



## Stay inside SYD

**PLAZA** Premium Group has opened the doors to a new on-site hotel inside Sydney Airport's T1 International Terminal.

The unique Aerotel accommodation offers travellers 15 solo and double room options, along with the ability to book rooms for only an hour at a time.

"Passengers can enjoy a restful night's sleep and full buffet breakfast before walking upstairs to check-in to their flight, while weary travellers touching down in Sydney can refresh with a shower, snack and a sleep before making their onward journey," a spokesperson for the hotel said.

Rooms feature private bathrooms, showers & complimentary wi-fi, and will compliment Plaza's premium lounge area at Sydney Airport.

## Border closure pushback

**CLOSING** Australia's borders in response to the current threat of Foot and Mouth Disease (FMD) in Indonesia would be a "very blunt measure with massive economic and cultural damage for the Australian marketplace," according to AFTA CEO Dean Long.

Long was speaking in response to strong interest from the travel sector to attend today's AFTA webinar on FMD, which will be run with the Federal Department of Agriculture (**TD** 02 Aug).

"Australia's travel professionals are proud to be helping keep Australia safe from foot and mouth disease as we work together with the Department of Agriculture, Federal Agriculture Minister Murray Watt and Federal Trade and Tourism Minister Don Farrell to raise awareness.

"This is a significant threat that all Australians need to understand and take seriously," Long added.

He noted that there were a number of simple steps that can

be taken by anyone entering the country, and particularly from locations where the disease exists such as Bali and wider Indonesia.

Protecting Australia's livestock industries will avoid a flow-on effect that could cost Australia more than \$80 billion if there was an outbreak here, he said.

Today's online session is open to the entire travel sector including travel agency owners, tour operators, wholesalers, managers and frontline staff, with a particular focus on those involved in sending clients to Indonesia.

It will detail information to pass on to travellers, the importance of biosecurity in protecting Australia and what travellers can do to make their return journey as smooth as possible.

The webinar at 2pm AEST will be live streamed via Microsoft Teams and will be also available for replay at a later date - **CLICK HERE** to take part.

## Visit USA's in town

**AMERICAN** suppliers are meeting with the Australian travel industry this week in the highly anticipated return of the annual Visit USA Expos.

Kicking off in Brisbane on Mon, the event moved to Melbourne last night with a further sellout gathering scheduled for this evening in Sydney.

See pics from Melbourne's event on **page six** of today's **TD**.

## STA committee to meet next week

**A MEETING** of the Committee of Inspection for the collapsed STA Travel (**TD** 20 Aug 2020) will take place next week, with attendees to be advised of "the acts and dealings that remain to be carried out in order to complete the winding up".

Updates will also be provided regarding the Supreme Court application from STA's Liquidators in relation to the distribution of customer monies held on trust, as well as the separate Commonwealth Bank right to set-off for chargeback liabilities against funds in STA Travel Pty Ltd accounts held with the CBA.

The virtual meeting will take place at 11am AEST on 12 Aug.

The formal report into the collapse (**TD** 21 Jan 2021) found that more than 37,000 consumers were owed almost \$50 million.

## Today's issue of TD

**Travel Daily** today features seven pages of news, including a photo page from **Visit USA**, plus a full page from **United Airlines**.

## Ayres steps down

**NSW** Tourism Minister Stuart Ayres has resigned from his Cabinet position amid allegations he interfered with the recruitment process of former Deputy Premier John Barilaro regarding a NY-based trade role.

Responding to an investigation into a possible breach of the Ministerial Code of Conduct, Ayres denied any such aspersion, but admitted that to maintain the integrity of the Cabinet, he would need to resign as a Minister to allow the investigation to be completed without prejudice.

His ministerial role also included enterprise, investment, trade, and Western Sydney.

## CLIA agent sessions

**CRUISE** Lines International Association (CLIA) is offering two lunchtime webinars for its travel agent members to help them get the most out of the Cruise Month campaign running across Sep.

The sessions will cover how advisors can get involved with Cruise Month and how to promote their businesses with video over the four-week promo covering Ocean, River, Expedition and Luxury Cruising - **CLICK HERE**.



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## NCL's Viva floats out

**NORWEGIAN** Cruise Line (NCL) will later this month debut its new *Norwegian Prima*, but is also continuing the momentum with the formal "float out" of next year's sister ship *Norwegian Viva*.

The vessel touched water for the first time at the Fincantieri shipyard in Marhera, Italy near Venice, with the event seeing NCL CEO Harry Sommer literally donning his welding gear to weld a commemorative coin to the hull.



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## VA recruits new comms chief

**VIRGIN** Australia has appointed Christian Bennett as its Head of Corporate Affairs, filling the role vacated by the departure of Moksha Watts nine months ago.

Bennett is currently Chief Reputation Officer at Woolworths and has enjoyed an extensive career in government relations following a stint as a senior executive with the Department of Foreign Affairs & Trade.

Woolworths CEO Brad Banducci confirmed Bennett's departure in a note to staff, saying he had made the "tough decision to leave...to pursue a new challenge and career opportunity".

Watts, his predecessor at VA, resigned from the carrier late last year (*TD* 22 Nov 2021) and is now a staffer for Prime Minister Anthony Albanese.

## Smarter chargebacks

**BERLIN-BASED** "payments intelligence company" Fraugster has announced the launch of a new platform which eliminates chargeback losses for merchants in the travel sector.

Created in partnership with Worldline, the new Chargeback Protection Solution sees Fraugster take full liability for fraudulent transactions, utilising advanced artificial intelligence (AI) which has been trained on global payment data to make more accurate decisions to boost transaction approval rates.

The company said the platform would help mitigate a COVID-19 related surge in so-called "angry chargebacks" where customers claimed to not have authorised a transaction - [fraugster.com](http://fraugster.com).

**THE TRAVEL INDUSTRY'S  
BEST KEPT SECRET IS  
ABOUT TO BE REVEALED**

**I want to know**

## NRMA buys BIG4 parks

**NRMA** Parks and Resorts today announced the further expansion of its portfolio of premium holiday parks on the NSW coast, with the addition of two existing BIG4-branded sites in Batemans Bay and Forster-Tuncurry.

To be renamed NRMA Batemans Bay Beachfront Holiday Resort and NRMA Forster-Tuncurry Holiday Park respectively, the move brings the organisation's overall NRMA-branded park complement to 39.

Paul Davies, NRMA Parks and Resorts CEO, said "adding Batemans Bay and Forster-Tuncurry to our NSW offering for guests really completes a showcase of some of the state's best holiday destinations under the NRMA banner".

"With their easy driving proximity to major cities, these two new parks offer our guests more road trip destinations and stopover options under the reassuring NRMA banner, which represents high-quality, friendly, safe and fun outdoor holidays to motorists and holidaymakers."

The new Batemans Bay NRMA

location features a range of accommodation options from tents, caravan sites right through to five-star villas and cabins.

In Forster-Tuncurry, the new NRMA property is on the shore of Wallis Lake, offering a huge variety of aquatic activities including fishing, boating and kayaking along with family-style and waterfront villas plus caravan and camping sites.

NRMA also owns and operates branded holiday parks in Qld, Vic, South Australia and Tasmania.

## Cabin crew days

**EMIRATES** has announced a new round of open days for recruitment of cabin crew, with events to be held in Brisbane, the Gold Coast, Melbourne and Adelaide over the next month.

The carrier said it's looking for individuals who are "passionate about delivering simple yet personalised and impeccable hospitality while creating memorable moments for its customers, with further info and preregistration available at [emiratesgroupcareers.com](http://emiratesgroupcareers.com).

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The mobile Sales Executives will be based in Brisbane (and will cover Queensland) and Melbourne (and will cover Victoria).

**Click here to find out more!**

## THE PLACE TO BE

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## Window Seat

**ANYBODY** who has travelled to New Zealand will know that it can be quite a hilly place, and one street in Dunedin has garnered plenty of tourist attention over the years for being the world's steepest.

Well, now an Aussie daredevil skateboarder has become one of the few people to conquer the impressive residential incline, storming down the street at break-neck speed.

Zak Mills-Goodwin has been filmed this week screeching down Baldwin Street at speeds approaching 60km/h, with the adrenaline junkie admitting he knew "it could potentially go bad" before taking on the stunt, but said he tried to be "as controlled as he could be".

The video (watch [HERE](#)), shows the audacious ride, and also the slight wobble at one point which thankfully didn't result in a massive stack!



## Name that Bonza!

**SOME** of the handles being put forward to name Bonza's first plane to land on Aussie soil (**TD** 01 Aug) include the Purple Rippa, Kimbo, Barbie, Sheila and Steve (in loving memory of nature-enthusiast and crocodile provocateur Steve Irwin).

Other popular suggestions on social media have been Mate, Kev, Bazza, and Rocky (in honour of one of Bonza's key travel destinations Rockhampton), however, for the team here at **TD**, we are certainly putting our weight behind the suggestion 'Bonza Bruce', which we assume is flying the flag for our intrepid Publisher Bruce Piper.

## SIA pushing ahead

**SEVERAL** *Travel Daily* readers got in touch with us this week to question why Singapore Airlines would go ahead with plans to cut agent commissions in the wake of a significant first quarter operating profit of A\$576 million (**TD** 01 Aug), a result the carrier said was fuelled by surging passenger demand.

In response, a spokesperson for the airline said it would hold firm on plans to reduce BSP commissions to 1% from 01 Oct, but would pursue a host of alternative strategies to continue to incentivise travel agents and maintain their key relationship with the trade.

"Singapore Airlines will continue to support and work with its agency partners in Australia, through a range of initiatives, including the distribution of fares & products via traditional channels and new technologies, sales and frontline support, as well as remuneration through Agency Partner arrangements," the airline said.

## Intrepid NZ ski trips

**INTREPID** Travel is heading to the snow with its first-ever New Zealand winter active trips.

The range features four new skiing and snowboarding adventures on the slopes of New Zealand's South Island, for both beginners and experts alike, operated by Intrepid's latest operating partner, Haka NZ.

For travel advisors, there is a 25% discount available, as well as a webinar about the new range available on its agent hub.

"With an increasing demand for experience-rich, active and adventure-based travel, we are excited to launch our new range of winter active trips" said Intrepid's local MD Sarah Clark.

"There is a winter active trip that suits everyone, and now travellers will be able to experience a variety of diverse destinations and experiences."

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INDEPENDENT HOLIDAY PACKAGE EXPERTS

## G'day to revamped outback

**G'DAY** Group has unveiled a fresh look for its Kings Canyon Resort and Glen Helen Lodge, following the first stage of \$40 million in renovations for the Alice Springs tourism icons the company purchased last year.

The two-stage refurbishment of Kings Canyon sees the property come back to life as the renamed Discovery Kings Canyon (the resort) and Discovery Parks – Kings Canyon (the campsite).

Stage one of the upgrade is comprised of 100 newly upgraded Standard Resort rooms, 58 new powered sites for caravanning and camping, as well as a modernised reception area.

The second stage of the re-development, which is expected to be completed next year, will include refurbishments to the Deluxe and Lodge rooms.

The 'Under a Desert Moon' dining experience, which sees guests eat under a canopy of

stars, has also been refreshed with a menu that celebrates the outback.

Seasonal food from the region continues through the menus at Kings Canyon Bar & Grill and Carmichael's Restaurant.

The recently completed stage one of a two-stage renovation for Glen Helen included 25 refurbished lodge rooms; a new restaurant deck overlooking the Glen Helen cliffs; 36 new powered sites; and a new amenities block with a laundry and updated barbecue facilities.

Stage two of the development, subject to approval and slated for completion next year, will include the remaining 46 powered sites, 35 new cabins, a solar farm, and a new reception.

The property will also look to restore its heritage-listed, indigenous smokehouse for guests to taste traditional charcoaled bush tucker.

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## Grocke exits FCTG

**JOSH** Grocke has resigned from his role with Flight Centre Travel Group (FCTG) after working for the company for over 17 years as its Executive Leader/Head of Customer Engagement.

Grocke revealed that he will be jumping ship to another travel brand, starting a new position with Virgin Australia this month.

FCTG has not yet announced who his replacement will be.

## Avis hits top speed

**AVIS** Budget Group ended one of the best quarters in the company's history, recording a revenue of US\$3.2 billion and representing a 37% increase on the prior corresponding period.

The strong result was driven by continued rising demand and increased daily sales numbers.

Net income was US\$774 million and adjusted EBITDA came in at US\$1.2 billion, the best figures in the company's history.

## Rex slices through history



**REX** Airlines celebrated its 20th birthday at a special ceremony at Wagga Wagga Airport yesterday, with celebrations honouring the airline's first flight which took off from the NSW town in Aug 2002.

State Member for Wagga Wagga, Joe McGirr, and Wagga Wagga City Council Mayor Dallas Tout, were among the esteemed guests in attendance.

Passengers also got to partake

in the celebrations, enjoying sparkling wine and special commemorative giveaways.

In its two decades of operation, Rex has carried more than 21 million passengers on over one million flights.

**Pictured:** Mayor Dallas Tout, former National Party politician Kay Hull, Rex Deputy Chairman John Sharp, Joe McGirr MP and Warrick Lodge cut the cake.

## K'gari submissions

**QUEENSLANDERS** are being given the chance to have their say on the official renaming of Fraser Island to its Indigenous name, K'gari (**TD** 20 Sep 2021).

The public consultation follows the island's world heritage area being informally renamed K'gari (Fraser Island) last year, with submissions to open from 05 Aug through to 03 Oct.

"Having K'gari reinstated means that we are returning our story back to where it belongs - to its home," Butchulla Aboriginal Corporation's Christine Royan said.

## Fly 1,000 more miles

**TRAVELLERS** can join Cathay Pacific's loyalty program and get 1,000 free Asia Miles, ahead of tomorrow's 40th anniversary of the carrier flying to Brisbane.

There is no joining fee, however terms & conditions apply.

The offer ends 15 Aug - for further details, see **HERE**.

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## Welcome back to Samoa!



**SAMOA** has hailed the return of Australian travellers for the first time in two years, with the flight carrying the first load of Australian passengers touching down yesterday in Apia.

The flight's arrival was celebrated with water cannons and a welcome party at Faleolo International Airport (pictured), where Miss Samoa and the Samoa Cultural Village team

welcomed arrivals and offered guests ulas (traditional Samoan necklaces).

The event also included a ministerial reception on the aerobridge, a string guitar ensemble and numerous cultural performances.

## SAF developments

**LUFTHANSA** Group and Shell have formed a new cooperative agreement regarding sustainable aviation fuels, which will see up to 1.8 million metric tonnes supplied to the airline and its subsidiaries from 2024 to 2030.

The Memorandum of Understanding will be one of the most significant commercial SAF cooperations in the history of the aviation sector, as well as the largest commitment of its kind to date from both companies.

Lufthansa Group is already the largest SAF customer in Europe, and aims to remain one of the world's leading airline companies in its use.

**MEANWHILE** Boeing is set to open a research centre in Japan focusing on SAF production.

The new research and development facility will focus on electric/hydrogen propulsion, robotics, digitisation, and composites, as well as SAF.

Boeing has also become the latest member of ACT FOR SKY, a consortium focused on commercialising and expanding the use of Japanese SAF.

## Nancy Bird halfway

**THE** Western Sydney International (Nancy-Bird Walton) Airport has reached a major construction milestone, with piling of the terminal basement now completed, and concreting passing the halfway mark.

Western Sydney Airport Chief Executive Officer Simon Hickey revealed that the concrete pour for the entrance to international and domestic departures has also commenced at the site.

Hickey believes the airport "will set a new benchmark for what Australians will expect when they fly", stating that the "input from the WSI Panel members is already helping to bring that to life".

A group of panel members, along with some of the country's leading airlines, were recently invited to an exclusive viewing of the airport terminal plans, where they were asked to provide their feedback on different mock-ups and options for the terminal's detailed layout.

Travel Daily

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## DESTINATION IN FOCUS: ELYSIAN RETREAT



**ELYSIAN** Retreat: a boutique property, nestled into a private cove in the Whitsundays.

With just 10 villas, and a maximum of 20 guests, guest needs are catered to from start to finish. Stepping off the helicopter from Hamilton Island, you are greeted by on-island manager Charlton, while your luggage is whisked away.

An all-inclusive property, your three meals a day are served in the open plan lounge, with each meal an event in itself. With fresh, local produce, and chefs' choice menu, you don't even need to choose your meal, with the team serving you and explaining the exquisite dish of the day.

Between meals, your only decision is whether to take one of the complimentary stand-up paddle boards or kayaks for a whirl, take a dip in the picturesque magnesium infinity pool or opt for an organic spa treatment. Do as much, or as little as you'd like.

Our tip? Chat to the team about the Whitehaven day trip and check "sinking your toes into 100% silica white sand" off your bucket list.

To find out more, **CLICK HERE**.



**DESTINATION in FOCUS** is our feature showcasing destinations the industry should know about. If you want your destination to be featured, email [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au).



# Hats off to the 2022 Visit USA Expos!

**HUNDREDS** of travel advisors and US industry suppliers have been mixing and mingling this week as part of the Visit USA Expo Series 2022. After kicking off in Brisbane on Mon, last night saw a packed Melbourne event as attendees gathered for updates on the latest updates from America - hosted as usual by the one and only Richard Reid, perennially popular entertainment reporter and King of the Jungle. Visit USA President Caroline

Davidson was among those overjoyed at the return of the events, highlighting the organisation's dedication to helping revitalise the industry.

Almost 150 agents took part in Melbourne, alongside 30 key US suppliers, with the events moving to Sydney tonight.



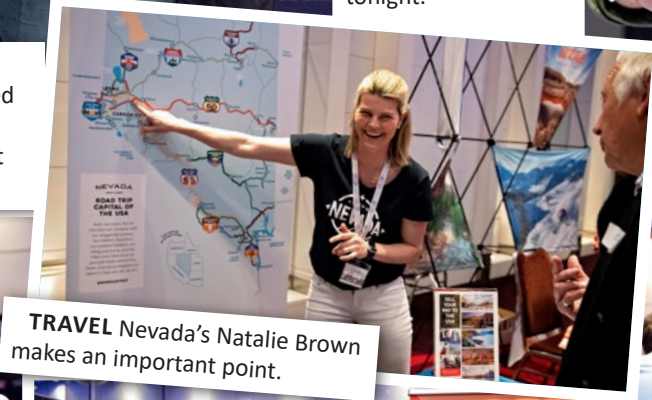
**CAROLYN** Ahearne from TravelManagers was one of the agent winners last night, and is pictured celebrating Texas-style with Caroline Davidson, Richard Reid and the teams from Visit Dallas, Visit Fort Worth, Travel Texas and Fredericksburg.



**CHRIS** Ingram putting Memphis Tourism into focus.



**AMY** Mortlock from Disney Destinations brings some Disney magic to one of the travel agent guests.



**TRAVEL** Nevada's Natalie Brown makes an important point.



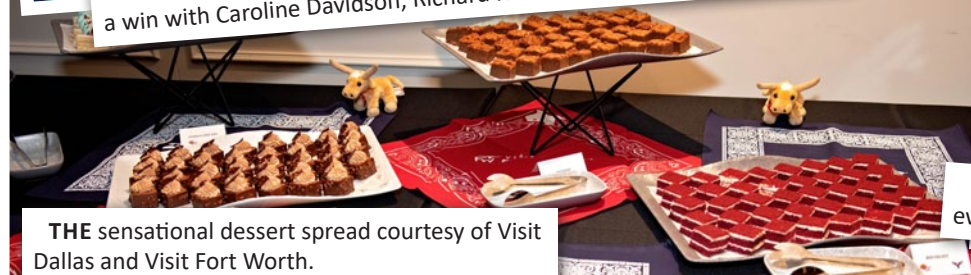
**HELEN** Albrecht from Warner Bros bringing some Harry Potter charm to the event.



**FLYING** the Delta Air Lines flag.



**YES** she did! Carmela Buyukbilgin from Expert Class Travel celebrating a win with Caroline Davidson, Richard Reid and the Air Canada team.



**THE** sensational dessert spread courtesy of Visit Dallas and Visit Fort Worth.



**WHY**, thank you ma'am! Caroline Davidson with event assistant Michael Clapham.



## Radisson targets growth in Vietnam

**RADISSON** Hotel Group is set to expand its footprint in Vietnam, with plans to open a dedicated representative office in Ho Chi Minh City along with six new properties in the country by 2025.

The group currently operates four properties in Vietnam, including Radisson Blu Resort Cam Ranh, Radisson Blu Resort Phu Quoc, Radisson Resort Phan Thiet and Radisson Hotel Danang.

## We need a partner!

**CAPRICORN** Enterprise CEO, Mary Carroll, has appealed for accommodation operators to establish new short-stay developments on the Southern Great Barrier Reef's Capricorn Coast and Rockhampton.

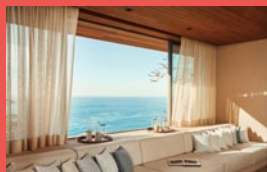
With rapidly growing visitation (up 19% compared to pre-COVID) and major upcoming projects and events driving a significant demand for beds, Carroll said "now is the time for investors and developers to start the process".

## 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](mailto:accomupdates@traveldaily.com.au).



Marriott Bonvoy has announced the opening of **W Toronto**, which features the first W Sound Suite in Canada, the brand's signature recording studio experience. Located in the neighbourhood of Yorkville, the 11-storey hotel features 254 guest rooms, including 30 suites, with design touches inspired by Toronto's music scene, such as stage-inspired pendant lights, record-like tables, and dressing-room style vanity mirrors.



**One&Only Mandarin, Mexico** has launched a collection of Signature Villas to offer a retreat for a group of up to 24 guests. The villas include four to eight bedrooms, a central indoor/outdoor living space including terraces, infinity pools and Jacuzzis, entertainment options from cinemas to casino rooms, gyms, offices, multi-car garages, laundry rooms, and a dedicated host service, including the option to book a private chef.



Set to debut in Nov 2022 in Doha, Qatar, the **Chedi Katara Hotel & Resort** will offer 59 rooms and suites as well as 32 villas along the beachfront of the Katara Cultural Village. Guests will be able to enjoy several public spaces and dining areas, such as The Restaurant, The Lobby Lounge, The Cigar Lounge, The Beach Club and Marsa Katara, a separate stand-alone restaurant designed for indoor, outdoor and private dining, accessible via a jetty ride across the water.

## TAT's the way to help koalas



**IN RECOGNITION** of National Tree Day, the Tourism Authority of Thailand (TAT) partnered with the Koala Clancy Foundation to plant 1,000 trees in regional Victoria to help restore koala habitat.

Members of the TAT Sydney office and the Royal Thai Embassy were joined by councillors from the City of Greater Geelong and a group of volunteers at the Mt Rothwell site, where they were hosted by the land's owner, Michael Smith.

Smith served the group morning tea and lunch in his converted sheep shearing shed, now a

boutique gin distillery.

**Pictured:** Suladda Sarutilavan, Cr Anthony Aitken, Janine Duffy, Busadee Santipitaks, Cr Ron Nelson, Cr Belinda Moloney, and Sithee Tan Boon Tek.

## HK to cut isolation?

**THE** Hong Kong Government has hinted at plans to reduce hotel quarantine for overseas arrivals from seven to five days, followed by a two-day home isolation monitored by a new health code system, with the announcement expected to come later this month.



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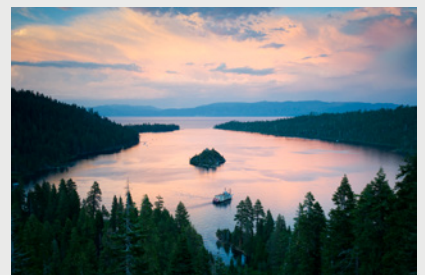
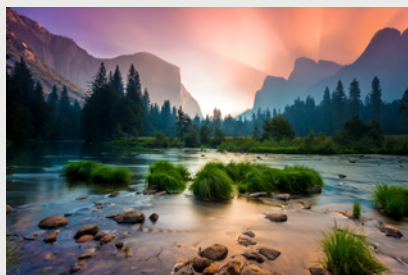
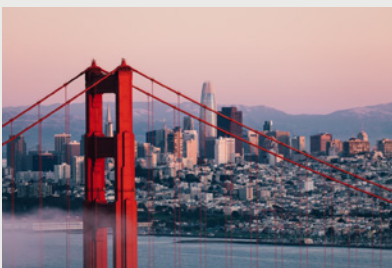
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- Complete the United Airlines **Training Module**.
- Book 4 United Airlines® tickets from Australia to the USA on UA ticket stock 016.
- Agents must register their details via the **registration form**, with UA ticket numbers & nights booked in San Francisco/Lake Tahoe/Yosemite Mariposa County.
- Join the Gate 7 **Facebook** agent page or **resource centre**.
- Agents who complete the training modules and qualify in all of the above will go into a draw (with one place for the agent who books the most).

**Agents will be required to make their own ways to departure Cities SYD & MEL.**



### Game of Skill

1. Information on how to enter and prizes form part of these terms & conditions. Any entry not complying with these terms and conditions is invalid. The Promoter's decision is final and no correspondence will be entered into. 2. Entry is open to any Australian registered travel agent, travel broker or mobile agent who sells and book United Airlines into SFO as a tourist destination from Australia. 3. The Promotion commences on 18th July - 29th August 4. To enter, Eligible Entrants must during the Promotion Period: Agents must complete the United Airlines Training Modules and book 4 United Airlines tickets from Australia to the USA on UA ticket stock 016. Join the Gate 7 Facebook agent page or resource centre. Agents also responsible to note booking number to provide to UA. • Six Agents will win a trip to San Francisco, Lake Tahoe and Yosemite National Park • Agents must register their details via the registration form, with UA ticket numbers & nights booked in San Francisco/Lake Tahoe/Yosemite Mariposa County. 5. The Promoter reserves the right to verify the validity of entries and reserves the right to disqualify any entrant for tampering with the entry process or for submitting an entry that is not in accordance with these Terms & Conditions. 6. Agents who complete the training modules and qualify in all of the above will go into a draw (with one place for the agent who books the most) will win a place on the fam 8. The judges' decision is final and no correspondence will be entered into. Chance plays no part in determining the winning. 9. The Prizes: • Six (6) Places on the 'Breathe with United' retail agent fam trip. • 3 Nights in San Francisco • 2 Nights in Yosemite Mariposa County • 2 Nights in Lake Tahoe • All accommodation, touring and activities • 50% of meals 10. Not included: • Transfers to departure city (Melbourne x 2 and Sydney x 4) • Airline taxes • Incidentals

### Terms and Conditions

Entrants must be free and available to travel to the USA Saturday 15th Oct, returning to Australia Monday 24th October. The prize winners will be responsible for all expenses not outlined in the prize description including but not limited to food and beverage, gratuities, activities, souvenirs, and the securing of and payment for any Visa expenses required for entry into the US. The prize cannot be changed or deferred to another date. No cash alternative. By participating, the entrant agrees to be bound to these terms & conditions and the decisions of United, and agrees to waive any right to claim ambiguity in regard to the contest mechanics and/or the interpretation of these terms & conditions.