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Onyx responds to travel agent claims

EXCLUSIVE
ONYX CenterSource says it is working closely with Australian travel agent partners to offer AUD commissions via WEX virtual credit cards, as an additional service on top of its existing Sure Pay payment service.

In response to claims made by Melbourne's Bayview Travel (**TD** yesterday), Onyx categorically denied it was forcing any agents to subscribe to its Sure Pay service to receive commissions.

"We've never indicated to them that's the only way they can receive their funds," Onyx CenterSource Chief Commercial Officer, Tony Wagner, explained to **Travel Daily**.

"At the end of January, we put a temporary hold on cheque payments so we could begin moving customers away from cheques because of the uncertainty of their banks being able to accept them.

"Going forward, we're going to be offering payments via virtual credit cards for these commissions," Wagner added. Onyx told **Travel Daily** that

Today's issue of TD
Travel Daily today features eight pages of the latest news including a photo page from **Chris Watson Travel**, our **Luxury** feature page, plus full pages from:
• AAT Kings
• Albatross Tours

it was currently navigating an inconsistent banking landscape in Australia due to an economy-wide phase-out of cheques as a payment method over the next six years.

Despite that time frame, some banks are moving much faster, with Macquarie Bank opting to phase out cheques this year.

Other banks are reportedly still accepting cheques, but fees were being raised to facilitate deposits, Onyx stated.

"Our intent is that we're engaging the market over the next 30 to 60 days because we do have to chat with each travel

agency and move them to that method and we'll need them to provide some information and acknowledgement that's how they're going to receive those payments," Wagner added.

"We're working to do that over the next few weeks and that way they'll be paid all of their payments that are being currently held, in one lump sum, by chain, and then we will continue to make those payments thereafter."

Travel Daily has provided Onyx's response to Bayview Travel and will continue to look into the situation. *ML*

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EC ticks KE/OZ merger

KOREAN Air is one step away from receiving all regulatory approvals needed to complete its KRW \$1.8 trillion (A\$2.22 billion) merger with Asiana Airlines after receiving the green light for its plan from the European Commission (EC).

The approval is conditional and subject to Korean Air complying with two key commitments to ensure effective competition remains on air routes between Korea and the European Union.

Among these commitments is a pledge by KE to provide "comprehensive support" to rival Korean carrier T'Way Air to launch flights on four overlapping routes from Seoul to Rome, Paris, Frankfurt and Barcelona.

T'Way Air has been approached by the EC as a "remedy taker" on the designated routes and will

gradually launch operations on the four routes starting from Q3.

The other EC condition calls for the divestiture of Asiana Airlines' cargo freighter business, with Korean required to initiate a bidding process and select a buyer, which in turn must be approved by the Commission.

The ACCC rubber-stamped Korean's planned acquisition two years ago (*TD* 01 Sep 2022) after deeming Qantas and Jetstar as providing enough competition on Australia to Korea flight routes.

The final hurdle still in the way of Korean's three-year merger approval process stands as the US Federal Trade Commission's Bureau of Competition. *ML*

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See the **back page** for details.

Tauck leader shuffle

TOUR operator Tauck has undergone a leadership shuffle, which will see current Chairman Arthur Tauck Jr become Chairman emeritus, while CEO Dan Mahar will take on the role of Chairman.

Meanwhile, President Jennifer Tombaugh has stepped up as CEO and COO Jeremy Palmer has taken over as the President.

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Window Seat

LOVE is most certainly in the air for those who are flying with British Airways this Valentine’s Day.

The carrier is spoiling its customers with complimentary heart-shaped chocolates upon boarding, while first and business class pax can choose from a selection of Valentine-themed desserts, including a decadent chocolate and raspberry mousse.

Pax can also indulge in hours of rom-coms, like the classic *Along Came Polly*, through BA’s ‘Love is in the air’ inflight entertainment category.



TAG’s Red Hot acquisition

TAG has expanded its global presence with the purchase of Red Hot Travel and Events, marking its second New Zealand acquisition this year.

Launched in 2019 by former Williment Travel GM Adair Cameron, the Wellington-based agency provides premium end-to-end travel and event management services, specialising in corporate incentive travel.

The collaboration is expected to further bolster TAG’s international growth, with the company now spanning 19 locations worldwide including Australia, the US, the UK, South Africa and Saudi Arabia.

“Our ongoing commitment to New Zealand not only strengthens our global outreach but also solidifies our dedication to delivering exceptional services in the travel and events industry on a global scale,” explained TAG APAC Managing Director Shane Barr (pictured).



“The acquisition of Red Hot Travel and Events is a pivotal moment for TAG, offering promising opportunities to bolster our global position.”

Red Hot Travel and Events will continue to operate as a separate entity in New Zealand under the same brand except for “Powered by TAG”, and over time will transition to the TAG brand as part of its global events division.

The strategic move comes almost one month after TAG made its entry into the Kiwi market with the acquisition of entertainment specialist Sound Travels (TD 16 Jan). JM

Travel Daily ON LOCATION

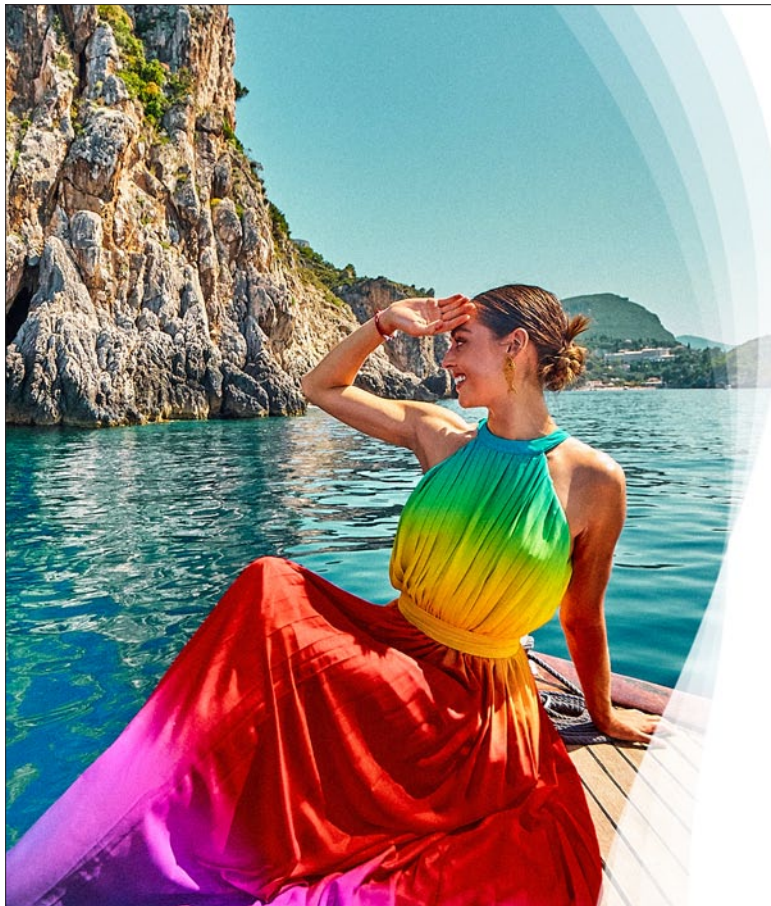
SILVER MUSE

Today’s issue of TD is coming to you courtesy of Silversea, who are hosting us aboard *Silver Muse* this week.

IT IS a day at sea today for guests on board *Silver Muse*, providing the perfect opportunity to explore all that Silversea has on offer.

Those looking to be pampered can head to Zagara Spa for a holistic wellness experience, unwinding with their wide range of treatments.

There is no better way to watch the world go by than on a cruise, and with every suite on board *Silver Muse* featuring an ocean view, an afternoon by the window with a good book and the daily puzzles provided, sounds like heaven to us.



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TELL YOUR SAILORS

Agent wins bucket list trip



TRAVELMANAGERS' top-selling advisor Kerry Cleasby recently ticked off an item on her travel bucket list, after winning a spot on Chimu Adventures' 'Best of Antarctica Expedition' family during its 2023/24 season.

The Brisbane-based advisor made a raft of Antarctica and South America bookings with Chimu during the incentive period, earning her one of eight spots on the sought-after family.

The trip kicked off with three nights in Buenos Aires and a night

in Ushuaia, before the group boarded the *Ocean Endeavour* for an 11-day expedition cruise to the South Shetland Islands and Antarctic Peninsula.

"Now I understand why everyone describes Antarctica as 'incredible'...no one could come here and not be changed by the experience," Cleasby enthused. *JM*

Pictured: Humpback whales and penguins accompanied Cleasby and her husband on their evening kayaking expedition.

Old meets New
TokyoTokyo

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FJ kicks NRL ahead

FIJI Airways has launched a range of exclusive packages for NRL fans to attend the first-ever sanctioned rugby league match in Fiji on 24 Feb at Churchill Park.

Travellers can purchase tickets to the Melbourne Storm vs Newcastle Knights, with return flights and accommodation via several deals starting from \$1,305 per person, twin share.

Those who want to travel farther afield for their NRL fix can also buy packages from Nadi to Las Vegas from \$4,152ppts to watch the double-header fixture featuring the Sydney Roosters, Manly Sea Eagles, Brisbane Broncos and South Sydney Rabbitohs.

All Vegas packages also include return airport transfers.



MH Holiday Special

MALAYSIA Airlines is offering Aussie travellers a new Holiday Special until 26 Feb, with flights to more than 50 destinations starting from \$669.

Fares are available from most capital cities between Feb and Nov 2024, including return economy flights from \$849 from Adelaide to Kuala Lumpur and \$1,049 from Sydney to Tokyo.

WA invests more

THE WA Govt has launched the Tourism Investment Committee of Cabinet to drive new industry investment into the state.

The group's focus will be on providing strategic guidance of major tourism attractions, streamlining decision-making, identifying and removing barriers to investment and more.

A new dedicated team within the Department of Jobs, Tourism, and Science and Innovation will offer support.

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Carnival excels

CARNIVAL Cruise Line is set to add a fourth Excel-class ship, marking the first new build order placed by its parent company Carnival Corporation in five years. With a capacity for more than 6,400 guests, the liquefied natural gas-powered vessel is expected to be ready in 2027.

More missing bolts

THE Federal Aviation Administration (FAA) has instructed airlines to inspect their Boeing 737 MAX aircraft for loose bolts in the rudder system, *Simple Flying* has reported.

The directive, which could affect nearly 500 aircraft in the US, comes after an operator found a missing washer nut and loose bolt during regularly scheduled aircraft maintenance.

A missing bolt would result in loss of rudder control, the regulator warned, potentially affecting the safety of the flight.

Five-star stays arrive in AKL



LOCATED only 100 metres from the international terminal, the opening of Te Arikiniui Pullman Auckland Airport Hotel (**pictured**) marks the opening of the airport precinct's first five-star hotel.

The hotel's 311 rooms feature sound-proofed windows, cultural designs carved into stone and timber panelling along with locally-made bed throws.

Guest facilities include the Te Kaahu restaurant, complete with views over the runway and Manukau Harbour, along with a fitness centre and a 'grab and go' lobby cafe and coffee shop.

Sustainability features include efficient water and lighting, heat recovery systems, FSC certified timber and recycled materials.

Rates start from \$419. *ML*

Aussies love Austria

A RECORD number of Australians visited Austria in 2023, surpassing the previous records set in 2019 by 3% for overnights and 1.2% for arrivals.

Year-end figures released by Statistik Austria shows that Aussies accounted for 153,000 arrivals and 415,000 overnight stays last year, making it the top-performing market in the Asia-Pacific region.

In fact, travellers from Down Under racked up the highest number of overnights in Austria, with Australia the only market to exceed pre-pandemic levels from the Asia-Pacific region.

The soon-to-launch Turkish Airlines flights from Melbourne to Istanbul (**TD 30** Jan) and upcoming additional Emirates flights from Brisbane, Perth and Adelaide, will add extra capacity from Australia to Vienna and Munich.

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Agents flock to Rediscover relaunch

WITH every great rebrand comes an equally great party and celebration. Just ask the new-look Rediscover Travel (TD 09 Feb).

The rapidly growing wholesaler unveiled its refreshed branding, colours and product pillars at an event in Sydney last week, with dozens of agents packing Rydges Sydney Central to find out more about the exciting new wholesaler.

Leading the charge among these new product pillars is Rediscover Music and Rediscover Theatre - two pillars which will put some of the hottest concert tickets in town firmly within the grasp of travel agents around Australia.

Couple these tickets with product from Rediscover City Stays, Rediscover Resort Stays, Rediscover Wellness or even a Rediscover Unique Cruise and all the makings of a great trip are there.



WHY use a typical blender with a one-button start to mix your drinks when you can hop onto a bike to power the process? Zaia Bazi from Jetaround Holidays thought he'd take on the experiment.



THERE'S nothing black and white about champagne.

GEORGINA

Finn from Celtic Travel Service with Rediscover General Manager, Walter Nand.



THE team from Rediscover Travel, led by Chris Watson (front left).



AWARD winning musician Darren Coggan kept the crowd entertained with his musical stylings.



ANDREW Parchimowicz from Planetdwellers enjoying a drink with Richard Taylor from the Australian Travel Industry Association.



WHY go to the theatre when Rediscover can bring the theatre to you? The wholesaler illustrated its theatric credentials Moulin Rouge-style with a colourful troupe of can-can dancers performing for agents.



GUESTS also had the opportunity to 'Rediscover' the buffet, with plenty of yummy food and drink available during the event.



REDISCOVER Travel General Manager Walter Nand presented William Norris from Travel Partners with VIP tickets to see P!NK live in concert - one of the major prizes given away at the event. Norris was thoroughly tickled P!NK at his amazing prize.



Preferred adds 13

PREFERRED Hotels & Resorts welcomed 13 new member properties to its global portfolio in the final quarter of 2023.

Among the new additions is Almar Giardino di Costanza, an opulent Sicilian resort just minutes away from the Mediterranean Sea.

The independent hotel brand also strengthened its portfolio with the Entre Cielos Wine & Wellness Hotel, an Argentinian vineyard retreat at the foot of the Andes Mountains.

Other additions include Florida's Camp Creek Inn, which offers exclusive access to a white-sand beach, two golf courses and a wellness centre, as well as Azul Hotel & Retreat, situated on Costa Rica's Pacific Coast.

A LUXE NEW WAY TO SAIL THE KIMBERLEY

AUSSIE superyacht specialist Yospace has announced the arrival of its brand-new, ultra-luxe vessel, which will offer 26 all-inclusive, seven-night expedition cruises in the Kimberley this year.

With a capacity for eight guests, the *Eclipse* catamaran can be booked by the cabin or as a private charter, with two different itineraries running on rotation between Apr-Oct.

The Queensland-based founder of Yospace, Nicholas Mason, said he saw an opportunity to open up the superyacht charter experience to the luxury, small ship cruise market in the Kimberley for the first time.

"We're inviting discerning adventurers to experience an exclusive and environmentally conscious new way to journey through the Kimberley," he said. "What we're launching is a



more exclusive and intimate way to connect with the Kimberley, with guests able to savour the high life with exotic cocktails, five-star cuisine and chilled tunes on sun-kissed decks."

Eclipse will offer a seven-night, round-trip 'Kimberley Explorer' voyage, which takes in the Buccaneer Archipelago, Montgomery Reef, Ruby Falls, Sale River, Horizontal Falls and

Kingfisher Islands.

The luxury vessel will also operate a seven-night 'Iconic Kimberley' journey north showcasing Montgomery Reef, Horizontal Falls, Camden Sounds, Kings Cascade, and the Hunter River, as well as a helicopter flight over Mitchell Falls and light plane flights back to Broome.

To celebrate the launch, Yospace is offering travellers 15% savings on individual cabins or whole-vessel charters booked by 29 Feb, with the discounted prices starting from \$9,520 per person, twin share.

Fares include chef-made gourmet meals, onboard beverages, and shore excursions including freshwater swimming, fishing and walks.

Yospace pays 12% commission to travel agents - for more info, [CLICK HERE](#). JM

Okura joins Virtuoso

THE Okura Tokyo has been accepted into Virtuoso's global portfolio of luxury partners, connecting it with leading leisure travel agencies around the world.

Located in Tokyo's central Toranomon district, the five-star hotel comprises of 508 guest rooms offering views of the city, as well as five restaurants, two bars, 19 banquet and meeting rooms, and a gym and a spa.

Okura Tokyo is also home to a tea ceremony room, a 13,000m² garden, and an art museum.

Emirates pops the cork on Moët experience

EMIRATES has teamed up with Moët Hennessy to give Skywards members the chance to win a four-day luxurious trip for two to France.

Members can now bid Miles with Skyward Exclusives to discover the idyllic vineyards in Champagne and experience the charms of Paris.

The once-in-a-lifetime trip begins on 25 Apr and includes accommodation at three

different luxury hotels, as well as tastings, cellar visits and vineyard explorations, and an exclusive Moët & Chandon Grand Vintage dinner.

The lucky winners will also enjoy a tour of the Dior Museum, a scenic cruise on the Seine River, and much more.

The offer is available to all Emirates Skywards Gold and Platinum members - [CLICK HERE](#) for more details.

A&K's new journeys

ABERCROMBIE & Kent (A&K) has unveiled a refreshed collection of Tailor-Made Journeys to India, Sri Lanka, Nepal, Bhutan and the Maldives.

The luxe offerings include a new eight-day 'Sri Lanka: Body & Soul' itinerary, where guests can expect to delve into Buddhist philosophy, partake in yoga, and learn to meditate with experts.

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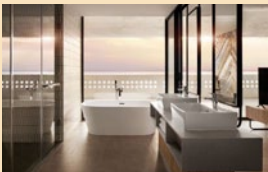
Vibe Hotel Melbourne will soon be home to a luxe new rooftop bar called Fleet, which will offer stunning views across Flinders Street Station and the Yarra River. Due to open in Apr, the new venue can be enjoyed no matter the weather, thanks to its retractable roof and indoor seating. Guests can expect to see nautical-themed cocktails on the menu, as well as local and international wines and beers and an abundance of snacks.



Nestled in the archipelago of Fiji on a private island, **Royal Davui Island Resort** is set to undergo an extensive refurbishment which aims to "marry modern sophistication with the rich cultural heritage of Fiji". Scheduled for completion in Jun, the multi-million dollar makeover will encompass the entire resort, from its 16 villas to its recreational facilities. Guests will also notice all-new furnishings at the Banyan Bar and Restaurant.



Centara Hotels & Resorts has marked the debut of its affordable lifestyle brand, COSI, in Laos with a new property set to open on 01 Mar. **COSI Vientiane Nam Phu** will boast 95 high-tech rooms ranging in size from 18 to 39m² and feature "mega comfy beds". The hotel will also boast a rooftop pool, a 24/7 grab-and-go cafe, and a round-the-clock social hub. It offers an ideal base from which to explore Vientiane's famous landmarks, including the Victory Monument.



Novotel Sihanoukville Holiday Resort has opened in Cambodia, marking the brand's first foray into the Southeast Asian nation. Situated on Independence Beach and close to the capital Phnom Penh, the 215-key resort offers views over the Gulf of Thailand, four dining options, and family-friendly facilities, including a beachside infinity pool and kids' pool.



Accor has unveiled the results of an \$8 million renovation of **Mantra Club Croc Airlie Beach**, with all 160 rooms now sporting a new look featuring local photographers' artworks, pendant lighting, coastal-style wall panelling, a free-standing minibar, and more. The Queensland property has also introduced a revamped room service offering and a new poolside cocktail service.

BNE gives back to Queenslanders



BRISBANE Airport (BNE) has made a difference to the lives of disadvantaged Queenslanders by donating 14.5 tonnes of food and personal care items in the past year, and in the process diverting 88 supermarket trollies worth of new products from landfill.

The goodies were surrendered by airport customers who were unaware of the safety regulations which limit quantities of powders, liquids, aerosols and gels that can be taken in carry-on baggage when travelling internationally.

The stash of surrendered items included everything from Vegemite, peanut butter and honey, to shampoo, sunscreen and toothpaste, and were distributed by several charities including GIVIT, Vinnies and Hands & Feet to people who are struggling with cost of living and domestic violence.

Brisbane Airport also donated 323 bottles of confiscated wine and spirits to Kedron Wavell Services Club, which resulted in nearly \$4,600 being given to Mates4Mates to help support

current and ex-serving Defence Force members.

"Discarding these items into landfill, particularly during a cost-of-living crisis makes no sense," BNE Media & Corporate Affairs Manager Peter Doherty said.

"Brisbane Airport goes to great lengths to ensure useful products are distributed to charities on the frontline helping Queenslanders in need." JM

Dubai attracts more

DUBAI welcomed a record number of tourists in 2023, attracting 17.15 million international overnight visitors, according to the latest data from the Dubai Department of Economy and Tourism.

The number exceeds the 16.73 million visitors recorded in 2019, and also represents a 19.4% year-on-year growth compared to 2022.

Western Europe and South Asia accounted for the largest proportion of arrivals at 19% and 18% respectively.

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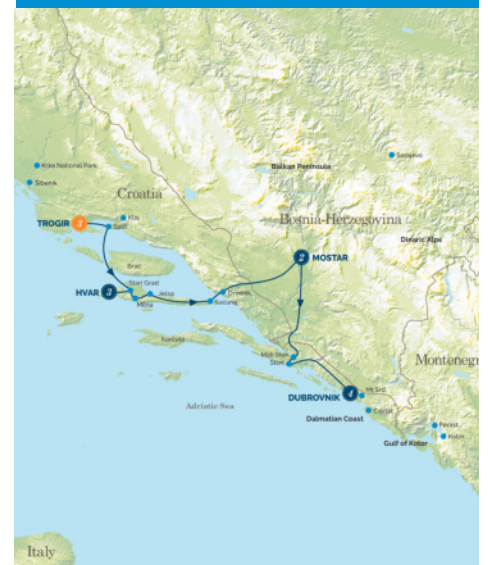
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