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# Travel Daily

First with the news

Tuesday 5th Nov 2024



MTA Advisor Kathy T

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## Gray Dawes buys Verve

VERVE Travel and Leisure has been purchased by UK-based Gray Dawes Group, which continues its major acquisition push in the Australian market.

The latest acquiree is a family-owned business with offices in Melbourne and Brisbane, and is comprised of its business travel division Verve Travel Management and a leisure retail arm, Bay Travel and Cruise.

Verve Travel and Leisure is currently led by Kathryn and Kurt Sari, and last year turned over more than \$35 million.

"With Verve strengthening our existing Australian operation, this represents the next step in our global growth plan and amplifies our unique service delivery strategy," Gray Dawes Group CEO Suzanne Horner said.

"Welcoming Verve Travel into the group only strengthens our position and global offering, both to corporate and luxury leisure markets," she added.

## Silversea treasures

SILVERSEA has been taking guests to off-the-beaten path locations around Australia and New Zealand for more than 15 years - see **page eight** for details.

### Today's issue of TD

*Travel Daily* today features seven pages of news including our **Sustainability** page, plus a front cover from **CLIA** and a full page from **Silversea**.

## SIA upgrades cabins

SINGAPORE Airlines will introduce a first class cabin in its seven A350-900ULR aircraft as part of a newly unveiled \$1.1 billion retrofit program.

The initiative will also see new business class seating and designs installed to be more spacious and ergonomic, while premium economy and economy cabins will also be refreshed to enhance the travel experience.

Updates across all classes also include a newer version of the KrisWorld in-flight entertainment system, which will offer greater personalisation and an extensive range of lifestyle options.

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## Trips concerning hotels

**CONSUMERS** taking fewer trips was listed among the major risks threatening Australia's accommodation and short-term rental industries in a new report from Booking.com.

Close to 60% of hotel respondents in the *Australian Accommodation Barometer* listed a diminishing appetite for trips as a risk to the sector, alongside increased competition, energy costs, staffing bills, and potential tax increases.

Despite the concerns listed, 73% of hoteliers and short-term rental operators said they are either "positive" or "very positive" about the future economic situation, a 9% rise from 2023.

The report also found the rate of accommodation providers describing the economic situation as "very poor" has dropped from 12% to 5% year-on-year.

While the overall sentiment has improved, there is a noted

disparity in perception across the states and territories, with NSW shown to be the most optimistic about the future.

The widest gap was found in the assessment of past business performance, with 77% of NSW respondents rating this as "very good", compared to just 54% from Victorian and Queensland.

Meanwhile, hotels in Australia view improving social media effectiveness as the biggest opportunity, as well as optimising websites on mobile devices.

Around 70% of Aussie accommodation providers said they intend to invest in more hotel technology moving forward, while 80% said they would like to improve their visibility regarding online travel platforms.

Hotels also plan to invest more in the future than they did in the last six months, as they now have less difficulty in accessing financing and capital. *AB*

## Carnival agent focus

**CARNIVAL** Cruise Line has promoted Sarah Miller to the role of Key Account Manager in a bid by the cruise line to increase its focus on travel agents.

In her new remit, Miller (**pictured**) will focus on deepening relationships with key accounts, having held a BDM role with Carnival for close to seven years prior to her appointment.

Carnival also revealed it is in the process of recruiting for a BDM position in Qld to further propel sales growth in 2025.



**Travel Daily**  
ON LOCATION

**AT SEA**

Today's issue of *TD* is coming to you courtesy of **Celebrity Cruises**, which is hosting us aboard *Celebrity Edge*.

**WE ARE** heading for home back to Sydney today, concluding a four-day Tasmania cruise aboard *Celebrity Edge*.

Dining on board the ship is one of its highlights, and the lucky guests on this famil will not miss out, enjoying an exclusive breakfast at Luminæ, and at night, dinner at Eden.

Tonight, we will enjoy another performance from *Edge's* entertainment cast.

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## RSSC connects in Nov

**REGENT** Seven Seas Cruises (RSSC) has launched Travel Advisor Appreciation Month for a fourth year, which will focus on how its new Regent Connect tool, unveiled last month (**TD** 24 Oct), can better sell its luxury sailings.

The cruise line will host two webinars to help advisors grow their RSSC business, which will include a gift voucher incentive for those who participate.

Founder and CMO of Approach Guides, Jennifer Raezer, will guest host a session to leverage Regent Connect tomorrow at 12pm, alongside RSSC Director of Digital Marketing, Veronica Frost.

Digital expert Heather Porter will provide insights around how agents can better use social media in a follow-up webinar taking place on 27 Nov.

Trade partners are encouraged to RSVP early to attend the first complimentary webinar **HERE**, while the time/link for the second session will be published soon.

## BESydney CEO to depart in 2025

**BUSINESS** Events Sydney (BESydney) CEO Lyn Lewis-Smith has advised the board that she will not renew her contract with the body beyond Jul 2025 (**TD** breaking news yesterday).

Lewis-Smith has been in the position for close to 13 years, presiding over a strong recovery period for Sydney's events sector.

Speaking at an event in Sydney yesterday following BESydney's AGM, the outgoing chief reflected on her decade-plus time leading Sydney's peak events body.

"While leading this organisation, I have always believed in this industry and the impact it has on the world," she said.

"This role is one of the best jobs in the global visitor economy and I will be leaving my stewardship of BESydney while it is well-placed to accommodate the transition," Lewis-Smith added.

BESydney was the beneficiary of a recent budget boost from



the NSW Government, with \$1.5 million allocated to assist with securing more international and domestic event wins over the next year (**TD** 10 Oct).

The additional funding is also in line with the Federal Government's 'Thrive 2030' strategy launched in 2022, which includes events as a central pillar to achieve an overall yearly \$230 billion in visitor spend by 2030.

"The new government funding for BESydney for FY25, responding to the significance of business events to the NSW visitor economy, as well as the

upcoming strategy, present a strong outlook for the organisation in the coming year," Lewis-Smith noted.

Next year into the forward calendar, Sydney has already accrued around \$400 million worth of confirmed events, with a further \$600 million in value awaiting confirmation.

At the AGM conducted prior to the departure announcement, BESydney reported 69 global and national meetings were held over the last year which attracted 51,000 delegates, generating an estimated \$216 million in direct expenditure for the state.

The board added that by 30 Jun, BESydney had secured a pipeline of confirmed business to 2030 comprising 58 global and national business events, attracting 101,000 delegates and amounting to \$40m in direct expenditure. **AB**

**Pictured:** Lewis-Smith (right) with Chair Mary O'Kane.

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## Their cup runneth over



A SPARKLING day in Melbourne is providing the perfect setting for today's Melbourne Cup, where the rich and famous are mingling with the hoi polloi to celebrate the race that stops a nation.

Although we don't know the results of the race as **TD** goes to print, we can certainly testify that a good time was being had by all in the lead up to the start.

**Travel Daily** was honoured to be part of the crowd in the Lexus Marquee within the famed Birdcage enclave courtesy of Qantas, and snapped some of the glitterati who are **pictured** from left: Dougal Beatty, Channel 9 Melbourne; Melbourne Airport's Andrew Lund; and Jacqui Abbott, Henry Budd and Stephanie Maguire from Qantas.

## NT funding tourism

THE NT Government has allocated \$4.8 million towards creating new infrastructure in troubled Alice Springs, as the destination looks to overcome a youth crime crisis in recent years.

Among the flagged projects is a new Tourism Central Australia headquarters and visitor information centre, as well as an Aboriginal and Torres Strait Islander art gallery.

"As part of our plan to rebuild the economy, we are delivering projects to improve tourism and a new visitor information centre to welcome tourists to town," Chief Minister Lia Finocchiaro said.

"The CLP promised to rebuild Alice Springs' reputation after eight years of Labor, and we are taking action to make Alice Springs once again a great place to live, work and invest."

Alongside rebuilding tourism attractions and facilities, the NT will combat crime by creating community facilities for locals.

## Nauru connects Oz

NAURU Airlines will continue to serve the Australia-North Pacific Connector route after being awarded an additional 12-month contract from the Federal Government.

The flag carrier of the Republic of Nauru began operating the service in Oct 2022, providing essential air links connecting northern and central Pacific countries to key destinations in Australia, Asia, and Fiji.

The weekly flight departs from Brisbane via Nauru, Tarawa, Majuro and Pohnpei to Palau.

MEANWHILE, Nauru Airlines will cease operating its weekly direct Brisbane-Palau flights, which it was contracted by DFAT to establish (**TD** 23 May), with Qantas to take over the service.





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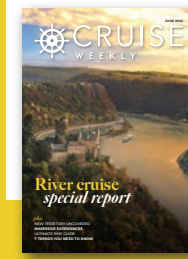
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### Skye Suites rebrand

SKYE Suites hotel at Green Square in Sydney's inner-east has been renamed One Global Resorts, part of a rebrand to reflect recent moves to position it in the luxury segment.

The hotel's rooms have undergone a recent interior redesign, rooms that have gained notoriety for being the accommodation for reality contestants on the smash-hit TV show *Married At First Sight*.

Owners One Global Capital also revealed plans to update a property in Macquarie Park to the One Global Resort branding, with more in the pipeline.



### IR reflects on a bumper year



**THE** International Rail (IR) team recently gathered to celebrate a successful year, which saw the launch of its new agent booking platform and a new ferry booking platform (**TD** 20 Aug).

The event brought together many of the global rail wholesaler's team members from across Australia and New Zealand to Lorne and the Great Ocean Road in regional Victoria, where they participated in a variety of social activities.

The group took in stunning ocean views at Bells Beach and indulged in dinner at Italian restaurant, Totti's Lorne.

There was also a chance to discuss IR's vision for 2025, with the main objective for the brand to be top-of-mind for agents in Australia and New Zealand when booking trains and ferries.

"It was an honour to treat our amazing support team to a weekend of fun and indulgence," enthused International Rail's Owner and Managing Director, Jonathan Hume.

"This team is nothing short of outstanding and we hope our travel agency partners have enjoyed the expert service provided throughout the year.

"2025 is going to bring another huge period of growth for the company and none of it would

be possible without this quality group in my corner that achieve incredible things," he said. *JM*

**Pictured:** The International Rail team at Bells Beach along the Great Ocean Road, Victoria.

### New Rocky platform

**ROCKY** Mountaineer has launched a new online portal for agents, offering a raft of improvements and new features.

Trade partners can now enjoy a simplified package search, centralised bookings, and resources to sell and market a Rocky Mountaineer journey to clients, including brochures, digital assets and customisable marketing materials.

Agents will also have access to learning opportunities, exclusive travel agent discounts, and rail route and destination information, as well as the operator's latest news, product and operational updates, and promotional offers.

Additionally, agents can sign up to Rocky's *Inside Track* newsletter to get insights and tips.



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### Melia now in Malta

**MELIA** Hotels International has announced the opening of ME Malta this week in the seaside town of St Julian on the island's north-eastern coastline.

Part of the Mercury Towers development, the hotel features 113 guestrooms, 27 suites and 35 residences across 20 floors.

Guests can convene in several social and event spaces, including three Thinking Labs, a meeting room and two breakout rooms, or unwind at the poolside beach club overlooking the coastline.

The property will open a spa and more dining venues next year, including the Radio Rooftop bar, and Italian restaurant, Luciano by Gino D'Acampo.





## Intrepid unites

**INTREPID** Travel has achieved its goal of ensuring all global team members earn a living wage within a year, demonstrating the B-Corp company's pledge to ethical business.

The milestone was announced by Intrepid CEO James Thornton at the United Nations Global Compact's Uniting Business Live Australia conference, which took place last week.

Thornton met with UN Global Compact Assistant Secretary-General Sanda Ojiambo during her first visit to Australia to discuss the future of sustainable practices in the travel industry.

Key talking points included the UN Global Compact Forward Faster initiative, under which Intrepid has committed to the living wage goal, as well as climate change objectives.

Additionally, Intrepid's Chief Customer Officer, Leigh Barnes, facilitated a consultation on the UN Global Compact's CMO Blueprint for Sustainable Growth.

"We are committed to responsible business and believe in working together with our partners and the broader corporate community towards a more equitable and sustainable future for all," added Thornton.

## CATHAY PACIFIC ADVANCES SAF USE

**HONG** Kong-based Cathay Pacific has celebrated the growth of its Corporate Sustainable Aviation Fuel (SAF) Programme, which is now in its third year (**TD** 21 Apr 2022).

The carrier has welcomed a total of 15 partners to the initiative, including DB Schenker, the biggest contributor to date, as well as Kuehne+Nagel as diamond partners, EQT as a gold partner, and Julius Baer and Lenton Group as silver partners.

Together, the organisations have committed to using 2,650 tonnes of SAF in 2024, equivalent to a reduction of approximately 8,060 tonnes of carbon emissions and three times the reduction achieved last year.

Notably, this year has seen multi-year commitments from



partners, reinforcing Cathay's 2030 target of 10% SAF fuel use.

The airline has also introduced a tiered structure, allowing customers to participate based on their SAF demand.

Cathay Group CEO Ronald Lam described the program as a "key pillar in Cathay's overall approach to leading the aviation industry's decarbonisation".

"With growing support from our corporate travel and cargo customers, Cathay continues to increase SAF usage across our network worldwide.

"In doing so, our customers are able to help reduce emissions from their air travel and air freight," Lam said. *JM*

**Pictured:** Program partners celebrate the shared commitment.

## W Maldives emphasises sustainability

**W MALDIVES**, located on Fesdu Island, will introduce several sustainability initiatives when it reopens in Jan 2025.

Set to be the first W Hotel to debut under the brand's global rebranding initiative, the resort will offer 77 redesigned overwater and beach villas which blend indoor and outdoor living.

Sustainability will be front-and-centre, with the revamped property to eliminate single-use plastics, install a biogas plant to recycle food waste, and create



an in-house herb and fruit plantation by the end of 2025.

Guests will also enjoy an elevated dining and bar experience, including a new ocean-to-table concept at W Maldives' seafood restaurant.

## Get eco-certified

**BOOKING.COM** has updated the partner-focused aspect of its sustainability program, which now offers an improved pathway to third-party certification.

Partners can now access tailored insights that guide them towards third-party certifications best suited to their property's profile, needs and operations.

Users will also receive targeted tips and resources to help them advance their sustainability efforts.

# Discover our Adventure Special Report

## APT trucks into Melbourne



APT Travel Group brought a taste of the outback to Melbourne with an exclusive showcase of the brand's custom-designed Mercedes-Benz 4WD vehicles, which take guests on outback adventures.

The consumer events took place last Thu in Sandringham, as well as APT Travel Group's Melbourne head office, where guests could enjoy photo opportunities with the vehicles, a chance to connect with an expert Kimberley guide, and gain insights from APT and Travelmarvel's BDM team.

Rob McGeary, the operator's co-owner and director, was there to greet guests and share stories from his recent visit to the Kimberley, where he explored the newly refurbished Mitchell Falls Lodge and experienced the comfort of the Mercedes-Benz vehicles first-hand.

"We're incredibly proud to showcase our 4WD vehicles," McGeary said.

"The Kimberley holds a special place for our family - it's close to our hearts, and we've been

exploring it since the 1970s.

"These custom-designed 22-seat Mercedes-Benz vehicles are made for this remote region and guided by our passionate driver-guides, who love sharing its special and hidden wonders."

The custom-designed 4WDs offer a touch of luxury, with leather seats, in-seat USB ports, air conditioning, and high-impact suspension for extra comfort on rugged roads. *JM*

## Limelight in Sicily

LIMELIGHT Arts Travel has introduced two new tours, one of which combines a six-night sailing to Sicily on board *Sea Cloud II* with a land-based itinerary exploring the island's history.

The other new offering is a tour in South Korea led by Jackie Menzies, former curator of Asian Art at the Art Gallery of NSW.

The itinerary takes in the best of South Korea, from UNESCO World Heritage-listed temples and palaces, to cultural villages and museums.

## Window Seat

MOVEMBER and fundraising for men's mental health brings out some unique ideas, and UK man Terry Rosoman's idea is unlikely to be copied.

Marketing Director Rosoman set out recently to run through south Wales, however his intended route, when drawn on a map, resembled a penis.

The 75-mile journey saw Rosoman run for nearly 24 hours to complete the phallic shaped hiking trail, which went from Hay-on-Wye to Abergavenny via Crickhowell and Llangenny.

Rosoman said he deliberately drew the shape on his exercise app Strava because most men find the shape hilarious.

MEANWHILE, coming home from holiday with leftover foreign currency is often a downer, not least for the conundrum of what to do with it - donate it or cop heavy fees to turn it back into AUD.

Hotel giant Accor is aiming to change that later this month with an activation called 'The World's Best Exchange Rate'.

Travellers are invited to visit Martin Place in Sydney on 12 and 13 Nov, donate their leftover travel funds and enter a draw to win another holiday.

The total prize pool is valued at over \$200,000, with holidays, concert tickets, ALL reward points and vouchers for dining all up for grabs.

Future activations are also planned for Brisbane, Melbourne and Auckland.

## MONEY

**WELCOME** to Money, TD's Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.658**

**THINGS** are very much up in the air for the Australian dollar this week, as the world waits with bated breath for the results of the US election.

The outcome is expected to impact the pair, with a Trump victory holding the potential to boost the USD.

Meanwhile, Australia's inflation has shrunk from 2.7% to 2.1% annually - another factor weighing down the AUD. *Wholesale rates this morning.*

US	\$0.658
UK	£0.508
NZ	\$1.102
Euro	€0.605
Japan	¥100.2
Thailand	฿22.24
China	¥4.674
South Africa	11.53
Canada	\$0.915
Crude oil	US\$69.37

## Ski resort dries out

FRANCE'S third-biggest ski resort, Alpe du Grand Serre, has announced its "brutal decision" to permanently shut down, just two months out from the start of the 2024/25 winter ski season.

The operator cited a lack of seasonal snowfall as the reason for its closure, blaming the effects of global warming.

The decision is expected to have a big negative impact on the small town's businesses, who heavily rely on winter sports tourism.



An aerial photograph of a stunning coastline. The water is a vibrant turquoise color, transitioning to a deeper blue further out. A sandy beach curves along the shore, with gentle waves lapping at the edge. The land is a mix of green vegetation and golden-brown fields. In the distance, a small boat with two people is visible on the water. The sky is clear and blue.

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