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Joanne Warne
Sister Act Travel

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Today's issue of TD

Travel Daily today has five pages of news including **Business Events News** plus a front cover page from **Cruise Lines International Association** plus our **Travel Talent** feature.

CLIA membership

CRUISE Lines International Association (CLIA) Australasia is today showcasing the exclusive bonus commission and rewards that travel advisors can access if they become members of the organisation.

See the **cover page** for details of CLIA's 2022 membership drive.

Cathay back at SYD

CATHAY Pacific has announced its flights from Sydney to Hong Kong will operate at full capacity effective 01 Nov, following the announcement by NSW Premier Dominic Perrottet that fully vaccinated Australian citizens, permanent residents and their immediate families will no longer require quarantine in the state.

The carrier has been operating at heavily reduced capacity since Mar 2020, but will now boost availability across 10 weekly Sydney departures for eligible travellers.

Cathay noted that unvaccinated citizens and permanent residents may also continue to travel, however Government entry caps will continue to apply, along with compulsory arrival quarantine requirements for passengers who have not been immunised.

Qantas gives vax guidance

QANTAS will shortly provide customers with details of certified laboratories for pre-departure COVID-19 tests, confirming that any testing required before travel will be at the customer's expense.

Both outbound and incoming passengers must also be fully vaccinated with a "TGA-approved and recognised COVID-19 vaccine," the carrier confirmed.

The update was part of a document released yesterday, detailing QF's requirements for international travel in the lead up to the resumption of flights.

The first QF commercial services are now scheduled to resume from Sydney to Los Angeles and London effective 01 Nov, "for Australian citizens, permanent residents and their immediate families including parents".

The FAQ document confirms that anyone booked to travel to or from Australia on a Qantas aircraft must be fully vaccinated at the time of travel, with the exception of kids aged under 12 or those with a valid exemption.

"Customers may be required to return a negative pre-departure COVID-19 test prior to departure and/or book tests ahead of departure to be taken following arrival at their destination, depending on the destination they are travelling to.

"Customers should check the requirements of their destination well before their travel date and ensure they comply with the test requirements of that destination,"

the carrier warned.

On the day of travel customers will be required to carry proof of vaccination (or exemption), with Qantas confirming it was working to facilitate the use of the IATA Travel Pass for customers to provide an easy and secure way to share this information with the airline prior to travel.

If a customer arrives at the airport and cannot provide proof of vaccination (or exemption) they are not eligible to fly.

Customers with exemptions must apply to have this verified by Qantas at least seven days before departure, and will also be required to return a negative COVID-19 PCR test within 72 hours prior to travel.

QF said its vax requirements for international travel would be reviewed by 01 Feb 2022, while further details of quarantine requirements for vaccinated arrivals into NSW are expected to be released in the coming days.

The full document is available for download at qantas.com.

TIME invitation

THE Travel Industry Mentor Experience (TIME) has issued an open invitation for the industry to virtually attend a graduation ceremony for intakes 39, 40 and 41 next Wed 27 Oct at 1730 AEDT.

The milestone gathering will also feature guest speaker Katrina Barry from The Travel Corporation - to register **CLICK HERE**.

Travel talent here!

OUR new Travel Talent feature this week showcases three more outstanding industry candidates on **page six** of today's **TD**.

Promote yourself! If you'd like to be part of it send details of your experience, last job and hopes - traveltalent@traveldaily.com.au.



Join our virtual event



Jan to Jun 2022

TREND FORECAST

Discover the key consumer sentiment and trends shaping decision-making for travel intenders.

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Scenic Enrich, Palais Liechtenstein

New insurance role for Fleming

REBECCA Fleming, who has been looking after the Australian travel industry's insurance needs for almost 20 years with Gow-Gates Insurance Brokers, has been appointed as Manager, Tourism and Travel at Lockton Australia.

Lockton is the largest privately held insurance broker in the world, with the Australian business expanding its reach into the travel sector through Fleming's appointment.

The highly respected Fleming is well-known across the industry through long involvement with a range of organisations including the Council of Australian Tour Operators and Skai Sydney.

She told **TD** she was excited to join Lockton, "where I can work with a huge variety of travel



companies to solve complex risk management problems".

"I never imagined how much of an impact the travel industry would have on me," she said, with a passion for providing specialised advice and "out of the box" solutions for the diverse companies and associations only growing stronger over the decades of her involvement.

Fleming said she was eager to supply travel and tourism sector organisations with tailored advice, with her long experience seeing her previously look after the Australian operations of cruise companies, airlines, home-based networks, corporate travel companies and the majority of Australian travel agency buying groups and associations, as well as tour operators and large tour wholesaling businesses.

She can be contacted on rebecca.fleming@au.lockton.com.

More industry appointments on [page five](#) of today's **Travel Daily**.

Amadeus, VA renew

VIRGIN Australia has renewed its air content distribution partnership with Amadeus, meaning travel agents using the GDS platform will continue to be able to access flight schedules, fares, seat maps and itineraries.

VA GM Digital and Distribution, David Orszaczky, said the carrier recognised the value long-term collaborations bring in helping to bring post-pandemic travel back.

"Virgin Australia looks forward to continuing our partnership to deliver and differentiate our content through the Amadeus Travel Platform and rebuild travel together with our trusted network of partners," he said.

Added Hurti extras

HURTIGRUTEN Expeditions and the Australian Geographic Society will collaborate on two sailings next year, exploring Antarctica and the Galapagos Islands.

Travellers from Australia will benefit from onboard credits, an Australian Geographic welcome pack and membership to the Hurtigruten Ambassador program, including a 5% discount.

"We're very excited to collaborate with an organisation who share Hurtigruten Expeditions' ethos of preserving the pristine destinations and cultures we visit," said Hurtigruten MD Damian Perry.

See more details [HERE](#).

Royal World Cruise

ROYAL Caribbean overnight announced its first ever world cruise, a 274-night odyssey aboard *Serenade of the Seas* taking in 60 countries.

Scheduled to depart from Miami on 10 Dec 2023, the cruise will feature four segments: a 64-night "Americas & Antarctica" sector; an 87 night "Wonders of Asia & the Pacific" voyage taking in Australia and Asia; 63 nights on the "Middle East Treasures & Marvels of the Med" cruise; and the final "Capitals of Culture" segment taking in Northern Europe and the Atlantic.

For more info [CLICK HERE](#).

itravel team returns to the office



THIS easing of lockdowns in NSW as the state's vaccination rate soars has seen offices able to reopen, with the HQ team from itravel quick to take the

opportunity to return.

Pictured from left are itravel MD Steve Labroski, Head of Commercial Annalee Ilievski, and Head of Marketing Dee Jaswal.

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Window Seat

WHILE most Aussies can't take off for a trip to the beautiful shores of Thailand just yet, there is at least one local resident making a splash in The Land of Smiles.

Actor Russell Crowe is being described as a "soft power gift" to the country by *The Bangkok Post*, normalising the notion of mainstream travel resuming.

The NZ-born thespian is in town to shoot a movie, taking advantage of Phuket's sandbox scheme which allows people to roam the island in quarantine for 14 days before travelling to the rest of Thailand.



Troy tunes up training



AUSTRALIAN country music icon Troy Cassar-Daley was recently on hand to encourage Trainees participating in the National Indigenous Training Academy (NITA).

The Aussie music legend and proud Gumbaynggirr/Bundjalung man was in Uluru to perform at an event organised by Imagine Holidays, and was staying at Desert Gardens Hotel at Ayers Rock Resort during his visit.

While there he dropped by the latest cohort of aspiring tourism workers to wish them all the best for their journeys ahead.

Cassar-Daley also shared some

pearls of wisdom about the trials and tribulations of launching a new career, citing some times in his own life starting out in the music business.

NITA was established by Voyages Indigenous Tourism Australia to provide young Indigenous Australians with solid career prospects in Retail, Horticulture, Hospitality and Tourism.

Pictured: Cassar-Daley plays a few tunes for NITA students.

Flight Centre raises another \$400m

FLIGHT Centre overnight confirmed the successful pricing of a \$400m issue of convertible notes, with the deal enabling the company to repay some short-term debt and take advantage of current low interest rates.

The financial instruments will pay investors 1.625% per annum and upon maturity on 01 Nov 2028 will convert to new fully paid Flight Centre shares with a conversion price of \$27.30 each.

MD Graham Turner said proceeds would help repay a £115 million loan under the Bank of England's Corporate Financing Facility, as well as enabling Flight Centre to "capitalise on growth opportunities globally as leisure and corporate travel markets continue to rapidly re-open".

At the Flight Centre AGM this week Turner said the firm was burning cash at a rate of about \$40m per month (**TD** 20 Oct).

Pelikin + ISIC deal

TRAVEL app Pelikin has signed a new partnership with International Student Identity Card (ISIC), opening up a range of deals for young Aussie travellers.

The deal sees ISIC and Pelikin team up to create a student and youth travel money card, integrating student ID, verification and discounts - all under a single unified umbrella.

Benefits of the combined card includes access to ISIC's 150,000 offers across brands like Microsoft and Adobe, plus Pelikin's travel money product and exclusive student fares.

The virtual ISIC payment partnership is the first of its kind wherein ISIC's full product range will be integrated into the Pelikin app, expanding its features.



COLOUR YOUR WORLD
ADULT COLOURING BOOK

It's time to embrace your inner artist with NCL's mindful adult colouring book, "**Colour Your World**". Because wellness means different things to different people, during NCL's Walk for Wellness challenge this October, the line has partnered with *Travel Daily* to encourage readers to take a moment for mindfulness.

Simply colour your favourite illustration from the new colouring book and submit it for your chance to go into the running to win a \$200 wellness hamper.

Request your complimentary copy **HERE**

Download pages from Marketing HQ: **HERE**

SUBMIT ENTRIES

#NCLMindfulMoments
#NCLWalk4Wellness

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:

- 6 Hours Sydney Harbour Cruise on Journey Beyond Cruise Sydney's *Spirit of Migloo*
- Continuous premium food
- Unlimited beverages including premium sparkling wines and beers - For more information on what is offered **CLICK HERE**

To enter send a picture of your best New Years Eve along with, in 25 words or less, what made it so memorable.

Entries to competitions@traveldaily.com.au



NSW BIZ EVENTS TURBOCHARGED

NEW South Wales' tourism & events industry's recovery has been turbocharged, as the visitor economy bounces back with a more than \$350 million investment in reviving events across the state.

Part of the Government of NSW's COVID-19 Economic Recovery Plan, the tourism & events recovery package includes \$150 million to support the recovery of major event activity, \$50 million for a Regional Events Package to support major rural events, festivals, and agricultural shows, and \$60 million for an Aviation Attraction Fund to incentivise international airlines to recommence flights to Sydney.

There is also \$50 million for downtown Sydney's Revitalisation Program to support events and activations; \$25 million for the Festival Relaunch package to stabilise established commercial and not-for-profit festivals; \$6 million to bring business events back to Sydney, and much more.

NSW Premier Dominic Perrottet



(pictured) said the package would supercharge the businesses and attractions that contribute \$38 billion to New South Wales' economy.

"More than 300,000 people rely on our tourism industry and our aim is to reclaim our position as one of the world's favourite destinations," Perrottet said.

Minister for Tourism Stuart Ayres said the much-needed investment will help revive shuttered businesses and bring tourism providers back to their vibrant best.

"[The pandemic] was a one in one hundred year event which severely damaged our tourism industry; operators barely hung in there as they lost bookings, customers and staff," Ayres explained.

"Now as we rebuild we can do so with confidence.

"For our visitor economy to reach its full potential we need event owners to dream big, airlines to fly in and for locals and visitors to embrace our world class venues and hospitality with enthusiasm once again."

Treasurer Matt Kean added the Government wants to give the events sector the confidence to get back to business.

The investment was well-received by ICC Sydney Chief Executive Geoff Donaghy, who noted the advocacy of the members of the Sydney Business Events Coalition across various government bodies, ministerial offices, aligned association groups and all tiers of government had not gone unheard.

The Grounds unveils new space

SYDNEY'S The Grounds will open its doors at its newest location in South Eveleigh - a state-of-the-art event space, The Eveleigh (pictured).

The new venue is the result of a six-year collaboration between The Grounds and Mirvac, with the aim to create guest experiences that complement the rich heritage of Eveleigh Locomotive Workshops.

The Eveleigh can be transformed to accommodate a range of different events.



Confidence returns to Brisbane events

CONFIDENCE is returning to Brisbane's events industry, according to the city's Economic Development Agency.

The success of the recent annual Brisbane Pop-Up (pictured) indicated the return of confidence, with more than 170 event planners and buyers, and 55 exhibitors from the city's hotels, venues and service providers converging on Fortitude Music Hall for this year's event, which connected businesses and showcased the best of the city's events industry.

Brisbane Lord Mayor Adrian Schrinner said industry interest in this year's Brisbane Pop-Up indicated the city's multi-million-dollar event market



was poised to thrive after more than a year of uncertainty.

"There's a rising feeling of optimism in Brisbane, and we're on our way to being well and truly open for business in the events space," he said.

"Brisbane Pop-Up was the perfect opportunity to bring the industry back together and provide the local events industry with a much-needed boost."

Tassie support

THE new Southern Tasmania Lockdown Business Support Program will help those impacted by the state's recent quarantine efforts.

The package is available to eligible businesses in the 12 local government areas who were directly impacted by the stay-at-home orders.

Thailand gears up

THE Center of COVID-19 Situation Administration has approved Thailand Convention & Exhibition Bureau's proposal for MICE events, to be held under COVID Free Setting protocols.

The approval follows Thailand's announcement fully-vaccinated overseas visitors will be allowed to enter without quarantine from next month.

Carbon negative meetings

RADISSON Hotel Group has become the world's first to offer carbon negative meetings.

All meetings and events across Radisson's 400+ hotels in its EMEA portfolio will be carbon negative.

For every event taking place at its participating hotels, Radisson will offset double the carbon footprint, to ensure that every meeting has a positive impact on the environment.

For meetings booked before the end of Jan and taking place before the end of Mar, the 'Carbon Negative. Planet Positive' initiative will allow clients to host meetings in a sustainable way by offsetting double the carbon dioxide emissions.

Destinations!
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Travel Daily



New Phuket Melia

SPANISH hospitality giant Melia Hotels will open the new Melia Phuket Mai Khao in Dec.

The five star property, about 15 min from Phuket International Airport, offers 70 villas and 30 suites, with four eateries, a spa and meeting and event spaces.

The property is owned by local residential real estate developer Phuket Villa Group, and is part of a rollout of new Melia properties in Thailand including in Bangkok, Chiang Mai and Koh Samui.

Thailand authorities plan to reopen the country to fully vaccinated tourists from low-risk countries effective 01 Nov.

Great Ocean help

THE Victorian Government has passed a bill designed to improve the tourism experience for visitors to the Great Ocean Road.

The Great Ocean Road and Environs Protection Bill 2021 will ensure the region's environment will be protected through a coordinated approach to managing the visitor experience, investment, conservation, visitation numbers and community engagement.

Reforms will also help the region bounce back from the impact of the pandemic by stimulating more nature-based tourism opportunities.

Icon under a microscope



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.

Mathew Simister has been appointed the General Manager of the new-build **Holiday Inn Queenstown Remarkables Park**, which is scheduled to open to the public in early Dec. Simister has previously worked in senior roles at InterContinental Sanctuary Cove on the Gold Coast and IHG properties in Adelaide and Sydney.

Heather Gordon has become the new Director of Sales and Marketing for Island Hotels Group's Cook Island properties **Edgewater Resort & Spa** and **Club Raro**. Gordon will be based in Auckland, where she will oversee the properties' sales and marketing activities, including conference and incentive, wholesale and leisure.

Quercy Jouannes has been appointed the General Manager for **SKYE Suites Parramatta**. He brings more than 20 years of international hospitality experience gained in Europe, America and Australia, and specialises in sales, marketing and operations.

Puffing Billy Railway has confirmed three appointments to the Emerald Tourist Railway Board. **Dianne Smith** has joined as Deputy Chair, where she will stay on for a term until at least Jun 2022. **Bart Clingin** joins the board, bringing with him a wealth of financial, risk and governance experience, while the recruitment has also seen **Angela Jamieson** join, a forensic accountant specialising in financial crime.

THIS landmark is iconic and easily recognisable when you see the whole picture, but can you identify it from this small portion of the image?

This bay is a popular travel destination for tourists due to its impressive limestone karsts and isles, with around 2,000 in the 1,550km² area.

Answer: Ha Long Bay, Vietnam

Samoa sponsorship

SAMOA Tourism has signed on to sponsor the Moana Pasifika rugby union team, becoming its official tourism partner for the 2022 Super Rugby tournament kicking off in Feb.

The partnership will see the "Beautiful Samoa" logo displayed on the back of the team's playing jersey, as well as on the club's website and via its various social media platforms.

CATO presses on

THE Council of Australian Tour Operators (CATO) says it has "ramped up its extensive discussions with the Federal Government over the last month," having meetings with the offices of both the Prime Minister and Minister for Tourism.

CATO MD Brett Jardine said efforts supporting the land supply sector would deliver direct benefit to travel agents too.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

Travel Daily

Travel Daily

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CRUISE WEEKLY

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business events news

Pharmacy Daily

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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.

Adam Vance



- **Experience:** Over 20 years in marketing and commercial leadership roles across hospitality, travel agency groups, airlines and cruising. One of the first dot com marketers, worked in Asia with Raffles, NRMA & new business management, Travelscene American Express, Asia Pacific responsibilities with Etihad. Strong sales, product, digital experience complemented by an exceptional foundation in marketing, partnerships and marketing/ channel innovation.
- **Last job:** General Manager Sales, Marketing & Product at Cruiseco, after close to six years with Etihad Airways. Currently at Bankstown Hospital in NSW.
- **Hopes for the future:** That we embrace and capitalise on a new reality. it's no longer 2019 - everything has changed - it's no longer business as usual.
- **Availability:** Two weeks in NSW - ajvance@gmail.com

Fran Gildon

- **Experience:** I have many years of experience in Sales, PR, Account management, Customer Service, Training and Development of small sales teams.
- **Last job:** Collette Travel for five years, I was one of the first BDMs hired in Australia and I believe I was an integral part of Collette's success here.
- **Expertise:** I am a highly motivated and goal oriented achiever. I have a positive and outgoing attitude in any task. My enthusiasm, motivation, loyalty and reliability have ensured my success in dealing with people at all levels.
- **Hopes for the future:** I am ready to hit the ground running to represent another amazing brand, back on the road doing sales calls, supporting and consulting our agents that have done it so tough over the last 18 months, in turn this will help them and the company I represent grow revenue and recover a majority of what has been lost over this time.
- **Availability:** Full or part-time in NSW - frangildon@hotmail.com



Dennis Basham



- **Experience:** Over 20 years' experience within the domestic and international travel space, ranging from hotels and aviation through to touring with brands such as Virgin Australia, Scoot, Back-Roads Touring (Flight Centre Travel Group) and On The Go Tours.
 - **Last job:** Global Head of Sales, Distribution, Partnerships - On The Go Tours.
 - **Hopes for the future:** My passion is the travel industry, whether it be sales, marketing, product or distribution within the aviation, touring, cruise or retail space. I've had a year out of the industry and ready to get back into a role where I can add value and make a difference. The borders are finally about to open and I am ready to get going with a new and exciting challenge.
- **Expertise:** B2B and B2C sales, partnerships, distribution, product, leading strong teams.
- **Availability:** Two weeks in Qld - dennisbasham@yahoo.com.au