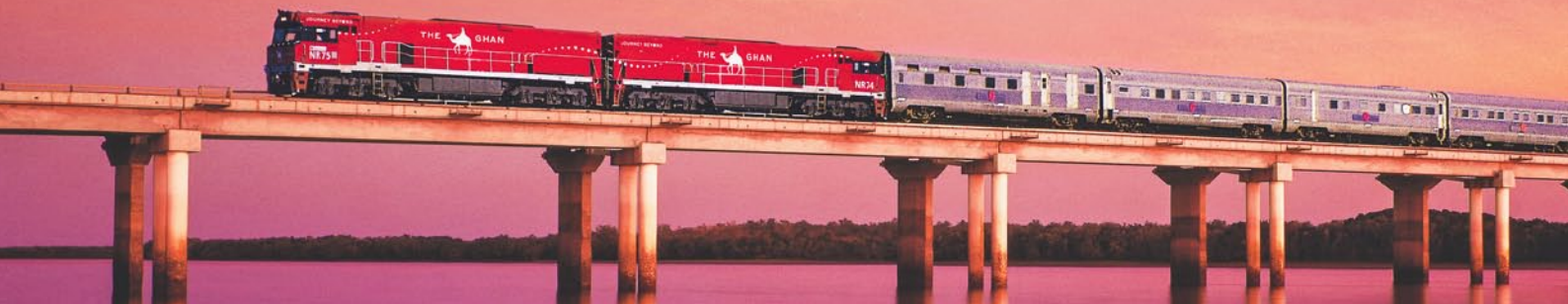




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THE GHAN

# 2022 THE YEAR YOU

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## Stop over in Qatar

**EXPERIENCE** an unforgettable stopover in Qatar, which offers awe-inspiring architecture, world-class museums, and cuisines ranging from local & traditional Middle Eastern fare to modern & international gastronomy. Visit **page nine** for more info.

## Savour Aus summer

**2022** will be the year people savour summer exploring the heart of Australia with The Ghan. Brand new Jan departures are now open to book, and travellers can currently save up to \$1,000 if they are fully vaccinated. See the **cover page** for details.

## Stay ahead of COVID rules

**EXCLUSIVE**

**CVFR** Consolidation Services has released a new tool for travel agents that will help them keep abreast of the latest travel documentation and health restriction requirements needed for travellers around the world.

The new free and easy-to-use IATA Timatic service is accessible via the CVFR Consolidation website, with the move marking the first time a consolidator in Australia has released such a product to travel advisors.

The real-time updates are provided through the

Timatic product, which is in constant communication with governments overseas to ensure all travel-related requirements and rules are always valid.

“We wanted the best market tool available to travel agents so they can book a ticket with confidence and provide their customers with the most up-to-date and correct information when it comes to vaccines, quarantine, testing or any other COVID requirements to enter a country,” CVFR Consolidation COO Nidhi Nijhawan said. “The tool also gives information for any transit points the customer may have to your final destination, simply collect the information and email the customer,” he added.

For more information about the new complimentary service, email [info@cvfrgroup.com.au](mailto:info@cvfrgroup.com.au).

## A&K appoints Mint

**ABERCROMBIE & Kent (A&K)** has appointed Mint as an official payments partner.

A&K will use MintEFT to facilitate its business-to-business payments.

## Explore Austria

**EXPLORING** Austria by train is one of the most sustainable ways to get around the country, and is also safe and efficient.

Whether travelling between major cities or smaller towns, head to **page ten**.

## Today's issue of TD

*Travel Daily* today has seven pages of news plus a cover page from **Journey Beyond**, a product profile from **Austrian National Tourist Office** & pages from **World Culture Tourism Village & Qatar Airways**.

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## Bonza at HOME

**NEWLY-ANNOUNCED** budget carrier Bonza has appointed global marketing agency IMA HOME to create and deliver its brand to the Aussie market.

The agency will handle creative, production, digital and media for the airline after a competitive pitch process, with the UK-based marketing specialist boasting extensive experience in marketing disruptor brands, including low-cost carrier Jet2.com.

"We are working at pace, alongside Bonza, to deliver a brand proposition that speaks to all Australians particularly the growing number living in regional Australia," IMA's Managing Director APAC Patrick Tully said.

## Siteminder floats on ASX

**OPEN** hotel commerce platform SiteMinder successfully listed on the Australian Securities Exchange (ASX) yesterday, boasting an oversubscribed Initial Public Offering of \$627 million.

Listing under the ticker code "SDR", the company's shares were offered at \$5.06 each, raising its overall market capitalisation to \$1.36 billion and positioning the business to pursue further expansion activities in "the large, unpenetrated hotel market of more than one million accommodation providers".

The Australian-headquartered business has enjoyed a strong financial performance in recent times, recording a total revenue

of \$101 million for the full financial year 2021, despite the obvious challenges of COVID.

"Today serves as yet another reminder that the world's innovators and market leaders can emerge from Australia," CEO and Managing Director of SiteMinder Sankar Narayan said.

"The need for technology like SiteMinder's hotel commerce platform is of substantial relevance as hotels have had to digitally transform with haste [during the pandemic], while adjusting to their customers' changing needs and behaviours."

Notable investors in the IPO included AustralianSuper, Ellerston Capital, Fidelity International and Pandal Group. SiteMinder represents 32,000 hotels, across 150 countries, the majority of which are outside of the Asia Pacific.

## Wendy ups Norfolk

**WENDY** Wu Tours has released a new departure date for its Norfolk Delights – Christmas in July tour after sell-out demand.

The eight-day adventure explores areas like Kingston & Arthurs Vale, and departs 08 Jul 2022 - call 1300 727 998.



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## HLO adds Director

**HELLOWORLD** Travel has appointed Robert Dalton to the board to be an Independent Non-Executive Director.

Effective today, Dalton brings with him over 30 years of experience across a range of industries, including accounting and professional services.

He was formerly a Senior Partner at Ernst & Young for 25 years until his retirement in 2019, and since then has been Acting CEO of Sports Australia and the Australian Sports Commission.

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Jan to Jun 2022

# TREND FORECAST

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## Agents are coming back

**AFTER** a “heart-wrenching period” for travel agents in Australia, Flight Centre General Manager Kelly Spencer said the company was now starting to see some really positive movement in terms of advisors returning to the business.

Speaking during the launch of Flight Centre’s Travel Runway event today, the Flight Centre executive said the life signs were good that many travel agents would return to the industry they love after being left without a job for close to two years.

“We are really delighted to see that about 30-40% of our new recruits are coming back through our new alumni site and that’s really positive considering it has only been a matter of weeks that we’ve seen international travel be a reality,” she said.

And with a great deal of travel complexity added to the list of travellers during the initial stages

of travel returning, Spencer believes agents will be in demand now more than ever.

“We’ve gone to great lengths across our business to make sure we stay in touch and up-to-date with all of the changing policies and requirements for travel...so if there was any time in history to book with a travel agent, certainly the time is now,” she said.

Younger travellers who have traditionally organised travel independently are also starting to seek the services of a travel expert, Spencer said.

“We are definitely seeing a big uptick in the consideration of the purchase intent from that younger demographic, which is really encouraging again because that was probably the demographic that would be more likely to go it alone and book online, but what we are seeing is a larger traction from that group.”

More from Flight Centre on [p5](#).

## McGrath crowned

**CROWN** Resorts Limited has announced the appointment of Simon McGrath as its new Chief Executive Officer of Crown Sydney and Group Head of Hospitality (**TD** breaking news).

The long-time CEO for Accor Pacific will depart the business to take up the new opportunity on 01 Feb 2022, where he will bring more than 30 years of experience to the troubled Crown brand.

“We are very excited to welcome Simon to the executive team at Crown, to lead our newest Australian resort in Sydney and oversee our hospitality offer,” Crown Resorts CEO Steve McCann said.

“With Simon’s stewardship, we are confident that Crown Sydney will set the standard of excellence for all of our customers and guests,” he added.

McGrath has been CEO of Accor Pacific since 2006, and has worked across int’l markets such as Thailand and Malaysia.



## Window Seat

**IT’S** about time, finally an upside to the pandemic!

Emirates has revealed that it will be cleaning toilets on board its aircraft every 45 minutes for international flights under new health and safety changes.

The state of the loos on aircraft during long-haul flights can be a major gripe for travellers, so the change is sure to please many germaphobes, particularly as the world emerges from COVID.

The carrier will also start replenishing soap and hand sanitiser just as regularly, while First class passengers will still have access to their in-flight shower, however crew will now be deep cleaning the shower after every single use.

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## VA net zero pledge

**VIRGIN** Australia has committed to reaching the target of net zero emissions by 2050, which will be underpinned by practical, innovative initiatives.

Speaking at the International Air Transportation Association Sustainable Aviation Fuel Symposium last week, Virgin Chief Executive Officer Jayne Hrdlicka acknowledged the role aviation has to play in reducing global emissions.

"We've all got an obligation to do the very best job we can at protecting the environment and protecting our futures," she said.

"I really don't think we have a choice but to commit to net zero emissions by 2050.

"We're passionate about this, we absolutely intend to be successful at it."

Hrdlicka added that she was realistic about the challenges associated with reaching net zero, saying Virgin would be practical and innovative in its approach.

## Cruise lines making changes

**CRUISE** Lines International Association's (CLIA) *Oxford Economics Environmental Report* has shown more than three-quarters of its members' fleets are now equipped to use alternative fuels.

The report, and its associated *2021 Environmental Technologies & Practices Inventory*, found 52% of new-build capacity by members will rely on liquefied natural gas for primary propulsion, an increase of three percentage points compared to last year.

Among other substantial progressions made, every ship on order by a CLIA member is also specified to have advanced wastewater treatment systems, which currently serve 74% of capacity - an increase of four percentage points over last year.

There is continued commitment from CLIA to the implementation of new "green tech", with more

than three-quarters (76%) of global capacity utilising exhaust gas cleaning systems to meet/exceed emissions requirements - an increase of seven percentage points compared to last year.

"We know that there is more to be done but the cruise industry has shown both its commitment and its capability to rise to the challenge," said CLIA's Chair Pierfrancesco Vago.

"The cruise industry is an enabler of green maritime innovation, which will be the key to decarbonisation of shipping.

"This is why CLIA has joined other maritime organisations to propose a US\$5 billion IMO research and development fund to accelerate the development of zero GHG fuels and propulsion technologies."

CLIA's CEO and President Kelly Craighead said cruise lines remain at the forefront of the challenge to get greener.

## Garuda reassures

**RESPONDING** to media reports this month that it is close to bankruptcy (*TD 03 Nov*), Indonesian carrier Garuda has reaffirmed that flights will continue as scheduled as the company proceeds with its restructuring initiatives.

"Our restructuring and business plans are in the final stages and improving market conditions as seen at the beginning of the fourth quarter of 2021, as well as increasing passenger load in the month of Oct and an expected easing of travel restrictions worldwide by the beginning of next year gives us grounds for optimism of a faster and sustainable performance recovery," the airline said.

**MEANWHILE**, Garuda has also confirmed that from Dec, its Sydney office will move permanently to Sydney International Airport from its current Castlereagh Street location.

## COMMERCIAL SALES MANAGER (FULL TIME — SYDNEY)



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Viking is on the hunt for a rare and remarkable **Commercial Sales Manager** to join our dynamic sales team and manage the sales strategy development and implementation for Sydney, Northern NSW and WA regions. Someone who is driven by relationships; because our business is built on the strength of our travel trade partnerships and in this role, you'll be responsible for nurturing, maintaining and building mutually beneficial trade relationships.

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Travel Daily



## Flight Centre walks the walk



**FLIGHT** Centre this morning launched its new digital travel experience designed to inspire Aussies to take a trip overseas.

The introduction of Travel Runway has been timed to

perfection, Flight Centre GM Kelly Spencer said, with pent-up demand starting to flow into a strong bookings funnel.

"We're seeing huge week-on-week increases in enquiries for both local and overseas travel, last week we saw a 34% increase in flight enquiries and a 35% increase on fly and stay packages on the previous week," she said.

The travel collection has been curated from the most lust-worthy destinations and travel experiences across the globe, from food and wine to luxury island indulgences, adventure activities, to nature safaris.

Running from today until 13 Nov, Travel Runway is free and open for anyone to attend.

Grab your spot on the Runway by [CLICKING HERE](#).

## Brands spend up big

**HOSPITALITY** and aviation brands have started to significantly increase spend on digital ads since the reopening of Australia's borders, new data from Pathmatics has found.

Qantas has invested the most between 03-30 Oct, with Virgin Australia a close second with its ads spruiking prizes for those who get vaccinated.

Spend for travel and tourism also increased by 103% the study concluded, with most spend coming from Airbnb, Tourism and Events Qld and Booking.com.

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## AFTA UPDATE

from Dean Long, CEO



### YESTERDAY

we announced another step in returning our industry out of hibernation, the return of the Annual National

Travel Industry Awards (NTIA).

NTIA is the pre-eminent awards for our sector and is highly valued by our colleagues, with an ever increasing importance for our customers when selecting their travel business.

The industry's night of nights will return to ICC Sydney on 15 Oct 2022, where we will focus on recognising the incredible people and outstanding businesses that make up the Australian travel sector.

In the coming months we will be taking the time to speak to as many people as we can to refresh this event to align to how we will be operating for the next 12 months.

The 2022 NTIA will hopefully mark a turning point in overall sales and many thousands of people travelling.

This celebration has always been a critical night to come together and to reflect what we have achieved in the previous year, this one will be a celebration that we are still here and are stronger for it.

This week AFTA also kicks off our reopening webinar series which will provide the must-know information for travel agents, wholesalers and tour operators alike. This week we will hear from IATA on the amendments to the Australian local financial criteria and the IATA Travel Pass.

IATA Travel Pass is a mobile app that helps travellers to store and manage their verified certifications for COVID-19 tests or vaccines.

The following week, we will hear directly from Border Force on the traveller pathway and how they will be managing travellers through the Australian border and the changes to the inbound passenger card. We will be announcing further webinars in the coming weeks using our national and global network to provide the travel industry everything you need to know.

## A KIIS for frontliners

**CROWNE** Plaza Melbourne and KIIS 101.1 have launched a new initiative to say thank you to Melbourne's frontline workers for their efforts during the pandemic.

Frontline Fridays will see frontline workers, or friends and family of the group, given the chance to win gift or luxurious staycation experience.

Running until 26 Nov, 12 workers will score an overnight getaway at Crowne Plaza Melbourne, and be treated to sparkling wine on arrival, some Koko Black chocolates and breakfast in Yugo Restaurant.

To win a hotel stay, eligible nominees will need to call KIIS 101.1 on 13 10 65 on either 12 or 26 Nov.

## Hilton reveals trends

**TRAVELLERS** spending time in hotels next year will be seeking health and fitness activities well beyond the property's gym, according to a new study conducted by Hilton.

Travellers in the wake of the pandemic will be looking for more "grounding and balance" in their travel wellness schedules, the report said, while more convenience will also be sought from hotels, with contactless check-in and check-out and digital keys high on the list.

Other emerging trends noted in the report included travellers wanting to incorporate more sustainability and community efforts, as well as more sophisticated tastes in food.

## Barty serves up Marriott



**MARRIOTT** International's loyalty program has signed an exclusive multi-year hotel partnership with Tennis Australia, offering members access to a range of VIP experiences, including access to all 2022 Australian Open matches, a private hospitality suite, food and wine packages, tennis clinics and events with tennis legends.

Part of the new agreement has also seen tennis ace Ash Barty become an official ambassador for the "Summer of Tennis".

"I'm excited to be partnering with Marriott Bonvoy and looking forward to welcoming all my tennis friends, fans and the world's media to my home country during the Australian Open and showing them what true Aussie hospitality is about,"

## Hilton's suite escape

**HILTON** Sydney has launched Suite Escape packages, with guests able to enjoy 25% off suites, breakfast for two at Glass Brasserie, in-room champagne petit fours and a late check-out.

"We are delighted to welcome guests back to Hilton Sydney and to launch the brand-new Suite Escape Package", said General Manager Hayden Hughes.

The Hilton unveiled a \$25m renovation earlier this year.

Barty said.

The Australian Open kicks off on 17 Jan.

Marriott Bonvoy properties across Australia are also offering exclusive hotel rates and packages at a range of properties, including W Melbourne, The Westin Melbourne, and Four Points by Sheraton Melbourne, with packages starting from \$279.

## Slip, slop, jab bro

**AIR** New Zealand customers will soon be asked to slip, slop and jab, or swab, on their way to fly.

From mid-Dec, all customers will be asked to present proof of either full vaccination against COVID, or a negative COVID test, before checking into their domestic flight.

## Grandeur begins

**REGENT** Seven Seas Cruises (RSSC) has begun construction on *Seven Seas Grandeur*.

The ship's steelcutting ceremony took place at Fincantieri's shipyard in Ancona last Tue.

Designed by Studio DADO, *Grandeur* will host 750 guests and will provide among the highest space and staff-to-guest ratios in the industry.

*Grandeur* is a sister ship to both *Seven Seas Explorer* and *Seven Seas Splendor*.

## Drop pre-flight test

**QANTAS** Airways CEO Alan Joyce has demanded state premiers drop pre-flight COVID testing for domestic flying.

Many states, including Queensland and Western Australia, have stipulated once hard borders come down, travellers will not only need to be fully vaccinated to cross state lines, but also provide a negative PCR COVID test within three days of departure.

Joyce called on the states to drop testing requirements in light of the high vaccination rate.

## Lukewarm on travel

**A UNIVERSITY** of Queensland study has revealed Australians are only "lukewarm" on international travel post-COVID.

New data reveals just 51% of Australians plan to travel overseas now international borders are open.

New Zealand and Europe are the most popular destinations, according to the online survey, with the results also showing a third of Australians would prefer to travel domestically, while around a sixth of those surveyed said they would not travel at all.



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Brisbane

- Supervisor Airport Services (Reference: 21000116)

Perth

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Applications close Sunday, 21 November 2021. Only apply on-line and candidates with the necessary experience, skills and work rights will be contacted.

Apply now and you could help us to create the future of travel.



## NZ cooks up bubble

**NEW** Zealanders will be able to take trips to the Cook Islands quarantine-free from early next year, with the Pacific nation's government confirming 14 Jan 2022 as the resumption date.

The Cook Islands will require proof of full vaccination and a negative COVID test prior to departure.

**MEANWHILE** Air New Zealand has confirmed it will operate one flight a week from Samoa and Tonga to Auckland from 13 Nov.

## Sampling what we sell



**TWO** Business Development Managers from Globus family of brands recently conducted some pretty exciting quality control, accompanying travellers on a Cosmos tour of the Top End.

Sarah Hoskin and Melinda Wouda (**pictured**), both hailing from Victoria, said the adventure exploring central Australia and Darwin was "light-hearted, fun, and attentive".

"Most importantly, [tour guides] showed a passion and incredible respect for the land we were travelling through and alongside our local Indigenous guides, we were provided with a depth of meaning and appreciation for sights and places that we simply couldn't have acquired from a guidebook or on our own," Hoskin said.

Highlights of the 11-day Cosmos Northern Territory tour include taking on guided hiking trails, swimming in hidden waterholes, checking out local wildlife and enjoying relaxing canoeing treks and viewing Uluru.

## Tahitian safety

**TAHITI** has introduced a new initiative to enhance its credentials as a COVID-safe travel destination, seeing its tourism industry commit to the highest health standards to get the sector back on its feet again.

The Safety Ambassador Program launched by The Islands of Tahiti includes mandatory vaccination for staff working in tourism, readily available COVID test kits for visitors and social distancing.

Tahiti is a highly sought after destination for Aussies, according to data site Vacaay.

## MONEY

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

**AU\$1 = US\$0.740**

**THE** Australian dollar was higher across the board as American shares made new records highs this week.

Global sentiment also remained positive, following the US Congress' passing of a USD\$1.2t infrastructure bill.

The focus now returns to inflation and the reaction from central banks, with American producer prices due early tomorrow morning.

*Wholesale rates this morning.*

US	\$0.740
UK	£0.546
NZ	\$1.028
Euro	€0.639
Japan	¥83.96
Thailand	฿24.24
China	¥4.687
South Africa	10.99
Canada	\$0.917
Crude oil	US\$82.74

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The Old Sydney Town Tourism Precinct offers tailored options for investors and operators in which the land can be leased, purchased or form joint ventures. Featuring 120 hectares of high priority area, the project will leverage its established location and visitor base, extending visitation in excess of one and a half million visitors per year.

The development will feature tourism products aligned with attractions that are entertaining and culturally significant. From Australian Aboriginal learning experiences to water parks, the broad range of attractions are designed to suit all age groups.



Disclaimer: Images shown above are indicative only

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**A train journey with UNESCO views?** One of the most stunning, and historically significant train routes in Austria is the two-hour journey from Vienna to the southern city of Graz leads across Semmering mountain pass – across an astounding 19th-century viaduct that became a UNESCO World Heritage Site. About halfway between Vienna and Graz, Semmering mountain reaches upward with dramatic pitch. It's hard to imagine how a train could traverse the pass today, let alone in 1848 when the Semmering Railway was built. Made up of 41 km of tunnels and viaducts, it represents maybe the most impressive feat of civil engineering in the era of early railway construction

(according to UNESCO).

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