Travel Daily First with the news



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Today's issue of TD

Travel Daily today features seven pages of industry news including our **Luxury** page, plus full pages from:

- APT
- Luxury Escapes

Outback savings

APT has extended its outback sale, with travellers able to save thousands on 2024 itineraries including the 15-day 'Kimberley Complete' journey - see **p8**.

A Luxury incentive

AGENTS can earn \$100 Luxury Escapes credit when they make their first booking using the Agent Hub from today until 31 May.

For more information including terms & conditions, head over to the **back page**.

collette Bucket List Sourings



Wednesday 1st May 2024 🚪

Sinfields celebrate 40 yrs

SENIOR figures from across the Australian travel industry have gathered in Hobart today to commemorate a major milestone for Robyn and Murray Sinfield. The Home Travel Company

owners are celebrating 40 years in travel by hosting clients, industry partners and stakeholders at a lavish event on the Derwent River waterfront. The Sinfields (**pictured**)

purchased their first travel agency on 01 May 1984 in Ulverstone,

Tas - a business founded in 1958. In 2006 they sold the office to RACT Travel and reinvented themselves, continuing their legacy of industry leadership, which now sees them trade as Home Travel Company.

The guest list today showcases the high esteem in which Robyn and Murray are held, with a host of industry suppliers lining up to support and participate.

Attendees paying tribute include many respected travel alumni incl former Helloworld exec and AFTA Chairman Mike Thompson; cruise queen Karen Christensen; and

Share your thoughts

TOURISM New Zealand (TNZ) is inviting Australian agents to have their say in its latest quarterly trade survey, with 10x \$100 Kathmandu vouchers up for grabs. Complete the 15-minute survey **HERE** before 10 May.



Russell Butler, who oversaw the long-running Avis Travel Agent Scholarship of Excellence - of which Robyn Sinfield was the inaugural winner in 1997.

Also in attendance are "iconic" trade colleagues, including Bicton Travel's Phil Smethurst; Savenio's David Brandon; Justine Sealey from Ramsgate Travel; Phil Hoffmann from Phil Hoffmann Travel; and Flight Centre's Rachel Kingswell and Nikki Glading.

Robyn and Murray, who say they've been privileged to work together for their whole careers, told *Travel Daily* they have endured many ups and downs over the years, with Murray's key tip for business success being to "never give up".

More from the milestone Hobart event on **page six**. BP

VA Lite on the GDS

VIRGIN Australia has confirmed that its Lite fares are now accessible through GDS.

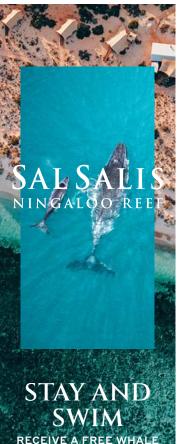
MEANWHILE, VA pax can now use smart watches and devices as onboard payment methods.



Today's issue of *TD* is coming to you en route to Chile, where Envoyage is hosting its inaugural Worldwide conference this week.

TD IS en route to Santiago today, where Envoyage Group's inaugural global conference, Worldwide 2024, kicks off at the W Hotel this evening.

The three-day conference will see Envoyage (previously FCTG Independent) agents from around the globe gather together for education sessions, product showcases, and networking events.



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JOURNEY BEYOND





Wednesday 1st May 2024

Aussies in Norway

LISA Maddox from Spencer Travel in Sydney and Phyllis Glavinas from Global Travel Network in Perth have scored themselves a spot on an agent famil to explore Norway with 50 Degrees North.

The pair qualified by selling two or more 50 Degrees North tours between Nov 2023 and the end of Feb 2024, and will now enjoy a Kirkenes Snowhotel stay and a coastal cruise from Kirkenes to Bergen with Havila.

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ATIA evolves ATAS terms EXCLUSIVE

THE Australian Travel Industry Association (ATIA) has evolved its ATAS complaints resolution process to allow for noneconomic losses to be considered to conserve time and costs for both members and consumers.

ATIA's enhancement to its Charter and ATAS Advisory Committee (ACAC) terms of reference now allow for damages of up to \$1,500 per complaint in instances where an ATAS member's breach of the Code of Conduct negatively impacts the client's travel experience.

ATIA made the change following a legal precedent set by a High Court ruling in the 'Moore versus Scenic Tours Pty Ltd' case, which established that damages for "disappointment and distress"

Island Life.

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may now be available for breaches of Australian Law.

The industry body said the revised approach will help prevent "costly and timeconsuming court matters", and also reduce administration.

"To maintain our industryleading ATAS complaints process, we must continually evolve to offer consumers and our members a genuine alternative to formal litigation," ATIA CEO Dean Long said.

"I personally am not familiar with another industry association offering such a comprehensive complaints process, including the ability to have determinations reviewed by an independent third-party committee ACAC, comprising industry and consumer representatives." AB

Brazil joins WTAAA

IN A boost for the advocacy of travel agencies globally, the Brazilian Association of Travel Agents (ABAV) has elected to rejoin the World Travel Agents Associations Alliance (WTAAA).

The move follows a concerted effort by WTAAA in recent months to reset collaborative relationships with agency groups around the world.

ABAV will contribute expertise to ensure agencies have a united influence globally, WTAAA said.



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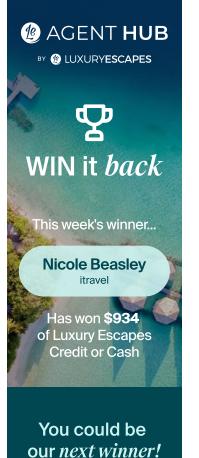




Cairns Airbnb tax?

CAIRNS Regional Council is looking at introducing stricter regulations and extra fees for Airbnb owners in the region.

The proposed crackdown comes amid a rise in the number of people operating unauthorised Airbnbs in the Queensland city.



Find out more here

Sno'n'Ski mega fam returns



SNO'N'SKI Holidays has partnered with Colorado Tourism to offer Australian and New Zealand travel agents the chance to jump on board an adventurepacked mega famil to Colorado in 2025.

The incentive will see 30 topperforming agents whisked away on an unforgettable journey to Steamboat, Vail, Aspen Snowmass & Telluride ski resorts in Colorado, along with a citystopover in Denver, allowing the chance to gain valuable insights into the world of ski travel.

With the opportunity to explore multiple ski destinations within a single itinerary, the nine-night holiday includes return flights from Brisbane/Sydney with United Airlines, as well as ground transfers, lift passes, lessons, equipment hire, activities, selected meals, and more.

"Sno'n'Ski Holidays are excited to unveil our 2025 Mega Famil to the picturesque slopes of Colorado," said Managing Director Daniel Walker. "For the first time, we are also including a city-stay into our itinerary," he added.

"Our aim is to equip travel agents with firsthand experience and in-depth knowledge, empowering them to confidently guide customers in planning their dream Colorado ski holiday."

Agents will need to book any accommodation and lift package with Sno'n'Ski, with at least one booking to a Colorado Mega Fam destination resort, between today and 30 Sep to be in the running.

A bonus entry will be given for each booking to any Colorado Mega Famil Destination, and an extra entry for including Denver.

Agents can also earn an entry for watching the Mega Training session with Destination Webinars **HERE** before 10 May.

Terms and conditions apply for more information, contact agents@snonski.com.au. JM **Pictured:** The Mega USA 2020

group, at the W Aspen.



BOEING is expected to tap bond markets to raise US\$10 billion to get ahead of its rising debt, according to *Reuters*.

The news comes after the planemaker bled US\$3.93b in Q1 this year, following slower production of its 737 MAX planes.



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Wednesday 1st May 2024

QF scrambles to fix app

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Svdney

view onboard experien

QANTAS has resolved a technical problem with its app, which resulted in customers being able to see other passenger's details and boarding passes on their devices.

The issue, which the national carrier has now confirmed was isolated to the Qantas app, arose this morning and may have been related to "recent system changes".

Customers using the app were able to see the details of other customers from their home screen dashboard, including their name, scheduled flights, and frequent flyer points and status. Many users claimed

they were even able to make changes and cancel bookings of users not known to them, adding that a new person's details would appear each time they closed and reopened the app.

The incident has generated a furore on social media, with affected customers sharing screenshots of the glitch and voicing concerns about the privacy of their information.

Win a trip to Ireland

GLOBUS family of brands (GFOB) is giving Aussie agents the chance to win a trip to Ireland on St Patrick's Day 2025.

Run in collaboration with Tourism Ireland, the incentive offers eight spots on the sevenday Globus 'Irish Escape' famil, departing 16 Mar 2025.

The top-selling agents will enjoy two nights in Dublin, overnights in Ennis, Killarney and Waterford, and visits to iconic Irish landmarks such as the Ring of Kerry.

Agents can earn points on all new Globus and Cosmos bookings featuring Europe and Ireland made between now and 30 Jun to register, **CLICK HERE**. "We sincerely apologise to customers impacted by the issue with the Qantas app this morning, which has now been resolved," the airline said in a

statement released this just after midday. "At this stage, there is no indication of a cyber security incident." "No further

personal or financial information was shared and customers would not have been able to transfer or use the Qantas Points of other frequent flyers.

"We're not aware of any customers travelling with incorrect boarding passes," the Flying

Kangaroo assured.

18:00

19:25

UR.U.TR.

The airline also warned flyers to be aware of social media scams at this time, with reports suggesting fake Qantas accounts are circulating on social media pretending to be the airline's customer service staff.

These scam accounts are asking customers for personal details under the pretence of "looking into the matter" for them. *JM*

Aussies ripped off

AUSSIE travellers are being charged thousands more for hotel stays and car hire than overseas customers when they book through Australian websites.

The findings were revealed by cybersecurity company NordVPN, which shows consumers are often being presented with drastically different prices depending on where they log on.

Customers booking two weeks of car hire in Cancun on the Aussie Europcar.com site paid 127% (or A\$511) more than those using the Mexican version, for instance, while hiring a Fiat 500 from the Hertz.com Italian site cost 24% less compared to the Aussie site. Travel Daily SHARPEN YOUR KNOWLEDGE ON MALAYSIA WITH TRAVEL DAILY TRAINING ACADEMY Click here to discover

Bonza enters administration



THE grounding of Bonza planes may not be as "temporary" as its CEO Tim Jordan claimed yesterday (*TD* 30 Apr), with the carrier placed into voluntary administration late yesterday (*TD* breaking news).

At this stage, Bonza flights will remain grounded until at least Thu, as administrator Hall Chadwick examines whether the airline can continue to operate following the repossession of its fleet of Boeing 737 MAX 8s.

"The company's fleet is currently grounded pending discussions with relevant parties and key stakeholders," a joint statement from Bonza and Hall Chadwick said.

"Customers with bookings

during this period are advised not to travel to the airport."

Reflecting on the developments this morning, Queensland Premier, Steven Miles, said he would like to see Bonza continue operating because of its key links between regional cities.

"Queensland is quite different to other states in that we have those regional cities that are really only accessible by air or by very long car drives," he said.

It didn't take long for the wagons to start circling around Bonza staff facing an uncertain future, with VA posting that it "will do what we can to support Bonza's employees by prioritising them for any current and future roles at Virgin Australia". AB

Games model was "flawed"

A PROMINENT events planner has lashed the Vic Government's lack of planning around its nowabandoned hosting rights of the 2026 Commonwealth Games.

In providing evidence to the Victorian Commonwealth Games Inquiry, Event Pty Ltd Director, Simon Thewlis, said the flaws in the methodology for hosting the event was "clearly evident".

"It took only a 10-minute read to see the deep flaws in the business case," Thewlis said.

The Victorian-based events producer claimed that after examining the model, it was obvious the govt had little understanding of what it takes to host such a large-scale event.

"Firstly, it was based on the Gold Coast and not on regional Victoria, and while lack of construction people was identified as a serious risk, the lack of event industry people was not - this despite our industry having been decimated during COVID," Thewlis observed.

"In fact the business case suggests that locals in the regions could be trained in 'major event delivery'; this showed little understanding of the skills and experience needed for major events," he added.

The interim report released late yesterday by the Victorian Commonwealth Games Inquiry also laid bare the full cost of the cancelled Games to the state's tourism sector.

"More significant is the lost opportunity associated with branding the region and driving development of the tourism industry to a world-class level of performance and experience delivery," Tourism Greater Geelong & the Bellarine said. AB



luxury@traveldaily.com.au Wednesday 1st May 2024

Pullman to Tasmania

ACCOR will introduce its five-star Pullman brand to Tasmania, transforming a heritage-listed educational building into a 139-room hotel in Launceston.

Once open, it will be Accor's sixth hotel in the northern Tasmanian city.

The project is being carried out in partnership with Red Panda Property, a local urban regeneration specialist firm which will combine heritage and new-build to create a unique hospitality precinct.

Pullman Launceston will sit in the second tallest building in the city, overlooking the Tamar River, with plans for the hotel to open in the first half of 2027.

Accor Pacific Chief Operating Officer, Adrian Williams, said he was thrilled to be bringing Pullman to Tasmania.

"With nature and foodbased tourism being such powerful drivers of travel, Launceston & Tasmania have so much to offer domestic and international travellers," Williams commented.

Interior design firm DKO will conceptualise restaurants and bars for the property along with a variety of meeting and event spaces.

The hotel's rooftop will also feature a trendy bar showcasing local produce and Tamar Valley wine labels.

KIMPTON HEADING FOR BRISBANE

QUEENSLAND will become the home of Australia's second **Kimpton Hotels and Restaurants** property, with IHG confirming it will debut the brand in the River City in 2028.

To be situated in the suburb of Teneriffe, Kimpton Brisbane will sit within a \$1.5 billion mixed-use development by Kokoda Property featuring residential towers, commercial offices, restaurants and ground-floor retail options.

The hotel itself will offer 155 design-led rooms and suites, including a number of 'marquee suites' for VIP guests, along with an infinity pool overlooking the Brisbane River, with sweeping city views on the other side.

On Level 14 will be a signature restaurant and bar, with guests also able to access a decadent day spa, fitness centre and flexible indoor and outdoor event spaces including an open-air terrace. IHG Hotels and Resorts Director

Crystal will survive

TWO-TIME Grammy Award winning singer Gloria Gaynor will perform classic hits including her timeless anthem I Will Survive onboard Crystal Cruises during an upcoming voyage.

The trailblazing singer's show will take place on the 26 Oct cruise from Quebec City to Fort Lauderdale onboard Crystal Serenity.



of Development, Australasia & Pacific, Cameron Burke, said the vibrant inner-city neighbourhood of Teneriffe was ideal for IHG to introduce its Kimpton brand.

"We couldn't be more excited to bring our Kimpton brand to Brisbane, particularly in such a strategic location that perfectly aligns to the aspirational ethos of the brand.

"Kimpton has an ardent global following amongst the lifestyleled and socially inclined, which will resonate strongly as part of the Skyring Terrace precinct and within Brisbane's luxury hotel market," Burke commented.

Kimpton Brisbane will mark the arrival of IHG's luxury brands to the city, complementing its range of 14 hotels already open in the Queensland capital.

The latest signing takes IHG's pipeline in Australia to 19, with five more set for Brisbane. ML

Harrison to head up Signature Travel Network

FORMER Magellan Travel Group General Manager, Lisa Harrison, will become the first Managing Director of Signature Travel Network in Australia and New Zealand.

The member-owned Signature Travel Network is based in California and features more than 15,000 retail travel agents, generating sales of more than US\$15 billion annually.

Harrison brings more than three decades of experience to her new position, including front-line experience with the former Harvey World Travel Group in Melbourne.

More recently roles include time with inbound specialist AOT Holidays, where she worked across the Sunlover Holidays, Territory Discoveries and Air NZ Holidays brands.



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There's really no place like Home

Wednesday 1st May 2024

THE turnout for Robyn and Murray Sinfield's Home Travel Company 40th anniversary today (see **p1**) has seen a who's who of the Australian travel sector gather to honour this legendary couple who are a testament to the value, customer service and distribution provided by travel agents - and the joy that a career in the industry can bring. The pair marked the milestone at the Hobart Convention Centre, welcoming not just clients but also key suppliers, competitors and industry colleagues at the event.

Many guests flew in from around the country, including the contingent pictured below courtesy of a selfie from Helen Courias of Seabourn, including (from left) **TD**'s Bruce Piper; David Farrar from Collette; Travel Associates chief Rachel Kingswell; David Brandon from Savenio; Nikki Glading from the Luxury Travel Collection; Globus Family of Brands' Josh Galea; Scott Graham from Recent Seven Seas Cruises; and Craig



A SPARKLING day in Hobart provided the perfect backdrop for Murray and Robyn's momentous celebration.



MIKE Thompson with A&K Travel Group's Debra Fox and Tony Archbold from Crystal Cruises.





Farrell from La Collection.

JUSTINE Sealey, Ramsgate Travel; Tauck's Helen Eves; and Anne Rogers from Wings Away Travel.



PHIL Smethurst, Bicton Travel with Nicole Costantin of Explora.

DAMIAN Perry, Anne Hardy and Joel Victoria





RUSSELL and Diane Butler.



LOCAL artist Peter Cascing created this fabulous caricature of the Sinfields.

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Wednesday 1st May 2024

ACCOMMODATION

Send your accommodation updates to:



Element Melbourne Richmond has unveiled its new Restore Floor alongside the launch of its 'Rest & Restore' package. Guests can take to the Infrared Sauna Room for a total restorative experience, sink into plush massage chairs in the Massage Room, and absorb peace and serenity in the tranquil space of

the Balance Room. The 168-key property also features a signature dining venue and grab-and-go options for those in a hurry.



To celebrate its upcoming 40th anniversary, Amara Singapore has completed the first phase of a comprehensive refurbishment of its quest rooms. Inspired by Tanjong Pagar's cultural heritage, the new design aims to tell the area's vibrant history. Intricate wall coverings in the corridors pay homage to the textured alleyways of

nearby shophouses, while guestrooms feature earthy and natural textures, and handcrafted porcelain tiles in the bathrooms.



In a move to welcome the upcoming summer season, Hotel Plaza Athenee in Paris will open its new dining concept, La Terrasse Montaigne. Set against a backdrop of the Eiffel Tower, the restaurant's new menu will showcase fresh seafood including

shellfish, oysters and crustaceans, plus a selection of Veuve Clicquot champagnes. The hotel will also reopen La Cour Jardin, an open-air cinema, which offers guests a menu inspired by the featured film.



Embassy Suites by Hilton Deerfield Beach Resort & Spa has unveiled its multi-million dollar renovation just in time for the summer season. The beachfront resort now houses a redesigned event space and refreshed questrooms. It has also

rebranded its signature Beach Terrace Restaurant and revitalised its public spaces, which span over 1,100m².



Hilton Garden Inn Atlanta East/

Stonecrest in Georgia has recently announced the completion of a full-scale renovation. The guestrooms now include new soft goods and updated bathrooms, while the public space refresh includes a

new modern front desk with enhanced lobby bar. The pool area was also updated, and the fitness centre now features new exercise machines.



Telford at the helm

SEALINK Marine & Tourism has announced Asher Telford as General Manager of SeaLink Whitsundays, where he will be tasked with leading strategic direction and operations.

Telford brings more than 25 years of experience in the marine industry, including his time as freelance skipper and as a Navigator and Chief Boarding Officer with the Australian Border Force Marine Unit.

He was also the founder of Red Cat Adventures, which was acquired by SeaLink Whitsundays last year (TD 13 Nov 2023).

The new GM will oversee a range of offerings, including three ferries, six tourism vessels, a fleet of 30 jet skis, and a variety of day tours and private charters.

Handwritten Wool

HOTEL Woolstore 1888, a heritage property in Sydney, has joined Accor's portfolio of Handwritten Collection hotels, under a new management agreement signed with the hotel's new owners, Shakespeare Property Group.

Located on the Darling Harbour, the four-level sandstone building is the fourth oldest of 21 surviving wool stores in Sydney, and features 90 rooms, a restaurant and wine bar, a private dining room, and meeting space.

"Partnering with Accor...was an ideal choice for us as we want the original character of the hotel to shine," said Shakespeare Property Group VP Hospitality Assets and Investments, Richard Saab.

Hotel Woolstore 1888 is the fifth hotel Accor operates for Shakespeare Property Group.

Window Seat

REELING in a big fish is no doubt a proud moment in any angler's books, but we can hardly imagine the excitement levels that come with catching a \$1 million barramundi.

That was the experience of one very lucky 19-year-old in the Northern Territory over the weekend after hooking the valuable fish. which had been tagged as part of a nine-yearlong tourism fishing comp in the Katherine River.

The NT visitor campaign has been running since 2015, but nobody had yet reeled in one of the famed million-dollar barramudi, until now.

Payne called the hotline for the prize early on Sun morning, with the competition's organisers inviting him and his family to collect their incredible winnings.

Katherine local Keegan Payne and self-professed 'mad keen fisherman' said, "this is crazy for us, we're a big family, there's eight of us.

"This is more money than we could ever ask for...this is a once-in-a-lifetime opportunity for me," he gushed.

Payne, who is **pictured** below with his family, said he would use some of the prize money to help pay off his parents home loan.



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APT's Network of Wilderness Lodges

Our exclusive network of Wilderness Lodges is perfectly placed for exploring the remote Kimberley region in style and comfort. With locations across Bell Gorge, the Bungle Bungle Ranges and Mitchell Falls, wake to the call of the Australian bush each morning. Wake to the call of the Australian bush each morning and as the sun sets and the stars light up the night sky, retire to the campfire to share a story or two.

El Questro and Emma Gorge

On APT's 15-day Kimberley Complete journey, you'll explore the El Questro Wilderness Park, be treated to a swim beneath a towering droplet waterfall at Emma Gorge and relax in the hot springs at Zebedee Springs. Here, you will also enjoy a stay amidst untamed wilderness at Emma Gorge Resort.

Kings Canyon

Embark on APT's 15-day Central Australian Discovery and you will enjoy an outback stay at Kings Canyon Resort. Here, you will witness the enchanting Light-Towers installation, crafted by renowned British artist Bruce Munro. In the morning, set off on the Kings Canyon Rim Walk, taking in the canyon's incredible sandstone walls and marvelling at the canyon itself at the lookout.

— Undara Volcanic National Park

Set out on the Archway Explorer tour, a guided discovery of the intriguing lava tubes of Undara Volcanic National Park, on APT's 14-day Essence of the Outback. These mysterious lava tubes and caves are the result of a massive volcanic eruption that occurred 190,000 years ago. Then, enjoy an authentic outback Queensland experience with a stay at Discovery Resorts Undara.





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