

### Today's issue of TD

*Travel Daily* today has six pages of news plus full pages from **Viking** and **Abercrombie & Kent** and a photo page from **CATO's** recent trivia event.

### BA suspends LHR

**CAPS** on pax from Heathrow Airport have prompted BA to suspend the sale of tickets on select short-haul flights from the hub, with the carrier stating it would instead maximise rebooking options for customers.

### We're 20 yrs behind

**THE** Australian Tourism Export Council (ATEC) intends to raise key issues with Federal Tourism Minister Don Farrell at a roundtable meeting today, including why Australia is losing tourists to destinations like Europe and the United States.

Time, distance and cost in a post-COVID era of travel have pushed Australia's tourism industry back 20 years, ATEC claims, citing factors such as expensive air travel, visa application delays, global insecurity and deteriorating economic sentiment, as the primary reasons for travellers holidaying closer to home rather than heading Down Under.

"Australia has always been at the top of the bucket list for many global travellers and our contacts are saying that sentiment hasn't changed but what has changed is the urgency to travel here," ATEC MD Peter Shelley said.

## Europcar looks for top gear

### EXCLUSIVE

**EUROPCAR** has picked up roughly 25% market share in Australia over the last six months alone, the company's Managing Director for Australia and NZ Benoit Garel has revealed.

Speaking with **TD** this week, the brand's local chief said the growth was primarily being fuelled by bringing franchise partner AUS Fleet Solutions on board in WA, with the numbers providing the impetus to pursue even more expansion options in Australia.

Only last week the company unveiled a host of new and refurbished car rental sites across the country (**TD** 28 Jul), with Garel stating a rebounding market, broader network cohesion and key partner benefits had all motivated the move on the Aussie market, which he said will bring great opportunities and benefits for travellers.

"As the local tourism boom continues to bolster car rentals across both domestic and international business and leisure travel, the new and opened facilities will allow travellers to access Europcar's greater network reach as well as wider

### Ponant roadshow

**REGISTER** for Ponant's Explore to Inspire 2022 Roadshow Series (**TD** yesterday) by **CLICKING HERE**.

The schedule will see the events tour six major Australian cities, including Sydney and Melbourne.

fleet choice and accessibility nationwide," he said.

"These locations also importantly provide greater access for people requiring temporary replacement vehicles via our key partners such as insurers & equipment providers."

Another key platform for growth in Australia will be new services, such as its subscription-based model launching later this year called myEuropcar, which will offer more flexibility, especially around the choice of the growing electric car segment.

The model has tested very well in Europe, enjoying "significant growth" in markets such as the UK, Germany and France.

Garel was also able to exclusively reveal that a car-sharing pilot program will be rolled out in Australia and New Zealand in 2023, allowing Aussies to locate, book, pay and gain access to vehicles via a mobile app for a few hours at a time.

### Viking 25 year sale

**VIKING** is inviting cruisers to save up to \$8,000 per couple on a range of river, ocean and expedition sailings to celebrate its 25th anniversary.

The milestone birthday will also open up access for agents to an array of tools and assets available in the Viking Marketing Centre.

Ocean offers include popular Mediterranean and Scandinavian itineraries, while river voyages featured in the promo include European and Mekong adventures in 2023.

See **page seven** for details.

### Annual Skäl Expo

**THE** annual Skäl Melbourne Trade Expo is set to return on 25 Aug at Melbourne's Savoy Hotel at 1pm followed by networking drinks at 4pm.

The event will bring together all sectors of the tourism, hospitality, accommodation & travel industry.

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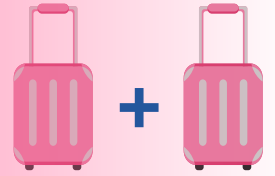
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## Top End operator charged

**TOURISM** Central Australia Chairman, Patrick Bedford, was arrested in Alice Springs on Wed and has been charged with two counts of “negligently causing serious harm” in relation to a tragic tour bus crash earlier this year (*TD* 08 Jun).

The incident occurred east of Hermannsburg on Larapinta Drive, involving a 19-passenger bus operated by Bedford’s Emu Run Experience tour company.

The vehicle rolled multiple times in the crash, with one passenger, a 69-year-old man, dying at the scene and five others taken to Alice Springs Hospital for treatment of serious injuries.

A preliminary hearing in Alice Springs Local Court yesterday heard the police prosecutor saying the investigation was ongoing, with the vehicle yet to undergo expert examination and “numerous statements” still to be taken in relation to the crash.

A possible charge of industrial manslaughter could be added, the prosecutor suggested, with a local law enforcement spokesman adding that “police expect additional charges related to the death of a passenger and other injured passengers to be laid at a later time”.

Bedford was not the driver of the bus when it crashed.

His lawyer asked for bail conditions which would allow Bedford to travel overseas for tourism conferences and events in the US and Thailand, with the judge agreeing on the proviso of a \$10,000 surety.

Bedford’s Emu Run Experience business has been in operation since 2001, and offers a range of trips departing Ayers Rock and Alice Springs as well as private tours and airport transfers.

The case will return for another hearing on 29 Sep, according to an *ABC* report.

## Travel insurance up

**TRAVEL** insurance has evolved from a “grudge purchase to the new must-have travel companion,” according to Allianz, which has revealed data showing travel insurance policy purchases have almost doubled every month since Jan 2022.

The company cited “two years of near-daily health messaging and closed international borders” for the switch, with spokesperson Damien Arthur saying the pandemic had triggered an increased level of engagement in the purchase decision for insurance, particularly since 40 countries require COVID cover.

He said Europe accounted for almost a third of policies, while there was also demand for Asia and the Americas.

The key motivation for travel at present is VFR, which is also driving longer trip durations, Arthur added, while calls to the Allianz call centre have also more than doubled.

## Lyall opens doors

**MELBOURNE’S** Lyall Hotel and Spa in South Yarra will reopen on 01 Sep after an “exciting reimagining” of the well known boutique destination property.

The hotel will “reopen as a plush haven with 49 inviting guest rooms and suites” after a makeover led by hoteliers Rowina and Peter Thomas.

The majority of the new suites will feature two separate areas: one for living, sleeping and relaxing and another for dressing, bathing and refreshing.

Eight suites will also offer kitchenettes, ideally suited for families and longer-stay guests, while two are “ultra-luxurious specialty suites” which are expected to be popular with The Lyall’s usual guest list of celebrities.

The Lyall Spa has also been updated and there’s an expanded cocktail bar and restaurant, with reservations now open by calling 03 9868 0222.

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## CX marks 40 years of BNE



**CATHAY** Pacific has this week celebrated 40 years since the airline's first flight arrived at Brisbane International Airport way back in 1982.

"We are incredibly proud of the strong history we share with Brisbane and look forward to continuing to connect our customers to and from this popular city," the airline's Acting Head of Southwest Pacific Richard Jones said.

"We would also like to take this

opportunity to acknowledge the incredible work of our Brisbane-based employees over the years."

**Pictured:** A CX flight disembarks at Brisbane Airport in 1992.



## Window Seat

**WHILE** many tourists visit theme parks around the world to be thrilled and scared by their rides & attractions, being confronted by the undead might be a bridge too far for most.

An abandoned water park in Vietnam (**pictured**) is gaining a reputation as a dark tourism spot, with locals telling visitors that the park was abandoned after only two years of operation because it is haunted.

The park was built in 2004 by the Hue Tourism Company and failed a short time later, with no reason ever given for why investors walked away, perhaps it was the horde of goblins bathing in the wave pool?



## Vail's Swiss venture

**VAIL** Resorts, the owners of Perisher, Falls Creek and Hotham in Australia, has purchased a majority stake in Andermatt-Sedrun Sport AG, a destination ski resort in Central Switzerland.

The acquisition represents Vail Resorts' first strategic investment opportunity to operate a ski resort in Europe.

Andermatt-Sedrun operates the mountain and ski-related assets including all lifts, most of the restaurants, and a ski school operation.

## Menzies purchased

**UK-BASED** John Menzies PLC will be combined with Agility's National Aviation Services to create a mammoth aviation services company as a result of a 763 million pound (A\$1.33 billion) acquisition deal overnight.

Menzies Aviation operates its airport ground services on six continents, including many airlines in Australia like Qantas, with the tie-up to see combined revenue of US\$1.5 billion, 35,000 employees and operations at 254 airports in 58 countries, and the handling of 600,000 aircraft.

Agility said the merger would open up more expansion options during the travel rebound.

## A vision for travel

**COCKY** Guides has announced the complete program for Australia's first Sensory Tourism & Gold Crest Explorer Expo for blind and low-vision travellers, which is now available online.

Hosted on NSW's Central Coast at ibis Styles The Entrance from 11 to 13 Sep, the Expo will showcase Cocky Guides' fully immersive sensory experiences to more than 50 destinations across Australia, as well as the country's many accessible local tourism businesses.

The event includes panel discussions and a three-course dinner - register **HERE** by 26 Aug.

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## CORPORATE UPDATE

### BTtb Travel Conference

**THE** 22nd BTtb Annual Travel Conference, Australasia's largest business travel conference hosted by Procurement and Supply Australasia (PASA), is gearing up to take place for the first time since the pandemic.

This year's iteration will take place on the 6th and 7th Sep at The Randwick, Sydney, focusing on changes to travel management and the supply chain, including how the role of the travel procurement manager has transformed, as well as new challenges and opportunities.

Attendees will have the opportunity to come together face-to-face to reconnect and share ideas, talk to suppliers on the trade floor, and enjoy a coffee and some lunch.

The speaker line-up includes btTB/PASA Managing Director Lesley Wardropper, Butler Caroye MD Tony O'Connor, and VP Strategy & Partnerships at Spotnana (US), Johnny Thorsen.

The program will also see the AGILE Travel Management Award given to the travel buyer

that "best demonstrates agility, foresight and collaboration with suppliers".

PASA is offering complimentary two-day tickets to the first 100 buyers to register, normally priced at \$495 or free for PASA Connect members - **CLICK HERE** for further details.

### CT ripens Melon

**FLIGHT** Centre Travel Group's Corporate Traveller (CT) has launched a new hotel booking tool within its Melon travel booking and management platform in the US and Canada, via a partnership with Hotel Hub.

The tool aggregates hotel content across multiple global distribution systems, as well as non-GDS channels into a single desktop interface, standardising rates and room types across channels to avoid duplication.

According to HotelHub, the tool has received positive feedback from CT consultants, who praised the "ease of navigation, speed in making bookings and integration of virtual payments".



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### CWT & Delta get glamorous



**BUSINESS** travel management company CWT and the local Delta Air Lines team recently hosted a fun event for their mutual customers at MECCA Brands.

The lucky guests were served Champagne and got to try some of the store's beauty and skincare products, as well as take home goodie bags.

Sales Manager for Australia & NZ at DL, Nicole Bennett, and Biana Sobotta, CWT's Senior Manager, Supplier Management, Australia and New Zealand were among those in attendance.

### Illuminate 2022

**FLIGHT** Centre Travel Group is reminding the industry to save the date for its corporate travel management event, Illuminate, which will take place on Thu 20 Oct at The Venue Alexandria in Sydney's CBD.

The gathering will feature a line-up of business leaders, interviews, expert insights, entertainment and thought leadership, as well as prizes, with more details still to come.

### BCD Travel appoints

**CORPORATE** travel management company BCD Travel has named Michele Lawley as its new European President, effective 31 Aug.

Lawley, who has been with BCD for over 35 years, most recently as Senior Vice President for Europe, will take on operational and financial responsibility for the company's activities in Europe, ensuring long-term, sustainable growth in the region.

BCD President and CEO John Snyder said, "Michele has been a driving force for many years in our commitment to driving innovation...I'm confident that [the] European region will thrive under her leadership".

Lawley takes over from current European President Mike Walley, who will remain as President of BCD Media & Entertainment.

### HRS Pay+Paypense

**GLOBAL** corporate travel and payment technology platform HRS has acquired Germany-based Paypense, which will enhance its corporate payment offerings.

Paypense's open platform, which was launched two years ago, enables employees to use digital payment technology to pay for all work-related purchases, ensuring compliance to budgets.

"HRS Pay now offers truly holistic spend management solutions covering not only travel-related spend, but also non-travel, localised spend that accounts for significant expenses," said HRS Pay Chief Growth Officer, Kurt Knackstedt.

Paypense employees will become HRS Pay employees when the acquisition closes in Aug.



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## Brainy boffins take on CATO Trivia

**THE** Council of Australian Tour Operator's (CATO) inaugural Travel Trivia Masters last night was a resounding success, bringing the industry together at the organisation's largest event since the pandemic.

Held at the Hyatt Regency Sydney with the European Travel Commission as the major sponsor, the evening was fun, entertaining, and in parts, even educational!

The "Country and Culture" theme was truly celebrated as attendees inspired with their costume creativity representing the globe.

The best dressed table was judged to be the colour-coordinated effort from Norwegian Cruise Line, with the best dressed trio winner of the evening awarded to TravelPay.

The best dressed individual was awarded to CATO Director Lisa Pagotto from Crooked Compass.

The winning team of the trivia night was "The Lying, Cheating Scumbags", whose opposition

hoped were not living up to their name throughout the night.

"We are thrilled and extremely grateful for the support received from the industry and our sponsors for our inaugural Travel Trivia Masters event," said CATO Managing Director Brett Jardine.

"Education is one of CATO's key pillars and our focus for this evening was to bring this together in a fun, and collaborative environment."



**THE** "best dressed team" of the night - the Norwegian Cruise Line gang.



**THE** major sponsors of the night, the European Travel Collective.



**STEWART** Williams and Mary Williams, Celestyal Cruises.



**TRAVELPAY** made a ma-racket as the "best dressed trio".



**AIR** Canada rocking the "Canadian tuxedo" - aka double denim.



**ENTIRE** Travel Group looked far classier than most!



**ABERCROMBIE & Kent's** irrepressible duo Susan Haberle and Deb Fox brought with them the "most huggable" member of their team.



**CATO'S** Dennis "Bergkamp" Bunnik and toreador Brett Jardine with a bit of a Dutch glow to them.

## TRAVEL SPECIALS

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

Holidaymakers can swim alongside majestic manta rays at **The Standard, Huruvahli Maldives**, which is offering up to 30% off best available rates for stays until 31 Nov via its Manta Magic special. Guests can enjoy snorkelling or dive excursions during their stay, along with free use of snorkelling equipment - email [mv.reservations@standardhotels.com](mailto:mv.reservations@standardhotels.com).

**Wendy Wu Tours** is offering up to \$500 per person savings on a wide selection of its 2022 departures. Destinations for the fully inclusive tours include Japan, India, South Korea and a Classic Mekong VIP cruise. For further information, **CLICK HERE**.

**Cruise Traveller** is offering savings of A\$5,930 per couple on a luxurious 26-night European adventure with Azamara in 2023, as well as a bonus stay before or after the voyage for bookings made by 30 Sep. Guests will sail to Portugal, Spain, Italy, France, Turkey, and more - call 1800 507 777.

### AA electric engines

**AMERICAN** Airlines has initiated a major investment in hydrogen-electric aviation solutions company ZeroAvia, paving the way for the carrier to order up to 100 greener engines. The ZA2000-RJ powertrain engine will be used by AA to help power its regional aircraft fleet towards zero emissions, and is anticipated to be available to mainstream aviation markets by the late 2020s.

### Wyndham refurb

**WYNDHAM** Destinations has begun a multi-million-dollar refurbishment of Club Wyndham Dunsborough in WA. The extensive project will renovate all 82 apartments for the beachfront property. The renewal, which is likely to approach \$5 million, will occur in stages until its conclusion in Dec.

### Tassie hotel firms

**THE** Tasmanian town of Oatlands appears likely to be the home of a new boutique hotel after Southern Midlands Council signed a deal with THN Hospitality to develop the property on Barrack Street. News of the proposed hotel was revealed by *The Mercury* this week, with the town having searched for a partner to develop the hotel for some time, as visitors to the historic village continue to climb steadily each year but with limited accommodation options on offer. Tourist attractions in Oatlands include Australia's third-oldest windmill, in addition to a variety of sandstone Georgian buildings. The slated property will offer 43 rooms, dining and event facilities, and would employ close to 50 hospitality workers, with close to 100,000 visitors heading to Oatlands each year.




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## Brilliance in for Enchanted

**TO FALL** in line with new ship speed regulations laid down by the International Maritime Organization from 2023, Royal Caribbean has confirmed a ship swap for the Australia market affecting its 2023/24 season. The previously scheduled *Enchantment of the Seas* will no longer service Australia from Sydney, and will instead be replaced by the slightly newer *Brilliance of the Seas*, and offer similar itineraries. Aussie guests booked on any of the impacted sailings will automatically be transferred to the equivalent *Brilliance of the Seas* sailing, departing on the same day as their original cruise,

while cruisers will also have the option to re-book on any other Royal sailing or cancel for a refund or future cruise credit. The Radiance class *Brilliance* was built in 2002 and offers similar features to the Vision class *Enchantment*, offering one extra passenger deck and a slightly better crew to passenger ratio. However lovers of the aquatic life may feel a tad short-changed, with one less pool and half the amount of hot tubs on offer. Meanwhile *Enchantment of the Seas* will now continue to sail from Baltimore, Maryland in the United States through Apr 2023, and then offer a European season starting in May 2023.



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# 25<sup>TH</sup> ANNIVERSARY SALE

This year is Viking’s 25th anniversary. To celebrate, we’ve just launched a brand-new collection of river, ocean, and expedition offers, the likes we’ve never done before – it’s a milestone anniversary after all.

In true Viking style, our 25th Anniversary Sale will be an unmissable event with national advertising, innovative marketing activity, and an array of tools and assets available to you in the Viking Marketing Centre – [click here](#) to view.

Available for a limited time, or until sold out, here’s a look at some of the anniversary offers you can leverage now:



## OCEAN OFFERS

Incredible new offers on our most popular Mediterranean and Scandinavian itineraries, plus amazing fares on Asia, Australia and New Zealand ocean voyages valued up to **\$8,000** per couple.



## RIVER OFFERS

Unmissable cruise-only offers on all 2023 European and Mekong river voyages saving your clients up to **\$5,600** per couple on their inclusive cruise-only fare.



## EXPEDITION OFFERS

Save up to **\$5,000** per couple on our new Viking Expedition voyages in 2023 & 2024. Our collection cruise-only offers span Antarctica, the Great Lakes and South America itineraries.



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