



Nicole King
Ballarat Holiday + Cruise

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Today's issue of TD

Travel Daily today has six pages of news including a photo page from **Ponant** and **Business Events News**, plus our new **Travel Talent** feature.

Looking for talent?

TODAY we feature our first **TD Travel Talent** page, showcasing some of our colleagues looking to come back into the industry as travel resumes in coming months.

Let's support our own - check them out on **page seven** and to participate send your details to traveltalent@traveldaily.com.au.

For the latest industry appointments see **page six**.

Ponant celebrates

PONANT has celebrated the launch of its newest vessel, *Le Commandant Charcot*, following its shakedown voyage which took the ship to the North Pole.

Ponant National BDM Craig Farrell is probably the only Aussie in the world to be cruising at the moment, on board this week during a cruise from La Rochelle to Lisbon with loyal customers.

Photos from the ship on **page 4**.

AFTA: more help needed

THE Australian Federation of Travel Agents has welcomed the announcement of a \$10,000 per shop grant for travel agents and tour arrangement service providers with multiple offices (**TD** yesterday), but is continuing to push for a third round of the COVID-19 Consumer Travel Support program.

AFTA Chairman Tom Manwaring

AAT Kings 2022/23

AAT Kings has launched a new "cutting-edge interactive brochure" as part of its 2022/23 season of trips and experiences across Australia and New Zealand.

The online itinerary showcase includes embedded videos, pop-up animations and "immersive timelines," with customisable call to action technology allowing travel agents to create their own customised collateral.

CEO Matt Fuller said the move signalled a shift from the industry norm of printed brochures, adding consumers now want to be immersed in the experience they are looking forward to - check it out at aatkings.com.

thanked Tourism Minister Dan Tehan for the funding, which has been made available to redress the issue of groups with multiple stores trading under a single ABN, meaning they could only access a single payment for their businesses in each of the earlier rounds of the grants scheme.

"AFTA welcomes this expansion of the Government's support in recognition of our members who employ travel experts across multiple shop fronts and outlets.

"We have been working hard, and will continue to do so to secure the ongoing support for the entire sector that we so badly need," Manwaring said.

"This inclusion of multi locations is part of that...AFTA continues to work closely with Government to press the need for extension of this critical support into Round 3 of the grant and beyond for all members," he said.

Manwaring noted that even when international travel resumes there will be an economic hangover of several months for the travel sector, well into 2022 before revenue streams return.

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Kiwis follow suit

THE New Zealand Government has flagged the roll out of digital vaccine passports for travel, and is likely to contain COVID-19 vaccination certificates accessible via QR codes, similar to the Australian model.

Dates for the launch is expected to be from the start of Nov, with more details to be shared in the coming weeks.

The passports will initially be trialled for large-scale events.

FC \$200 discounts

FLIGHT Centre has launched its Stay & Save promotion, offering travellers up to \$200 off international holiday bookings of air and land combined.

The campaign will offer discounts across three tiers, with \$100 savings for five-night trips, \$150 off for seven-night holidays and the full \$200 saving for stays of 10 nights or longer.

There is no limit on travel dates or minimum spend - see [HERE](#).

Booking morale slammed

THE latest monthly figures from Resurg's Travel Industry Recovery Monitor (*TD 14 Apr*) provide a stark confirmation of the impact that lockdowns in NSW and Victoria are having on consumer confidence, with both domestic and international booking numbers declining for every month since May.

The figures (**pictured**) show domestic bookings are sitting at just 20% of 2019 levels for Sep, while international booking numbers also languished at only 12% last month.

In terms of forward departures for travel through until Aug 2023, the top city pairs booked through travel agencies providing data for the Resurg platform included Sydney-Lord Howe Island, Broome-Perth and Mackay-Brisbane, indicating the strong propensity for intrastate travel as consumers continue to lack faith in border reopenings.



However, early data for Oct indicates a jump in some areas, particularly domestic cruises which have leapt to close to 70% of 2019 levels in the last few days.

Meanwhile the figures also showed that domestic airline travel bookings have continued to slide in Sep since a high back in Apr, down to only 25% of pre-pandemic levels and a decrease of 25 percentage points on Aug.

International air bookings were up slightly in Sep compared to Aug, notching 19% of 2019 levels.

Wyndham Alltra

WYNDHAM Hotels & Resorts has unveiled a new upper-midscale, all-inclusive resort brand called Wyndham Alltra, through a new strategic alliance with Playa Hotels & Resorts.

The company's 22nd brand has debuted with two beachfront resorts in Cancun and Playa Del Carmen, with more resorts in tropical locations to follow.

"Wyndham Alltra will introduce many of our over 150 million annual guests to our first all-inclusive brand," said Wyndham President & CEO Geoffrey Ballotti.

Carnival delayed

CARNIVAL Cruise Line (CCL) has extended its pause in operations.

Carnival Splendor sailings through to and including 07 Feb and *Carnival Spirit* cruises through to and including 20 Feb have all been cancelled.

However, the cruise line said that it continues to make progress in its plan to return to service.

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Window Seat

QANTAS is no stranger to breaking records, with the carrier flying the world's longest pax flight by a commercial airline both for distance (17,800km) and for duration (19 hours, 19 minutes) in 2019.

But now the airline has notched up another milestone this week, this time breaking the time in the air for a repatriation flight when it carried Aussies from Buenos Aires to Darwin after 17 hours and 25 minutes.

The service was 522km further than its regular scheduled non-stop Perth to London flights which took off in Mar 2018.

Qantas' feat will be added to the shelf alongside one of the longest delivery flights in 1989, when a Qantas 747 flew non-stop from London to Sydney in a whopping 20 hours and nine minutes.

Access denied for travel

THE latest edition of *travelBulletin* is out now to feast your hungry eyes on, featuring a wrap up of all the latest travel news and analyses.

The cover story this month exposes just how much damage the pandemic has inflicted on the personal bank accounts of the travel sector's top earners, with Publisher Bruce Piper delving into who has slid down the list and who has been denied access to the million dollar club altogether.

Also available is all of the latest cruise news, including CLIA's ongoing frustration with the Federal Government's ban while the rest of the world opens up, as well as the naming of Hurtigruten's new battery-hybrid-powered *Fridtjof Nansen* ship.

Plus we have a wrap up of all the big trends affecting the industry, discuss CATO's founding accreditation scheme member for land supply, and preview an exciting tourism project on the Central Coast.

Read the edition online [HERE](#).



Oceania Euro + NA

OCEANIA Cruises has opened its 2023 Europe & North America Collection for sale, described by the line as its most expansive and diverse offering to date.

The collection features seven ships sailing 179 itineraries, including the inaugural season of *Vista*, which will sail 18 voyages in the Mediterranean, including the islands of Greece, the Holy Lands, and the British Isles.

Charting the coastlines of the Mediterranean, Northern Europe, the Baltic states, Scandinavia, Alaska, Canada, and more, the new collection can be explored in greater depth in today's *CW*.



Expedition Specialist

Recruiting Now

Hurtigruten now has an opportunity for an Expedition Specialist to join our Head Office team in Melbourne.

Building on our explorer heritage dating back to 1893, Hurtigruten offers unique nature experiences and our focus on sustainable expedition travel means we have an environmental footprint we can be proud of.

At Hurtigruten we give our employees the opportunity to work with purpose; to innovate, to develop and to be challenged.

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- Become an expert on our wide range of adventure travel across the globe, with emphasis on the Arctic and Antarctic
- Consult with wholesale and retail clients to maximise every sales opportunity

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- Excellent verbal and written communication skills
- Desirable: knowledge of our product and destination

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https://1945313195.webcruiter.no/Main/Recruit/Public/4434145307?link_source_id=0

Trendsetter Travel & Cruise Centre

Trendsetter Travel & Cruise Centre is seeking a talented travel advisor accustomed to meeting the travel needs of a diverse client base, predominantly luxury focused. Extensive knowledge of business and first class airfares, deluxe hotels, premium and luxury cruise is essential. You must be able to work independently and efficiently. An affinity with the golf market, though not essential, will be advantageous. Trendsetter is a Virtuoso member, with Amadeus GDS and Travelog accounting. Our office is located in Longueville/Northwood.

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Le Commandant Charcot gets ready

LAST week, PONANT celebrated the launch of *Le Commandant Charcot* in Le Havre, France, a major milestone for the world leader of luxury expeditions.

The ship had successfully reached the geographic North Pole in early September during her dry run, a first for a French vessel. *Le Commandant Charcot* is the world's first LNG-powered hybrid-electric luxury polar exploration vessel, and PONANT's newest addition to a fleet of 12 small luxury expedition vessels, making it a total of 13 ships.



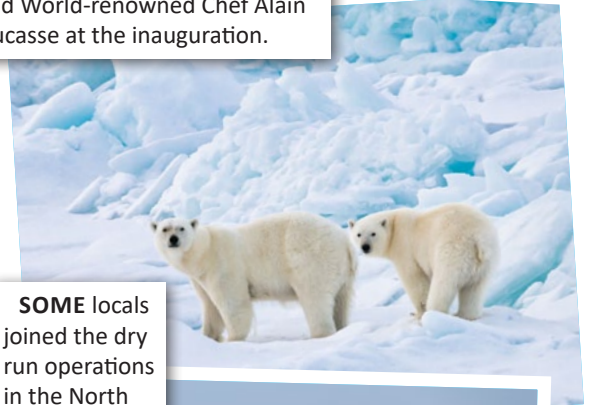
PONANT CEO Hervé Gastinel (middle) cuts the inaugural ribbon at Le Havre, France.



PONANT CEO Hervé Gastinel and World-renowned Chef Alain Ducasse at the inauguration.



THE launch of *Le Commandant Charcot* took place in Le Havre, in Normandy, France on 28 & 29 Sep.



SOME locals joined the dry run operations in the North Pole too!



LE COMMANDANT CHARCOT reached the geographic North Pole on 06 Sep at 6:38pm AEST.



TESTING the waters. Expedition experts and crew explore and test Zodiacs during the dry run operations in the Arctic.



PANORAMIC view from Le Blue Lagoon on deck 9, an outdoor heated lagoon that uses recycled heat.



TURNING THEIR BACK ON EVENTS

A RECENT decision by the Federal Government to end COVID-19 Disaster Payments in line with vaccination targets reached by states and territories has been labelled “deeply concerning and disappointing” by The Business Events Council of Australia (BECA).

The industry body said the call to cease payments altogether once the 80% mark is reached fails to take into account the specific restrictions that business events will still be under, even after the important vaccination milestone is attained.

“When restrictions lift, business events cannot simply switch on like other industries,” BECA Deputy Chair Geoff Donaghy (pictured) said.

“Significant lead time is required to book, plan, and deliver business events, which is why targeted and sustained support for our sector is required into 2022,” he added.

BECA argues the Federal



Government policy to cut off all support funding also neglects important operational factors, including the requirement to conduct business events under restricted COVID-19 protocols and capacities.

The sector is also likely to battle ongoing uncertainty over whether bookings can go ahead, will need to operate with limited-to-no revenue streams in the short-term future, as well as

contend with a skills exodus as businesses struggle to survive.

“Our once successful business events industry that contributed \$36 billion to the economy and supported 230,000 jobs pre-pandemic needs the support of Government in this time of most dire need and should not be caught up in the Federation debate taking place at this time,” Donaghy said, adding gov't must take action to support the sector.

AIME partners

THE Asia Pacific Incentives & Meetings Event (AIME) has announced a new technology partner to assist in connecting meetings for next year's event.

As part of the new partnership, Grip will launch its meetings algorithm in an APAC in-person event initially, with the aim of matching connections between AIME attendees using over a billion AI data points to unite preferences.

MCEC readies

THE Melbourne Convention & Exhibition Centre's (MCEC) roadmap to reopening will see it welcome events from 05 Nov.

The date is based on the current projection for Victoria to achieve 80% double dose vaccination, at which point indoor events can return, according to the State Government's *Roadmap: Delivering the National Plan*.

MCEC is once again taking bookings for events beyond 05 Nov, initially with a limit of up to 150 vaccinated attendees at a density cap of one person per 4m², with updated capacities to come.

BEIA postpones

BUSINESS Events Industry Aotearoa's (BEIA) 45th Annual Conference has been postponed until next year.

The company's Chief Executive, Lisa Hopkins and Tourism Hawke's Bay Chief Executive Hamish Saxton, together decided the risks associated with the current COVID-19 outbreak, the continued lockdowns in Auckland and Waikato, and the uncertainty around travel restrictions, were too great to hold the conference, necessitating the difficult call.

We're still the one

IHG-OWNED Crowne Plaza Hotels & Resorts has teamed up with Business Events Australia to produce a new promotional video to inspire the events sector on why face-to-face meetings in a post-COVID world are irreplaceable.

“There's no doubt, we have been thrown a major curve ball with the current border restrictions and lockdowns, however feedback suggests there is an even stronger desire for people to come together, have fun, and reconnect,” IHG Hotels & Resorts Head of Commercial, Japan, Australasia and Pacific Dean Jones said.

To view Crowne Plaza's full video, [CLICK HERE](#).

ICC takes logistics services in-house

ICC Sydney has launched a new internal Event Logistics Department, bringing the key service in-house.

The Event Logistics Department will be responsible for the portage of event materials to and from ICC's loading dock and tenanted spaces, with a new team now charged with continuing to provide the premium service previously offered by the outsourced Agility to its clients.

The in-house team will also be responsible for maintaining the requirements for the safety and security of the building.

The logistics team will also man the dock within designated hours, accept organiser materials with appropriate notice, and

manage ICC's Loading Dock Management System (LDMS) for organisers to schedule vehicles for their event, in addition to forklifting services and hire.

With the required notice, the Event Logistics Department is able to unload trucks at an additional fee.

The ICC Sydney Procurement department will also continue to service deliveries from ICC Sydney's food and beverage suppliers.

Under ICC's current process, contractors, production companies and event suppliers are able to deliver organiser materials to the dock as well as manage the movement of their own materials to the event space.

As lockdowns continue around the country, NCL is mobilising the industry with their Walk for Wellness initiative. Read more in the October issue of

travelBulletin

CLICK to read



Explora II steel cut

THE second of four new luxury cruise ships for the MSC Cruises-owned Explora Journeys marked a milestone this week, with the first steel cut for *Explora II* at the Fincantieri Castellammare di Stabia shipyard in Naples.

The vessel is expected to be delivered to the market in 2024 and features 461 suites and the latest maritime and environmental technologies.

MEANWHILE MSC Cruises has received permission to recommence sailings in Brazil and South Africa, with the line revealing *MSC Seaside*, *MSC Preziosa* and *MSC Splendida* will all homeport in Brazil.

Jayride Q1 2021/22

AIRPORT transfer business Jayride has released some encouraging figures for the first quarter of the 2021/22 financial year, with bookings growing globally by 38% when compared to the preceding period.

Net revenue also increased in the latest quarter by 40%, with North America driving most of the growth at this stage, accounting for 29,000 of booking volumes, followed by Europe with 11,000 and 5,000 in Oceania.

Jayride added that a newly launched platform enhancement should also spur growth, allowing the sale of more service classes and vehicle types.

Phillip Island resort on track



ONE of Phillip Island's largest resorts has recently undergone a major renovation, introducing enhancements to its suites and multiple amenities.

The \$7.5 million overhaul of the Ramada Resort by Wyndham Phillip Island (**pictured**) included a revamp of its restaurant design and menu at the newly named

Flametrees, adding an extensive menu, wine list, cocktail bar, and fireside dining options.

Also new is a host of family-friendly attractions, such as an outdoor cinema, jumping castles (during school holidays), trivia and bingo nights, scavenger hunts, kite-flying competitions and a mini pedal racetrack.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Event management company **Agentur** has announced the appointment of designer **Sammy Perry** to be its new Business Development Manager. Perry starts in the role from next week and arrives with over 20 years' experience coordinating the design and construction of high-profile events and exhibitions both locally and internationally.

FCM has appointed **Jo Lloyd** to be its new Global Account Management & Consulting Director. She has worked across a broad range of industry sectors before joining FCM, starting in a TMC environment before moving into airline sales and procurement. The appointment accommodates the relocation of Scott Reddie, who departs the global account management role to head up the rapid growth strategy of the Asian region, where he is now based in Singapore.

Qatar Airways has announced the appointment of **Jared Lee** to be the carrier's Vice President of Sales for Southeast Asia, Southwest Pacific & Indian Subcontinent. He joined Qatar Airways in 2006, and since then has become an important ingredient in the commercial success of the airline's operations in the Asia Pacific, South East Asia, South Asian Subcontinent and African markets. Prior to joining QR, Lee worked for Singapore Airlines across various senior management roles in both cargo and commercial divisions.

Show us your best New Years Eve Photo!

Rediscover Australia and Unique Cruises are partnering with *Travel Daily* this month to offer readers the chance to win a ticket on the **NYE Hits on the Harbour Cruise**, as well as offering \$100 and \$50 gift vouchers for 2nd and 3rd prize by providing your best picture of your past New Years Eve celebrations.

This ticket gives you access to:

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Entries to competitions@traveldaily.com.au

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Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

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TRAVEL TALENT



Travel Daily 

Travel Daily wants to help our industry friends who are between jobs to get back in the game, so we're showcasing some of the awesome travel talent currently on the market. To be featured here, email your details to traveltalent@traveldaily.com.au.



John Hedley

- **Experience:** 20 years in the industry including 10 years with Amadeus in France and Sydney and as a help desk expert. I'm a fares subject matter expert (Amadeus FareXpert) as well as having experience with online booking tools (Cytric, AeTM, Zeno), Help Desk and Security
- **Last job:** Business support manager at QBT managing a team of six and handling training across capital cities in Australia.
- **Hopes for the future:** To see our industry recover and as many of my former colleagues to get back into roles they love, myself included.
- **Availability:** Immediately - hedley.john@icloud.com

Shane Voss

- **Experience:** 12 years with Flight Centre, Cover-More and across Australia and UK/European markets
- **Last job:** Cover-More Queensland Sales & Business Development Manager
- **Hopes for the future:** Travel bounces back in a big way; we all get to start exploring and enjoying the world and everyone enjoying life again. Getting myself back into an industry that I love, is a passion, and I know I'm good at - instead of doing my 'COVID Job' lol.
- **Expertise:** Sales B2C and B2B, leadership/coaching, product manager/leader, relationship & account management, business development management, team/sales culture building, business acumen
- **Availability:** Immediately - shane.voss77@hotmail.com



John Feenaghty



- **Experience:** 30 years in tourism, hospitality and travel, leading businesses to achieve spectacular results via brand, product, marketing, operational and financial effectiveness
- **Last job:** Returned to Australia from my COO role with Goway Travel in Canada late last year, and have been GM at an Education and Migration company since then.
- **Expertise:** Leading high performance teams through change (previously headed 400 staff across four countries with \$300m+ sales), can couple macro vision with micro details and nuances. A long history of brand promotion and development, building supplier and partner relationships, a deep understanding of the mechanics of positive business and profitable KPI drivers.
- **Hopes for the future:** My passion is travel, and I'm excited at the prospect of open borders and the industry needing experienced teams again to get up and running.
- **Availability:** Immediately - jfeen1969@gmail.com