Travel Daily

First with the news

Tuesday 12th Nov 2024



Travelex updates

TRAVELEX has refreshed the software in 600 of its ATMs across eight countries, including Australia, to enable new features such as contactless cash withdrawals and touch screens.

The update is also live in NZ, the UK, Switzerland, Italy, Germany, Holland, and the Czech Republic.



Fly Free SALE

THIS IS A FINAL CALL

Your clients can enjoy free return flights when they book on selected 2025, 2026 and 2027 river voyages.

VIEW OFFERS

Rex gets a new lifeline

REGIONAL routes operated by the embattled Rex Airlines appear to be guaranteed for now, with the Federal Government this morning agreeing to an \$80m finance facility to ensure the carrier's short-term commercial future (TD breaking news).

During a press conference today, Federal Minister for Transport Catherine King also revealed the government's intention to extend the Regional Flight Booking Guarantee, first introduced to keep vital regional air links going in Aug (TD 16 Aug).

The guarantee secures refunds and chargebacks for travellers in instances where a Rex flight is cancelled, cannot be rescheduled, and the Rex Group is unable to provide a refund.

Responding to the announcement, administrators for Rex, EY, said the facility would be used to invest in a business improvement program, including increasing the number of its

operational aircraft.

"We're planning to increase the size of the fleet, while providing greater clarity for the Rex team and investing in strategic growth initiatives," EY confirmed, adding the move would increase reliability on its regional routes.

Alongside the government's cash injection, EY also revealed it intends to apply to the Federal Court for an extension of the voluntary administration period through to 30 Jun 2025.

"The extension...will help us to build a strong network for regional Australia, enabling us to continue to operate while... repositioning the business for sale," EY added. AB

Today's issue of TD

Travel Daily today features nine pages of news including our Sustainability page, a photo page from Envoyage and a full page from Silversea.



Save up to \$10,000

SILVERSEA'S special Black Friday promotion means travellers can save up to \$10,000 per suite on more than 550 Ocean and Expedition voyages around the world.

Bookings must be made by 02 Dec - see the back page to find out more details.



Fly Free SALE

MUST END THIS FRIDAY

Your clients can enjoy free return flights for their companion when they book on selected 2025, 2026 and 2027 ocean & expedition voyages.

VIEW OFFERS







Batik inks flydubai

BATIK Air and flydubai have formed a new interline deal offering travellers easier connectivity in markets like Malaysia, Middle East, & Europe.

"By bringing together the networks of Batik Air and flydubai, we're making it easier for travellers to connect with new destinations and strengthening ties between [many] global locations," Batik Air CEO Datuk Chandran Rama Muthy said.

NSW operators in pain

TOURISM businesses in NSW are struggling under the weight of rising costs and tougher market conditions, according to a new report published by the NSW Tourism Association.

The September Quarter 2024 survey showed that tourism operators in the state have endured an average 16% increase in operational costs since the previous quarter.

Respondents also stated they were forced to make 21% in cuts to business reporting and staffing costs to combat rising bills.

The vast majority of NSW tourism companies (85%) have also observed weaker or stagnant market conditions, with 42% experiencing declines in business from key tourism markets - particularly in the areas of interstate and leisure travel.

"The survey results underscore the urgency of our advocacy efforts," NSW Tourism Association CEO Natalie Godward said.

"Now more than ever, we must unite in support of our tourism businesses to weather the current challenges and position NSW as a leader in tourism excellence."

Specifically, the body is calling for improved advocacy around worker shortages, protecting the state's unique tourism inventory, and better marketing efforts. *AB*

Eurostar's network just got a boost!



New streamlined conditions and services = more travel possibilities.

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Dec and earn \$10 per booking on Eurostar.

Terms and conditions apply. The incentive applies to per booking, not per journey or pax, and includes booking RailGroupEasy. Agency must make 1 initial booking for Eurostar or SNCF, then every additional booking after earns \$10. Booking horizon for SNCF is 3 months and Eurostar is 6 months. Cash reward will come in the form of Prezzee vouchers.

Rail Europe Book on agent.raileurope.com

CLIA LIVE expands

CRUISE Lines International Association's CLIA LIVE is expanding to the Gold Coast next year on 06 and 07 May.

The GC will be the sixth Australian city to host a CLIA LIVE event next year, with the Association also adding a Chrstichurch event, for eight dates all up.

The new date will be hosted at QT Gold Coast, and will join Brisbane, Melbourne, Adelaide, Perth, and Sydney - more in *CW*.

Qantas 72-hour sale

QANTAS Airways has unlocked one million discounted seats across 60 destinations, announcing a 72-hour sale.

The domestic sale offers fares starting from \$109 one-way for travel from Christmas Eve through to 18 Sep 2025.





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Xmas Travel League

TICKETS are selling fast to the 2024 Christmas Traveleague - the longest running annual festive celebration of the travel industry. Traveleague takes place on Wed 11 Dec from 12.30pm at the Palladium at Crown in Melbourne. **CLICK HERE** for tickets.



itravel walks on sunshine

EXCLUSIVE

MEMBERS and key suppliers recently gathered in Queensland as itravel hosted its first exclusive networking event amid plans to significantly ramp up its presence in the Sunshine State.

The event took place at Los Bar in Brisbane and drew a sizeable crowd of agent members, partner suppliers and head office staff.

A key message from itravel on the night was that it was committed to fostering connections and opportunities for growth for its members, along with staying abreast of the latest trends in travel.

Suppliers mingling with agents included reps from Bunnik Tours, Carnival Cruise Line, Collette, CVFR Ticketing, Globus family of brands, GO Insurance, Intrepid, MSC Cruises, Royal Caribbean International, Scenic, Shangri-La Group, Singapore Airlines, TTC Tour Brands, United Airlines,



Uniworld and Linkd Tourism. **Itravel Business Development** Manager Jo Howard said it was a special night and an incredible success to host the company's first networking event in Qld.

"It was inspiring to see our members and industry partners come together, forging new connections and strengthening existing ones; the energy in the room was palpable," Howard said.

Among the contingent were itravel CEO Steve Labroski; COO Joe Karbo; Business Development Manager, Jo Howard; and Head of Commercial, Josh Gordon, who are pictured. ML

New in Wellington

TOURISM New Zealand is inviting travel agents to register for an informative webinar highlighting the city of Wellington.

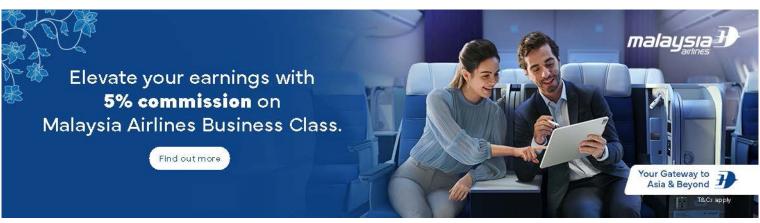
A variety of local operators will take part in the 45-minute session, set for midday AEDT on Wed 20 Nov - CLICK HERE.



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Window Seat

AIR New Zealand's wine aficionado Jim Harre is "wineding" down his career after 50 years as the airline's resident wine expert and ambassador.

Harre's journey at Air New Zealand started in 1974 as a flight attendant, before he was appointed to the specialist Inflight Service Director role.

He took on the additional responsibility (what a gig) at the end of 1997.

Harre retired from the cabin in 2006, but maintained his remit as Air NZ's wine consultant - you could say he had them at merlot.



Fares rise as carriers fall

AVERAGE airfares between metropolitan cities have climbed following the departure of Rex from 11 of Australia's 23 services between major capital cities.

According to the latest *Domestic* Airline Competition report from the ACCC, average airfares on major city routes have increased by 13.3% to 30 Sep, following Rex's exit from the Golden Triangle on 31 Jul.

During the same time, the number of available seats between metropolitan cities fell by 6%, while passenger numbers remained largely the same, leading to fuller flights.

From a sector snapshot taken earlier this year, nearly half of all domestic passengers flew on routes with either three or four airlines, with the Melbourne to Gold Coast route among the most competitive in the country, with four airlines competing.

Currently, there is no domestic



route served by more than two airlines, with Qantas and Virgin Australia together accounting for 98% of the domestic market.

ACCC Commissioner Anna Brakey said the spike in airfares corresponds to a less competitive domestic airline sector.

"While we also typically see a seasonal peak in air travel in Sep due to major sporting events and school holidays, there were additional pricing pressures this year," Brakey said.

"Passengers were no longer able to access the lower fares that Rex offered, and airline seating capacity decreased following Rex's exit.

"This in turn has contributed to higher airfares," Brakey added. ML





BUDAPEST

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

TODAY we're going to enjoy some face-to-face chat with wonderful Hungardian service providers at the elegant Kimpton BEM Budapest Hotel, where we have been staying during our trip.

It will also be a special evening, as we enjoy a cruise and dinner sailing along the Danube on the brand-new River Diva, while chatting with our new friends.

It's a three-level ship that was completely redesigned in 2023, featuring a sophisticated event space and a fully open terrace on the top deck.



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Travel Daily

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Air NZ tackles engine snag

CONSTRUCTION has begun on a major US\$150 million expansion of the Christchurch Engine Centre in New Zealand, which will become a maintenance hub for the Pratt & Whitney GTF engine.

The facility is a partnership between Air New Zealand and aircraft manufacturer Pratt & Whitney, which focuses on MRO duties for NZ's V2500 engines.

The 14,000m² expansion is expected to begin overhauling engines by late 2026, and will offer capacity for up to 140 GTF engine projects per year by 2032.

"This project between Air New Zealand and global aviation leader Pratt & Whitney marks a significant investment to New Zealand's economy; helps expand our aviation industrial capability; and adds 200 high-value jobs into the Canterbury region," said New Zealand PM and former Air New Zealand boss, Christopher Luxon.



mid-way through a three-year quality inspection process on as many as 700 Airbus A320neo engines due to a powder metal defect, which could lead to cracking in some engine components (*TD* 18 Sep 2023).

The review has caused Air New Zealand, among other airlines, to briefly suspend and reinstate a number of its global routes, including Seoul and Hobart.

These disruptions and ongoing supply chain issues played a role in Air New Zealand downgrading its earning guidance and ultimately posting full-year earnings less than half of the prior year (*TD* 29 Aug). *ML*

Swans take over Doha



QATAR Airways, the official international airline partner of the Sydney Swans, recently flew some of the football club's leadership team and players to Doha last week.

Sydney Swans Chief Executive Tom Harley, along with key players Hayden McLean, Justin McInerney and Robbie Fox, were among the group of 12 on the trip, which showcased the carrier's sporting facilities and strengthened its multi-year partnership with the club.

The Sydney Swans toured Doha's dedicated sports city, Aspire Zone, and visited Aspire Academy, where they engaged in pre-season testing.

The team also checked out some of Doha's main attractions, including the National Museum of Qatar, and enjoyed a desert safari drive to Khor Al Adaid, as well as the chance to unwind at the Doha Beach Club.

"It is important for us to continually unlock opportunities with our partners, and this tour is testament to that commitment," said Luke Drake, Senior Vice President of Sponsorship, Events & Exhibitions at Qatar Airways.

"We were delighted to host the Sydney Swans and showcase some of the world's leading highperformance and sports medical centres right here in Doha.

"Australia is our number one market for stopover sales, and we were thrilled that we could show the club many of the reasons why," he added.

QR has been a partner of the Sydney Swans since 2016. JM

Pictured: The Swans on a Doha yacht cruise.





Training in Toowoomba



RAILBOOKERS teamed up with Oceania Cruises, G Adventures, and Back-Roads Touring to host a product and training night in Toowoomba last Thu.

The event proved to be a success, with 45 agents showing up at Burke & Wills Hotel, where they were updated on the brands, as well as enjoying a feed and the chance to win lucky door prizes.

Pictured: Craig Owens, Railbookers; Angie Kemp, Oceania Cruises; Anthony Patching, Back-roads Touring; and Nikki Woodward, G Adventures. *JM*

GFOB's big savings

GLOBUS family of brands has kicked off its Black Friday sale, with savings of up to \$800 per couple available on 2025 tours around the world.

Travellers can save on Globus' 15-day or more itineraries, such as the 'Kenya & Tanzania: The Safari Experience with Nairobi' departing 08 Feb 2025, as well as up to \$400 per couple on tours of between seven to 14 days.

Cosmos is also offering savings of up to \$150 per person on a range of journeys, such as the eight-day 'Magic of the Italian Lakes' itinerary, which is scheduled to depart 27 Apr 2025.

The Black Friday promotions are available from now until 09 Dec - more details **HERE** and **HERE**.

Intrepid lights up

INTREPID Travel has partnered with Australian public speaker, Lucinda Light, to host an exclusive seven-day, women-only trip in tropical North Queensland focused on self-care.

Light, a former Intrepid tour leader, co-designed the 'Find Your Light: Daintree and Cape Tribulation Adventure', which blends adventure, connection, and self-discovery.

From 30 May to 05 Jun 2025, Light will guide a group of 16 travellers through the Daintree Rainforest and Cape Tribulation, with each day offering different activities and wellness practices.

Highlights include a guided earthing session and soul walk in the rainforest, and an immersive talk on emotional intelligence and wellness.

Brett Mitchell, MD ANZ at Intrepid, said the trip encourages people to travel closer to home, giving them a break from daily routine to get out and explore.





Travel Daily

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Melbourne's new record

MELBOURNE Airport hit a new post-pandemic high in passenger numbers in Oct, with more than 3.13 million passing through its domestic and int'l terminals.

The figure included 2.16 million domestic travellers - the city's highest number since Jan 2004.

Conversely, international visitors also set a new record for the month, with more than 974,000 passing through and marking an 8.9% jump year-on-year.

Overall, traveller numbers were up 4.1% for Oct despite airlines operating fewer flights, with the airport pointing to the results as justification for significant spend on future infrastructure needs.

"We are planning for continued growth, to make sure our terminal, airfield and ground transport infrastructure meets the needs of travellers not just today, but also for the decades to come," said Melbourne Airport CEO, Lorie Argus.

"It's important that as our precinct expands, we keep the

Tru hot in Mexico

TRUTRAVELS has launched a new 18-day itinerary into the Americas, taking travellers into Mexico, Guatemala and Belize.

Highlights of the trip including Chichen Itza and snorkelling the Hol Chan Marine Reserve.

Liberty Xmas party

LIBERTY Tours is inviting Sydney travel agents to let their hair down at a festive Christmas event and learn more about new products coming in 2025.

Attendees can also go into the draw to win a famil to Europe in 2025 to experience the company's tour experience.

Food and beverages will be provided, with the event taking place at the Grace Hotel in the Sydney CBD on 05 Dec from 6pm.

Spaces are limited and registrations are required to attend - **CLICK HERE**.



needs of passengers front of mind, and we look forward to working with our airline partners to ensure these enhancements are delivered appropriately.

"We're investing more than a billion dollars a year in infrastructure upgrades, and they will cause disruption, but I'd like to thank our passengers for their patience," Argus said.

Melbourne Airport recently won approval to develop a third runway, which is on track to open in 2031 (*TD* 13 Sep). *ML*



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ENVOYAGE'S annual Icons event, hosted at the stunning Heritance Aarah Maldives, was nothing short of extraordinary.

Surrounded by turquoise waters and lush landscapes, Envoyage's top achievers gathered in paradise to celebrate their remarkable accomplishments.

This year's Icons event embodied the unity and ambition that defines its network, with every moment fostering a spirit of camaraderie and mutual success.

Envoyage extends a heartfelt thank you to their Platinum Sponsors - AmaWaterways, Europ Assistance, Journey Beyond; Gold Sponsors - Azamara Cruises, Cover-More Travel Insurance, Exoticca, Expedia TAAP, Intrepid, Addicted to Maldives, Viking and Inclusive Collection, Part of the World of Hyatt; as well as its Silver Sponsor, Etihad Airways.



Their invaluable support has elevated this experience, celebrating excellence and inspiring memories for Envoyage's high achievers.

Together, they continue to reach new heights, with Icons setting the benchmark for achievement and adventure within Envoyage.

Find out more about joining Envoyage **HERE**.







NICK Queale, Ben Farrell, Therese Playford, and Kieran Roberts.







LEIGH Reynolds, Intrepid and Abbe Cowan-Lunn, Europ Assist.

BRADLEY and Deborah Jukes with Tim and Danielle Galloway and Jason Buckley.



GLOBAL leaders - Nick Queale, Anita Emilio, Chantal Gouws, Danielle Galloway, Astrid Richardson, Christina Pedroni and Jason Buckley.







A cap on Pompeii

A DAILY limit of 20,000 visitors will be put in place at Italy's famous Pompeii heritage site, near Naples, in a bid to preserve the site and combat overtourism.

Following a record high of 36,000 visitors on a free entry day last month, the Roman site will impose the daily cap from 15 Nov.

To enforce the cap, entry tickets will be personalised and printed with the visitor's full name on it.

According to *Reuters*, Pompeii Park Manager Gabriel Zuchtriegel said the average daily visitor number has been hovering between 15,000 and 20,000, and needs to be kept in check.

The busiest month seen so far in 2024 was in May when 517,000 people visited at an average of 16,700 per day.

"We are working on a series of projects to lift the human pressure on the site, which could pose risks both for visitors and the heritage (that is) unique and fragile," Zuchtriegel said.

Part of this strategy involved promoting other ancient sites connected to Pompeii and by running free shuttle buses in between.

Around a third of Pompeii remains undiscovered from the volcanic eruption and ash cloud which enveloped it.

FLIGHT SHAMING GROUNDS TARGETS

SOCIAL pressure to limit carbon emissions from long-haul flying is set to become a major headache for Australia in the years before sustainable aviation fuel (SAF) becomes a viable independent prospect, ATEC boss Peter Shelley believes.

Speaking to *Travel Daily* at ATEC Meeting Place on the Gold Coast last week, Shelley said there was no doubt "flight shaming" is an issue that will remain in the public conscience and will only strengthen over time.

"I think people are far more aware, and as our discussions at Meeting Place are saying, the propensity to look for a more sustainable travel option is growing," Shelley said.

Hurting the matter further is the vast distance required to reach Australia from its key source markets of the UK, US and Europe.



"We want to be able to sustain these long-haul markets.

"How do we do it? Sustainable aviation fuel is going to be a very important part of that solution.

"Are we going to see an increase in the sensitivity around sustainability and flights elevate more quickly than our capacity to bring sustainable aviation fuels online and therefore equalise that balance - I think it's going to

be one of our challenges going forward," Shelley said.

In the shorter term, Shelley said ATEC's members are already doing great things in reducing the carbon footprint of their individual businesses, something that must be amplified more.

"We as an industry want to really elevate all of the sustainability initiatives people are undertaking," Shelley said. *ML*

Environmental champion set to take charge at CLIA Europe

SAMUEL Maubanc has been appointed as Director-General at CLIA Europe, bringing extensive experience in EU environmental policy and public affairs.

Based in Brussels, Maubanc will continue driving advocacy efforts to support the cruise sector's push for net-zero emissions by 2050.

Maubanc is highly experienced in EU governmental relations and pushing decarbonisation ambitions, with a track record of



working to increase availability and price of sustainable fuels. In his new role, Maubanc will also work closely with ports across Europe to prioritise and support responsible growth. CLIA President Kelly Craighead said she was happy to welcome Maubanc to the association.

"As a well-respected, and knowledgeable advocacy expert with a specialisation in circular and renewable energy solutions, Sam will undoubtedly help our industry continue to build on its strong policy positions and priorities in ways that will continue to foster our member lines' success," Craighead said.







MONEY

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

AU\$1 = US\$0.658

THE AUD has enjoyed slight gains against the USD, despite a negative outlook spurred by worries over President-elect Donald Trump's proposed tariff increases on Chinese goods.

The move could impact Australian markets, given the country is one of China's largest trading partners.

Further weighing on the AUD, China's latest stimulus measures fell short of expectations.

Wholesale rates this morning.

US	\$0.658
UK	£0.511
NZ	\$1.103
Euro	€0.617
Japan	¥101.1
Thailand	ß22.69
China	¥4.744
South Africa	11.79
Canada	\$0.916
Crude oil	US\$70.55

Thailand tax back?

A SECOND backflip from the Thailand Government may again see the country introduce a tax on tourists in two phases, with air arrivals first to be targeted.

Details of how the 300-baht (A\$13.20) impost will be collected is now before Thailand's cabinet, with a minimum of six months needed after approval before travellers will be expected to pay.

Once the tax is running, a second phase charging overland arrivals is expected to begin.

Warner knocks TA for six



TOURISM Australia Managing Director Phillipa Harrison is in India this week to launch a social content series starring recently retired cricket player, David Warner, teased yesterday (TD 11 Nov) ahead of the upcoming five test series between fierce rivals Australia and India.

In the four-part series, Warner issues a warm welcome to Indian travellers and highlights his personal favourite Aussie holiday destinations, including Sydney, Melbourne and the Gold Coast.

With enormous numbers of cricket fans across India set to tune in to watch the tests. Tourism Australia will also showcase what Australia has to offer outside of stadiums through a campaign featuring brand ambassador, Ruby the Kangaroo.

While in India, Harrison, who is accompanied by a senior delegation of Australian tourism and business events leader, will visit New Delhi and Mumbai to meet with senior officials from Air India & IndiaGo, and key distribution partners including

MakeMyTrip & Thomas Cook.

"With a population of more than 1.4 billion, we know India will play a growing role in global tourism over the next decade and we want to make sure Australia is part of that," Harrison said.

"The potential for the India market really is endless and that's why we are taking such a senior delegation of Australian tourism and business events leaders to India to meet with key stakeholders," she added.

She said the number of Indian travellers to Australia have already exceeded 2019 levels. with Tourism Research Australia forecasting arrivals from India to reach almost 650,000 by 2028.

"There is no doubt over the next few months Indians will be firmly focused on what's happening on the pitch in Australia, and we want to take that opportunity to remind them of what we also have to offer as a world-class holiday destination." JM

Pictured: David Warner nonchalantly getting a selfie with fans in Melbourne.

Sunrise in Sth Africa

CHANNEL Seven breakfast TV program Sunrise is back in South Africa this week, with weatherman Sam Mac (pictured) conducting live crosses from a variety of locations.

South Africa Tourism will showcase a different element of the country all week, exploring Zulu culture, learning about the white rhino's extinction fight, and Cape Town's tourism appeal.

"As Sam has no doubt found, there's always something new to discover in South Africa new places to explore, more spectacular scenery to see and unique experiences to be had - but I have no doubt, it's the warmth of our people that keep him coming back," South African Tourism Australasia's Acting Hub Head Yana Shvarts said.



Cook Islands on TV

CHANNEL Nine's popular travel entertainment show, Travel Guides, will repeat its Season 7 episode showing the cast visiting the Cook Islands.

Cook Islands Tourism is inviting agents to watch as the cast engage in the island's adventure and culinary scene, plus witness the sparkling Aitutaki Lagoon.

The episode will screen tonight at 7.30pm AEDT.

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