbour Airport CEO **Chris Mills**. The duo replaces five Directors departing after their terms including Tom Ganley (Parafield Airport), Julie Stewart (Ballina Byron Airport), Matt Cocker (Hobart Airport), Brendan Cook (Townsville Airport) and Mick Bell (Coonamble Airport).

Property management provider **RMS Cloud** has bolstered its executive team with the appointment of **Sandrine Zechbauer** as its new Chief Marketing Officer. Zechbauer brings extensive experience in travel and marketing to her new role and has been tasked with overseeing the company's global marketing teams to build brand awareness.

TraveLeague has a big heart



THE annual Christmas TraveLeague luncheon took place yesterday Wed 10 Dec at the Crown Palladium in Melbourne.

With nearly 600 in attendance, the event continues to be one of the biggest parties of the year, and a great way for revellers to cap off a busy year.

Attendees were very supportive of the Heart Foundation, this year's charity organisation, with over \$22,000 raised on the day.

Pictured celebrating at the Royal Brunei Airlines table: Kerrie Walker, YNOT Travel; Kris Nair, Consolidated Travel; Jacqui Rogers, Balnarrign Travel; Gemma Bosworth & Aymeric Leleizour, Melbourne Airport; Leah Keenan, Royal Brunei Airlines; Lauren Parker, Flight Centre; Jacki Sommers, TravelManagers; and Mick Boylan, Helloworld Travel.

FJ takes off on DFW

FIJI Airways has launched its inaugural flight to Dallas this week, offering Australian travellers added connections to Texas and beyond.

The first flight from Fiji touched down at Dallas yesterday, and to mark the occasion, the airline is offering discounted return fares from \$1,599 per person on the route, available until Tue.

The new 13-hour flight is Fiji's longest, and operates three times per week, on Tue, Thu, and Sat, flying on an Airbus A350.

CLIA welcomes 100

CRUISE Lines International Association (CLIA) has welcomed 100 new members at its Hong Kong workshop, held on Tue.

The full-day seminar at Kai Tak Cruise Terminal was jointly supported by the Hong Kong Travel Agent Owners Association and Worldwide Cruise Terminals, with the support of Norwegian Cruise Line.

Attendees were provided with insights into the latest developments within the global cruise industry, and the opportunity the sector presents within Asian markets.



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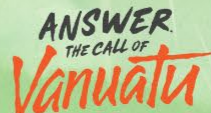
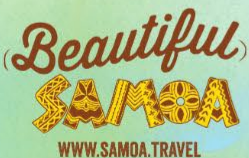
*\$2000 is calculated based on the combined minimum indicative value of all CLIA Cruise Line rewards available on eligible new cruise bookings made in 2025. One offer per cruise line. Please refer to the CLIA Australasia 2025 Travel Agent Rewards Program. Terms and Conditions at www.cruising.org.au

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