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VIEW OFFERS

Discounting tactics irk QF

QANTAS has taken a veiled swipe at well-funded and state sponsored competitors using tactics such as aggressive discounting of airfares to improve market share in Australia.

In its 2024 Annual Report, the carrier criticised growth levels of market capacity ahead of demand as a key material business risk.

Qantas' comments follow well-documented and heavily criticised efforts last year by Qatar Airways to increase capacity to Australia beyond the 28 weekly flight limits imposed in its existing bilateral air services agreement.

Qantas said Australia's aviation policies favour liberal rights of

entry into Australian markets.

"These policies have attracted offshore competitors (predominantly state-sponsored airlines) to the Australian international aviation market, which has further increased competition for passengers on international routes," QF wrote.

"The financial impact of fare discounts, as a result of competitive pressures is exacerbated by the high fixed costs that characterise the aviation industry," Qantas said. *ML*



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The offers are valid on new bookings for 2025, 2026 and 2027 river, ocean and expedition voyages from now until 15 November 2024.

VIEW OFFERS

UK ETA start date

AUSTRALIANS travelling to the United Kingdom can apply for their Electronic Travel Authorisation (**TD 26 May 2021**) from 27 Nov, for entry from 05 Jan next year, the UK Govt said.

The UK is in the final stages of introducing its £10 (A\$19.50) ETA, which will be in place by 02 Apr and grants multiple entries for two years or until passport expires.

Sail with Disney

TRAVEL agents now have the opportunity to explore each of Disney Cruise Line's ships via the brand's new *Magic Ahoy!* virtual voyage - not to mention the chance to win great prizes.

See the **back page** for details.

Today's issue of TD

Travel Daily today features eight pages of the latest news plus our **Business Events News** feature and a full page from **Disney Destinations**.

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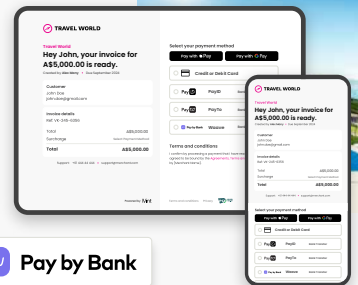
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Expedia Spring Sale

EXPEDIA Group is giving travel agents access to at least 25% off thousands of hotels worldwide, as part of the Expedia TAAP Spring Sale.

The deal is available for bookings made between 10 Sep to 13 Oct for travel until 31 Mar.

First look at BNE revamp



AS THE decade-long \$5 billion upgrade of Brisbane Airport continues to take shape (**TD** 30 Oct 2023), the hub has offered a first look at its revamped international terminal.

Driven by the need to upgrade security screening equipment to meet Australian Government standards by the end of 2025, the transformation includes new advanced self-service technology at bag drop and check-in.

This will help reduce queues and allow passengers to choose between a smooth self-service or agent-led experience.

"After three decades of service, it's well and truly time for a transformation, ensuring it's ready to welcome the world for years to come," said Brisbane Airport Chief Executive Officer, Gert-Jan de Graaff.

As part of the upgrade, security screening and passport control will relocate from level 3 to level 4 in order to fit the much-larger next-generation CT security screening equipment, which will

speed up passenger processing and allow travellers to leave electronic items in their bag.

According to De Graff, "it's faster, smoother, and provides more accurate screening".

The same technology is being installed in the domestic terminal, which is also being upgraded as part of the Future BNE transformation.

The refreshed international terminal will feature expanded retail options for travellers, with the duty-free area to nearly double in size, thanks to a renewed 10-year partnership with Lotte Duty Free.

BNE's baggage system will also undergo a revamp, with a brand-new, energy-efficient conveyor system, along with a network of charging infrastructure to support ground support equipment (GSE).

The terminal's transformation will be carefully staged to minimise disruption, with works expected to conclude in 2027.

Watch an animation of the terminal revamp **HERE**. *JM*

Taste Asia with JQ

TRAVELLERS can snap up international airfares from Jetstar from just \$150, as part of the carrier's 'Taste of Asia' sale.

Ending 16 Sep, the offer includes flights from around Australia to Tokyo, Phuket, Bangkok and more - details **HERE**.

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TRAVEL BUSINESS OPERATIONS

Travel Daily ON LOCATION

BRISBANE

Today's issue of *TD* is coming to you courtesy of CAPA - Centre for Aviation, which is hosting its Airline Leader Summit Australia Pacific over the next two days.

TODAY we are preparing to hear about all things aviation from airlines, airports, and tech companies across the region. Sessions today will provide delegates with insights into the state of the industry, the instability of the South Pacific, limitations on Australian air capacity, as well as how well aviation is tracking against key sustainability goals.

Speakers of note on day one include Qantas' Cam Wallace, DL's VP for APAC Jeff Moomaw, and Air NZ's Leanne Geraghty.

Perth to fuel QF expansion

PERTH has been identified by Qantas as a major platform for growth from 2025, with more new routes likely to be rolled out at the western gateway than any other Aussie port.

Speaking this morning at CAPA's Airline Leader Summit in Brisbane, Qantas Int'l CEO, Cam Wallace, said Perth Airport is on track to emerge as one of the carrier's most important domestic hubs.

"Whether it's Africa, Europe or Asia, we see great potential for both Qantas and Jetstar to be major gateway carriers into Australia, offering tremendous connectivity for our network," Wallace said.

"We've got a number of different city pairs that we may craft out of Perth...so it's really quite exciting."

The opportunities out of Perth will grow even further when Qantas receives its narrowbody A321XLR aircraft in Apr next year,

which Wallace said would enable the carrier to tap into more "skinny routes", not just from Perth but around the country.

Boasting the longest range in the A320 family, the planes will offer more seats than the current crop of B737s, which the A321XLR will phase out over time.

"The A321XLR can easily go from Perth to Auckland, Perth to India, it can go from Brisbane to Bangkok, so there is a large array of opportunities for new city pairs that we just wouldn't be able to achieve with our current fleet," Wallace added.

The comments follow Qantas and Perth Airport burying the hatchet to ink the largest airport infrastructure deal in the carrier's history in May (*TD* 31 May).

Qantas has committed to adding 4.4 million seats to and from Perth annually in the lead up to the western hub's new terminal opening in 2031. *AB*

Travel Daily ON LOCATION

ZHOUSHAN

Today's issue of *TD* is coming to you courtesy of Viking Cruises, operating its inaugural China Discovery voyage aboard the *Viking Yi Dun*.

OUR first remote port of call is Zhoushan, an island destination home to Mount Putuo, one of Buddhism's four sacred mountains as well as a rich culture and heritage located just outside Hangzhou Bay.

It's part of China's largest archipelago, with an economy focusing heavily on primary production, especially fishing.

Activities today includes temple visits, culinary experiences and the Impressions Putuo theatrical performance, as well as a special calligraphy and incense workshop.

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TravelManagers commissions up

TRAVELMANAGERS executives Michael Gazal and Joe Araullo opened the mobile advisor network's annual conference today, revealing some of the results their agents have produced over the past 18 months.

Araullo, opening the company's largest-ever conference, revealed personal travel managers grew their average commission by 49% last year.

That number has grown by a further 7% in 2024 to date, he added, with TravelManagers' top 50 PTMs producing an average annual income of \$310,000.

The conference, being held in Cairns, is bringing together 435 attendees, including 200 PTMs.

Themed 'Working Smarter', the conference will see TravelManagers unveil a number of new solutions to help its advisors' efficiency.

One of the solutions that TravelManagers is working on is

technology to aggregate content to best utilise AI.

"The focus for us is to provide better systems and technology to make work easier," TravelManagers EGM Michael Gazal revealed.

"These systems will be showcased at our Sat workshops, and they truly are designed to help our network earn more with less effort."

TravelManagers is also working on a solution called Flowjo, which Gazal described as "a truly unique end-to-end workflow system".

A small group of PTMs has been testing Flowjo over the last three months, and the feedback has been overwhelmingly positive, Gazal added.

"I've actually heard some PTMs say to me, 'you can't take it away from me now'," he quipped. *MS*

For more news from the TravelManagers conference, head to **page five**.

Hornblower Chair

FORMER Celebrity Cruises President and CEO Lisa Lutloff-Perlo will take the reins at Hornblower Group, named yesterday as its new Chairperson.

Lutloff-Perlo is well-known in the cruise industry as a key figure behind the design of Celebrity Cruises' Edge-class ship, which now comprises four vessels, with a fifth still to come.

In her new role, Lutloff-Perlo will guide the strategic direction and innovation for Hornblower Group.

The company has recently emerged from a major restructure (**TD 11 Jul**) following the closure of its American Queen Voyages brand, which led to Strategic Value Partners becoming the new majority shareholder and wiping around US\$720m in unpaid bills.

The upheaval also led to one of Hornblower's former brands, Australia-based Journey Beyond, to split from the company and into a new corporate structure owned by Crestview Partners.

Travel Daily
 ON LOCATION



CAIRNS

Today's **TD** is coming to you courtesy of TravelManagers, which is hosting its annual conference in Cairns.

TODAY is the first day of the annual TravelManagers conference, themed 'Working Smarter', held in Cairns.

The three-day conference at Cairns Convention Centre is kicking off with morning plenary sessions, including a welcome from Tourism Tropical North Qld, a keynote from Chelsea Pottenger, and a presentation by the Australian Travel Industry Association's Dean Long.

Tonight will see delegates given a proper Cairns welcome at the city's famous sprawling brewhouse, Hemingway's Brewery Cairns Wharf.

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TravelManagers welcomes VIPs



THE TravelManagers 2024 conference kicked off yesterday, with the mobile agent network welcoming some of its high achievers to Far North Queensland with a VIP dinner in Palm Cove.

Personal travel managers who have been with the business for 15 years, as well as a selection of top-performing advisors, joined TravelManagers executives at Nu Nu Restaurant, including EGM Michael Gazal, House of Travel Chief Executive Officer Joe Araullo, House of Travel Chair Keith Sutton, and more.

The dinner was sponsored by Collette, with David Farrar expressing his gratitude to the entire TravelManagers network

Punthill Sunshine

VERIU Group has just opened Punthill Sunshine apartment hotel accommodation in Melbourne this week.

The property includes 90 apartments, with a mix of studio, one-bedroom, two-bedroom and three-bedroom spaces.

Punthill Sunshine is located near Sunshine Station, which is currently undergoing a major redevelopment and slated to transform into a transport superhub, linking the Melbourne CBD with regional Victoria and Melbourne Airport.

for their enthusiasm for the tour operator's product.

"I thank you for your business this year, wholeheartedly, a great deal of thanks for your forward sales for 2025," Farrar quipped.

"You are up four times, [and] quadrupled the sales of this time last year," he added. *MS*

Pictured: the group gets swept away with some pre-dinner hors d'oeuvres at Palm Cove beach.

Riviera debut

OCEANIA Cruises' *Riviera* will make its debut in Alaska for the 2025 season, offering more than a dozen itineraries from May-Sep, setting sail from Seattle, Vancouver and Whittier.

Foodies will love the new seven- to 12-night itineraries, jam-packed with culinary-inspired excursions and activities, including a classic Alaskan brunch on an island in the Stephens Passage and beer made from glacier water.

Activities include trap setting to reel in Dungeness crabs, sustainable fishing and a shoreside campfire feast.

Guests will also have the opportunity to visit lesser-known ports such as Homer and Sitka, exploring Alaska through Native tribe site visits, national park excursions, wildlife encounters and more.



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FEATURE

Is it time to re-frame our cruise view?

With Ben Angell, Managing Director Asia-Pacific, Norwegian Cruise Line (NCL)



It's been great to spend time with so many supporters of the cruise industry at CLIA Cruise360 and the Australian Cruise

Association Conference these last two weeks.

Both enjoying record attendance, I've never seen so much support for the cruise industry from so many, including travel agents, government, port authorities, tourism bodies and more.

Across the two conferences there were wide-ranging discussions about future growth opportunities for the Australian cruise industry and what I consider to be the three key approaches to deliver on these opportunities.

Firstly, Australia is fortunate to have a highly successful homeport cruising model, celebrated for unprecedented growth in recent years. Hugely popular with Australians - approximately 1 million cruise within Australia, New Zealand and the South Pacific each year - domestic cruising also acts as an 'on ramp' for first time cruisers from the region.

Secondly, Australia is a world-class tourism destination and on the bucket list for many inbound cruise visitors from around the world. Popular with those responsible for measuring inbound arrivals, spend and dispersal, these visitors often combine a land holiday with their cruise, stay longer, spend more and visit more destinations throughout Australia.

Collectively, homeport cruising and inbound cruise arrivals inject \$5 billion into the Australian economy each year, and both are critical to the future success of cruise in the region.

But, the third and perhaps most exciting opportunity - particularly if you are as enthusiastic about promoting the value, convenience and desirability of a cruise holiday as I am - is outbound fly cruise.

Fly cruise - flying to join a cruise in an international country - remains largely untapped in this market.

In 2023, 85% of Australians who cruised did so within Australia, New Zealand and the South Pacific. That means just 200,000 Australians cruised in other parts of the world.

Contrast that to the seven million Australians who travelled overseas in 2023 and the opportunity is clear. How many Australians would consider an overseas cruise holiday if they fully appreciated the exceptional value, convenience and almost endless variety a cruise offers? And best of all, Australians who fly overseas to cruise typically do so in addition to land-based holiday plans. A win-win for the industry and the travel consultant making the booking.

So is now the time to rebalance our Australian cruise view with an elevated focus on fly cruise? This presents an unbeatable holiday proposition for Australians travelling overseas. It provides a pathway to significant and sustainable growth for Australian cruising. And, critically, it delivers a valuable earning opportunity for Australian travel agents.



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Window Seat

FORGET expensive skincare and botox - researchers from Edith Cowan University (ECU) have discovered that the secret to fighting the ageing process might just be...travel.

A study applied the theory of entropy to tourism, proposing that unsurprisingly, positive travel experiences might actually keep us younger.

ECU PhD candidate Fangli Hu explained that travelling boosts physical and mental health by exposing us to new environments, getting us moving, and sparking joy.

"Put simply, the self-defence system becomes more resilient," said Hu.

Hormones conducive to tissue repair and regeneration may be released, and promote the self-healing system's functioning, Hu explained.

"Leisurely travel activities might help alleviate chronic stress, dampen overactivation of the immune system, and encourage normal functioning of the self-defence system."

Engaging in recreation potentially releases tension and fatigue in the muscles and joints, added Hu.

Now, where's that annual leave form?

It's time to get booking the next holiday!

Female tech gap

NEW research has revealed that only 15.6% of travel technology leaders are female.

B2B travel tech PR agency Belvera Partners based its analysis on a map that it created using data from LinkedIn profiles.

First developed in 2021, the map includes professionals across a diverse range of areas from accommodation distribution tech, TMCs and car rental tech to lobby groups, journalists, in-destination experiences tech and more.

Roman Townsend, MD, admitted that when the team first built the map, it was a "light-hearted" exercise to explain the industry.

Over time, it was clear that there is a wide gender gap in the travel industry.

Townsend hopes the map can be used as a valuable tool for the sector in the future.

"It can provide a very valuable snapshot of the industry - and I hope something to make us all take stock of just how woeful a lack of diversity there is in our industry," he said.

"Imagine what we could achieve if we rectified this?"

Decade-long ban

MINISTERS in Bali say proposed legislation to ban new hotel development in South Bali could be extended for a decade instead of the initial one or two years.

New legislation unveiled earlier this week called for an end to new hotels in a bid to combat overtourism in the area.

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Buerckner marks 50 years



TRAVEL legend Carl Buerckner is celebrating his 50 year anniversary in the industry with the Platinum Travel Group, which is also raising a glass to its 15-year milestone.

Buerckner kicked off his career in the 70s at National Australia Bank Travel, then went on to hold leadership roles such as Managing Director of HRG Australia and Chair of AFTA.

Buerckner's children Andy Buerckner and Sarah Szubanski now lead Platinum and during this week's festivities in Hobart, they paid tribute to their father's dedication to the industry.

"He is a true champion of the travel industry and has left an undeniable mark on all who have had the privilege to work with him," said Sarah.

Andy added, "Carl's mentorship has been instrumental

throughout my career and has been key to ensuring that Platinum is recognised as an organisation that deeply cares about its people.

His values of trust, accountability and care remain the pillars of our business, and we are incredibly proud to carry his legacy forward." *JHM*

JB earlybird offer

EARLYBIRD prices are now available on Journey Beyond's Horizontal Falls Seaplane Adventures 2025 overnight tours.

Travellers will be able to experience the Falls from both the air and water and stay on Talbot Bay overnight, with options to depart from Broome or Derby.

Prices start from \$1,068pp, a saving of 20%, for bookings made by 31 Dec - book **HERE**.

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ABEA's milestone

THE Australian Business Events Association (ABEA) is celebrating 100% growth in its first year of operations.

The industry body's membership base doubled in 12 months, attracting a wide array of industry stakeholders, including business destinations and bureaux, organisers, venues and suppliers.

"That our members are renewing for their second year is a testament to the collective effort of the whole community," said Melissa Brown, CEO of ABEA.

"Our focus on delivering tangible benefits, fostering connections, and driving industry representation has clearly resonated.

"We look forward to building on this success and further strengthening our industry," Brown added.

MEANWHILE, ABEA has opened earlybird registration for its inaugural conference and awards, scheduled to take place at ICC Sydney on 10-11 Dec.

The two-day conference will be packed with opportunities to gain industry insights, connect with business events professionals, and celebrate those who have demonstrated impact and excellence at the Australian Business Events Awards.

Get your ticket **HERE**.

CHINA HIGH ON THE EVENTS AGENDA

EXCLUSIVE

TOURISM Australia is on a mission to accelerate the recovery of the business events sector, continuing to invest heavily in wooing back more buyers from Greater China.

Australia Next's most recent gathering in Cairns featured a large contingent of Chinese delegates, with the once-thriving source market showing signs of returning to its former glory.

For Brisbane Economic Development Agency's (BEDA) Head of Business Events, Holly Aldridge (**pictured**), China remains a key area of interest.

So important to Brisbane is China's events potential that BEDA recently appointed a specialist on the ground in Shanghai in a bid to boost its



visitor economy by more than \$10 billion (**TD** 29 Aug).

Sharren Bo is charged with sourcing more business leads for Brisbane and helping to create a laser focus on expanding the China-Brisbane relationship.

Aldridge also pointed to growing air connectivity as a pivotal driver of business events interest.

"We've seen plenty of success and interest in the China market and the extra direct airline routes

flying into Brisbane aligns well for us in areas where we are continuing to grow," she said.

"Mainland China is obviously an area where we want to see services and frequencies grow."

Meanwhile, Melbourne Convention Bureau's Director Corporate Meetings & Incentives, Joanna Garrie, confirmed the city was beginning to see "a lot more leads" generated by China.

"Our biggest incentive next year will be the Amway China in Apr, and that has the potential to be the largest ever incentive in Australia's history," she said.

"We will have to wait and see what the numbers end up being like but obviously [Amway] will be great leverage for us to say, 'look what we can do in Melbourne', we can cater to these really large groups." **AB**

Meet at the Novotel Melbourne Airport

THE brand-new Novotel Melbourne Airport (**TD** 08 May) has launched a Day Delegate Package for \$85pp, including free car parking.

Located 30 minutes from Melbourne CBD and within walking distance to all terminals, the new hotel is the ideal venue for delegates flying into Melbourne Airport as well as local business professionals.

The property features event facilities accommodating up to 300 delegates, with customisable meeting rooms



that can be set up for a range of meetings, conferences, exhibitions, and gatherings.

Event planners can take advantage of the dedicated catering team, the latest audio-visual equipment, high-speed wi-fi, and more.

Learn more about the limited-time delegate offer **HERE**.

Qatar best MICE

FOR the second year in a row, Qatar Airways has been voted the 'World's Best MICE Airline 2024' at the World MICE Awards, held in Ho Chi Minh City, Vietnam last week.

"This recognition serves as a testament to our efforts in advancing the global MICE industry through our one-stop digital travel solution, QMICE, which offers exclusive fares, significant travel flexibility and exclusive benefits for MICE professionals," said Qatar CCO, Thierry Antinori.



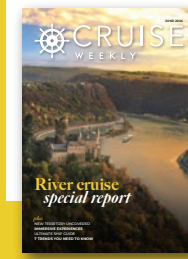
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APPOINTMENTS

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Ultra-luxury cruise line **Explora Journeys** has a new face at the helm as it prepares to launch its second ship, with **Anna Nash** appointed this week as its new President. Nash joins after spending a decade with Aman Resorts and will report directly to MSC Group's Cruise Division Executive Chairman, Pierfrancesco Vago. She marks the line's maiden President after the role was created following the departure earlier this year of its founding Chief Executive, Michael Ungerer.

Aurora Expeditions has hired **Greg Cormier** as its new Chief Marketing Officer, moving into the role previously held by Hayley Peacock-Gower. The expedition brand's new recruit will be based in Toronto and is tasked with driving growth for the brand and its digital experience, particularly as it expands into small-ship cruising beyond the Polar regions. Cormier brings more than 20 years in marketing to his new role.

All-inclusive tour operator **Wendy Wu Tours** has welcomed **Dean Heke** to the role of NSW State Account Manager. In his new role, the former italktravel & Cruise Blue Mountains Director will grow the brand's relationship with local travel agents and facilitating training.

Marlii Carroll has started her new role as Director of Marketing at **Crystalbrook Collection**, with specific responsibility for Crystalbrook Kingsley in Newcastle and Crystalbrook Albion in the Sydney CBD. Carroll is no stranger to luxury hotels, moving across from her prior role as Marketing Communications Manager at Shangri-La Sydney.

Massimo Brancaleoni has started at luxury accommodation brand **Kempinski Hotels** as its new Chief Commercial Officer. Bringing more than 25 years in travel to the position, Brancaleoni moves to the company from his role as Senior VP Sales and Revenues at Silversea Cruises, where he worked under Barbara Muckermann, who was appointed CEO of Kempinski Hotels earlier this year.

Bringing a deep sense of place-making and a 'people first' philosophy, **Anthony Wynne-Hoelscher** has been appointed as Manager of Industry Development at **Tourism Noosa**. In his new role, Wynne-Hoelscher will lead the organisation's industry development and sustainability efforts.

Ahead of its opening this summer, **Ben Mellor** has been appointed as General Manager at **The EVE Hotel Sydney**, located in the city's emerging Wunderlich Lane in Redfern. Mellor brings more than 20 years in hotels and hospitality to his new post, including senior management roles at Sofitel Sydney Wentworth, Fairmont Resort Blue Mountains and, most recently, at InterContinental Sydney Double Bay.

Khao Lak Marriott Beach Resort has chosen **Debdyuti Dasgupta** as its inaugural General Manager as the oceanfront property readies for its opening later this year. Known affectionately as 'Dev', Dasgupta moves from his prior role as GM at Courtyard by Marriott Bangkok.

Training in Tropical North Qld



AMAWATERWAYS was among a number of travel companies that came together last week to host a training event in Tropical North Queensland.

Agents from Mackay, Townsville and Cairns gathered to hear updates from the cruise line, as well as Air Canada, Celebrity Cruises, Club Med, On the Go Tours, and Lufthansa Group.

Several dedicated PTM consultants from around the country, who were in Cairns for the TravelManagers conference, also joined the training.

One of the attendees said it was the "best presentation night I have ever been to (and I've been to a lot)" and described the presentations as "lively, relevant and to-the-point". JM

Pictured after the Dash 8 flight between Townsville and Cairns: Christine Oliver, AmaWaterways; Kat Nitarski, On the Go Tours; Michelle Nicolson, Club Med; Janice McDonald, Air Canada; and Maggie Silva, Celebrity Cruises.

IHG, SXSW team up

IHG Hotels & Resorts has announced a major partnership with SXSW Sydney 2024, which returns for its second edition from 14-20 Oct.

The hospitality brand will deliver a series of experiences during the festival, including 'The Mind Lobby', an interactive activation on ICC Sydney's forecourt, which aims to "disrupt the way people find travel inspiration".

ETG's classic combo

ENTIRE Travel Group (ETG) has launched new 'Snowflake to Sunbake' packages combining winter adventures in Canada with a summer getaway in Fiji.

Available in Feb, Mar, and Apr 2025, the packages take advantage of Fiji Airways' flights between Australia and Canada.

To celebrate the launch, ETG is offering a discount of \$1,000 per couple for bookings made before 11 Oct - more info [HERE](#).

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