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Travel Daily

First with the news

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Wednesday 10th November 2021

Fain resigns Royal

ROYAL Caribbean Group CEO Richard Fain has announced he will step down after leading the company for more than 33 years.

He will continue as the cruise giant's Chairman, while CFO Jason Liberty will become the new CEO - more in **Cruise Weekly** today.

Helloworld inbound forecast

HELLOWORLD CEO Andrew Burnes this morning predicted that inbound traveller numbers to Australia should recover to their pre-COVID levels in 2023, "given what we know is an enormous pent-up demand for visitors to come to this part of the world".

Speaking at the HLO AGM, he noted the firm's inbound business had been taking bookings for travel from Apr 2022 onwards, with a significant increase in demand from key markets.

He also cited the massive impacts of COVID-19 on the industry, highlighting retail travel agencies which had done an exceptional job in making the most of the very limited opportunities made available for interstate and intrastate travel.

He also noted the "enormous pressure" placed on Helloworld's Wholesale & Air Tickets divisions, both inundated with hundreds of thousands of cancellations.

During his address Burnes

also paid tribute to "the many businesses, small, medium and large who have done it so tough over the last 20 months, with openings, closings, density caps, no-notice lockdowns and other unique outcomes that saw our supplier partners in the airline industry, the cruise industry, the accommodation industry, the touring and transport industry, the hospitality industry and the entertainment and sport industries left reeling".

"Despite that...they have kept going and their doors are now opening again as Australia and the rest of the world emerge from this unbelievable situation".

Bumper TD today!

Travel Daily today has a whopping nine pages packed with news, plus a front cover page from **Tourism Australia** and a page from *TD's* Still Standing Celebration.

Tickets on sale now

TICKET sales for the upcoming *Travel Daily's* Still Standing Celebration in Sydney on 30 Nov opened this morning.

Open to all and priced at just \$60 thanks to the support of our sponsors, see the **last page** or **CLICK HERE** to secure your spot.

Travel Daily

Join us to **CELEBRATE** that the travel industry is still standing at a cocktail party hosted by Travel Daily on Tuesday 30th November from 6pm at Doltone House, Darling Island, Sydney.

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ACCC reviews bid

AUSTRALIA'S competition watchdog is conducting a review into the proposed takeover of Sydney Airport by Sydney Aviation Alliance (**TD** 08 Nov), citing concerns for airlines negotiating fair gateway deals.

The ACCC has sought submissions from airlines and stakeholders who may be negatively impacted by the deal, with the bidder already owning four other airports.

Ryde joins Kimpton

BRUCE Ryde has been named as the new General Manager of Kimpton Margot Sydney, Australia's first Kimpton property set to open in Jan (**TD** 05 May).

Ryde most recently worked with the owners of the Kamalaya brand in Thailand, with his extensive hospitality career also including roles with Marriott and IHG where he led the original team that adapted the Kimpton brand for Asia-Pacific.

TA plots global summit

TOURISM Australia (TA) is inviting Aussie Specialist travel agents and distribution partners to attend its inaugural Australia Global Summit next week, with the three-hour online event including an update from MD Phillipa Harrison on the state of the industry and how Australia is positioned for a future reopening.

The free gathering will also showcase Australian product, with keynote presentations from three Discover Aboriginal Experiences operators as well as Aussie songstress Kate Miller-Heidke who will highlight the country's year-round calendar of cultural events.

Tourism Australia Executive GM of Strategy & Research, Rob Dougan, will share the latest consumer insights and trends, while Chief Marketing Officer Susan Coghill will also detail

how the organisation is keeping Australia top of mind in various international markets.

A panel of tour operators will also share what's new, while the event will discuss new tools and initiatives including Tourism Australia's Trade Resources Hub, as well as the benefits of being an Aussie Specialist.

The event is scheduled for 4pm-7pm AEDT next Tue 16 Nov - for more details and to register see the **cover page** of today's **TD** and events.tourism.australia.com.

Big Red acquisition

BIG Red Group has announced the acquisition of Experience Oz and its B2B platform Local Agent which is said to be "Australia's leading one-stop shop for concierge activity bookings" used in over 700 properties including Mantra and Oaks Hotels.

All brands under Experience Oz's parent company TicketMates Australia will move into the Big Red Group brand portfolio, apart from the Club Connect auto-club business which serves RACQ, RACV and NRMA.

TicketMates Australia MD Ben Manns will become a shareholder in Big Red Group and join the company's senior leadership team with a remit to "refine and grow relationships with industry alliances and supply partners".

Other Big Red Group brands include RedBalloon, Adrenaline and Lime&Tonic.

QF Superhero pact

QANTAS Frequent Flyer has teamed up with online trading platform Superhero to give members the ability to earn Qantas Points when investing.

15,000 bonus points are on offer for those who sign up, trade and transfer investments with Superhero until 28 Feb 2022, while 100 points per trade are on offer on an ongoing basis.

The Superhero platform boasts 140,000 users with a flat fee of \$5 for Australian trades and no brokerage at all for US trades.

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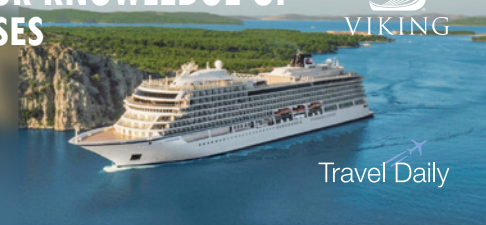
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Travel Daily

Queensland agents say Hello



THE indomitable spirit of Australia's travel sector was on show last weekend in Queensland, where a group of 23 Helloworld travel agency owners gathered to experience the state's Scenic Rim region - while at the same time debriefing and supporting one another after the travails of the past 20 months.

Organised by Jacinta Blundell (Helloworld Buderim and Caboolture) and Felicity Dascombe (Helloworld Murgon, Kingaroy, Coolangatta and Toowoomba), the get together was generously supported



by suppliers including Aurora Expeditions, Carnival Cruise Line, Ponant, Wendy Wu Tours, Globus, Viking, Adventure World and Quark Expeditions.

The group, which was transported by Pursers Coaches (stand-in driver **inset**), including pick-ups from Brisbane and the Sunshine Coast, is **pictured** at Clovelly Wines.

Azamara winner

GINA Maitland from MTA Travel has been chosen as the lucky first weekly winner of a \$100 Visa gift card for her entry in this month's **TD/Azamara** competition.

Her entry was *Sailing with AZAmazing AZAmara has been on my AZAbucketlist for AZA years. Many AZAGuests have raved about their AZAmazing experiences. It's AZAmy apres AZAcovid dream...AZApleez!!!*

There's still plenty of time to enter both for the weekly prize and the top prize of a spot on the new *Azamara Onward* pre-inaugural cruise - see **page nine**.

KUL-SIN lane opens

MALAYSIA and Singapore have negotiated a Vaccinated Travel Lane arrangement, which will see quarantine-free air travel between Kuala Lumpur and Changi airports from 29 Nov and progress on talks about the reopening of land borders.



Window Seat

SO IT turns out that the resumption of travel isn't universally a positive thing - at least that was clearly the case for the occupants of a vehicle hit by a train undertaking its first return journey since the pandemic began.

The Brightline train in Florida was heading from West Palm Beach to Fort Lauderdale where a special event was planned to celebrate its triumphant return, however, those plans were promptly (and literally) derailed when it hit a car along the way.

Thankfully, nobody was seriously injured in the crash, with the only major bruises going to the team who recently erected better signage to avoid, you guessed it, collisions with cars and bikes.



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Globus launches TV campaign

THE Globus Family of Brands has today announced a new “Check In to Check Out” campaign, including video spots which will air on regional television networks across the country.

The promotion notes how Aussies have learnt to “check-in” for COVID-19 registrations during the pandemic, contrasting that with the excitement of checking in for a holiday departure.

“This campaign is all about getting back to the check-ins we love and inspiring travellers to rediscover the world we have been waiting to see again,” said Globus MD Australasia, Gai Tyrrell.

She said it would remind travellers they can now tick off the bucket-list experiences they’ve been waiting for, taking in new cultures and making life-long memories with loved ones.

The company said the release of the campaign comes as much of Australia prepares to reopen

its borders for international travel, with Globus seeing a “marked uptick” in bookings to Europe and North America over the last month for its Globus, Cosmos, Monograms and Avalon Waterways brands.

The new TVC can be viewed at traveldaily.com.au/videos.

Tas industry logs off

THE Tourism Industry Council of Tasmania has repudiated its Tourism and Forestry Protocol Agreement with the state’s logging industry, after over 180 operators signed an open letter calling for the Government to end harvesting of native forests.

In place since 2003, the pact had aimed to minimise conflict between the industries, but the letter tabled in the Tas parliament this week claimed the logging was undermining the state’s “clean, green and clever brand”.

Disney celebrations

THE Disney Destinations team is inviting the industry to take part in commemorations of the 50th anniversary of Walt Disney World, with upcoming “Cork & Canvas” events planned for Sydney and Melbourne next week.

Participants will paint the iconic Cinderella Castle as well as receive updates on all-new attractions and events during the 18-month celebration.

RSVP for Melbourne on 16 Nov by **CLICKING HERE**, while registrations for the 17 Nov Sydney event can be made **HERE**.

Yachting loyalty

MARRIOTT Bonvoy has announced the addition of the Ritz-Carlton Yacht Collection to its portfolio, allowing members to earn and redeem points on the fledgling upmarket cruise line.

Marriott Bonvoy elite members will also be offered “bespoke recognition” on board.

Writing workshop

TRAVEL writer Rob McFarland will host another one of his popular online writing workshops, with the 03 Dec event titled “PR in the time of COVID”.

Costing \$450 per person, the half-day course is aimed at tourism marketers, operators and public relations executives, and covers press release writing and story pitching - robmcfarland.org.

Rottnest revamp

DISCOVERY Rottnest Island has kicked off a \$1 million renovation of Pinky’s Beach Club, including the addition of new alfresco lawn space at the popular venue.

The upgrade will include a new resort-style breakfast buffet area giving better weather protection through the shoulder months and improved airflow in summer, giving the venue more versatility.

A new Deluxe Duplex Family Tent will also enhance Discovery’s accommodation offering.

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Travel & Cruise Weekly

Travel spend intent soars

A NEW monthly spending index launched by the Commonwealth Bank has confirmed sharp increases in spending on travel last month, with the result surging more than 50% between Sep and Oct.

The new CommBank Household Spending Intentions (HSI) Index combines analysis of bank transactions covering 2.5 million households, loan application information and publicly available Google Trends search activity,

NSW T&C reforms

THE NSW Government has flagged the introduction of a new information standard to help travellers better understand what happens if trips are cancelled, with Minister for Better Regulation Kevin Anderson telling *Nine Publishing* the move means clients will be fully informed before they commit to a purchase.

providing a "unique insight into current and future spending trends across 12 categories".

Overall consumer spending jumped 6.6% last month as lockdown restrictions eased, with transport and entertainment also seeing strong increases alongside the surge in travel demand.

Travel spending intentions were also up 13.5% compared to 12 months ago, with travel agents, airlines, cruise lines and motorhome rentals all seeing a boost in spending intentions, according to the bank's Chief Economist, Stephen Halmarick.

He said the strong Oct reading showed that while lockdowns had stymied some activity, "the underlying economy remains strong and household spending intentions support a robust recovery".

The HSI figures will be published on the second Tue of each month - commbank.com.au/HSI.

Showing her true colours

KAREN Murphy from Seven Seas Travel Nundah in Upper Kedron, Qld has scored herself a \$200 wellness pack after winning Norwegian Cruise Lines' Colour the World colouring book comp.

Run in partnership with *Travel Daily*, the contest saw readers pull out their best colouring in pencils to brighten up the day for themselves and those around them, all part of the cruise line's Oct Walk for Wellness campaign.

Murphy's bright and idyllic entry is pictured on the right, beating out a host of other entries which also boasted significant artistic flair.

Those who continue to seek serenity can order their own copies of the Norwegian Cruise Line Mindful Colouring Book by [CLICKING HERE](#).



Belfast rocks on

BELFAST in Ireland has been awarded City of Music Status by UNESCO, with the destination to deliver a series of major music events over the next few years.



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Read about Celebrity Cruises' Northern Europe itineraries on board their stunning Edge Class ships. In the November issue of *travelBulletin*, Celebrity is asking Aussies "Isn't it time?"

travelBulletin

CLICK to read



WTTC maps plan to zero

THE World Travel & Tourism Council (WTTC) has launched a new Net Zero Roadmap for the travel & tourism industry.

The blueprint is designed to set an achievable path for businesses in their quest to cut emissions.

The Roadmap was developed in collaboration with Accenture, as well as the United Nations' Environment Program and Framework Convention on Climate Change, and calls on businesses to increase their ambitions where possible, with detailed recommendations for five areas.

These include baselines & emissions targets to achieve individual & sector goals; monitor and report progress regularly; collaborate within and across industries & government; provide finance and investment required for the transition; and raise awareness and build knowledge & capabilities on climate change.

The Roadmap also presents a new target framework with "decarbonisation corridors", which group travel & tourism businesses into three clusters, depending on their emission profiles and the difficulty of abating their greenhouse gas emissions.

Included are key decarbonisation levers and corresponding actions for five key industries of the travel & tourism sector, such as accommodation, tour operators, aviation, cruise, and tourism intermediaries, such as online travel agents and metasearch engines.

The roadmap also calls upon world leaders to give travel & tourism the same level of support offered to other sectors, providing recommendations on how they can better support the sector, which before 2020 represented 10.4% of gross world product - read the report **HERE**.

APT outback 2023

APT'S Kimberley 2023 season is out now, featuring four-wheel drive tours in Queensland, Western Australia, South Australia and the NT.

2023 dates are available with earlybird savings, with APT offering guests the chance to explore the region aboard its own fleet of custom-designed all-terrain vehicles.

Small group sizes never exceed 22 guests in the Kimberley, and no more than 24 guests for outback trips, with APT offering a Superdeal saving of up to \$1,600 per couple when booked before the end of Mar.

APT said it has seen unprecedented demand for its Kimberley & Outback adventures for next year, with many departures already sold out, and very limited availability for the rest of the program.

The most popular itinerary is the 15-day Kimberley Complete, currently priced from \$9,895ppts.

Less mine, more wine

A CAMPAIGN has been launched to stop new coal mines operating in the historic wine tourism area of the Hunter Valley.

The objective of the #NoNewMinesInOurVines campaign is for legislation to be introduced to form a protective ring around this historic wine tourism area - just as the Government of South Australia has done for the Barossa Valley.

Adv Canada hub

A NEW Travel Advisor Hub has been introduced by Adventure Canada, which also promotes the benefits of working with the cruise line.

Users can access sales & marketing tools in the Partner Resource Centre, watch quick & easy training videos in the new Adventure Canada Academy, retrieve exclusive group travel offerings, and learn about special travel advisor rates - **CLICK HERE**.



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Parkroyal eyes KL

PAN Pacific Hotels Group is expanding beyond the shores of Singapore, with the PARKROYAL COLLECTION Kuala Lumpur and Pan Pacific Serviced Suites Kuala Lumpur both due to open in Jun and Oct respectively.

Both properties will be located in a mixed-use development in the heart of Bukit Bintang, owned by UOL Group.

Bikers defy gravity

THREDBO is gearing up to host a mountain bike competition taking place between Dec and Apr, a popular five-round competition open to amateurs and professional riders.

Individual event entry costs to the Thredbo Gravity Series is \$45 per person, while all-event entry will set entrants back \$199.

The event offers a range of cash and prizes for round winners - for more details about registration, [CLICK HERE](#).

Qantas welcomes back A380



CLOSE to 600 days after they departed Australia, Qantas' first returning A380 aircraft touched down in Australia again in Sydney yesterday afternoon as the airline prepares for its superjumbos to return to service in Apr 2022.

Originally expected to remain in storage in the Californian desert until the end of 2023, Qantas has since announced that five A380s with upgraded cabins are

returning ahead of schedule to operate long-haul flights to Los Angeles and London.

"Over the next few months, pilots will undergo an extensive retraining period including simulator sessions, training flights and classroom courses to prepare for take-off," Qantas said.

Pictured: Pilots and crew receive a warm Sydney welcome yesterday after touchdown.

Operator cuts Uluru

OUTBACK tourism operator Emu Run has revealed it has temporarily suspended tours to Uluru, citing a lack of visitors and staff shortages.

"We used to operate with about 30-plus staff with casuals and full-timers pre-COVID, [then] we were down to around 14 to 15," owner Patrick Bedford told the ABC.

"There's just a whole issue across the whole region, where we normally have internationals, we don't have a domestic market to fill that void in this coming month," he added.

MEANWHILE Tourism Central Australia CEO Danial Rochford believes many businesses are likely to lose employees due to mandatory vaccination policies.

"We're going to have a huge problem here in Central Australia," he said, adding that he was talking to members constantly about the issue of vaccine hesitancy and about 1,000 extra staff are needed.



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Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called *Keep Dreaming* is specially designed for agents to send their clients.



LA ready for Aussies

THE Los Angeles Tourism and Convention Board says it is ready and waiting to receive travellers again, a traditionally popular tourist destination for Australians to visit when in the United States.

Los Angeles Tourism is the only US Destination Marketing Organisation with full-time staff overseas based in Australia, with Australians and Kiwis contributing 500,000 visitors to the city in 2019, and injecting US\$1 billion to its visitor economy each year.

The body said int'l visitor spend will grow by US\$6b in 2022.

Explore Saudi Arabia

THE Explorer Society has added Saudi Arabia to its list of destination tours, offering travellers in-depth explorations of Hegra, AlUla, Jeddah and Riyadh.

Highlights of the new adventure includes the volcanic craters of AlUla, a library carved into rock at Jabal Ikmah, and the hustle and bustle of the capital Riyadh.

"The recent re-opening of AlUla to tourism has been extremely exciting to the Society," Chief Exploration Officer Martin Edwards said.

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

Mildura lights the way



THE Mildura-Wentworth region on the border of Victoria and NSW is calling for expressions of interest from investors who can help the area deliver a major light installation attraction, with the aim of significantly boosting the local tourism sector.

Light/State, to be comprised of two large-scale immersive light installations from artist Bruce Munro, is anticipated to go live in the border community in the second half of 2023, a project that Mildura Regional Development believes will increase overnight visitation to the region by more than 20%, and grow its visitor economy value by up to \$130 million annually.

"This is a visionary project and we are seeking partners of scale who can help us deliver this incredible attraction and bring more visitors to the Mildura-Wentworth region," Mildura Regional Development CEO Brett

Millington said.

"Light/State is born from the spirit of co-operation, we have two great states working together to create this wonderful experience for people to visit and enjoy," he added.

Attractions specialist Pico Play is currently conducting a feasibility study on the project, with the company's Director of Business Delivery Noel Dempsey stating the light attraction had the potential to illuminate the region artistically like never before.

"Mildura is a thriving town that sits at the intersection of three states and is easily accessible from Sydney, Melbourne and Adelaide," he said.

"There is a groundswell of support among the border community for this world-class attraction by an internationally renowned artist."

Public and private investors can register their interest [HERE](#).

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AMA lashes agency

A THREAT by Flight Centre to launch legal action against Aussie states who don't stick to the National Cabinet's reopening plan (**TD 01 Oct**) has been condemned by the Australian Medical Association (AMA) as "arrogant".

"That the people who run Flight Centre think they know better than the government, when they have all the modelling, is to me unbelievable - they need to pull their head in," AMA WA President Mark Duncan-Smith said.

However, Flight Centre CEO Graham Turner said a legal challenge would have a "reasonable chance of success".

Sabre signs Keihan

SABRE has signed a new agreement with Osaka-headquartered Hotel Keihan Chain, linking the hotelier with travel agents globally through its SynXis platform.

Hotel Keihan currently operates eight hotels with around 1,660 rooms in the regions along the Keihan Railway, transport typically used by corporate commuters and tourists visiting Osaka and Kyoto.

One of the major appeals of the hotel chain is its hotels' proximity to the nearest railway station.

Japan is expected to open to Australia in the coming months.

Accor marks Singapore first



ACCOR has signed its first serviced apartment in Singapore, with 8 on Claymore scheduled to open its doors to the public before the end of the year.

The 85-room property will feature executive studios and two- and three-bedroom apartments, each with spacious living areas, fully equipped kitchens, in-room laundry facilities and elegant bedrooms.

Common amenities will also include a pool, a 24-hour gym, and the Club Lounge, a space for guests to eat breakfast, host meetings, or take part in a range of social events.

The hotel is in walking distance to Singapore Botanic Gardens, as well as a host of restaurants, bars and entertainment.

Pictured: The Lounge exterior of 8 on Claymore.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Melia Hotels International has announced plans to open a new luxury resort in Lombok Indonesia in 2024. To be built in Torok Bay, the 127-villa **Gran Melia Lombok**, 22 with luxury beachside views, will feature a spa, a fitness centre, a kids' club, and a lounge area with ocean views. The resort will be owned by Invest Islands, and will become the 12th property in the country for the Spanish-based Melia Hotels.



Mercure recently opened the mid-scale **Mercure Maldives Kooddoo**, a 70-villa boutique-style resort inspired by the lively energy of the tropical nation. The property offers both land and overwater villas, with a wide range of water activities also on offer for guests, including diving, jet skiing and paddleboarding. An all-day dining called Alita will also serve guests a variety of int'l flavours.



Aleenta Resort & Spas Thailand has introduced an all-inclusive yoga retreat in Phang Nga. This five-night experience includes lessons with master yogi, Giulia Bossi, offering wellness classes that combine movement, connection and mindfulness. The new retreat will also offer kitesurfing lesson on Pranburi Beach until Feb. The classes will be run by trained professionals from IKO schools, with the tuition on offer for guests with different levels of kite surfing experience.

Win a Balcony stateroom on the Azamara Onward Pre-Inaugural Cruise!

Azamara and Travel Daily are providing one travel agent and guest with the once-in-a-lifetime experience of sailing on the 5 Night Pre-Inaugural Cruise of *Azamara Onward*. Sailing from Barcelona to Monte Carlo and staying in a Balcony stateroom, this is a special sailing not to be missed.

Prize includes Balcony stateroom for 2 on the 5 night pre-inaugural cruise. Minor Prizes will be awarded each week of one x \$100 VISA e-gift card. So get your entries in early.

To enter please tell us in 25 words or less why you need to win an Azamara cruise in Europe? Creativity counts!

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