Travel Daily First with the news

Tuesday 24th Sep 2024



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VA signs for SabreMosaic

VIRGIN Australia will incorporate evolving AI technology into its retailing capabilities, signing on as the flagship customer of Sabre Corporation's new SabreMosaic tech platform.

HLO agent rewards

HELLOWORLD Travel will issue \$4.5 million worth of shares to its agents under its latest franchise share loyalty program (TD breaking news).

To be issued to advisors by the end of Oct, members of branded and associate networks in Australia and New Zealand, as well as members of the Alatus network, will receive the shares in exchange for their continued commitment to the business.

"This reaffirms Helloworld's position as the leading franchise network in Australia and New Zealand," Chief Executive Officer Andrew Burnes said.

The HLO chief added that air ticket sales are up over the last two months as prices continue to normalise, while sales of the company's non-air products are also up between 5-25%.

SabreMosaic offers a fourprong approach to the customer journey, using AI powered by Google to deliver a personalised end-to-end experience complete with efficient payment settlement.

Virgin will gradually implement the full stack of SabreMosaic tools, with the transition seeing the airline gradually boost its retail offering to more than 40 products in coming years.

Implementation of SabreMosaic Air Price IQ and SabreMosaic Ancillary IQ has already begun.

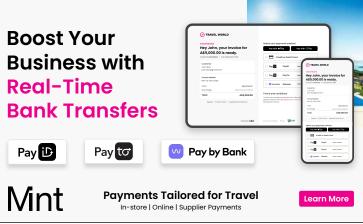
In a separate move, Virgin Australia and Sabre have extended their current IT and GDS agreement to ensure agents have continued access to traditional EDIFACT and NDC content.

Virgin will also continue to use SabreSonic PSS as it gradually migrates to SabreMosaic. ML

Today's issue of TD

Travel Daily today features seven pages of the latest news including our Sustainability page, a photo page from Norwegian Cruise Lines, plus a full page from Silversea.











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Vietjet scraps ADL

LESS than a year after launching the route, budget Vietnamese carrier Vietjet will cease flights linking Adelaide and Ho Chi Minh from 26 Oct.

The airline said fleet issues were behind the move, not a lack of demand, with resumption likely.



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Bell rings for Webjet Group



SHARES in Webjet Group Limited are now formally trading on the Australian Securities Exchange after shareholders voted last week to demerge the organisation from its B2B parent (TD 17 Sep).

Following the customary bell-

ATIA signs Afterpay

AFTERPAY has come on board as the major sponsor for ATIA's Bevond Borders Travel Summit at ICC Sydney on 25 Oct.

The strategic partnership is aimed at showcasing Afterpay's commitment to supporting the travel industry's growth and innovation objectives into 2025.

Ticket prices starting from \$210 plus GST are now available for ATIA members, with non-menber tickets priced at \$420.

"Afterpay's sponsorship will enhance the summit's ability to provide valuable insights and networking opportunities," said ATIA Director of Membership and Industry Affairs, Richard Taylor.

ringing ceremony, shares opened at just below A\$1 each and will first be distributed to eligible shareholders before normal trading begins on 01 Oct.

Webjet Group Limited's new listing includes the Webjet flagship OTA, motorhome and car rental brand GoSee and tech brand TripNinja under code WGL.

Webjet Group CEO, Katrina Barry, said it was an exciting day for the entire team, customers and shareholders.

"With the demerger, we now have a dedicated board, leadership team and balance sheet, creating a unique opportunity to advance our strategic growth agenda.

"Our team who have worked incredibly hard to provide our customers with the greatest convenience, choice and customer service over a significant period, are focused and ready," Barry commented. ML

Barry is pictured above after the bell ringing with Webjet OTA CEO, David Galt, and Webjet Founder and Chair, Don Clarke.

Silversea savings

FAMILIES can enjoy big savings with Silversea, including reduced port-to-port fares for the third and fourth guests.

Discover more details on the limited-time offer, which provides savings of up to \$5,000 per suite on select voyages, on page eight.





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CATO gets nostalgic

THE Council of Australian Tour Operators (CATO) is marking its 25th anniversary with the launch of a new competition for CATO members, including travel agents, and travel industry professionals.

To be eligible to win, members need to share their most cherished memorabilia from a quarter century of land touring.

"Whether it's a vibrant brochure cover, a snapshot from an unforgettable CATO event, or a photograph from a tour that felt like a once-in-a-lifetime experience, all submissions are welcome," CATO said.

The winner will secure a free ticket to the CATO Christmas Lunch on 05 Dec and a MasterCard gift card worth \$250.

Deadline for the comp is 31 Oct and submissions will be features at the Xmas party - details HERE.

Home Ex event launches

A NEW virtual on-demand conference and expo for homebased travel advisors, Home Ex, has been launched by Travel Daily, with free registration now open for the entire industry.

Home Ex (Home Agent Virtual Experience) will go live on 10 Mar 2025, and will provide a virtual platform for home-based agents to connect with each other and suppliers in a new and exciting way that means no matter where they are in Australia, they will be able to access key information.

The virtual experience will be part expo area and part video learning sessions that will give home-based travel advisors, or even their bricks-and-mortar counterparts, knowledge and inspiration to aid in their growth.

A group of well-known



executives have been confirmed to provide video sessions on the Home Ex platform, including Wendy Wu Tours Founder, Wendy Wu; GetAboutAble Managing Director, Gemma Axford; and Main Beach Travel duo Mike and Mandy Dwyer.

More leading presenters will be announced in the coming weeks.

MEANWHILE, opportunities are available now for a range of partnerships including virtual stands at the expo component of the experience, partner video learning sessions and much more.

To enquire, CLICK HERE to contact the Travel Daily sales and marketing team.

Free registration for Home Ex is available now - CLICK HERE to get your name down early to ensure you get all the updates prior to the launch of the platform. JHM





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Collette on court

COLLETTE Tours has been named the Official Holiday Partner of Pickleball Australia ahead of a national championship taking place on the Gold Coast.

Pickleball Australia's Brendan Lee said the pact will make the organisation's mantra of 'travel with your paddle' a reality.

Qantas codeshare

OANTAS will boost its codeshare with Israel's El Al Airlines by adding its QF code on flights between Tel Aviv and Tokyo Narita during the 2024/25 northern winter.

According to GDS displays, the change will take effect on services from 27 Oct 2024.





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TourRadar plugs in FCTG

FLIGHT Centre Travel Group (FCTG) has adopted a white-label tech plug-in from TourRadar to power the Tours section on its customer website in Australia.

The B2B platform gives FCTG customers the ability to book more than 8,000 multi-day tours operated by Intrepid Travel, Trafalgar, Contiki, G Adventures, Globus and more.

Customers in New Zealand, the UK and Canada will soon gain access to the same functionality, with the partnership to expand to regional sites in each market by the end of this month.

TourRadar also powers the tours section of Flight Centre's in-house agent portal, facilitating bookings made by agents for their clients.

Waterfront hotel

DEVELOPMENT documents have been lodged with Brisbane City Council for a new 77-room hotel at Howard Smith Wharves alongside the Brisbane River.

Spearheaded by Artemis Group, the plans showcase a nine-storey building with ground-floor retail, a swimming pool, bar and dining precinct and a theatre replacing the Felons Barrel Hall.

Designs also outline subtropical rooftop gardens and external facade greenery, backed by expanded riverfront public spaces including parks and boardwalks.

Sustainability will also be at the heart of the design, with 12 beverage tanks in three locations to be used to cut down packaging waste and traffic movements.

"Our goal is to deliver something truly world-class for Brisbane; a destination that celebrates our city's heritage, landscape and natural beauty," said Artemis Group Founder and Director, Adam Flaskas.



The API connection comes with advanced filtering functions, allowing agents and travellers to see full itinerary details, such as what's included, reviews, images. live availability and pricing.

TourRadar Co-Founder Travis Pittman said he is proud to give Flight Centre customers access to its range of organised adventures.

"Our partnership shows how the right technology can elevate the online customer experience and expand access to a world of adventure possibilities, while ensuring a seamless flow from discovery to enquiry to booking," Pittman said. ML

Free Japan flights

TO ENCOURAGE travel to lessvisited regions of the country, Japan Airlines is offering free domestic flights for customers who book an international flight with the airline into Japan.

The offer is open to visitors from Australia and New Zealand, as well as from the US, Canada, Mexico, China, and more.

Uber pins down SYD

A NEW dedicated Uber pick-up zone leveraging PIN technology has launched kerbside at Sydney Airport's International terminal despite opposition from the NSW Taxi Council (TD 13 Sep).

Specifically designed for busy locations like airports, the technology matches travellers to a driver already waiting in the Uber pick-up zone, removing the need to wait for an assigned driver to arrive.

The PIN tech, which is already in use at airports around the world including Melbourne, has been proven to reduce wait times for travellers by up to 50%.

The pick-up zone is an extension of Uber's partnership with Sydney Airport after the launch of Uber kerbside at the Qantas T3 domestic terminal at the end of 2023 (TD 14 Dec 2023).

ATIA UPDATE

from Christian Hunter, Chairman



THE ATIA board met last week with the major item of business being the Association's strategic plan.

Robust

planning is an essential component of any successful organisation and ATIA is looking ahead to how it can best serve members through to 2030.

The travel industry is extremely dynamic, and I regularly find myself saying that the only constant is continuous change.

While there will be some speed bumps along the way, a clear vision of where and how ATIA can add maximum value to our members is critical.

Dean Long and the team have done an excellent job in crafting the framework which will drive the Association forward in the coming years.

Details of this framework will be shared in due course.

The board also saw some change in personnel as Shelley Beasley (Webjet Limited) resigned as a Director following the recent Webjet demerger, being replaced by the newly appointed Chief Executive Officer of Webjet B2C, Katrina Barry.

I'd like to take this opportunity to thank Shelley for her excellent contribution - it is greatly

appreciated and valued.

We also welcome Katrina and look forward to working with her once again.

With this year's National Travel Industry Awards (NTIA) only a few weeks away, it is an exciting time for ATIA.

Judging has been completed and initial feedback from judges has been exceptional.

They have been extremely impressed by the quality of the finalists' presentations, but equally touched by the pride displayed by all.

Lots of nerves, lots of tears and an overwhelming sentiment being an NTIA finalist actually means something, which is fabulous to hear.

The wait is almost over, and the Gala Awards Dinner will be another spectacular event.

Preceding NTIA, ATIA is hosting Beyond Borders, its first industry conference in many years.

The team has put an outstanding program together, featuring many of the travel industry's senior leaders.

This is not too common, and the travel industry really is like no other, when competing businesses come together as an industry and work collaboratively to create a better landscape for all parties involved.

It's what I love about travel, and ATIA plays a major role in this.

Tickets are selling quickly with full details HERE.

Cruise Month sets sail

AGENTS now have access to a revised toolkit featuring resources to help them sell cruise to both experienced and first-timers in CLIA Australasia's Cruise Month campaign, which kicks off in Oct.

The 2024 edition of cruise's sales blitz brings with it a parade of special deals across four themed weeks - ocean cruising (29 Sep-05 Oct); river cruising (06-12 Oct); expedition cruising (13-19 Oct) and luxury cruising (20-26 Oct).

Each week will be coupled with mainstream advertising and a variety of promotions from CLIA member cruise lines directing

enquiries to local travel agents.

On social media, CLIA Australasia has put together a rolling program of images and videos under the banner #LoveCruise for Facebook, Instagram and LinkedIn which agents can personalise with their own contact details.

Further, CLIA accredited agents who launch their own Cruise Month events will go into a draw to win a travel package to attend next year's CLIA Awards.

Training will also be available via a schedule of webinars hosted by cruise lines to help agents stay on top of product knowledge. ML

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Tue 23rd September 2024

Sydney over the moon about Luna

LAST Thu evening, Norwegian Cruise Line (NCL) celebrated the unveiling of Norwegian Luna, marking the company's 21st ship in its award-winning fleet.

Norwegian Luna represents the evolution of NCL's iconic Prima Plus Class, seamlessly blending innovation and cutting-edge technology.

Inspired by the relationship between the moon and the tides of the ocean, Norwegian Luna is the sister

ship to Norwegian Aqua, which will launch in Mar 2025.

As the moon rose over Sydney Harbour at Aster, InterContinental Sydney, guests were treated to a spectacular show, infusing the evening with a touch of magic that perfectly reflected Norwegian Luna's name and spirit.



NCL team: Michelle Weiderman, Marketing Director; Angela Middleton, Director Field Sales AU/NZ; Dallas Baker, Social Media Specialist; Ben Angell, VP and MD NCL APAC; Erica Tremko, Trade Marketing Manager; Damian Borg, Director Sales, Strategy and Operations APAC; Leanne Fonagy, PR Manager APAC; and Kathleen Feeney, Consumer Marketing Executive.



LORRAINE Elliot, Not Quite Nigella with Suzie Goumas, Rose & Renoir. Lorraine won Suzie's painting of Istanbul, a key destination for NCL - both as a homeport and numerous overnight visits.



MYLES Stedman, Cruise Weekly; Laura Barry, Signature Media; and Tania Myles, Travel Managers.

JOEL Katz. **CLIA Managing** Director; Peter Kollar, CLIA Head of International Training & Development: Jon Murrie, CLIA Communications Director; Ben Angell, VP and MD NCL APAC.



LAURA Bradley, Anne Wild & Associates; Kathleen Feeney, NCL; Anna Caswell, Anne Wild & Associates; Tim Partridge, International Traveller; Kassia Byrnes, International Traveller; and Caroline Hitchen, Cruise HQ.



BEN Angell, VP and MD NCL APAC, strongly believes there is uncapped opportunity for Australia's travel industry to pivot to fly cruise, which presents both an unbeatable holiday proposition and provides a pathway for significant and sustainable growth in cruising for this region.



GUEST Brendan McCallum from Selector Magazine using the telescope to view the moon.





FJ new SAF pact

FIJI Airways and its partners will explore the feasibility of sustainable aviation fuel production in the Pacific.

For the project, FJ has partnered with The Fiji Sugar Corporation, Lee Enterprises Consulting, and the Asian Development Bank (ADB), as it hopes to pave the way for greener aviation in Fiji.

The collaboration will focus on utilising sugarcane by-products like molasses, bagasse, and biomass to create SAF, leveraging local agricultural resources.

The project will also assess full environmental benefits.

Coordinating body ADB will oversee the project's implementation, ensuring all activities align with international sustainability standards and contribute to regional development goals.

The bank will also provide funding support and facilitate knowledge exchange among the partners, leveraging its experience in sustainable infrastructure projects.

"This is a landmark project for Fiji and the South Pacific Region," FJ Chief Sustainability Officer Peter Seares said.

"The feasibility assessment will lay a foundation for [the Pacific island nation] national airline to meet its sustainability goals."

BA'S LANDMARK CARBON CREDIT DEAL

BRITISH Airways has announced a new carbon removals partnership, propelling it towards achieving net-zero emissions by 2050 or sooner.

The carrier has agreed to purchase more than £9 million (A\$17.5m) worth of carbon removals credits in the United Kingdom and overseas over six years - a deal that will make it the largest airline purchaser of carbon removals.

BA has bought 33,000 tonnes of carbon removals credit through UK-based company, CUR8, and purchased carbon removals credits from two companies specialising in reforestation projects in Scotland and Wales.

The airline's portfolio also



includes Canadian carbon capture projects, which focus on carbon removals from rivers and oceans using alkaline rock particles.

While in India, BA is supporting a biochar project that empowers female farmers while enhancing soil biodiversity and farm yields.

"As we approach the halfway point in this critical decade of

action, we're sharpening our focus on delivering real, tangible progress by 2030," said Carrie Harris, Director of Sustainability at British Airways.

"We know flying has a significant impact on the planet, and achieving net zero by 2050 requires bold, innovative action today, as well as long-term transformation, and our latest investments in carbon removals reflects this commitment."

The airline has also teamed up with The Earthshot Prize, backing the discovery, investment and acceleration of innovative and scalable climate solutions for people and for the planet, ranging from alternative fuels to reducing single-use plastics. *JM*

Tourism Garden cleans up the beach

THE team at Tourism Garden rolled up their sleeves on World Cleanup Day last Fri to help remove 11kg of waste from Mosman's coastline, showing the importance of collective action in addressing environmental challenges.

The tourism marketing agency said the initiative aligns with that of its clients, including Visit Monaco, which aims to become carbon-neutral by 2050.

"Every day should be World Cleanup Day, and the 20 Sep 2024 gives us an opportunity to raise awareness about the



global waste crisis," said Alison Roberts-Brown, Director at Tourism Garden.

"Our approach towards our clients ensures that tourism development aligns with conservation efforts, ultimately benefiting both the planet and future generations of travellers."

New EV bus tech

GLOBAL bus and coach manufacturer Yutong has introduced its most advanced electric technology to the APAC market.

Unveiled at the National Bus & Coach Show Expo 2024 in Brisbane, the Yutong Electric Architecture (YEA) is an electric vehicle-specific platform for the commercial vehicle industry.

The advanced system aims to deliver improvements in sustainability, economic efficiency, performance and safety in public transport.



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MONEY

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

AU\$1 = US\$0.683

THE Australian dollar has edged higher against its US counterpart, rising by 0.40% on Mon to reach its highest level this year.

Whether the AUD's positive trajectory continues will be dependent on a number of factors, including the Reserve Bank of Australia's forward guidance on interest rates beyond the current year.

Wholesale rates this morning.

US	\$0.683
UK	£0.512
NZ	\$1.090
Euro	€0.615
Japan	¥98.18
Thailand	ß22.52
China	¥4.819
South Africa	11.86
Canada	\$0.925
Crude oil	US\$69.89

More Golden Eagle

GOLDEN Eagle Luxury Trains has doubled its service schedule for 2025, now including a new Paris to Istanbul itinerary, which visits Champagne, Vienna, Postojna, Belgrade and Sofia over eight days.

The UK-based group has also announced a special 14-day journey in Switzerland featuring the Glacier Pullman Express and The Prestige Continental Express, as well as an additional departure for the historic 'Republics of the Silk Road' tour in Oct 2025.

Agents join TTC's inner circle



THE Travel Corporation (TTC) Tour Brands recently treated 12 top-selling travel agents to an Egyptian adventure on the inaugural Inner Circle 2024 Top Achievers Famil with Luxury Gold and Insight Vacations.

The agents, who brought along companions, experienced a luxury Nile cruise, explored the Great Pyramids of Giza with an egyptologist, and enjoyed a visit to Agatha Christie's suite at The Old Cataract Hotel in Aswan.

The memorable itinerary also included a tour of Abu Simbel, a special after-hours visit to the Temple of Luxor, and a Make Travel Matter experience, where the group met skilled artisans at a local weaving school.

A key highlight was a visit to the not yet opened Grand Egyptian Museum (GEM), where they were the first escorted group of travel agents to visit the largest museum, with an official opening date still unknown. JM

Ibis declares 'go get it'

AROUND seven in 10 travellers would rather stay in a more affordable hotel so they can splurge on fun activities, a new trends report from ibis shows.

The economy hotel brand surveyed 9,000 consumers across eight key markets, including Australia, to reveal the reasons that inspire people to travel.

More than half (58%) of respondents said they think "experiences are better than stuff", and 45% said family and friends were their top source

of inspiration for choosing a destination, followed by personal interests and hobbies (31%).

The ibis Trends Report was released at the same time as the company launched its new global brand campaign, 'Go get it', which aims to "demonstrate the importance of travel for all".

Ibis' campaign includes a series of seven films shot at ibis London Sutton Point, which depict "heartwarming true-to-life stories that take place at ibis hotels around the world".



Window

WITH so much chatter about who will be the US President after the election in Nov, who knew it could be you?

Well, sort of, the White House Historical Association has opened a life-size replica of the property for visitors this week, so tourists can explore the famous government building and pretend to be the most powerful politician in the world.

The immersive attraction tells the story of the executive mansion, its inhabitants, and the people who have dedicated their careers to its functions like never before.

For extra authenticity, the fake White House is only a block away from the real one.

Qatar kicks new goal

QATAR Airways has become the official airline partner of the UEFA Champions League in a deal that runs until 2030, strengthening its commitment to creating memorable experiences for footy fans in Europe and globally.

The carriers, which sponsored UEFA Euro in 2020 and 2024, has now secured sponsorship rights to the UEFA Super Cup, UEFA Youth League and UEFA Futsal Champions League.

To celebrate the partnership, the Qatar Airways Privilege Club will offer UEFA Champions League fans discounts of up to 12% on flight fares along with exclusive promotions and bespoke travel solutions, including packages.



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