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On time Performance and Cancellation Rates as at October 2024. Arrows indicate change vs OCT23. Data source https://www.bitre.gov.au/statistics/aviation/otp_month

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A wider choice of destinations is another big benefit - [see cover](#).

Webjet accused of breach

THE Australian Competition & Consumer Commission's (ACCC) ongoing quest to clamp down on misleading online sales practices has today seen Webjet Group Limited accused of breaching Australian Consumer Law (**TD** breaking news).

The consumer watchdog will pursue the OTA through the Federal Court for what it alleges were misleading statements made regarding the prices of flights and bookings.

Among the allegations are statements made by Webjet Group on its app, in marketing emails, on social media, and on

its website about the minimum price of airfares, which the ACCC claims omitted compulsory fees charged by the business.

Compulsory servicing and booking price guarantee fees range from \$34.90 to \$54.90 per booking, the ACCC said.

The date range for the alleged misleading statements was between Nov 2018 and Nov 2023, with the ACCC seeking pecuniary penalties, declarations, injunctions, consumer redress, costs and other orders as part of its legal action.

Webjet is also alleged to have taken payment and confirmed 382 flight bookings before booking with the carrier. **AB**

British incentive

A **\$2,000** voucher is up for grabs for the top seller of Britain experiences between 22 Nov and 13 Dec with Viva Holidays.

To improve selling with the Helloworld wholesaler, see [page eight](#) to access marketing assets and the latest deals.

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Today's issue of TD
Travel Daily today features seven pages of news including our **Business Events News**, a cover wrap from **Jetstar** plus full pages from:

- Viva Holidays
- Insight Vacations

Bon Voyage tickets

LAST-MINUTE tickets are still available for our end-of-year Bon Voyage event.

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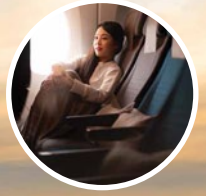
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CVFR CONSOLIDATION SERVICES

Issue via [TravelTech](#)

MSC PR chief exits

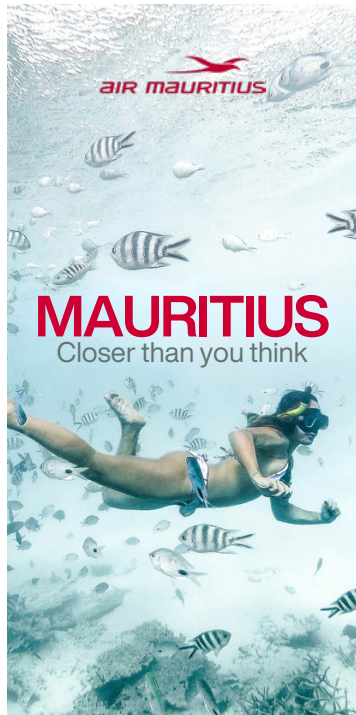
MARKETING and public relations guru Leisa Chell has decided to hang up her PR boots at MSC Cruises in exchange for early retirement.

In making the announcement to her followers on LinkedIn, Chell said she was "filled with gratitude for the experiences I've shared and the incredible people I've had the privilege to work alongside."

"Together, we've sailed through challenges, celebrated triumphs, laughed, cried and had the odd bevvie (or 10)."

Chell has been with MSC for close to seven-and-a-half years, and before that she was the GM for Australia and South East Asia for Big Splash Media.

"To everyone who has been part of my journey, thank you for the laughter," Chell signed off.



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China extends visa-free

FROM this Sat, China will increase visa-free travel in the country from 15 to 30 days for 38 nations, including Australia.

The decision to further expand its tourism program was made by the Chinese Foreign Ministry, and extends to leisure trips, business, family, transit, and exchanges.

While the move is encouraging for Australia's outbound market looking to restore China to its pre-pandemic glory, China cautioned that visa-free expansion has been approved on an "experimental" basis, and will be reviewed again at the end of next year.

China has allowed travellers



from a select list of countries to visit from Nov last year (**TD 27 2023**), but only for 15 days, with Australia added in Jun this year.

Reflecting on the decision, Wendy Wu Tours (WWT) labelled China's call a "game changer".

"Extending the visa-free period to 30 days provides even more opportunities for immersive and meaningful travel experiences," MD Simon Bell said.

"WWT has been at the forefront of showcasing China's beauty, and this change ensures that even more Australians can rediscover its many treasures with ease."

The operator has a wide range of curated tours on offer, and a 2025/2026 China brochure. **AB**

Intrepid in fast lane

ONLY a week after recruiting several partnership managers in the United States to spearhead its North American expansion plan, Intrepid has been named the number two fastest growing company by the **AFR**.

The Melbourne-headquartered tour operator finished only behind top spot, which went to Medevac.flights for 2024.

Save with Insight

SAVE up to 30% off this Black Friday with Insight Vacations.

Daily deals are available until 05 Dec - head to **page 9** of today's **Travel Daily** to book now.

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PRAGUE

Today's issue of **TD** is coming to you courtesy of **Viking**, which is hosting us on a **European Christmas Markets river cruise this week.**

VIKING'S 'Christmas along the Elbe' itinerary will take us from Prague to Berlin over 10 days, including two nights in the Czech Republic's capital prior to boarding *Viking Beyla* tomorrow.

Prague is a must-see for any visitor to Europe, with a fascinating history, stunning architecture and friendly locals - more in **TD** in the coming days.

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Travel Daily

Thursday 28th Nov 2024

FCTG ticks buy-back

FLIGHT Centre Travel Group has carried out a reverse book-building process, successfully repurchasing \$140 million in convertible notes.

The travel company said the buy-back was undertaken to boost future shareholder returns.

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Slot misuse improving

SLOT utilisation by carriers at Sydney Airport has improved in recent years, according to the first independent audit report examining slot use at the hub.

The audit suggested domestic slot non-utilisation had improved from 17.8% in 2022 to 8.1% in 2023, driven largely by airlines becoming more adept at managing schedules and stabilising operating conditions.

From winter 2022 to the same time in 2023, Qantas reduced its number of non-used slots from 10.6% to 6.7%, while Virgin Australia decreased from 21% to 12.4% during the same period.

However, the report also found that higher frequency routes attract "tactically higher non-utilisation rates", with routes from Sydney to major cities such as Melbourne and Brisbane consistently exhibiting higher non-utilisation rates compared to

Douglas promoted

PETER Douglas has been promoted to the role of General Manager Wholesale Sales at Helloworld Travel Limited.

The experienced travel exec was previously the National Sales Manager for the travel agency group, a role he had held since coming across from Globus family of brands in Nov 2023.

Douglas has also held senior sales roles at Excite Holidays and Creative Holidays.

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Craft Kyushu Japan

Conboy appointed

KYLIE Conboy has been appointed to the role of Global Flight Centre People Partner, effective 06 Jan 2025.

In the position, she will deploy people-focused strategies for the 3000+ global workforce - see p7 for more people moves.

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other domestic routes.

Another key finding was that the 80/20 rule is not effective outside of peak periods.

By taking advantage of available capacity during off-peak periods, airlines can request and regain the same slots in subsequent seasons if no other airlines are competing for them.

Federal Transport Minister Catherine King said the report underscored the need for the *Sydney Airport Demand Management Amendment Bill* to pass the Senate, which seeks to impose civil penalties on slot misuse and modify compliance, among other measures. AB

See Qantas' response on p5.

Self famil discounts

TRAVEL agents can enjoy 50% off any Touropa European trip for both themselves and any others travelling with them in the same room, as part of a new self famil trade promotion.

The global tour operator, a collaboration between Sun Island Tours and Europamundo Vacations, recently joined CATO's new Training Academy platform, using the moment to offer the discounted famil program.

Agents must complete the CATO Touring Module and then log-on to the Touropa website to book.

Touropa online bookings can be made **HERE**, with rates available to book through to Mar 2026.

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Window Seat

SYDNEY Airport is continually questing for new records, but being the hottest place on the planet was probably never on its wish list.

Recording a scorching temperature of 38.2 degrees just after midday yesterday made Australia's largest airport briefly the hottest spot anywhere in the world, as Sydney more broadly sizzled in the heat wave conditions.

To get all meteorological on you for a moment, the reason Sydney Airport became the epicentre for the heat spike was attributed to the 'urban heat island effect' (that's right), combined with the 'foehn effect', which allowed the Sydney Basin to become warmer than surrounding areas of central eastern NSW.

Now, we don't really know what any of that weather jargon means, but it sounds like a pretty smok'n hot take to get behind to us.

The Blair Galvin project



HELLOWORLD Travel Ascot Vale owner Kathie Jones has passed the baton on to a new generation, with experienced in-house consultant Blair Galvin signing on to take the business forward for a new chapter.

Reflecting on his new life as an agency owner, Galvin said future success will lie in carrying the momentum already generated by a strong reputation.

"Kathie had built Helloworld Travel Ascot Vale into what is today, she is well-respected throughout the industry and by her loyal clients," Galvin said.

"Her hard work and dedication is why the business has been successful for 25 years, and we all wish Kathie the very best for semi-retirement and the exciting future of travel that awaits.

"We will focus on continually providing quality service to our loyal clients that they have learned to love, and maintain our positive relationships with existing clients and suppliers, as well as having more community engagement to drive the business into the future," he added.

Galvin has racked up over two decades of experience in various roles within the travel industry, primarily working across the retail travel and aviation sectors.

"This is my first time owning a business and having my own staff to manage," Galvin said.

"To be able to grow the business and achieve success is one of the things I am most looking forward to, as well as the opportunity to shape the business and have a positive impact on our clients".

Pictured: Galvin (second from left) celebrates taking the wheel with his team in Victoria. AB

Salter Brothers adds a pinch more flavour

FRESH from acquiring the Bannisters luxury retreat portfolio last month (*TD* 09 Oct), Salter Brothers Hospitality has unveiled a brand refresh to set the property investor up for future growth opportunities.

The new brand identity and logo embraces a "bold and sophisticated aesthetic", emphasising the company's dedication to quality service.



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Fiji island revamp plans

SOUTH Sea Cruises Group (SSCG) has acquired Tivua Island (pictured) in the Pacific from Captain Cook Cruises, revealing plans to undertake a major redevelopment to create a world-class tourism hub.



Captain Cook Cruises will continue to operate on Tivua Island until its closure, including the continuation of its Tivua Island Day Sail Experience.

The island has been earmarked to reopen in 2026, with further development news to be released over the next several months. *AB*

While most of the development plans are still under wraps, the construction phase will commence on 31 May 2025 to upgrade a host of on-island facilities and enhance garden and diving experiences.

“The redevelopment and reopening of Tivua Island are set to complement the unprecedented surge in hotel and resort projects currently underway in the greater Nadi and Denarau area by offering an increase in the number of quality experiences available to the islands,” SSCG said.

Under the acquisition terms,

Flying with TravelPay

ALBATROSS Tours is now available for agents to access on TravelPay following key feedback.

“We’ve been listening to advisors and are delighted to offer choices for payments and now include TravelPay as an option,” Managing Director Shelley Poter said.

“We are absolutely committed to build on our recent NTIA success and make further improvements to how travel advisors connect and do business with Albatross Tours,” she added.

Qantas vindicated?

QANTAS has welcomed the results of an independent audit into slot management at Sydney Airport, stating the findings show that neither Qantas and Jetstar are guilty of hoarding slots.

“Qantas and Jetstar only request slots and schedule flights which we have the aircraft and crew to operate,” a spokesperson told *Travel Daily*.

“The slot audit provides welcome transparency around slot usage at Sydney Airport and clearly shows that we comply with the rules and have not been hoarding slots.”

Over the 18-month period examined in the audit, Qantas and Jetstar’s utilisation rates were within the 80% globally established threshold for which airlines are required to hand back slots, and well below that of its major competitors, the carrier was keen to point out.

Agents delight in Fiji fantasy



TRADE-ONLY accommodation specialist Stuba hosted VIP partners on a famil in Fiji recently.

“It was an absolute pleasure to host such a fantastic group in Fiji,” said Stuba’s Head of Sales, Rebecca Day.

“This trip truly highlighted the beauty of Fiji and the quality experiences our travel partners can offer their clients.

“This is the first of our VIP trips, and we will be hosting more in the future.”

During the jam-packed itinerary, the travel professionals enjoyed the Coral Coast, Natadola Beach, Sonasali Island and visited properties including the Intercontinental Fiji Resort, Crowne Plaza Fiji, Shangri-La Fiji Resort, DoubleTree by Hilton and the Hilton Fiji Resort.

Tourism Fiji CEO Brent Hill and Executive Director of Regions Robert Thompson also joined

the group for lunch, where they discussed the region’s tourism trends and future growth.

Attendees came from agencies including TravelManagers, Travel Advocates, RAA, Luxury Escapes, iTravel, Helloworld and MTA. *JHM*

EK welcomes A350

EMIRATES’ first A350-900 aircraft has been received.

The new aircraft features three cabin classes and accommodates 312 pax in 32 next generation business class lie-flat seats, 21 premium economy seats and 250 economy class seats.

Two versions of the A350 will be delivered, one for regional, the other for ultra long-haul routes.

The A350-900 is the first of 65 A350s to join the Emirates fleet, with the first commercial flight scheduled for Edinburgh on 03 Jan 2025.

Taking on tech: It’s time to hit the dance floor

OPINION from eRoam
General Manager, Paul Hole.



CLICK HERE to read this
and more in the Travel
Tech Special Report.



MCB HAILS VIC'S BANNER YEAR

MELBOURNE Convention Bureau (MCB) has strengthened Victoria's position as a leading MICE destination this year, securing more than 200 future events during 2023-24.

The strong year of growth across Victoria's business events sector has significantly contributed to the state's MICE reputation, MCB said, with new events to add almost 60,000 visitors to the state, generating almost 110,000 room nights.

Corporate meetings and incentive events also contributed substantially to Victoria's visitor economy this year, with 86 groups secured that will inject \$34 million in commercial impact and deliver over 14,000 room nights to Victoria's accommodation sector.

Noteworthy upcoming events in the pipeline for Victoria include the World Chambers Congress 2025, the International College



of Neuropsychopharmacology World Congress 2025, the IEEE International Conference on Industrial Engineering & Engineering Management 2025, as well as the World Cancer Leaders' Summit 2025.

The new events successfully attracted by the state during 2023-24 will deliver an economic impact of \$252 million, in what has been a "transformative" year for Victoria's events sector, according to MCB Chief Executive Officer Julia Swanson.

"Through the unified efforts of Team Melbourne, including

the Victorian Government, Visit Victoria, Melbourne Convention and Exhibition Centre, and our partners, we have not only met but exceeded our strategic goals.

"The events we have secured for Melbourne are an asset for local industry, offering unmatched opportunities for knowledge exchange and economic growth.

"This year saw Melbourne host prestigious association meetings that align with the state's priority sectors, further establishing Victoria as a leader in fields of health, science, and engineering," she added. *MS*

Orthopaedics leaders head to Cairns

GLOBAL orthopaedic leaders will gather in Cairns next year, for the 24th Congress of the Asia Pacific Orthopaedic Association (APOA).

The event will be held from 09-12 Apr at the city's convention centre (pictured), bringing together global leaders in orthopaedics.

It is expected to attract around 1,500 delegates to



share expertise and ideas.

The Conference theme for 2025 is 'Artificial Intelligence, Robotics, and Augmented Reality', with delegates expected from 40 countries.

WA bike-ing mad

PERTH is revving up for the World Supercross Championship, set to be held this weekend at HBF Park.

The event, dubbed the "greatest racing spectacle on dirt" will feature a fan zone outside the stadium, as well as thrilling stunts and live entertainment.

The Championship was secured by the WA Govt, joining Canada & Abu Dhabi.

New BEIA board

NEW Business Events Industry Aotearoa (BEIA) board members have been welcomed at the organisation's AGM.

Two new members will join the board: Jacques Meyer from Cordis and Vanessa Wallace from RotoruaNZ.

The two will replace Ross Steele from Te Pae Christchurch Convention Centre and Tracey Thomas from Conference Innovators.

BEIA Chair Martin Snedden congratulated the new representatives on joining.

"We extend Jacques and Vanessa a very warm welcome to the BEIA Board as our new Platinum and Gold representatives, and thank Ross and Tracey for their service to our industry," he added.

BEIA's 48th annual general meeting was held earlier this week in New Plymouth.

MEANWHILE, BEIA has also announced its Outstanding Contributor Award winner for this year in Tourism New Zealand's Leonie Ashford.

BEIA CEO Lisa Hopkins described Ashford as a "driving force" in the industry for more than a decade.

"Leonie's experience, energy and commitment to the business events industry have been instrumental."




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APPOINTMENTS

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Julian Whiston has begun this week in his new role as Head of Hotels - Value and Risk Advisory Australia and New Zealand for commercial real estate giant **JLL**. Returning to the organisation after some years away, Whiston brings more than three decades' experience in hotel and resort property valuations and transactional support to his role.

Sydney's highly anticipated new lifestyle and accommodation precinct **The EVE Hotel** has appointed **Ben Mellor** as its inaugural General Manager to drive the property through its opening phase in Feb 2025. Mellor holds an extensive resume of senior roles at hotels all over the Sydney region and joins from InterContinental Sydney Double Bay. He will be supported by Executive Assistant Manager Katharina Enzinger.

Albatros Expeditions has a new man at the helm in **Jakob Lunoe**, who has been appointed as the brand's new Chief Executive Officer. Lunoe is highly experienced in the expedition sector, having overseen small-ship voyages in Southeast Asia, the Mediterranean and Africa as a tour leader. He parlayed that experience into senior positions in the travel tech sector, developing skills in digital transformation and customer engagement strategies.

Returning to the travel industry after a COVID-induced diversion, **Liberty Tours** has welcomed **Blake Wiggins** to its growing team of Business Development Managers. In his new role, Wiggins will play a central role in supporting travel agents and conducting education in the Liberty Tours global product range.

Oenophiles worldwide will be watching closely at the selections made by **Qatar Airways'** new Master of Wine, **Anne Krebiehl**. One of only 421 people globally to hold the title, Krebiehl is a renowned wine judge and is now responsible for sourcing and curating the airline's global wine selection, including sourcing top-shelf labels for premium travellers. Part of Krebiehl's new role involves an annual blind tasting of more than 1,000 bottles from around the world auditioning for a spot onboard.

Aviation specialist and veteran journalist **Michael Weinmann** has been tapped to lead Media Relations for **SWISS International Air Lines**. Weinmann has an extensive history of aviation reporting and covering issues such as new aircraft types and tech innovations, and will begin his new duties on 01 Mar 2025.

Federico Tidu is now in the kitchen at **COMO Cocoa Island** in the Maldives in his new role as Executive Chef. A native of Sicily, Tidu began his culinary career at the age of 13 and brings a natural appreciation and passion for fresh, local Sicilian produce.

Mandarin Oriental has named **Tiffany Cooper** its Head of Development for the Americas region. Cooper will focus on the US, Canada and Latin America market and brings 30 years industry experience to her new role.

Get a bit of Rajasthan India



ADVENTURE World recently hosted a group of travel advisors from Australia and New Zealand on a tour of Rajasthan in India.

The trip was designed to showcase the region's cultural and historical treasures, as well as provide a better understanding of the operator's commitment to nature through its Make Travel Matter programs that place a priority on the community.

Highlights included visiting a local textile cooperative run by women, where advisors gained first-hand knowledge of traditional weaving techniques.

Another stage on the journey saw the group enjoy a home-cooked meal with a local Indian family, offering a glimpse into the country's culture and hospitality.

Providing feedback on the trip upon her return, TravelManagers' Rosanne Marsden said: "Adventure World's expert land operator transformed my perception of India, providing an unforgettable experience.

"Staying at Rawla Narlai, the former Royal Hunting Lodge, and leopard spotting are two stand-out moments for me," she added.

Pictured enjoying the whirlwind trip in India are:

Stephanie Brown, Davis & James Travel Associates; Tanya Campbell, TravelManagers Scotts Creek; Rosanne Marsden, TravelManagers Bleheim; Mel Bartram, Adventure World; Katherine Madill, The Private Travel Company; Elise Bradbury, Gungahlin Travel Associates; Tracey Irving, Travel Associates Balgowlah; Belinda Bodman, Itravel Carlingford; and Kristen Edgeworth, 360° Edge Travel Glendowie. **AB**

Qantas safety breach

A NEW report from the Australian Transport Safety Bureau has slammed Qantas for flying multiple trips between Australia and the US while a 1.25 metre tool was left inside the engine of one of its A380s.

The safety body said the protocol breach represented "a failure on a number of levels", adding there were multiple opportunities to address the problem, including flags raised and ignored by Qantas staff.

In response, Qantas said it is working with its teams to ensure an oversight such as this never happens again.

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