

Austria's finest

AUSTRIAN National Tourist Office is today showcasing the Austria Hotel Collection 2022, a hand-picked selection of 15 premier properties across the country which are perennial favourites for Aussie guests.

A free inspirational digital magazine details the hotels located in Salzburg & Surrounds, Carinthia, Innsbruck & Tirol and Vienna - for details and to download it see the **last page**.



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NTIA tickets selling fast

THE launch of ticket sales for this year's National Travel Industry Awards (**TD** breaking news) has already prompted a strong response, with AFTA saying it expects tickets and tables to sell very quickly.

The highly anticipated event will see the return of the NTIAs for the first time since 2019, with the industry itching to get together again after the three-year pandemic-induced hiatus.

There are several tweaks to the arrangements for 2022, including discounted pricing for ATAS accredited members and AFTA allied members, and the ability to purchase tables without having to provide attendees' names when making the transaction.

With Singapore Airlines now the NTIA's major sponsor, the entire event will take place in the Sydney International Convention Centre's Grand Ballroom.

AFTA CEO Dean Long said "NTIA 2022 is going to be a little different in a number of areas to allow for the optimum mix of awards presentations, dinner and post-dinner entertainment,

dancing and networking," with no after-party planned this year "in line with the financial reality of the travel sector".

"The opportunity to all be together to celebrate the wonderful people and businesses in Australia's travel sector is one we know members and suppliers are looking forward to, and we are grateful for the ongoing support," Long added.

Tickets cost \$220+GST for ATAS accredited businesses, and \$260+GST for suppliers and other industry stakeholders.

Individual tickets and groups of up to nine can be purchased by **CLICKING HERE**, while tables of 10 can be purchased **HERE**.

The industry night of nights is on 15 Oct, with AFTA expected to shortly announce details of the next stage of judging.

Today's issue of TD

Travel Daily today features seven pages of news, plus full pages from:

- United Airlines
- Austrian National Tourist Office

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MH agent incentive

MALAYSIA Airlines has launched a new Malaysia Bonus Side Trip Trade Incentive, available to all travel agents in Australia.

The move follows the 01 Aug removal of all COVID-19 entry requirements into Malaysia.

Agents who book the MH Bonus Side Trip offer from 08 Aug-02 Oct will go into a draw to win weekly prizes and the top sellers will win two return Economy tickets to Malaysia - for details **CLICK HERE**.

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Jucy squeezes Oz growth

CAR and campervan hire business Jucy Rentals has announced plans to make a \$40 million investment to expand its fleet operations in Australia.

The cash splurge is expected to add an extra 1,000 rental vehicles to the market, helping to tackle a shortage of ride options for tourists, while a range of new Jucy locations around Australia have also been flagged.

Expansion plans follow a proposed divestment of Apollo Tourism & Leisure's (ATL) four-six berth motorhome rental fleet in Australia and New Zealand to Jucy, revealed last month (TD 01 Jul), a move ATL had tabled in order to clear a merger deal with Tourism Holdings Limited with Australia and New Zealand's consumer watchdogs.

The sell-off of assets to Jucy was being negotiated through investment firm Next Capital, which has since taken a majority

stake in Jucy, the latter company confirmed this morning.

Jucy CEO Dan Alpe said the bigger fleet capacity will provide a platform for expansion as the sector recovers from COVID.

"What we can see from our forward bookings is that the Australian market is responding much faster than expected and we are now looking at accelerating our growth strategy to meet demand," he said.

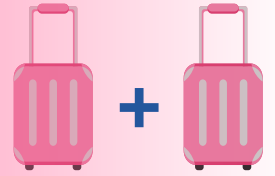
FlyPelican Bathurst

FLYPELICAN will be Bathurst's newest airline, today announcing direct flights to the regional city from Sydney beginning 05 Sep.

Available for direct and GDS bookings, a limited schedule will be offered for the first two months, before flights ramp up to twice daily from 31 Oct.

A 19-seat Jetstream 32 aircraft will service the route.

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New Rail Online GM

RAIL Online has appointed Kirsty Blows to the newly created position of General Manager Australia & New Zealand, taking responsibility for all operations in both markets.

Blows has more than 15 years of experience working in the international rail sector, during which time she has held senior management roles with specialist wholesaler Rail Plus and rail distributor Rail Europe, where she was most recently Customer Care Manager Asia Pacific.

Rail Online Chief Executive James Dunne said Blows would bring the business more than just expertise in the global rail sector, including an "unrivalled" understanding of the two country's travel sectors.

"We built the general manager role around Kirsty because no one else offers that combination of world-class knowledge and exceptional local connections," Dunne said.



Window Seat

QUEENSLAND Senator Pauline Hanson is no stranger to offending people, and this week it was the Indonesian Government hitting back at the renegade politician for her recent crude description of the popular tourist island of Bali.

Speaking about foot-and-mouth disease control, Hanson said Bali was "totally different to other countries", and was a place where "cattle s#@* on the streets and people walk in that s#@*", prompting Indonesia's Minister for Tourism Sandiaga Uno to fire back in kind.

"Don't disturb our peace, moreover our economic recovery, with untruthful statements," Uno posted.

"Oh yes, FYI, Bali is not a country. Next time, please check it first on Google," he added.



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Cruise360 panels

ATTENDEES of Cruise360 will summon confidence and courage through a newly introduced panel session, bringing together sales and marketing leaders to provide insights into the changing habits and buying behaviours of consumers.

There will also be a 'Turning Obstacles into Opportunities' panel with Heidi Denning, who will offer self-leadership strategies - see **Cruise Weekly**.

Qld offers free courses

THE Queensland Tourism Industry Council (QTIC) has announced plans to help travel businesses upskill their staff via a new \$3.6 million commitment.

To fill the expertise gap and meet the needs of a burgeoning travel market, the Qld Govt will fund a new Tourism Training & Skills Support Strategy, which includes \$730,000 to upskill staff using short online courses known as micro-credentials.

"Queensland...has great opportunities on the horizon and we are focused on expanding training and skills programs to ensure we have homegrown talent to relieve pressure on employers now and into the Olympic decade," Qld Minister for Training & Skills Development Di Farmer said.

"Our partnership with QTIC to deliver online education and training will help to ensure we are building a skilled workforce, and Queensland's tourism sector is well positioned to deliver quality services to visitors."

QTIC Chief Executive Officer Brett Fraser added the choice by many Queenslanders to holiday locally, as well as the reopening of borders, has meant the industry has struggled to find workers quickly during a skills shortage.

"That translates to a lot of restaurants, hotels and tourism experiences needing more staff to meet consumer demand," Fraser said, adding that by providing operators with the tools they need to fill skills gaps quickly through free online courses, Qld can boost the capabilities of its tourism sector in a short time.

"The micro-credentialing program should be a game changer for our industry, providing 500 tourism and hospitality businesses with the critical skills," Fraser added.

The training program is open to eligible tourism and businesses - **CLICK HERE** for more details.

SATC hunt new chief

THE South Australian Tourism Commission (SATC) is seeking a Chief Executive Officer following the departure of Rodney Harrex last month (**TD** 11 Jul).

SATC is seeking a "dynamic, strategic, collaborative leader" - see **page 5** for details.

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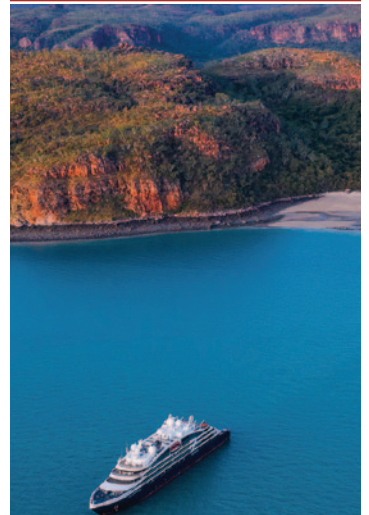
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IHG celebrates 60 years in Oz



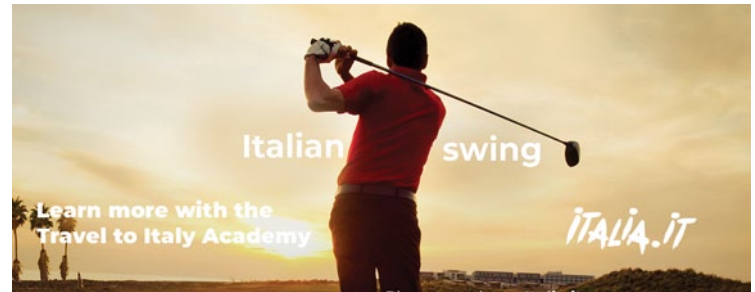
IHG Hotels & Resorts is this week celebrating 60 years since first opening the doors to one of its hotels in Australia, with the InterContinental Southern Cross Hotel Melbourne being the inaugural property (pictured) to welcome guests on 14 Aug 1962.

The local brand launch was spearheaded by US airline Pan Am, the founder of IHG, at the time boasting the mantle as the only "American-style" hotel in town, and subsequently attracting a slew of celebrities, including

The Beatles, Judy Garland, Frank Sinatra and Princess Diana.

Bass Hotels & Resorts bought the Holiday Inn and InterContinental brands in the 1980s & 90s, dramatically increasing their presence in Australia as a result.

"As we honour the wonderful legacy of our brands here in Australia, we also look ahead... to 100 open or pipeline hotels across Australasia, as we grow faster than ever," IHG's SVP MD APAC Leanne Harwood said.



Awesome foursome

ENNISMORE has continued its expansion across New Zealand this week, announcing four new lifestyle hotel signings.

The hospitality company, in partnership with CP Group, will bring two TRIBE hotels, a JO&JOE and Hyde location to New Zealand for the first time.

The two TRIBE hotels will be located in Auckland, along with the JO&JOE property, while the Hyde-branded hotel is slated to open in Queenstown.

"This is a major milestone in Ennismore's journey to bring our globally recognised lifestyle brands to key cities in New Zealand," said the company's co-Chief Executive Gaurav Bhushan.

"We want to be the leading lifestyle hotel player in the Pacific region and we see it as an opportunity to bring our fresh and exciting brands, which are rooted in culture and purpose, to visiting guests and neighbourhood locals," he added.

One in four hacked while travelling

NORDVPN is warning Aussies that one in four travellers are the victim of hacking attacks on their way to their destination.

According to recent research by the tech company, hackees are typically most vulnerable when using public wi-fi while travelling.

According to NordVPN, travellers are easier to trick because they are usually unaware of typical wi-fi nomenclature abroad, making it easier for hackers to set up "evil twins" - ie fake wi-fi hotspots, which are generally located in places frequented by tourists, such as an airport or train station.

If a traveller connects to one of these hotspots, all of their personal information (including card details & e-mails) can be accessed by the hacker.

Legitimate public wi-fi networks can occasionally be unsafe too, NordVPN also warned.



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Don't forget to follow us on Facebook for awesome spot prizes too and details of exclusive rates at selected USA hotels.

To be in with a chance of winning one of these amazing prizes, make a Stuba USA accommodation booking of \$250 and over between now and 21 August to automatically be entered into the prize draw to win.

For full details of hotel prizes and t's and c's, scan the QR code or visit usa.stuba.com





QAS goes green

QATAR Aviation Services has joined the International Air Transport Association's Environmental Assessment Programme, the first ground-handling division to do so.

The scheme provides a framework for achieving environmental sustainability across all ground operations.

Outrigger Koh Samui opens doors

OUTRIGGER Koh Samui Beach Resort is now open after completing a major renovation.

Located on Koh Samui's Lamai Beach, the fully renovated resort has been designed with families and couples in mind.

The main lifestyle features of the resort include the beachfront Edgewater beach club, which has three pool zones and a kids' water slide, as well as Outrigger's Voyager 47 Club Lounge.

Taiwan flight boost

CHINA Airlines' flights to Australia will increase from Oct.

Taiwan's state-owned flag carrier will increase its twice-weekly flight schedules from Sydney and Melbourne to Taipei to four times weekly, and from twice to thrice weekly from BNE.

Volcano threatens

A VOLCANO in Iceland, located in the same region as an eruption that disrupted travel at Reykjavik's Keflavik Airport last year, has begun spewing ash into the air this week.

The Fagradalsfjall's Geldingadalir volcano has not yet caused any disruption to flights, with the capital's airport confirming overnight that "Iceland's international flight corridors at this stage remain open".

Eruptions in Iceland have derailed travel between Australia and Europe a few times in recent history, notably in 2010 and 2021.

AUSTRALIA'S Federal Tourism Minister Don Farrell is visiting with key stakeholders in the United States this week, talking up the many reasons why Americans should pack their bags and take a holiday Down Under.

Among his engagements was a chance to attend Australia Marketplace North America, a two-day event created by Tourism Australia to showcase our country's various tourism experiences, with more than 200 buyers and sellers in attendance.

Part of the engagement saw Australian tourism industry leaders connect directly with travel agencies and tour

operators in North America, with hopes the networking will spur on a spike in US visitation.

"During my time in parliament I have been fortunate to hold a number of tourism-related roles, and as Tourism Minister, I look forward to doing everything I can to help the industry recover," Farrell said.

The trip has also seen the Minister and Tourism Australia MD Phillipa Harrison meet up with Australian comedy/acting royalty, Paul Hogan (**pictured**), who fronted one of the country's most successful campaigns in the US, imploring Americans to "come and say g'day".



Chief Executive Officer

South Australia is more than wine and churches. Yes, the wine is world class, food mouth-watering, but SA is home to truly epic landscapes, from pristine coastlines to endless swathes of ochre outback. Rich in culture, the state regions offer a wealth of memorable experiences from swimming with sea-lions to world-class dining to innovative events and festivals, immersive experiences. From vibrant Adelaide to pristine Kangaroo Island to the timelessness of the Flinders Ranges and Outback, there's something to appeal to everyone to share eloquent and meaningful, uniquely Australian stories about the Indigenous culture, wildlife, geology, food and lifestyle.

South Australian Tourism Commission (SATC) are seeking a **Chief Executive Officer (CEO)** that is a dynamic, strategic, collaborative leader who can drive growth, identify new opportunities, and expand our emerging markets. Like the rest of the team, you will not be afraid to roll up your sleeves to support SATC promote and develop the State as a tourism and events destination.

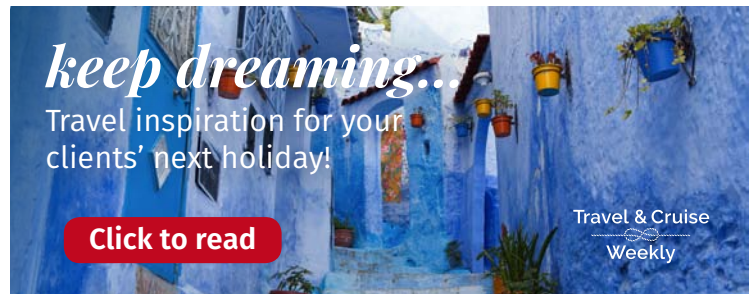
As an outcome focused, enterprising, entrepreneurial CEO, you will bring broad experience in national and international arenas as well as a proven track record in assessing the potential of tourism and event opportunities. Your ability to deliver marketing plans to build destination brand, products, and experiences is coupled with being sensitive to the wider social and political environment, including government priorities and imperatives.

A highly competitive and attractive remuneration package will be negotiated with the preferred candidate reflecting the importance of the role and contribution the CEO will make to South Australia and the Tourism industry.

Confidential enquiries can be directed to **Phil Morton** or **Delinda Kalic** at **Morton Philips** on +61 8 8210 8510. Applications can be made in Word format through SEEK.

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Travel & Cruise Weekly

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Are we doing enough to secure the future?

OPINION

Karsten Horne is CEO of Reho Travel, one of the inaugural members of the Link Travel Group and a member of the Link Advisory Panel.



Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

FOUR years ago, at the Revolution Roadshow, during my presentation "Travel Responsibly or Leave the Planet" I challenged the travel industry to change the conversation.

I talked about the fact we need to create reasons for our customers to trust us and that we must be ethical in everything we do which automatically gives us credibility and builds trust.

As the world's only BCorp certified TMC, what have we done since then?

We removed all brochures in the office, challenged every airline and hotel representative that came in the door to research the ethical contribution their company made and then present it back to us.

We changed our own constitution to include the legal requirement of a commitment to consider the impact of decisions on all stakeholders, employees, customers, suppliers, the community, and the environment.

Reho Travel also became a signatory of the Glasgow Declaration on Climate Action in Tourism and collaborated with 117 leading businesses in an open letter to the Prime Minister encouraging Australia to become a world-leading renewable energy export superpower.

We also commissioned a student in The Netherlands to draft a thesis report *Sustainability in Business Travel*, and I was a guest panellist on numerous sustainability panels.

Inspired by Intrepid and Air

New Zealand we also created a Sustainability document and set our SDG30 goals, surprised that 10 years ahead of schedule Reho Travel has already made an impact in every category.

During the presentation in 2018 I controversially asked one of the major groups to add three sustainability focused questions to their supplier contracts.

Although that fell on deaf ears, I am pleased to read that Prince Harry is behind Travalyst, a not-for-profit organisation that is convening a global alliance of leading travel and tourism service providers.

“
As travel bounces back from the effects of the pandemic, we have the opportunity to rethink the way we travel in 2022 and beyond
”

This coalition's mission is to make it easier for travellers and travel providers to make sustainable choices - travalyst.org.

Given the heavy hitters behind this, we can expect their influence to flow through the entire supply chain.

In the corporate space, other than researching difficult to identify ethical hotels, choosing hybrid vehicles and recording carbon credits, until now, it has been difficult to make both practical and proactive choices.

Zeno by Serko has made a big leap with their Mission Zero technology which allows our customers to make proactive

ethical choices and immediately direct offsets to a choice of projects - zeno.com/travel/features/mission-zero.

Most of us travel with the right intentions, however it is often difficult to understand how as an individual or as a business you can have a positive impact.

I'm pleased to read that The Flight Centre Foundation (www.fcfoundation.org.au) has just launched the Future of Travel Youth Design Challenge in schools and communities empowering our younger generations to consider how they can impact travel, tourism, and cultural experiences.

Please refer your children, young people in your community programs, schools, and friends to apply to join the challenge!!! - youngchangeagents.com/challenges/future-travel-youth-design-challenge.

As domestic and international travel bounces back from the effects of the pandemic, we have the opportunity to rethink the way we travel in 2022 and beyond.

HKG cuts hotel quarantine period


AUTHORITIES in Hong Kong have confirmed a relaxation of the city's strict COVID-19 requirements, reducing the mandatory hotel quarantine stay for inbound passengers to three days effective from this Fri.

A further four days of so-called "medical surveillance" is then also required which can be undertaken at home or at any hotel - during which period visitors are allowed to go out but may not enter any public indoor space requiring vaccine passes, such as bars and gyms.

NCLH relaxation

NORWEGIAN Cruise Line Holdings has announced changes to its protocols meaning that from 03 Sep it will allow all passengers to sail regardless of vaccination status.

The update applies to Norwegian Cruise Line, Oceania and Regent Seven Seas Cruises, with unvaccinated guests still required to provide proof of a negative RAT or PCR test within three days of embarkation.



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MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.699

THE Australian dollar continues to show volatility, dipping by 0.82% on Fri and jumping back up 1.15% yesterday.

Meanwhile in Japan, despite the quarantine period being cut this week for overseas arrivals, analysts believe the country's economic outlook won't see an improvement until the government announces a full lifting of quarantine controls.

Wholesale rates this morning.

US	\$0.699
UK	£0.578
NZ	\$1.111
Euro	€0.685
Japan	¥94.25
Thailand	฿24.86
China	¥4.725
South Africa	11.63
Canada	\$0.899
Crude oil	US\$89.01

Luxury barge cruise

EUROPEAN Waterways has announced the launch of new wine tours on its luxury hotel barge cruises, with every delicious meal on board paired with carefully selected local vintages, and every itinerary including at least one vineyard excursion.

For example, guests on board the eight-passenger *Finesse* are able to choose from two wine excursions during its six-night cruise, including a private tour and lunch at Maison Champy, one of Burgundy's oldest wine companies.

AA gives Admiral new orders



AMERICAN Airlines has unveiled a new look for its Admirals Club lounges across the United States, featuring new brand elements and references to local landmarks.

In collaboration with Chicago-based DMAC Architecture & Interiors, the airline selected natural woods and open spaces in order to "set a tone of calm and familiarity", and also incorporated sustainability elements such as renewable American walnut.

"Our focus in working with American is to create a meaningful environment for guests to experience the airline's inspirational brand and airport lounge in a fresh, new way," Founder and Principal of DMAC Architecture & Interiors, Dwayne

MacEwen, said.

"Lounges will include a collection of thoughtfully designed memorable spaces, with opportunities for guests to engage, retreat and rejuvenate."

Customers will first get to experience the enhanced lounge at Ronald Reagan Washington National Airport later this year, while Admirals Club lounges at the Newark Liberty, Austin-Bergstrom, and Denver International Airports are undergoing the redesign.

Acacia Africa sale

ACACIA Africa is offering 20-25% off adventure camping tours until the end of the week as part of its Big Adventure Flash Sale, which will see it announce weekly flash sales for the month of Aug.

Guests can book the 11-day Cape Desert Safari - North camping tour for the discounted price of \$1,563 instead of \$2,005, which visits hot spot in South Africa and Namibia.

[CLICK HERE](#) for details.

SMEs need a break

AUSTRALIAN small business owners need to take holidays in order to better run their businesses, according to new research by American Express' Business Class.

Almost half (47%) of the 517 business owners surveyed reported that their mental health and wellbeing suffered as a result of being unable to take time off for a holiday during the pandemic.

They also reported feeling more relaxed (60%), happier (57%) and more energised (53%) when returning to work from a holiday, with 63% saying they believe personal travel helps them make better business decisions.

Taiwan disruptions

DISRUPTIONS to air space around Taiwan are running longer than anticipated, with China extending military drills this week after reacting poorly to a Nancy Pelosi visit last week (TD 04 Aug).

Travel Daily Events

COMING EVENTS

TD Events is the new way to showcase your product or service to the travel industry.

Livn Group - details coming soon

Missed an event? Don't worry, you can catch up at any time.

RECENT EVENTS

Amadeus - the latest travel technology trends with Kaylene Shuttlewood and Lance Batty - [CLICK HERE](#) to view.

Switzerland Tourism "Winter Magic Tour" with Livio Goetz and Lisa Maroun - [CLICK HERE](#).

"The Tide Turns for Cruise" with CLIA MD Joel Katz and Jill Abel from the Australian Cruise Association - [CLICK HERE](#).

Norwegian Cruise Line "The Great Cruise Comeback" - [CLICK HERE](#).

Quark Expeditions showcase of *Ultramarine* - [CLICK HERE](#).

AFTA CEO Dean Long Executive Interview - [CLICK HERE](#).

Entire Travel Group with Brad McDonnell and Greg McCallum - [CLICK HERE](#).

To organise an event for your company, enquire at traveldaily.com.au/events

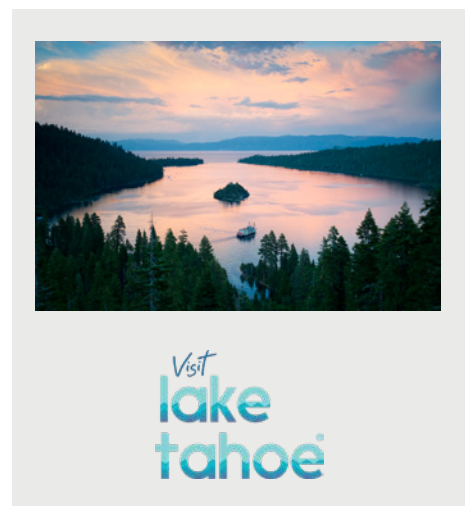
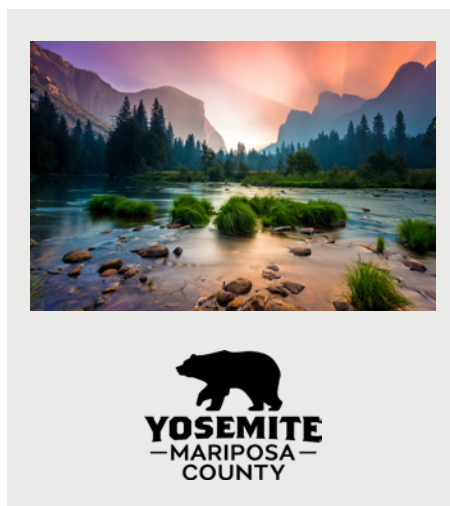
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- Join the Gate 7 **Facebook** agent page or **resource centre**.
- Agents who complete the training modules and qualify in all of the above will go into a draw (with one place for the agent who books the most).

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



Game of Skill

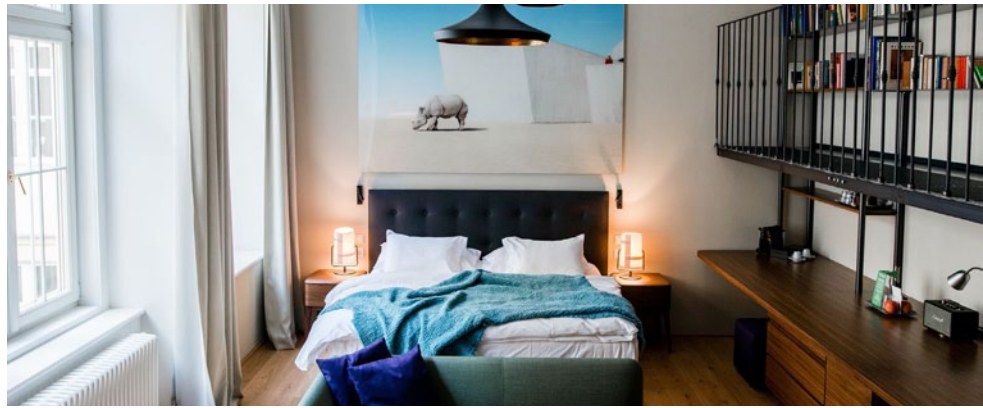
1. Information on how to enter and prizes form part of these terms & conditions. Any entry not complying with these terms and conditions is invalid. The Promoter's decision is final and no correspondence will be entered into. 2. Entry is open to any Australian registered travel agent, travel broker or 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.

Holidays in 
Austria

AUSTRIA HOTEL COLLECTION 2022



From Urban Opulence
to Alpine Splendour

Unique architecture
and design

Commitment to exceptional
service and originality

A curated group of 15 premier hotels, the Austria Hotel Collection, exemplifies the best in Austrian hospitality each year. From Vienna to Tirol and Salzburg to Carinthia, each hotel offers a unique experience, but the highest levels of luxury and service are always assured. All members of the Austria Hotel Collection are Aussie favourites and draw them back year after year.

No matter if your clients are looking for an Alpine or a city stay, our hand-picked list of the top hotels in Austria has you covered.

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