



# Silver Nova

*Now sailing Australia*



• LUXURIOUS FLAGSHIP • ALL-INCLUSIVE COMFORT • S.A.L.T (SEA AND LAND TASTE) CULINARY PROGRAMME

There's no better way for your clients to explore Australia and New Zealand than aboard our new, ultra-luxury flagship, *Silver Nova*. Acclaimed as a ship of light, her innovative, open design allows for a deeper connection to stunning coastlines and cosmopolitan cities of the region. Our Australia and New Zealand voyages will take your client further than any other on land, on sea – with the most personalised service all the way. Each of our itineraries includes rare opportunities to experience the cosmopolitan culture, iconic sights and hidden gems here. Choose from diverse shore excursions that connect your client more closely with the landscapes, wildlife, and history of this region. Then take their tastebuds on a journey too with S.A.L.T. (Sea and Land Taste), our unique culinary programme that looks at each place through the lens of its food.



Learn more about Silver Nova  
in Australia and New Zealand

**CONTACT YOUR SILVERSEA SALES MANAGER OR RESERVATIONS  
ON +61 2 9255 0600 | SILVERSEA.COM/TRADE**

\*Terms and conditions apply

TAKE ANYWHERE EFTPOS TERMINALS  
No WiFi required, Wireless SIM provided

SAME DAY SETTLEMENT  
Same day for Visa, MasterCard AND American Express

3D SECURE PAYLINK  
3D Secure Payment links provided for online customer payments  
www.cvfrpayments.com | enquiries@cvfrpayments.com



APPLY NOW



## Today's issue of TD

Travel Daily today has six pages of news and a cover wrap from Silversea.

## Dixon weighs in

**FORMER** Qantas CEO Geoff Dixon has concurred with a growing chorus of travel stakeholders calling for an end to politicians accepting free flight upgrades from airlines.

The practice has come under extreme scrutiny in light of allegations made by author Joe Aston that Prime Minister Anthony Albanese arranged for upgrades directly with former Qantas chief Alan Joyce.

## ATAC evolves for future

THE Australian Travel Agents Co-operative (ATAC) has announced a major rebrand strategy designed to highlight its independence and strong connectivity (*TD* breaking news Sat).

Speaking with *Travel Daily* at its annual conference on the Gold Coast, Chair Jack Taylor and GM Michelle Emerton said that while promoting independence was a key aspect of the branding refresh, the motivation was also about demonstrating its value to potential members.

"Part of [the rebrand] was to say, 'how do we attract new members? Why are we missing



out? What are people looking for that they're not seeing in what we're delivering?," Emerton said.

"We did a big session for a day with our agents and also another day with agents that are not in the group so they could give us some feedback," she added.

While there has been some mild attrition in the membership ranks over the last 12 months, Taylor is optimistic about the future given an 81% rise in TTV since implementing a new fee-based business tiered model last year (*TD* 19 Jul 2023).

The change-up was designed to create a more level playing field for agents and strengthen relationships with suppliers.

Speaking about the rebrand, Taylor said "the whole element is to drive independence and to talk about the symbiosis of the fact that we are totally autonomous but connected as a community."

In further news, Kirsty Eccles, Meridian Travel; Meg Hill, Cruise Express; Jack Taylor, Performance Travel; and Holly Velardo, HollyDay Travel, were all elected to the Board following ATAC's AGM held on Sat.

It was also revealed that Taylor has extended his term as Chair by two more years after an initial six-year dedication. *AB*

## Welcome to Nova

SILVERSEA'S newest luxury cruise ship, *Silver Nova*, has arrived in Australian waters.

The LNG-powered vessel offers an innovative design with more deck space and the line's popular S.A.L.T Culinary Program - more info on today's **cover page**.

## Be more than an SME

Specialist | Motivated | Entrepreneurial

The best partnerships and the latest tech solutions enable you to maximize new travel opportunities.

You understand your business and goals.  
We're here to help you achieve them faster.

Gain more efficiency to support modern travelers at every stage of their journey by digitizing access to premium content, booking, payment and service. This will add value to your business and create memorable experiences.



Discuss with Amadeus how to be fully equipped to become a complete **SME** player to be reckoned with.

Find out more →

**AMADEUS**  
It's how travel works smarter.

Wendy Wu Tours

UPGRADE TO  
BUSINESS  
CLASS

FROM \$399<sup>PP</sup> ONE WAY  
\$1,399<sup>PP</sup> RETURN

Selected 2025 China group tours  
flying Cathay Pacific

DISCOVER MORE

© COMO Metropolitan Singapore

HOLIDAYS. MADE IN SINGAPORE  
SPEAK TO OUR TEAM OF SINGAPORE SPECIALISTS TODAY

SG Singapore  
Passion Made Possible

ENTIRE TRAVEL GROUP

SAVE UP TO  
\$1,800\*  
PER COUPLE  
Book by  
6 Dec 2024  
\*T&Cs apply



## Supercar packages

**SPORTSNET** and Supercars have created an exclusive white label platform for Repco Supercars Championship customers to purchase travel and ticket packages.

Bundles available via the Supercars Travel program include tickets to Bathurst 12 Hour and any Australian & New Zealand Championship rounds, plus accommodation, hospitality, functions and exclusive fan experiences, such as track tours.

NATIONAL TRAVEL INDUSTRY AWARDS  
2024  
WINNER

### Discover Asia Sun Resorts

Club Med

INDONESIA - THAILAND -  
MALAYSIA - JAPAN

UP TO **30% OFF**

\*T&Cs apply

## Air Tickets makes history

**HELLOWORLD'S** Air Tickets has revealed it will be the first consolidator in Australia and New Zealand to roll out a direct Air Tickets Emirates API.

Speaking at the Australian Travel Agents Co-operative's (ATAC) annual conference over the weekend, Helloworld's Group General Manager - Consolidation, Rohan Moss, said the functionality is now live, with a pilot testing group of agents trialling the API before any mainline launch.

"Once we have ironed out any bugs, hopefully there won't be any, we will then roll it out [to all users in the local market]."

Moss also revealed an NDC API for Qatar Airways will be added toward the end of the month.

"NDC is really taking off and we can't stop it so we need [agents] on board," Moss told attendees.

"Qantas is providing, on average, 6% or 7% lower fares for you by using NDC versus traditional," he added.

Moss also revealed that from Feb next year, Air Tickets will commence an advisory board that will take into account advice from agents.

It won't just be Helloworld

## Dave bats for TA

**TOURISM** Australia has featured Australian cricketer David Warner in a new campaign targeting Indian travellers.

Warner will star in a series of videos highlighting his favourite holiday destinations in Sydney, Melbourne and the Gold Coast, signalling a transition from former fast bowler Brett Lee.



agents providing feedback, with independent advisors who are members of ATAC nabbing a seat at the table as well.

A representative from ATAC is yet to be revealed. **AB**

## QF loyalty restructure

**QANTAS** has confirmed it is currently making changes to its loyalty team in a bid to unlock more value to customers.

These changes have included the creation of a number of new positions, however it has also necessitated the need for some redundancies and loyalty team staff being redeployed to other areas of the business.

The development arrives only weeks after former Qantas loyalty chief, Olivia Wirth, poached several senior staff from the airline's loyalty team, including Head of Corporate Development at Qantas Loyalty, Andrew Taylor.

Wirth, now Myer's CEO, recruited Taylor to the newly created role of Chief Transformation Officer.

Wirth had also recruited Qantas Loyalty's Head of Marketing, Clarabella Burley, to take on the CMO position at Myer.

In the last year, QF has seen a 14% rise in loyalty engagement.

## MSC Blue Diamond

**MSC Cruises** has introduced a new tier to the MSC Voyagers Club, as part of a raft of updates to the loyalty program.

The Blue Diamond tier sits on top of the existing levels, unlocking extra benefits including a flexible check-in time, priority embarkation, My Choice dining, a meet-and-greet with the ship's captain or officer, and more.

Additionally, all membership levels have been extended from three to five years - details **HERE**.

### exotikka

Take group bookings in just a few clicks!

[Request a quote](#)

## 24/7 Support Service

Reliable call, email and chat support for your clients - ensuring peace of mind on every journey.



## Travel Support Anytime, Anywhere

Leave it to ATI

[atibusinessgroup.com](mailto:atibusinessgroup.com)  
[sales@atibusinessgroup.com](mailto:sales@atibusinessgroup.com)

## Ticketing Queue Management

Timely and accurate ticket processing around the clock for seamless travel experience.



## Club Med focuses on home-based agents

**MORE** than 60 home-based travel advisors are returning from Club Med Bali, which has wrapped up HBA 2024, a conference dedicated to the agent segment.

Taking place from 04-07 Nov, the conference featured keynote speakers and industry experts sharing insights on how home-based agents can develop their personal branding and in turn grow their businesses.

Speakers included Kikki K founder Kristina Karlsson, who spoke about maintaining her business during the pandemic.

Karlsson also conducted a 'Dreaming Big' workshop to encourage delegates to be bold and aim high to reach new levels of professional success.

Attendees also heard from home-based agent Adela Backhouse, who presented on leveraging social media, sharing relatable advice and practical tips for success in a highly competitive



and cut-throat environment.

Mumpack Travel founder Evie Farrell encouraged agents to find their niche and detailed first-hand experiences of how she learned to understand her audience while maintaining self-belief.

Club Med Pacific General Manager, Michelle Davies (pictured), said she was thrilled to host the collaborative journey of growth at the first HBA 2024.

"The acceleration of the home-based advisor segment of the industry has been paramount and is integral to Club Med's success, representing 22% of our business," Davies said.

"We understand that the home-based advisor sector is a

successful model with varying needs from the traditional brick and mortar framework.

"Overall, we wanted to empower advisors with not just inspiration but provide tangible skills and knowledge to implement into their business immediately," Davies added.

One key highlight was the opportunity to engage with 100 children from a local school and orphanage, invited to the resort by Club Med partner charity, Bali Life, for an afternoon of games with delegates and staff.

Among the attendees was ATIA Director of Memberships and Industry Affairs, Richard Taylor, who saw an opportunity for the peak industry association to connect with advisors in a different forum and explore their needs heading into 2025. *ML*

*Travel Daily* is hosting its own event focusing on home-based advisors - more info [HERE](#).

**Travel Daily**  
ON LOCATION

**BUDAPEST**

Today's issue of *TD* is coming to you courtesy of **Aviareps**.

**WE'VE** just landed in the beautiful city of Budapest, known as the Queen of the Danube and the capital of thermal waters.

It is a spectacular city filled with old-world charm, cobbled streets, and fascinating history and culture.

Today we'll enjoy an indulgent breakfast at the opulent New York Cafe, once frequented by writers and artists at the turn of the century.

Next on our itinerary will be the House of Music, urban and cultural development Liget Budapest Project, World Heritage site Matthias Church and more.



## Get beneath the surface of **Korea**

with the cultural adventure specialists that **love** agents

[SHOW ME HOW](#)





## Billions not spent by Aussies

**AUSTRALIANS** are sitting on more than \$1 billion in unspent foreign currency, according to a new report from Accor's loyalty program, ALL.

The national study surveying 1,001 Australians who have travelled overseas recently found that one in seven are still holding around \$300 in foreign currency.

A larger contingent also revealed they are yet to convert about \$50 in foreign cash.

The reasons for returned travellers holding on to foreign currency are varied, however 26% admitted to Accor it was "too much effort" to exchange.

In good news for the return trip market, almost half of Aussies stated they were squirrelling the notes away because they planned to use them when they headed back to the destination.

Interestingly, a sizeable cohort (20%) admitted to keeping foreign currency as a "travel souvenir",



with 18-39-year-olds the leaders in preserving the currency memories with 32%.

The top five most popular currencies Aussies are holding onto are USD (37%), Euro (33%), Singapore Dollar (21%), the British Pound (20%) and the New Zealand dollar (20%).

Accor's report also found 97% of Australians are opting to carry physical cash abroad, despite the rise in cashless travel options.

The reasons given included to avoid international card transaction fees (43%), food and drink purchases (68%), and tipping locals (43%). *AB*

## Load factors falling

**INTERNATIONAL** seat utilisation for Aug 2024 closed at 81%, down nearly 2% from the same month last year, according to a newly released monthly report from BITRE.

The latest official patronage report showed international passenger traffic was 3.39 million for the month, an improvement from 3.05 million one year prior.

Additionally, capacity rose 7.4%, suggesting it was now meeting market demand.

Total passenger traffic for the year ending Aug was 39.8 million, a big jump from the 32 million posted in Aug 2023.

Qantas Group, including Jetstar, maintained its grip on market share with 29.1% of the overall pie, increasing its slice from 27.1% one year ago.

Singapore claimed the top three places as most popular city pair with Melbourne, Sydney and Perth, while low-cost carriers made up 20.3% of the market.



## Window Seat

**REMEMBRANCE** Day is a solemn occasion in Australia's annual calendar, but one veteran of the Vietnam War can smile after being reunited with his lost war medals.

Malcolm Edmiston misplaced his set of miniature medals during a flight from Townsville to Christchurch one year ago, resigning himself to the notion they were lost while in NZ.

Brisbane Airport stepped in, launching a campaign to find the medals, with the missing pieces eventually spotted on the gateway's Facebook page.



# MORE DATES, MORE TIME!



## Longer Stays, Smaller Groups

## La Grande France 2025

Due to overwhelming demand, we can offer more departures for our 16-day **La Grande France** tour.

**2025 Dates: 1 June, 17 August, 31 August**

**Get in quick so your clients can linger, longer!**



**WINNER**  
**TWO YEARS IN A ROW**  
2023 & 2024  
Most Outstanding  
Tour Operator Specialised



Request your brochures from [trade@albatrosstours.com.au](mailto:trade@albatrosstours.com.au)

**LEARN MORE**



Come share our love of Europe

## ATAC ready to be future focused



**SUPPLIERS** and members were all smiles at ATAC's annual conference on the Gold Coast.

**THE** Australian Travel Agents Co-operative (ATAC) held a jubilant conference on the Gold Coast over the weekend, with key suppliers and agents coming together at the Langham Gold Coast to mark the achievements of the last year.

There were key presentations delivered by important ATAC partners such as The Travel Corporation, Intrepid, AmaWaterways, and SIA, as well as a range of informative panel sessions and keynote speeches.

In between fine dining and taking a sunset cruise showcasing the skyline of the Gold Coast, attendees were also treated to ample networking opportunities and chances to score big prizes.

But no conference would

be complete without a huge announcement, with ATAC revealing a daring new brand refresh in order to take the organisation forward into the next era of growth.

See **page one** for all of the latest details on ATAC.



**GLOBAL** Touring Head of Sales Bobby Hale and Aussietravelcover National Sales Manager Amanda Belcastro hobnob on the cruise.



**TEAM ATAC** walks the blue carpet.



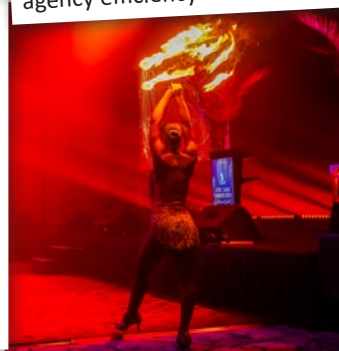
**AN INFORMATIVE** panel session on agency efficiency in full swing.



**THE** Travel Corporation's Gemma Boyd convinces advisors to embrace social media and have their TikTok moment.



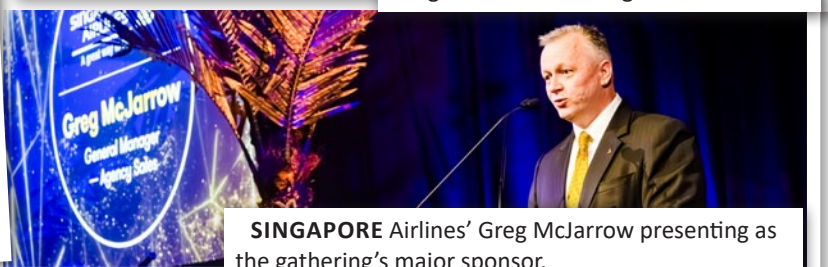
**THE** photo wall was clearly the place to be during the Gala Dinner on Sat night, with many bringing out their star qualities.



**EMCEE** Michael Pope shows off his 'magic' charisma during the conference.



**BETWEEN** sessions attendees enjoyed a fun sunset cruise before a gourmet dinner.



**SINGAPORE** Airlines' Greg McJarow presenting as the gathering's major sponsor.

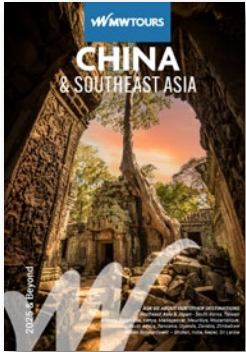
**Stay Updated**  
on the latest travel news

Follow Travel Daily on social media to get your travel news first

Travel Daily

## BROCHURES

Send your special deals to:  
brochures@traveldaily.com.au



**MW Tours - China & Southeast Asia 2025**  
Providing valuable insights for travellers and agents alike, MW Tours has unveiled its latest eBrochure showcasing its offerings across China and Southeast Asia. From ancient cities to pristine beaches, new tours highlight the rich heritage, diverse cultures, and stunning landscapes that these destinations are known for. In China, travellers will discover vibrant cities and iconic sites, from the Great Wall to the mountain and river landscapes of Guilin. Additionally, in Southeast Asia, guests can explore Vietnam, Cambodia and the Philippines, taking in everything from lively markets and ancient temples, to world-renowned beaches.



**Viva Holidays - UK & Ireland 2025**  
Viva Holidays has released its 2025 UK & Ireland brochure, featuring more extended tours throughout England, Wales, Scotland and Ireland. Bigger than last year, the 2025 brochure includes a wider range of accommodation and day tours in London, Edinburgh, Belfast and Dublin, as well as regional accommodation. Highlights include a range of private chauffeur driven sightseeing tour options in London, with travellers able to see the city's iconic landmarks, including Kensington Palace, the London Eye, and Westminster Abbey, as well as famous TV and film locations.



**Trafalgar - Worldwide Tours 2025/26**  
A new 52-page brochure from Trafalgar details the brand's comprehensive range of tours around the world. There's plenty of inspiration to be found among the pages, which highlight more than 300 holidays across 70 countries, from the USA and Canada, to Africa, Asia, Latin America, and Australia and New Zealand. The guide showcases Trafalgar's top 10 must-sees, as well as its Make Travel Matter experiences. Readers can also learn about the unique local experiences available in each region, allowing them to take a deeper dive into the cultures and traditions of the places they visit.

## The pinnacle of picnics



**OCEANVIEW** Helicopters has launched a new experience, 'The Picnic on a Peak', in time for the summer holiday season on the Gold Coast.

The private helicopter ride showcases the region's coastal and hinterland landscapes, as well as highlighting local produce.

Departing from Sunshine Coast Airport or Caloundra, travellers can spot dolphins, turtles, and local surfers as they soar above the coastline.

The tour includes a stop in the country town of Kenilworth, known for its locally produced cheese, followed by a scenic flight over the Glass House Mountains.

The journey culminates in a picnic on a private peak in the hinterland, where guests can enjoy local cheeses, crackers, dips, fruit, and chocolate, as well as alcoholic beverages including craft beer, wines or spirits.

The picnic hampers are sourced in collaboration with White's IGA, which owns and operates six boutique grocery stores across the region focusing on local produce and products.

Matt Stoeckel, CEO of Visit Sunshine Coast supported the initiative, saying: "the new experience reinforces why the region is known as Queensland's Sunshine Pantry, as it showcases our incredible food and drink offering that is set amongst our stunning landscapes.

"Looking ahead, we anticipate a bumper summer holiday season with forward bookings tracking ahead of last year, and I know this new collaboration is going to be a huge hit with our visitors."

Nicole McNaughton, Chief Executive Officer of the Food and Agribusiness Network, also emphasised the important role that tourism is currently playing when it comes to showcasing the food and agriculture businesses on the Sunshine Coast.

The Picnic on a Peak tour is bookable for groups of between two and 12 people, with options for larger groups available through Oceanview's fleet.

Next year, Oceanview will move into new premises at Sunshine Coast Airport as part of the Aerospace Precinct expansion. JM