

Today's issue of TD

Travel Daily today has five pages of news including **Business Events News**.

New HKTB chief

KAREN Macmillan has been named as the new Director for Australia, NZ and South Pacific for the Hong Kong Tourism Board.

Macmillan was most recently with Hawaiian Airlines as Director of Sales for Australia, and has also been consulting as a senior advisor with the Australian Federation of Travel Agents.

MEANWHILE former Helloworld Travel Group Head of Retail Marketing, Dominique Dalton, is now working at RACV as its Head of Leisure Marketing.

More industry appointments on **page five** of today's *Travel Daily*.

Vale Stanley Tollman

STANLEY Tollman, the iconic founder of The Travel Corporation (TTC), has died overnight aged 91 (**TD** breaking news), with the travel industry reflecting on his pioneering role on the world stage.

"Tollman made it possible for tens of millions of consumers at every stage of life to discover the world through his portfolio of brands and businesses," the company said, encompassing businesses operating in 70 countries, including Trafalgar, Insight Vacations, Contiki Holidays, Red Carnation Hotels, Uniworld, Adventure World Travel and AAT Kings.

Born in South Africa, Tollman and his wife Beatrice eventually left the country in 1976 and rebuilt their business in England and then the USA, ultimately providing holidays for two million guests from across the globe.

In 1996 TTC purchased AAT Kings and has since expanded its local portfolio to include Inspiring Journeys, SEIT Outback Australia, Down Under Tours and Adventure

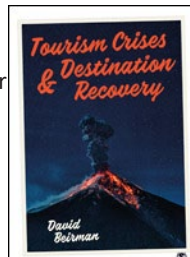
World which has just embarked on its own global expansion trail.

Tollman also had a deep commitment to sustainability, with his family's Treadright Foundation supporting more than 55 projects worldwide.

"Under Tollman's leadership as Chairman, TTC has become one of the most renowned and respected family owned and run travel businesses in the world."

New Beirman book

DAVID Beirman, Senior Lecturer Tourism and Risk Management from the University of Technology Sydney, has a new book in production which will be available globally in the coming weeks.



Tourism Crises and Destination Recovery draws on his 40 years of experience to explore the core themes that underpin crises, their impact on the tourism industry and recovery.

There's also a dedicated chapter on the impact of COVID-19, along with over 20 case studies including the 2020 Australian bushfires, 2019 Sri Lankan terror attack, the collapse of Thomas Cook and more.

For more details and to buy a copy of the book **CLICK HERE**.

Klook Merlin deal

MERLIN Entertainments has appointed Klook as a key B2B distribution partner, with travel agents across the globe now able to book via the Klook Agent Marketplace at competitive net rates, with instant e-ticketing and no volume commitments.

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Experience branches out

ADVENTURE tourism company Experience Co has plunged into the acquisition pool again, this time announcing the purchase of treetop zipline company Trees Adventure for \$46.9 million (**TD** breaking news today).

The newly purchased business has 14 locations across the five states of Victoria, NSW, Qld WA and Tasmania, operating under the Trees Adventure, Tree Tops, Next Level and Hollybank Wilderness Adventures brands.

Trees Adventure also has two more adventure parks scheduled to open up in the next year, with part of the funding to make the purchase sourced by Experience Co from an entitlement offer for existing institutional and retail shareholders announced on the ASX this morning.

The purchase follows two acquisitions carried out earlier in the year (**TD** 20 Apr), which saw Wild Bush Luxury and

Tasmania's The Maria Island Walk added to its tourism portfolio, with Experience Co CEO John O'Sullivan stating the latest purchase is part of a plan to insulate the business from short-term travel restriction challenges, as well as setting the company up for future growth opportunities.

"This acquisition forms part of our ongoing strategic growth plan and builds on our strong business base providing us with new access to an intrastate leisure and recreation market less impacted by state and international border closures," he said.

O'Sullivan added that given the younger demographic of Trees Adventure, it would serve as a perfect gateway to Experience Co's adult range of products, describing the zipline business's younger audience as "the skydivers of tomorrow".

Experience Co posted a \$4.8m loss for the 12 months to 30 Jun.

SynXis Hub launch

SABRE has reshaped its hotel operations and distribution with the formal launch of guest-centric management solution SynXis Property Hub.

Aimed to streamline daily operations and enhance the guest experience, the cloud-native property management solution will be launched across more than 450 properties.

Merlin reappears

MERLIN Entertainments' New South Wales attractions have announced their reopen dates.

SEA LIFE Sydney Aquarium, WILD LIFE Sydney Zoo & Madame Tussauds will reopen on 14 Oct, Sydney Tower Eye & SKYWALK will reopen two days later on 16 Oct, and Illawarra Fly Treetop Adventures & Zip Line will reopen on 25 Oct.

All attractions will have capacity restrictions in place, with booking ahead of time encouraged.

Tassie baulks at 80%

TASMANIAN Premier Peter Gutwein has hinted the state may not open its borders to all of the country until Australia reaches a 90% fully vaccinated rate.

The Premier made the statement at a press conference in Hobart yesterday, citing modelling it commissioned specifically for Tasmania about the impact of lifting all restrictions at the 80% vaccination mark.

"Over the first six months that modelling tells us that we would see 14,900 cases, up to 590 hospital admissions, 97 ICU admissions and nearly 100 deaths," Gutwein warned.

Meanwhile The Doherty Institute modelling which is currently driving policy set by National Cabinet at the federal level has recommended the country be deemed safe to reopen again when all of Australia reaches a vaccination target of between 70 and 80%.



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Quark Expeditions

Thwaites departs

OCEANIA Cruises' Director of Sales for Australia & New Zealand, Trevor Thwaites, has announced his intention to resign from the role.

Thwaites has been in the position for just over two years, and was the National Sales Manager and National Account Manager for Princess Cruises for close to five years before joining the Norwegian Cruise Line-owned Oceania brand.

"It's been a roller coaster of emotions and experiences during my time here, with all our industry has had to endure," Thwaites said, adding 2022 would be the year "we all get to scratch that itch for a cruise adventure".

Oceania did not confirm who would be taking over from Thwaites by time of press.

Scotland pivots

VISITSCOTLAND has unveiled a new trade event series taking place in 2022, with five regional showcases scheduled both online and in person.

The new schedule replaces the long-standing annual VisitScotland Expo with a new format and reinvigorated designed to mitigate the challenges of the pandemic, with the Discover Scotland: Reconnect 2022 event to take place virtually on 05-07 Apr 2022, followed by the Discover Scotland: Live Showcase which will be held in May and Sep 2022.

Kiribati maps out rebound



THE Tourism Authority of Kiribati (TAK) has celebrated World Tourism Day 2021 by unveiling its Tourism Restart Program in Betio South Tarawa.

The small Pacific island nation held a special tourism ceremony (pictured) that was attended by government ministers, members of the diplomatic corps and tourism operators, where TAK shared how it intends to

recommence Kiribati's damaged visitor economy.

In his address to the group, TAK Chief Executive Officer Petero Manufolau said the country's tourism sector would get back on its feet again by focusing on four key areas: COVID-19 safety protocols, its 2021-2023 digital marketing strategy, the revised Mauri Mark Tourism Accreditation Program, and its previously launched 2021-2036 Kiribati Sustainable Tourism Development Policy Framework.

Two ships are back

HURTIGRUTEN Expeditions' *MS Roald Amundsen* and *MS Fram* will return to sail the waters of Antarctica from Nov and Dec respectively, both departing from Punta Arenas in Chile.

The cruise line confirmed to TD that Chile was chosen over Argentina as the departure point due to a lack of clarity regarding cruise travel from Argentina.

Sentiment takes hit

TOURISM Australia has revealed that the intention to book a domestic holiday among Aussies in the next month has "decreased rapidly" in the wake of lockdowns and border restrictions, according to the tourism body's latest Domestic Sentiment Tracker.

However on a more positive note, 46% of Australians have expressed an interest in taking a domestic trip in the next six months, while 78% of people said the availability of COVID-19 vaccines had increased their confidence to travel in Australia.

MEANWHILE Tourism Australia revealed its strategy remained committed to encouraging Aussies to holiday like an int'l visitor by seeing more, doing more, travelling for longer and spending more on experiences.



Window Seat

AUTHORITIES at Amsterdam's Schiphol Airport have enlisted twenty pigs in an experiment which will hopefully make flights less prone to bird strikes.

The gobbling grunners are being deployed on nearby farmland where sugar beet was recently harvested, in the hope they will stuff themselves on any leftovers and leave nothing at all to attract birds.

The fields are "dangerously close" to flight paths at Schiphol, which is Europe's third busiest airport, according to local newspaper *De Telegraaf*.

"The pigs were immediately brought to the field within 12 hours of the sugar beet harvest," said farmer Josse Haarhuis, who enlisted a firm called Buitengewone Varkens ("Extraordinary Pigs") to provide the protective porkers.

It's hoped that the safety swine will also frighten off geese during the six-week trial.

Specially installed "bird radar" will track how effective the pilot scheme is, with a second plot where sugar beet was recently similarly harvested left hog-free to compare the impact.

Schiphol currently employs a 20-strong team of bird controllers who work 24/7 to scare off avian invaders.

American merger

THE American Queen Steamboat Company and Victory Cruise Lines have announced their intention to merge under the new American Queen Voyages brand, offering travellers an expanded range of river, lake, ocean and expedition sailings.

The North American sister cruise brands, operating under the umbrella of parent The Hornblower Group, will continue to be represented in Australia by Cruise Traveller.

Travel Daily

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ICC SYDNEY POISED FOR RECOVERY

SYDNEY'S International Convention Centre is "poised to drive the economic recovery of the CBD," according to its 2020/21 annual performance review released this week.

The report confirms that despite the ongoing impact and restrictions created by the COVID-19 pandemic, ICC Sydney hosted more than 352 events across the year for over 200,000 attendees.

Of those, 200 were in-person, along with 80 virtual gatherings and 72 in a hybrid format.

During May, when NSW restrictions had eased, almost 90,000 delegates joined 60 events, with ICC Sydney CEO Geoff Donaghy saying "this return to near-normal domestic activity confirmed the team's success in maintaining client and stakeholder confidence throughout the pandemic".

"Managing the present has allowed us to build our future... we expect to be back to



delivering spend across the NSW community of \$1 billion annually within the next five years."

During 2020/21 the venue upgraded its technology, broadcast services and team skills to run hybrid and virtual events 100% in-house, while Donaghy also played a key leadership role as part of the Business Events Council of Australia, advocating for the industry to support the ongoing recovery of the sector.

"Thanks to the support of the NSW Government and

Darling Harbour Live, despite the challenges we have faced together, our experience and agility has seen the team continue to deliver success for our clients, our community and our supply chain and the strength in event enquiries leaves us optimistic for an accelerated road to recovery as soon as the operating conditions allow," Donaghy said, noting that ongoing communication had also been vital to build confidence with clients to book future events.

BNE shutdown

A RISE in community transmission of COVID-19 in Qld will see several parts of the state returned to stage 2 of its "COVID Safe Future" plan from 4pm today.

The restrictions apply to Brisbane, the Gold Coast, Logan, Moreton Bay, Townsville and Palm Island, reducing indoor events to 75% of seated capacity or one person per four square metres unseated, while one person per two square metres is allowed outdoors.

Stadiums will also be reduced to 75% of capacity under the changes, while all venues will be restricted to seated eating and drinking.

The move comes in the lead-up to this weekend's highly anticipated NRL Grand Final.

Walker becomes new EEAA President

NICOLE Walker from Arinex has been appointed as the new President of the Exhibition and Event Association of Australasia (EEAA), replacing incumbent Spiro Anemogiannis.

Other office bearers elected at the organisation's Annual General Meeting earlier this week include Helen Mantellato from ICC Sydney as Vice President; Paul Elliot from Harry the Hirer as Treasurer; and Elissa Duke from the Melbourne Convention and Exhibition Centre as Secretary.

Rodney Cox from Delaro and Rod Peter from Coleman Group join the board as supplier representatives, while Kym De Britt from the Australian Dental Industry Association is the Association representative.

Two additional venue



designated board positions are vacant, with the EEAA Board now calling for expressions of interest from venue members, which close on 10 Dec.

Walker (**pictured**) said "it is a true honour to be elected as President of EEAA...I will continue the advocacy work, provide our members with clear outcomes, drive quality training and best practice to grow their businesses".

TA US showcase

TOURISM Australia (TA) has generated 15 new leads for Australian business events in the USA recently, through participation in showcases across the country.

TA staff met with more than 90 planners from the incentive, corporate and associations sectors at SITE Classic in San Diego as well as the SITE Texas Roadshow in Austin, Dallas and Houston, SMU in New York and Connect 2021 in Florida.

Attendees indicated "interest in Australia for late 2022 and beyond," with Tourism Australia to provide a further update on its business events activity next week during its regular industry webinar scheduled for 11am AEDT on Fri 08 Oct - register by [CLICKING HERE](#).

Auckland bid win

AUCKLAND has won a bid to host the International Electrical and Electronics Engineers (IEEE) eGrid Conference in 2022.

The hybrid conference in Dec is expected to attract over 200 delegates, and will be the first time eGrid has been held in NZ.

The bid was secured by the Auckland Convention Bureau with the support of Tourism New Zealand.

IBTM safety

IBTM World Barcelona has unveiled the enhanced safety measures which will be in place for its upcoming in-person event scheduled for Fira Barcelona from 30 Nov-02 Dec.

The three day gathering will see the global business events sector reconnect, with delegates to wear masks inside the venue which has had ventilation enhanced with high standards of cleaning.



30 years for Oaks

OAKS Hotels, Resorts & Suites is celebrating its 30th birthday by offering guests 30% off stays at any of its prime CBD and regional locations until 26 Oct.

The company is also running a social media competition that will offer the winner a free 30-hour stay at an Oaks property of their choice across Australia and NZ.

To enter, tell Oaks Hotels on Facebook and Instagram about your dream holiday destination.

Wi-fi now fast as AF

AIR France has selected satellite and terrestrial network Intelsat to install its 2Ku high-speed, satellite-based in-flight connectivity solution on 60 of its upcoming A220-300 aircraft.

The new contract expands the total Intelsat fleet at Air France to 143 aircraft, including its wide-body B777s and A330s, with the tech offering passengers faster and more reliable internet access in the air.

Ancient city cruise

CROISIEUROPE has launched an eight-day cruise between Egypt and Jordan on the Red Sea.

The new voyage will depart through to Mar 2022, visiting the ancient cities of Luxor & Thebes in Egypt, and Petra in Jordan.

Captain Cook thrills

THE Australia Sail Grand Prix Sydney has appointed Captain Cook Cruises to be its official spectator boat operator for the Sydney Harbour boat race on 17-18 Dec, with earlybird tix to be on board on sale **HERE** from \$111.

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.

Outrigger Hospitality Group has made three key appointments in Thailand, with **Tony Pedroni** joining as Area General Manager, Thailand, **Sergey Kutuzov** coming aboard as the Area Director of Sales and Marketing, Thailand, and **Leah Matters** recruited to be General Manager, Outrigger Koh Samui Beach Resort. The appointments come as the Outrigger brand prepares to open three new resorts in the country before Apr next year.

Craig Durham has been appointed as Group Company Secretary and Legal Counsel of **Crown Resorts**, where he will officially join the team on 04 Oct. Alan McGregor will continue in the role as interim Company Secretary until Durham formally commences.

Radisson Hotel Group has announced the appointment of **Evelyn Wong Soo Pin** as its new Vice President, Finance, Tax & IT, Asia Pacific, where she will be charged with advancing the company's IT transformation strategy. She will play a key role in the success of the company's ambitious expansion strategy in the Asia Pacific, as well as spearhead the group's digital transformation, centred around EMMA, Radisson Hotel Group's new global technology platform.

The Hotel Britomart has announced the appointment of **Cameron Taylor** as Associate Director of Sales, where he will lead the hotel's business development focus, responsible for all market segments including overseeing of the event sales team. Taylor joins The Hotel Britomart from Accor where he most recently held the role of Senior Sales Manager overseeing sales initiatives for 42 properties across New Zealand, Fiji and French Polynesia.

Rail travel word search

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SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

- AMTRAK
- BAGGAGE
- CARRIAGE
- CONDUCTOR
- EURAIL
- EUROSTAR
- FRECCIAROSSA
- OVERNIGHT
- SCENIC
- SEAT
- SHINKANSEN
- SLEEPER
- TICKET
- TRACK
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