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Ormina webinar

ORMINA Tours is hosting an Italian lakes webinar for travel advisors, which will take attendees beyond the familiarity of Lake Como.

The webinar is scheduled for 09 Apr at 4pm AEDT - [CLICK HERE](#) to sign up.



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Record year for Intrepid

B CORP travel business Intrepid has announced a record performance for FY24 with revenue of \$626 million, up 17% year-on-year.

The business took \$693 million in bookings with underlying EBITDA at \$42.9 million, and recorded a profit of \$50.9 million - the largest in its history.

Last year saw Intrepid fully acquire Dutch tour operator Sawadee Reizen from Travelopia (**TD** 05 Feb), divest of its majority ownership in Chimu Adventures (**TD** 25 Sep), and convert a minority 49% ownership in Kimberley Wild Expeditions to 100% ownership of the operational assets (**TD** 15 Aug).

The results have led to Intrepid paying \$12.8 million in bonuses to eligible employees in the form of both cash and shares.

Brett Mitchell, Intrepid Travel ANZ Managing Director said, "This was Intrepid's best year yet,

and Australia played a huge role in that success.

"Our team delivered record-breaking results, while keeping our commitment to purpose at the centre of everything we do."

The business did however flag challenges with its decarbonisation goal, the annual report stating, "Intrepid has set three near-term science-based decarbonisation targets.

"We are not currently on track to meet two of our three targets."

It noted investment will continue but significant government support is needed for progress. *DF*

Today's issue of TD

Travel Daily today features seven pages of news, including a photo page from **The Hotel Connection** and our **Sustainability** page plus a full page from **Infinity Holidays**.

Hong Kong unlocked

UNLOCK the best of Hong Kong with Infinity Holidays.

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HLO lux brand launches

VIVA Holidays' newest brand, **VIVA GOLD**, has officially launched (**TD** 04 Dec), with a speciality preview brochure now in market to showcase the "luxury high-end accommodation which will be packaged with unique experiences, exclusive partnerships, tailor-made itineraries and hyper-personalised holiday experiences".

The new brand has a mission to capitalise on the lux travel trend sweeping the industry by delivering high-end, exclusive travel experiences.

COO & Executive Director of Helloworld Travel, Cinzia Burnes, said, "The ongoing demand for luxury products doesn't appear to be slowing down anytime soon, from the increasing trend in business class travel, to intimate small group tours, high-end accommodation, to bespoke experiences, today's traveller is seeking 'wow' moments.



"Our first brochure has been crafted specifically for the Australian travel market to show a snapshot of the amazing properties which will feature in the **VIVA GOLD** product range, and, in further support, we have a dedicated team, phone number and email address to service enquiries and bookings."

Burnes also revealed that **VIVA GOLD** is working to expand its preferred partner portfolio as well as increase the footprint in luxury offerings with expansion via wholesale channels.

VIVA GOLD was announced in November last year. *DF*

LHR boss asleep at the yoke?

LONDON Heathrow boss Thomas Woldbye has come under scrutiny after a report in *The Sunday Times* alleged that he went to bed at 12:30am on the night that LHR lost power after a fire at an electrical substation.

Media reported that he attended an event in central London on Thu evening last week then left Chief Operating Officer Javier Echave in charge to make

decisions before returning to work early the next morning.

When asked by BBC radio whether he should still be in the job, Woldbye, who previously ran Copenhagen Airport, initially said "no comment" before being pressed again and responding, "I'll let others judge that if they think that's an issue."

The scrutiny came after a debate broke out between the airport and the National Grid when the latter suggested that LHR could have remained open despite the substation fire.

National Grid Chief Executive John Pettigrew told *The Financial Times* two other substations that served LHR were up and running and would have supplied enough power to ensure the airport could remain open.

Transport Secretary Heidi Alexander defended the closure saying the issues were wider than just the power. *DF*

Two for Wendy Wu

WENDY Wu Tours has welcomed two new team members, with the addition of James Phillips as State Account Manager for Victoria and Tasmania and Owen Boyce as State Account Manager for Western Australian and SA.

Head of Sales for Wendy Wu, Belinda Ward, said the pair will "bring invaluable experience" to the team.

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TRAVEL PARTNER TOOLKIT

QF on sale again

QANTAS Airways has launched yet another sale, this time focusing on domestic fares, with a 72-hour blitz discounting more than one million seats across 60 destinations in Australia, including some seats over the Easter break.

Travellers looking for last-minute holiday ideas for the Easter and ANZAC Day long weekends can choose from more than 20 routes included in the sale, such as Brisbane to Port Macquarie, Ayers Rock to Sydney, and Canberra to Melbourne.

Reward seats will start from 4,400 points.

The 72-hour domestic sale has been announced while QF still has its North and South America sale in market, which includes flights to Honolulu from as low as \$996 return and Los Angeles from \$1,198, departing Sydney.

QF will end the North and South America sale tomorrow.

'More at Sea' proves "easy" shift for NCL

THE brand positioning shift from 'Free at Sea' to 'More at Sea' for Norwegian Cruise Line (NCL) has been "a really easy transition", according to Senior Director Sales, Strategy and Operations APAC Damian Borg.

Speaking aboard *Norwegian Aqua*, Borg said one of the key challenges NCL has faced is ensuring Aussies fully understand the scope of the onboard value they are being offered.

"Drinks for Australians is an important subject to talk about, and I think consumers were struggling to believe what they got," Borg surmised.

"The easiest way to describe the move from 'Free' to 'More' is that we've expanded that alcohol option, so it's very much a premium option now.

"Australians never complained about what they were getting under Free at Sea, and they will surely never complain about what



they're getting under 'More at Sea'," Borg added.

More specialty dining options under 'More at Sea' has proved very popular as well, Borg noted, adding that when combined with fast and reliable Starlink wi-fi, and retained value options such as shore excursion credit, the reaction from travellers and agents alike has been positive.

Vice President & Managing Director Ben Angell added the brand shift also adds value to the wider business.

"What I love about ['More at Sea'] is that it fits within our broader brand positioning now.

"Now we can talk about 'More at Sea' and seamlessly move to

talking about more destinations, more destination immersion, and more variety of bars and restaurants," Angell said.

With so much added value of 'More at Sea' coming through an expanded premium spirits offering, Borg was asked if non-drinkers were proving to be a tougher cohort to convince of the value under the new positioning.

"It can be, if they look at it that simplistically, I guess, but not so much when they look at our overall offering," he said.

Borg added that guests only need to consume two drinks a day under 'More at Sea' to enjoy the superior value against competitor cruise lines. **AB**

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Window Seat

THE once-charming Parisian city of Montmartre is packed with tourists right now, and it's all thanks first to award-winning movie *Amelie* and most recently, HBO TV show, *Emily in Paris*.

Angry locals have made their opinions known by scrawling graffiti across the shutters of a cafe that was used in the sitcom and banners with slogans are hung up in front of some homes saying, 'Montmartre under threat. Residents forgotten'.

One group called Vivre a Montmartre is furious and estimates there are 423 tourists for each local.

"A lot of people say Montmartre has been cursed twice, once by *Amelie* and then by *Emily*," said Anne Renaudie, head of the group.

Meanwhile, French paper *Le Monde* featured the headline: 'They think they own the neighbourhood! *Emily in Paris* - an invasive neighbour.'

Trust tech, work smarter

DEVELOPING new workflow efficiencies through technology is one avenue being explored by ittravel to combat ongoing staff shortages in the travel industry.

Speaking to **TD** this past weekend at its 30th anniversary conference in Sydney, Chief Executive Steve Labroski (pictured) said he understands the challenges faced by members, with the company's agent head count sitting at about 60% of pre-COVID levels.

"The volume of business that's out there is bigger than what the growth in advisors is, and there's no way in the world any decent advisor can keep up with the volume of business that's coming at them," Labroski said.

"So the only solution to that is coming up with smarter solutions to make them have more time to make more bookings.

"If you're doing the same thing that you did five years ago,



then [you're not] going to grow - you're actually going to burn out," he added.

Labroski added the issue is about using technology to help agents work smarter, not harder, because the industry's ongoing skills shortage is "a problem that's going to be here for many years", with agencies across the network still struggling to find new staff.

He stressed that technology available now and on the way helps agents with admin and other booking logjams but are not so advanced that advisor jobs are under threat. *ML*

Accor hits 100 mil

ACCOR'S global loyalty and reward program, ALL, has reached 100 million members just five years after its launch.

Business volume generated through the ALL app increased by 45% in 2024 (vs 2023), with members spending more than twice as much as non-members.

The platform boasts 110 partnerships across travel, finance, and more, with 15 new partners expected to join this year.

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Coast casa reopens

CASA Angelina, Praiano on the Amalfi Coast in Italy reopens on 07 Apr for the European summer.

Available now is a Spring Revival Offer for a minimum two night stay from 07 Apr-15 May providing a 10% discount across Romantic, Relaxing and Terrace categories and 15% discount across Deluxe Corner, Grand De Luxe and Suite categories.

For more info, [CLICK HERE](#).

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Safety push targets youth

THE Australian Government will launch a safety hub on the Smartraveller website in Jun, in the wake of a spike in methanol poisoning incidents last year.

The platform will host a range of resources to raise safety awareness around drinking alcohol on holidays, targeting schools, universities and parents.

Key messages to be communicated will include understanding the first signs of methanol poisoning, how to limit the risk of consuming spiked drinks, and looking after friends.

Outside of the Smartraveller hub, the wider government campaign will use social media, text messages, and ad spots at Australia's airports to push the renewed safety message.

The Government also stated it will work closely with airlines and travel industry stakeholders to enhance the reach of its public service messages to young Aussie travellers, focusing on higher risk destinations and regions.

"We want our children to be

curious and explore the world - but above all else, we want them to be safe," Minister for Foreign Affairs Penny Wong said.

"These efforts will help young Australians travelling overseas to protect themselves from methanol poisoning, drink spiking, and other alcohol harms."

There has been a spate of drink spiking incidents in Asia and the Pacific last year, most notably the tragic deaths of teenagers Bianca Jones and Holly Bowles while on holiday in Laos.

Education institutions such as Red Frogs and the Nicole Fitzsimmons Foundation will also deliver alcohol safety messaging through schools, and the broader campaign will ramp up across peak travel periods and school and university holidays. *AB*

Discovery returns

CELESTYAL Discovery has returned to service after a major refit in Athens and has commenced its 2025 Greece and Mediterranean season.

The 1,360-guest ship set sail from Athens with 47 new staterooms, taking guests on a three-night 'Iconic Greek Islands' cruise which included a visit to Santorini on Mar 23.

Included in the refit was the addition of 30 junior dream suites, two grand horizon suites, and the new Smoked Olive restaurant which brings it in line with *Celestyal Journey*.

It's time for Link to want more



LINK Travel Group recently presented its inaugural TIME Scholarship to Jack Want from Eden Corporate Travel (**pictured**).

General Manager of Link, Scott Darlow, revealed last year the invite-only joint venture agency group would be offering a scholarship to one staff member from its network, and this week he made good on that pledge, delivering the award personally.

"We have a responsibility to nurture the next generation of staff to ensure our industry lives on for generations," Darlow said.

"The extremely high calibre of staff within Link made picking a winner amongst a number of excellent candidates rather difficult, we could have given out

multiple scholarships.

"After a lengthy deliberation, the judging panel chose Jack, a highly ambitious young man who has a bright future in front of him," he added.

On accepting the honour, Want said that having grown up in a travel family, he remained passionate about the travel industry and believes there is a "bright future ahead".

"The opportunity to learn new and more skills through the TIME Mentorship Program is exciting, and I can't thank Link Travel Group and Eden Corporate Travel enough," Want enthused.

The scholarship winner will commence his involvement in next month's TIME intake. *AB*

MH back to CDG

MALAYSIA Airlines has returned to Paris with MH22 touching down in the French capital at 6:40am local on 23 Mar.

It was the first time the airline has operated a regular flight to Paris since 2016, with the flight carried out on an Airbus A350.

The route joins LHR as the airline's only European routes.

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A European showcase with The Hotel Connection

HIGHLIGHTING the importance of the Australian market to Europe, The Hotel Connection showcase

involved two action-packed weeks featuring: Vanessa Jacquot from Paris Chevalier Hotels; David Stone from Unforgettable Croatia & Greece; Filippo Curinga & Stefano Neri from IDI Italy, France & Morocco; Miguel Consiglieri from the Grand Hotel Central Barcelona; and Sarah Whitty and Katherine Laing representing Edwardian Hotels London and Cheval apartments.

For a brochure, contact Sarah Whitty via sarah@thehotelconnection.com.au.

FILIPPO and Stefano catching up with Jo Kennedy.



DAVID Stone, Brigid Avery and Sarah Whitty (thank you Viking!)



THE full team: Vanessa Jacquot, Stefano Neri, Aurore Bertomeu, Miguel Consiglieri, Katherine Laing, Linda Gant, Samantha McGetrick, David Stone, Sarah Whitty, Filippo Curinga & Nikkita Finn.



FILIPPO Curinga from IDI embracing his inner Viking.



MIGUEL Consiglieri from The Grand Hotel Central, Barcelona, chosen to talk to camera.



SPEED dating with a view at The Tropic, Gold Coast.



FUN presentations with Charlie at Destination Webinars.

DAVID Stone from Unforgettable Croatia introducing Aurore Bertomeu.



VANESSA Jacquot from Paris Chevalier Hotels.



SARAH Whitty hard at work.





Viva Virgin SAF deal



VIRGIN Australia has announced it has entered into an agreement with Viva Energy to fuel flights departing from Proserpine, Queensland, between Mar and Jul this year.

The deal sees Viva Energy provide the airline with SAF consisting of Jet A1 and a 30-40% synthetic blend component made from waste and residue feedstocks.

With the aviation industry's efforts to reach net zero by 2050, VA Chief Corporate Affairs Officer and Sustainability Officer Christian Bennett said this was an important step.

"Partnership, focused policy development, and collaborations such as this with Viva Energy will be essential if we are to adopt successfully SAF's broader use in Australia," he said.

Viva Energy's GM for Aviation Nick Adams added, "We will be working with Virgin Australia to establish the supply chains that will be critical to the future of the aviation industry."

NCL HIGHLIGHTS SUSTAINABILITY GAINS

NORWEGIAN Cruise Line (NCL) broke new ground over the weekend by showcasing its sustainability status in a large trade forum for the first time.

The cruise line's Chief International Sales and Marketing Officer Jason Krimmel said the milestone moment was testament to the strong gains made by the brand over the last couple of years.

"We have a lot of pride in it," Krimmel said.

"As technology continues to advance, so too do the things that we can do to make sure that we're responsible corporate citizens," he added.

The comments followed earlier confirmation from Senior Director for Environmental Operations, Sarah Brown, that NCL tested over 40% of the fleet on biodiesel last year, as the fuel source has become more widely available.

"At some point during the year, we were operating [ships] for part of their cruise on biodiesel blends, and the target for this year is to test at least 60% of the fleet," Brown added.

"It is a great alternative that is robust and available now to help us bridge the gap between 2030 and 2050."

Brown also revealed NCL's latest Prima-class ship *Aqua* is equipped with software from Navtor that will help optimise fuel efficiency.

"The Navtor E-Layer allows the bridge officers to see in real-time



the regulations where they're operating, so when they're doing voyage planning, they are optimising their voyages as best they can for fuel efficiency and for the time spent in port."

Brown confirmed the Navtor E-Layer will be rolled out to the rest of the fleet by the end of Apr.

Aqua also has a food digester on board which Brown said functions "much like a very hungry teenager", processing leftover scraps for recycled use.

"Leftover food goes into [the digester] and the bacteria digests it, resulting in water that then goes into the treated wastewater stream on the ship," she said.

"That is something that we are also able to roll back to other ships in the fleet."

In the longer term, NCL's Senior Vice President Assistant General Counsel, Sustainability & Compliance Angela Stark said the line is looking at green methanol as a potential alternative fuel.

"What's really most important is that we are signalling to our fuel providers that, 'hey, we have interest in this', [and] if you build a plant, then we plan to support you and it's worth your time to make that investment." AB

UQ has high hotel hopes

UNIVERSITY of Queensland researchers have created a plan for hotels to offer opt-in lower emissions rooms, as well as no single-use shampoo, daily towels or room cleaning.

The concept has already been tested with promising results in collaboration with DOMA Hotels, with six per cent of bookings on the hotel's website for lower emissions hotel rooms, despite no marketing.

Read the research [HERE](#).

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MONEY

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

AU\$1 = US\$0.630

THE Australian dollar rose overnight, supported by speculation of tariffs from the United States coming in softer than anticipated.

Also boosting the Aussie dollar were supportive Chinese measures, aimed at boosting household income and domestic consumption, as well as domestic data.

The gain stopped four consecutive sessions of losses.

Wholesale rates this morning.

US	\$0.630
UK	£0.774
NZ	\$1.099
Euro	€0.582
Japan	¥94.89
Thailand	฿21.40
China	¥4.563
South Africa	11.47
Canada	\$0.901
Crude oil	US\$72.46

MH's Boeing order

MALAYSIA Aviation Group is ordering up to 60 Boeing 737 MAX aircraft to renew Malaysia Airlines' fleet with more fuel-efficient aircraft.

According to Boeing, the order will introduce new lie-flat seats and meet growing travel demand in Southeast Asia, "one of the fastest-growing commercial aviation markets".

The fleet is predicted to grow nearly 250% over the next 20 years, said Boeing.

Qantas honours local tourism



THE annual Qantas Australian Tourism Awards took place in Adelaide over the weekend, showcasing the best of the nation's tourism businesses.

BIG4 Adventure Whitsunday Resort in Queensland and Urban Camp Melbourne were inducted into the prestigious Hall of Fame, after securing gold for three consecutive years in the Caravan & Holiday Parks and 3-3.5 Star Accommodation categories, respectively.

Peppers Silo Hotel in Tas won the 4-4.5 Star Deluxe Accommodation category, while Balloon Aloft Australia in NSW scored gold in Excellence in Accessible Tourism.

Meanwhile, Questacon in Canberra won the gong for Major Tourist Attractions, and the Darwin Festival picked up gold for Major Festivals and Events.

In the wake of ex-Tropical Cyclone Alfred, five businesses based on the NSW North Coast were recognised.

The Tweed Tourism Company

claimed Gold in the Tourism Marketing & Campaigns category; Northern Rivers Rail Trail and Love Lord Howe received Silver for Tourist Attractions, while Port Macquarie Museum earned Bronze for Cultural Tourism.

"Creating fresh and immersive visitor experiences is central to positioning NSW as a premier global destination.

"By leveraging our state's diverse natural and cultural assets, we can build a stronger, more resilient visitor economy that delivers benefits for businesses, communities and visitors alike," said Destination NSW acting CEO Karen Jones.

The Qantas Australian Tourism Awards have celebrated local tourism for 40 years.

"This milestone is not just about celebrating history but also looking ahead to who will shape Australian tourism into the future," said Shaun de Bruyn, Chairperson at the Australian Tourism Awards. *JHM*

Pictured: Urban Camp.

CX hits new record

THE Cathay Group has hit a new post-pandemic record, with Cathay Pacific and HK Express carrying more than 110,000 passengers on a single day, according to new traffic figures for Feb 2025.

It was a busy month for the business, driven by the return travel peak over the Lunar New Year holidays.

The number of passengers rose by 25.4% compared with the same period for 2024.

Chief Customer & Commercial Officer Lavinia Lau added: "We are pleased to be adding even more exciting new destinations to our expanding global network as we move closer to exceeding 100 passenger destinations within this year.

Cathay Pacific will be launching flights to Hyderabad at the end of the month, and also recently announced a new non-stop service to Urumqi starting from 28 Apr."

Barossa luxury

INTERCONTINENTAL Barossa Resort & Spa will open in the South Australian region in 2028, subject to planning approval.

It is the first luxury branded hotel to open in a wine region in the state and will feature 150 rooms, each with a view of the local landscape.

"We are exceptionally excited to bring our iconic InterContinental brand to the Barossa, and would like to thank the Strategic Alliance team for partnering with us to invest in the future of SA tourism," said Matt Tripolone, IHG Hotels & Resorts Managing Director, Australasia.

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