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We are excited to introduce our new 'Luxury City Stays', blending iconic rail journeys with luxurious city escapes, while refreshed train and cruise packages offer further exploration by sea. Fan-favourite The Ghan Expedition has extended its season, now operating in March and November, and the Great Southern from Brisbane to Melbourne is here to stay.

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HLO heads west

HELLOWORLD Travel, Viva Holidays and Tourism Western Australia have partnered on a new campaign featuring a range of exclusive travel deals.

Running from now until 05 Dec, the 'Western Australia Dream Sale' promotion will align with a WA segment filmed for the Helloworld TV show.

To mark the partnership, there will be store takeovers for over 200 Helloworld Travel branded stores, including window decals, digitals screens, printed posters, POS cards and stackable cubes.

"We know [WA] is a destination loved by our agents and their clients, we are delighted to provide this extensive range of products with [many] exclusives," COO Cinzia Burnes said.



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Luxury boom to continue

THE luxury travel boom in the Australian market may continue for at least another 12 months, according to a new report from luxury travel network Virtuoso.

A new study analysing insights leveraged from members in Australia and New Zealand showed that 47% of agencies are predicting a modest uptick in luxury spending, while one in 10 believe 2025 will see a "significant" lift in spend.

Only one third of Virtuoso's network think the strong luxury demand will remain steady.

The *2025 Virtuoso Luxe Report: Australia & New Zealand* report also made a range of predictions for next year, including in the cruise segment, where advisors suggest the Mediterranean will top the list as the most sought-after premium itineraries,

followed by Antarctica, the Danube River, Alaska, and the Greek Isles.

For agents looking to sell luxury product to solo travellers, the report suggests that guided tours, cruising, and Italian holidays are where the sweet spot is with Aussies, while Antarctica was the number one destination "on the rise" for luxury spend.

The 'coolcation' trend is also showing no signs of slowing down, as Aussies seek out cold-weather destinations to escape the rising temperatures and avoid crowds, the report stated.

Antarctica has surged in popularity, climbing from fourth place last year to first - see **page nine** for more luxury news. **AB**

Today's issue of TD

Travel Daily today features 10 pages of news, a cover wrap from **Journey Beyond**, a photo page from **APT Travel Group**, our **Luxury** page, plus full pages from:

- CLIA Australasia
- AAT Kings

See outback by rail

THE chance to book a luxury rail trip with Journey Beyond next year is now on sale, including its new Luxury City Stays - see the **cover page** for more details.

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Travel Daily
ON LOCATION



SYDNEY

Travel Daily is coming to you courtesy of the Association of Travel Management Companies and the Global Business Travel Association.

WE ARE at the Sheraton Grand Sydney Hyde Park to report on the Australian Corporate Travel Summit, which this year features a star-studded line-up of high-profile speakers.

These include Virgin Australia CEO Jayne Hrdlicka, Qantas Head of Int'l Cam Wallace, and NuTrip founder Simon Crunden. Stay tuned for updates.

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Join CLIA today

THE Cruise Line International Association (CLIA) has opened memberships for 2025.

Agents who join CLIA can expand their cruise knowledge, access valuable tools and resources, and earn their CLIA certification - more on [page 11](#).

Volcano blasts Bali flights

VIRGIN Australia has confirmed all flights in and out of Denpasar are cancelled after Jetstar and Qantas grounded planes following a volcanic eruption (**TD** breaking news yesterday).

Indonesia's Mount Lewotobi Laki Laki has been spewing hot ash high into the air, causing travel chaos between Australia and the country's most popular outbound holiday destination.

In a statement released this morning, VA said the safety of its guests and crew is the highest priority, and adverse weather due to the volcano in Indonesia has resulted in all flights to and from Denpasar being scrapped today.

"We regret the inconvenience this has caused our passengers, and our team is working hard to ensure all are booked on our services get to their destination safely and as soon as possible."

Jetstar confirmed some services had been impacted, stating

customers have been notified directly and provided a range of options, including rebooking their travel for no charge or cancelling their bookings and a credit. More details to come. **AB**

Travelmarvel NZ

TRAVELMARVEL has opened bookings for its 2025/26 New Zealand season, which features a new train journey and an extension of one of its most popular itineraries.

The 'New Zealand Rail Adventure' itinerary now features the Northern Explorer Train, which departs Otorohanga for a scenic ascent of the Central Volcanic Plateau, before continuing along the Kaikoura coastline on the Coastal Pacific Train.

Travelmarvel has also lengthened the 'Incredible New Zealand' tour to 15 days, now available as a reverse itinerary of the 'New Zealand Getaway' tour.

Earn big with AAT

AGENTS can earn a \$100 gift card for every AAT Kings booking deposited this month, or a \$200 gift card for every Inspiring Journeys booking deposited during Nov.

Find out more information by heading to the [back page](#).



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WMTOURS

Parliament must act fast on slots: ATIA

FEDERAL parliament has been urged to pass the Sydney Airport Demand Management Amendment Bill 2024 this year to ensure the benefits can be realised as soon as possible.

Appearing before a Senate Committee Inquiry into the proposed changes to Sydney Airport's slot management, ATIA CEO Dean Long (pictured) urged immediate action was necessary.

"The transparency measures are a really important step in bringing integrity back to a system which we believe has definitely lost the public confidence and has lost the confidence of the Australian travel industry in general," Long told the committee.

"We are by far the avenue of choice for people purchasing international travel, and by far the overwhelming provider of corporate travel to businesses in Australia [and] we believe this legislation is a positive step."



Key objectives for the legislation include improving efficiency at Sydney Airport and outcomes for travellers in the event of a lengthy delay or cancellation.

In his statement, Long cited European low-cost airline Ryanair as one of very few airlines to quantify the value of its take-off and landing slots at Heathrow at €145 million per annum, a value that didn't change during COVID.

"So we definitely call on the parliament to move with this

legislation as quickly as possible," Long added.

The ATIA boss said the association would be well placed to serve as an independent member of the government's new Compliance Committee to represent the interests of travellers using Sydney Airport, given the costs incurred by agents when a flight is delayed or axed.

"ATIA has long advocated for reforms that ensure Australia's aviation market is fair and competitive, where both consumers and travel businesses benefit," Long added.

"This Bill is a crucial, positive step forward that will help achieve these goals.

"With timely passage by Parliament, these reforms can take effect quickly, enhancing consumer outcomes, supporting fair competition and securing a stronger future for Australian air travel," Long concluded. ML

BUDAPEST

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

WE'RE wearing our stretchy pants today, because we're off to Etyek, a gastro and winery village near Budapest, known for its crisp, sparkling wines.

The plan today is to enjoy some tastings at the vineyard, then sample some local ham from a famous bloke called Laszlo Arpas, also known as the Ham Master.

Then it's off to try some more wine at the Rokusfalvy Estate.

Next, we'll head to the historic city of Győr, filled with beautiful mansions and Baroque palaces.

We'll also squeeze in a trip to the 1,000-year-old Pannonhalma Abbey, a World Heritage site.

MORE DATES, MORE TIME!

La Grande France 2025

- Tour commences
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JB eyeing NT resort?

NINE months after the owners of the Voyages-run Ayers Rock Resort at Uluru engaged law firm Gilbert+Tobin and Greenhill to assess a sale (**TD** 19 Feb), Journey Beyond has emerged as a candidate to buy the high-profile tourism asset.

While the operator known for managing blue chip rail journeys like The Ghan has declined to comment on any possible interest, a report in *The Australian* claimed Journey Beyond and the Airport Development Group are currently leading the acquisition interest.

When approached by **TD** for comment, the resort's owner, the Indigenous Land and Sea Corporation (ILSC), said it was not able to comment specifically on the status of the process.

However, the ILSC reiterated its objective of returning land to Aboriginal and Torres Strait Islander peoples, and in doing



so, creating more benefits for traditional owners of the site in which the resort is situated.

Airport Development Group confirmed to **TD** that it is interested in buying the property, firing a shot across the bow of the US-backed Journey Beyond, with a spokesperson stating it strongly believes such a "treasured Australian asset" should remain in the nation's hands.

"ADG represents the investments of everyday Australians...and would embrace the responsibility of safeguarding this culturally significant icon".

In Aug, the sale expanded to include the Mossman Gorge Cultural Centre near Port Douglas in North Qld, also run by Voyages.

CATO's Xmas surprise



Updates with JNTO

TRAVEL agents can discover the latest updates on Japan, including the latest on the Osaka World Expo 2025, by joining a webinar on Thu 14 Nov hosted by the Japan National Tourism Organisation (JNTO).

The live session will take place at 12pm AEDT, and includes the chance to win a \$100 gift card and two JNTO prize packs - register **HERE**.

THE Council of Australian Tour Operators (CATO) has announced FCTG CEO Graham 'Skroo' Turner (**pictured**) will be the special guest speaker at its 2024 CATO Christmas Lunch on 05 Dec.

"Skroo's journey from the early days of Topdeck Travel aligns perfectly with CATO's celebration of 25 years of touring...and I know Skroo's stories will resonate deeply with attendees," CATO MD Brett Jardine said. **AB**



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www.internationalrail.com.au



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Whether it's the rolling hills of Tuscany, the romance of Venice, or the cultural vibrancy of Rome, Trenitalia offers an authentic Italian experience from the moment you board. Join us in making rail travel the highlight of your clients' journey!



DriveAway in the USA

DRIVEAWAY is highlighting one of its latest brochures, which acts as a comprehensive guide for travellers planning a road trip in the United States.

The 27-page digital brochure details several exciting road-trip itineraries featuring iconic destinations across the US, including the 'California Coastal Cruise' and the 'Southern Adventure: The Heart of Texas to the Magic of Orlando'.

Travellers seeking an epic adventure will love the 10-day 'Ultimate Route 66' road trip, which encompasses hotspots like Los Angeles, Las Vegas, Albuquerque, Oklahoma City, Tulsa, and Chicago.

Recommended activities include a trip to the Six Flags amusement park, a hot air balloon ride, visits to botanical gardens, zoos, and museums, winery and brewery tours, attending sporting events, and sampling local cuisines.



Readers will also discover plenty of helpful driving tips, as well as suggestions on things to do and see in each destination, where to stay according to budget and needs, and more.

Check out DriveAway's range of digital brochures [HERE](#).

Gold Coast tie-up

EXPERIENCE Gold Coast (EGC) and Gold Coast Airport have announced a new partnership to enhance the region's accessible travel experiences.

The two organisations will focus on delivering initiatives that attract more visitors and improve their travel experience by increasing accessibility across the Gold Coast's events, education, arts and culture offering.

These initiatives include a 'Monthly Quiet Hour' at the Home of the Arts, and the inclusion of an accessible viewing platform at major events, such as Blues on Broadbeach, Cooly Rocks On, and Groundwater Country Music Festival.

"As we continue to enhance accessibility within our terminal, we're excited to partner with Experience Gold Coast to champion further inclusive initiatives across the city," Queensland Airports Limited CEO Amelia Evans said.



CLEARLY not prepared to catch a flight, a confused kangaroo found itself in a very *unnatural* habitat on Sun, after somehow making its way into one of the carparks at Melbourne Airport.

The hub announced on Facebook that it had temporarily restricted entry to level six of its T123 carpark while Wildlife Victoria worked to safely relocate the lost marsupial (**pictured**).

One Facebook user joked, "keep the grey and relocate the red and white one".



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Travel Daily

Wednesday 13th Nov 2024

Farewell to Vistara

INDIAN carrier Vistara conducted its last flight on Mon, wrapping up nine years of operations as it prepares to merge with Tata-owned Air India (**TD 05 Sep**).

A joint-venture between Singapore Airlines and the Tata Sons, the carrier will be folded into Air India to form a single entity with an expanded network and bigger fleet.

The move will see all Vistara services transferred to and managed by Air India, including help desk kiosks and ticketing offices, however the inflight experience will remain the same.

The airline previously had a 10% share of the domestic carrier market, making it the third-largest domestic airline, behind IndiGo and Air India.



Air NZ, CX still on



AIR New Zealand and Cathay Pacific have been given the green light by the New Zealand Associate Minister of Transport to continue their joint venture alliance for another five years.

The sign-off means the carriers can continue providing better connectivity and more travel options for their customers, as both markets continue to rebound from the pandemic.

During peak months, both airlines will operate 18 weekly return services between New Zealand and Hong Kong, including Cathay Pacific's four-weekly seasonal service between Christchurch and Hong Kong, which runs from 30 Oct 2024 to 29 Mar 2025.

ATIA UPDATE

from Dean Long, CEO



YESTERDAY I had the pleasure of being asked to attend the Senate inquiry into changes to the legislation governing Sydney Airport.

Every Australian knows that when Sydney Airport slows down, so does every other airport in the country. We have all been on the end of major delays, caused by an inflexible system curtailing the efforts of airlines and airports to catchup on lost time.

The reforms put forward by the Government may be considered small, but it is the first time in nearly 30 years that any government has sought to make changes to the way Sydney Airport works.

When I was working in the NSW Govt in 2011, we pursued a reform agenda of similar magnitude but found no one in Canberra was willing to consider any of these small practical changes.

Of all the items to flow from the aviation white paper, this reform

bill will generate a meaningful outcome for travellers and the travel industry.

The introduction of fines for cancelled flights and better reporting of the reasons, will allow the government and parliament to monitor what is occurring in the aviation industry.

It will provide timely information to encourage further adjustments when they are required. As part of our white paper development process, we sought feedback from our members.

We also commissioned a detailed analysis of slot performance at each capital city airport and each airline. We found that if only 5% of people who had their flights cancelled and ultimately cancelled their trip, it would cost the Australian economy \$405m annually.

For airlines, we identified that slots are their most valuable intangible assets. Ryanair lists its airport slots in their annual report as more than \$240 million.

Ensuring these slots are allocated for the greatest consumer benefit is in the interests of everyone in travel and tourism.

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An ultra-luxe trip to the Med



COMO Hotels and Seabourn joined forces to create the ultimate ultra-luxe fam experience in the Mediterranean.

A group of luxury travel advisors joined COMO Hotels & Resorts' Jonica Paramor on a journey from

COMO Metropolitan Singapore, COMO Alpina Dolomites, COMO Castello del Nero Tuscany, and COMO Le Montrachet Burgundy, followed by two nights in Monaco at the Maybourne Riviera.

While in Monaco, the agents were given a private walking tour of the city-state, treated to a gastronomic lunch at the iconic Cafe de Paris, and enjoyed a viewing of Hotel de Paris, featuring the renowned Princess Grace Suite.

Amping up the luxury factor, advisors also embarked on a seven-day cruise with Seabourn from Monte Carlo to Barcelona, which included stops at Portofino, St Tropez and Bandol.

The journey was capped off with post-cruise accommodation at ME Barcelona, complete with a sumptuous dinner.

Seabourn and COMO Hotels & Resort are gearing up to release cruise/hotel packages for Europe and Asia shortly. JM

Pictured: The famil group pictured on the balcony of the Monaco Princess Grace Suite.

Win with Int'l Rail

INTERNATIONAL Rail has partnered with Trenitalia to offer agents the chance to win a \$500 Dan Murphy's voucher when they book Trenitalia products online this month **HERE**.

There are also two chances for a \$250 voucher and five \$100 vouchers up for grabs.

Klook sells Ghibli

TRAVEL experiences booking platform Klook has become the first OTA to sell tickets to Studio Ghibli Park in Japan.

Two-month advance tickets to the popular animation attraction will be released on the 10th of every month with limited daily tickets available for purchase.

Previously, Australian travellers were limited to navigating select Japanese retailers to buy their tickets to Studio Ghibli Park.

VA's summer menus

VIRGIN Australia has unveiled 12 new additions to its economy class menu, alongside a brand-new business class menu launching 20 Nov.

Both offerings feature globally inspired dishes and products made from locally sourced Australian produce.

For the first time, economy pax can sip on margaritas and palomas whilst snacking on chocolate waffles and corn chips and salsa.

Abercrombie & Kent | CRYSTAL

We're Hiring

For 60 years, Abercrombie & Kent has been a pioneer in the world of luxury travel, redefining the notion of what is possible on holiday and delivering travel experiences that change the way travellers see the world and see themselves.

We have incredible career opportunities as ambassador for Abercrombie & Kent and Crystal currently available at AKTG including:

- AKTG Sales Director (VIC/TAS/NZ)
- Sales Support Coordinator APAC

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“Famil trips are a fantastic way to celebrate partners and share knowledge,” said Chief Sales Officer Scott Ellis.

“It’s inspiring to witness the success of agents and the incredible growth in our Diamond and Platinum partnerships.”

AT APT and Travelmarvel, the excitement is palpable as the brands celebrate their top agents with over 140 famil trips in 2024 - and they’re already on track to reward an incredible 170 agents in 2025.

These are more than a reward; they offer agents the opportunity to experience the products firsthand, helping them bring the magic of APT and Travelmarvel to life for their clients.

This year has been particularly fabulous, with the number of Diamond agencies doubling from 30 \$1 million agencies in 2024 to an expected 60 in 2025.

The best part? Every Diamond and Platinum agency is guaranteed a famil invitation in 2025.

VIP Diamond and Platinum Canada famil group.



AGENTS from Phil Hoffmann Travel cruising the Rhine with APT.

APT and Travelmarvel Top Sellers exploring the Kimberley with Travelmarvel.



AGENTS cruising the Kimberley with Travelmarvel.



AGENTS cruising the Danube with APT.



AGENTS cheering to a great APT famil in Wurzburg.



AGENTS getting a kick out of Rudesheim with APT.



AGENTS enjoying beautiful Durnstein with APT.



AGENTS exploring the Mekong with Travelmarvel.



DIAMOND and Platinum agents enjoying the Kimberley coast with APT.



LUXURY LABELS SENT FROM HEAVENS

ACCOMMODATION brands including Cheval Blanc, Castelfalfi, and Swire Hotels will soon enjoy a higher profile in Australia following the opening of a Melbourne office by Asian representation firm Heavens Portfolio.

The company's 18th office will be led by Swire Hotels Director of International Sales, Chrissie Lincoln, who will leave her post at the hotel brand at the end of 2024 and relocate to Vic.

"The Australian and New Zealand markets present significant opportunities for global luxury hotels, as highlighted by the feedback from existing clients of Heavens Portfolio," Lincoln told *Travel Daily*.

"These clients have observed considerable growth in Australian business to their destination and are eager for Heavens Portfolio to expand into Australia.



"This expansion will allow them to enhance their brand presence in the region and attract more Australian travellers to their luxury offerings."

Heavens Portfolio said its move to set up in Melbourne is a strategic one borne from the rapid growth in Australian luxury outbound travel, with many luxury hotels eager to tap into the Australia/New Zealand market.

"This lineup is expected to appeal to travellers seeking

exceptional experiences and high-quality accommodations with additional luxury partners joining the portfolio in the New Year."

The Australian debut of Heavens Portfolio comes just one month after the company opened its 17th office in Europe, with a site in Switzerland which will also cover Monaco, Belgium, Greece, France, and Luxembourg. *ML*

Lincoln is **pictured** above left with Heavens Portfolio CEO Christine Galle-Luczak.

Elegant movement

ELEGANT Hotel Collection has marked its first year of operation, which has signed up 31 independent luxury hotel members worldwide.

Powered by HotelREZ, Elegant Hotel Collection offers marketing and tech innovation services to premium hotels and resorts.

"As a soft brand we empower independent luxury hotels to unlock their true global potential without compromising on their individuality," Elegant Hotel Collection Vice President Catt McLeod said.

Elegant's portfolio of hotel clients include Cresta Palace Celerina (Switzerland), La Sultana Oualidia (Morocco) and Paresa Resort (Thailand), & Flemings Mayfair (London).

Capstone expands

THREE luxury boutique hotels in Rotorua are under new management, with Capstone Hotel Management taking over Hana Lodge and The Black Swan Lakeside Boutique Hotel, the latter located next to Lake Rotorua.

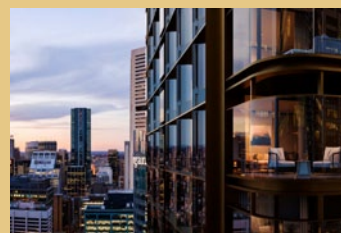
The three properties are under the ownership of The Princes Gate Hotel Group, with the new signings taking Capstone's property portfolio in New Zealand to 20.

Sydney House to send luxury into the city sky

SYDNEY'S City Tattersalls Club will press ahead with a major \$800 million redevelopment of its CBD site, which will include a luxury hotel and residences.

The 50-storey site was initially introduced back in 2019 as Hotel Indigo Sydney, however the IHG brand later opened in nearby Kings Cross at the end of 2022.

The Sydney House redevelopment will see Tattersalls' heritage podium



levels reimaged as an elegant bar and restaurant along with meeting and function facilities.

Sydney House is tipped to open with its 241 residences and 136-room hotel in 2027.

Crystalbrook brekky

GUESTS booking a stay at any Crystalbrook Collection can enjoy free breakfast daily as part of a new special offer.

Members of Crystalbrook Crowd can add a 25% discount to the perks available with each booking, with 15% off also available for non-members.

The offer is valid across Crystalbrook's Australian hotel network for stays until Jan 2025, booked by 18 Nov.



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ACCOMMODATION

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Rydges Port Macquarie has reopened following an extensive refurbishment across its guestrooms and hotel lobby. Located along the banks of the Hastings River, the property boasts nine transformed room types, as well as seven versatile

conference and event spaces, including a waterfront ballroom. Guests can savour modern Italian dishes at Zebu Bar & Restaurant, relax in a heated pool and spa, and enjoy easy access to Town Beach and retailers.



IHG Hotels & Resorts has announced the signing of the first voco on the Sunshine Coast. Slated to open in 2028, **voco Maroochydore** will feature 153 guestrooms, a 14-seat specialty restaurant and 65-seat lobby bar. Guests will enjoy

water views; wellness-focused public areas including an outdoor pool, spa, and sauna; and easy access to Maroochydore's entertainment and dining precinct, including the bustling Ocean Street.



Perth's only beachside hotel high rise, **Rendezvous Perth Scarborough** is undergoing a multi-million-dollar 'glow-up'. The rolling two-year refurbishment will see 330 guestrooms refreshed and sporting new marble-topped credenzas, a new

luggage rack area, an interactive entertainment system, new soft furnishings, and more. The hotel's front entrance and conference space will also be upgraded, along with the swimming pool and public areas.



Iconic Sydney venue, **Zeta Bar**, has relaunched at Hilton Sydney, showcasing a new cocktail menu that blends creativity with theatrics. While indulging in classic beverages with a twist, guests can also enjoy live entertainment, including DJs,

burlesque performances, and monthly cabaret shows. Zeta Bar will also host Vinyl and Martini Thursdays featuring retro music.



Raes on Wategos in Byron Bay has announced the opening of its second property, **Raes Guesthouses**, located just steps away from the original hotel. The new property features 10 luxurious suites, along with indoor common areas with open-log

fireplaces, two pools, and tropical landscaped gardens. Many of the suites feature private balconies with sun lounges, and beach or garden views.

Skal members ace mini golf



SKAL International Perth hosted a networking event last Fri at Matagarup Mini Golf, located on the banks of the Swan River.

Destination Webinars Founder Charlie Trevena was just one of many members who joined in on the fun and games, sharing pictures of the event on LinkedIn.

"Two stacks and two water rescues (balls, not people thankfully) - who knew mini golf could be so dramatic?" she wrote.

Pictured: Some Skal members ready to try for a hole-in-one.

BNE smashes two

BRISBANE Airport saw its busiest day since the pandemic on Mon, and on the same day also broke the all-time record for the most outbound pax in one hour from the Domestic Terminal.

The hub serviced 77,300 passengers on Mon - the highest number in one day since COVID-19, inching closer to the all-time pre-pandemic record of 81,820, set on Fri 04 Oct 2019.

Additionally, between 6am and 7am on Mon, 4,452 people departed Brisbane Airport's Domestic Terminal - the most ever recorded in a single hour.

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“Being a member of CLIA gives my travellers confidence they are booking with a dedicated cruise professional, with access to the most up to date information, trends and specials. The trust travellers are able to put into a CLIA accredited agent removes barriers and concerns that so many new to cruise travellers may have.”

Bryan Andersen, My Cruises (AU)

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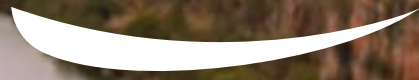


NATIONAL TRAVEL
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\$100 gift card for every AAT Kings booking deposited during November

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Terms and Conditions:

Valid for all Inspiring Journeys and AAT Kings Guided Holidays bookings made and deposited during November 2024, for travel from 01 November 2024 to 31 December 2026. e-Gift cards will be issued and sent to advisors weekly. Entry is open to all Travel Advisors who are employed by an accredited travel agency for the duration of the incentive. The incentive begins at 12:00am (AEST) on Friday 01st November 2024 and closes 11:59pm (AEST) Saturday 30th November 2024 ("Incentive Period"). Entries received after this time and date will be deemed invalid. Entrants must during the Incentive Period: Sell and deposit 1 x Inspiring Journeys booking to receive 1 x gift card to the value of A\$200. OR Sell and deposit 1 x AAT Kings Guided Holiday tour to receive 1 x gift card to the value of A\$100. For further details contact your Sales Manager.