



## BRG sustainability

**BIG** Red Group (BRG) has named Jemma Fastnedge as its new Chief Sustainability Officer, a newly created role seeing her lead the social and environmental transformation of the parent firm of RedBalloon & Experience Oz. More appointments on **page 9**.

## TravelManagers TCF launch

**TRAVELMANAGERS** says today's debut of its in-house TravelManagers Customer Fund (TCF) (**TD** special alert) is "the final component in our consumer 'Peace of Mind' promise".

The newly announced TCF is part of "a system of protections which help shield clients from financial losses that could result from the insolvency of scheduled airlines and end suppliers such as tour operators, cruise companies and hotels," according to Grant Campbell, Chief Operating Officer of TravelManagers' parent firm, House of Travel Australia.

Other measures in place for the group include a requirement that client payments may only be made by credit card or direct bank deposit, and are paid directly into a dedicated Client Trust account.

They're then held in trust until payment is made directly to each travel supplier, Campbell said.

"We have the additional protection of a Trust Account Fidelity Risk Insurance (TACTAFI) policy which protects client funds in the unlikely event that they are missing from, or not paid into, the Insured Trust Account as a result of fraudulent or dishonest activity," he added.

TravelManagers' member agents are also covered by the company's Credit Card Chargeback Insurance (CCBI), which helps protect them from loss in the event that a supplier failure results in chargebacks.

The new TCF offering was actually established before the pandemic, in 2019, and has now accumulated \$650,000 in a separate account ringfenced from the rest of the business, under a separate company with its own directors to ensure governance.

TravelManagers Director Barry Mayo said "as a business we truly valued the protection offered by the Government-legislated industry-wide Travel Compensation Fund, which is why we advocated for its retention."

"Whilst we acknowledged the reasons it was discontinued, and we were subsequently endorsed by the AFTA Travel Accreditation Scheme (ATAS) which succeeded it, the resulting reduction in consumer protection motivated us to create our own, additional system of protections in support of AFTA's position on self-regulation," Mayo said.

More details on the new TCF at [join.travelmanagers.com.au](http://join.travelmanagers.com.au).

## Today's issue of TD

*Travel Daily* today has nine pages of news including **Business Events News**, a photo page from **Voyages Indigenous Tourism** and a full page from **Abercrombie & Kent**.

## GJNZ appoints ETC

**EVOLUTION** Travel Collective (ETC) is now representing Great Journeys New Zealand (GJNZ) in the Australian trade marketplace.

The KiwiRail business offers scenic train journeys under the Northern Explorer, Coastal Pacific TranzAlpine brands.

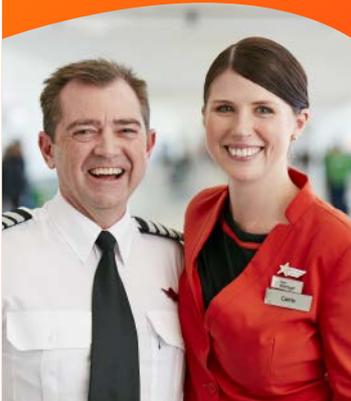
Led by Tracey Goodall, GJNZ is focused on B2B opportunities in the Aussie travel agency sector, while ETC MD Ingrid Berthelsen is ideally placed to leverage her extensive rail experience through her former role at Rail Europe.

"We are looking forward to providing this evolution in trade support to GJNZ for the Australian wholesale and agent networks," Berthelsen said.

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## Alliance sales up, profit down

**ALLIANCE** Airlines this morning reported its results for the year to 30 Jun, including a 19% uplift in total revenues to \$367.5 million.

As forecasted last week, the company's overall statutory result for the year was a loss of \$7.1 million due to the non-cash impairment related to the sale of its Fokker 50 fleet (**TD 08 Aug**), but underlying profit of \$45.3 million was also down 11%.

MD Scott McMillan said the company had been spending on pilot, cabin crew and engineer recruitment and training throughout the second half of the financial year, in preparation for forward demand.

"For Alliance to be able to service the capacity demands of all our clients in the 2023 financial year and beyond it was essential that the company continued to invest in growth... with the full knowledge that forecast activity growth would

only commence from Apr 2022," McMillan noted.

The company was impacted by a high level of crew turnover with a number of pilots resigning to take roles overseas, with Alliance focusing on increased recruitment and non-monetary incentives for pilots to remain with the carrier.

Wet lease activity grew sixfold in Apr 2022 due to increases in the aircraft options exercised by Qantas and more hours operated on behalf of Virgin Australia, but the growth was "tempered by the residual restrictions imposed as a result of COVID-19 and general industry disruption that aviation has faced," the company said.

The Alliance Board has decided not to pay a dividend due to the company's ongoing focus on expansion, with wet lease and contracted clients "requesting additional capacity as soon as it becomes available".

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## QF extends QDP

**ACCESS** to the NDC-based Qantas Distribution Platform (QDP) was yesterday expanded to another 26 countries.

The system has now been activated for travel agents in 40 nations across the globe, with the additions including Austria, Canada, Fiji, Germany, Indonesia, Japan, Qatar, Singapore, Spain, Thailand, the UAE and Vietnam.

## India PNR reporting

**AUTHORITIES** in India are now requiring airlines to share the personal details and PNRs of international passengers on both inbound and outbound flights.

Passenger name, age, phone number, email address, frequent flyer details, travel itinerary and even credit card payment info must be provided under the new law, with officials saying the regulation aims to "curb flights from justice of suspects and cut cross-border economic crimes".

## RSSC 2024/25 out

**REGENT** Seven Seas Cruises (RSSC) has released its new 2024/25 Voyage Collection, with pre-registrations open today and sales commencing on 25 Aug.

The RSSC fleet will operate 160 sailings during the season, featuring 130 overnight stays, 18 maiden ports of call and four Grand Voyages, with cruises ranging from seven nights through to the 150-night 2025 World Cruise.

Two new 14-night sailings in Alaska are also featured, including more Western Europe voyages than ever before and the new *Seven Seas Grandeur* sailing the Mediterranean, the Caribbean and a debut season in Canada and New England.

The all-inclusive program features unlimited shore excursions at each port of call, gourmet cuisine, fine wine and spirits, internet access and more - see the new brochure **HERE**.

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## EK to invest US\$2b in aircraft upgrades

**EMIRATES** has confirmed US\$2b in spending on an “extensive and record-breaking upgrade of aircraft fleet interiors”, which will see cabins retrofitted with new or reupholstered seats and the installation of the new Premium Economy product. All cabins will be upgraded, and after the retrofit, EK will have a total of 120 planes offering Premium Economy.

The carrier has also flagged enhancements to its First Class experience including unlimited portions of Persian caviar as part of the ‘dine on demand’ service, paired with Dom Perignon vintage Champagne.

New menus are rolling out in First, Business and Economy, including vegan options and a “farm to fork” offering on flights ex-DXB with greens harvested from Bustanica, the world’s largest vertical farm.

## MEL terminal complete



**MELBOURNE** Airport opened its new \$30 million connection between Terminals 3 & 4 yesterday, providing Virgin Australia (VA) guests with an easier security screening experience and more food and beverage options.

A new indoor walkway now links the landside departures levels of the two terminals, with

T4 now featuring an expanded, centralised security screening with an additional two lanes boasting the latest smart security technology.

“One of the biggest pinch points for VA guests has been the security check points, and we expect this change will help improve the experience for passengers as they pass through screening,” Melbourne Airport CEO Lorie Argus said.

It was the terminal’s most significant upgrade in more than 20 years, Argus said, highlighting the airside access VA guest now have to the airport’s biggest brands, like Lego and Mecca.

T4 also received new amenities, including an all-gender restroom, adult change room, a parents’ room, accessible restroom and an assistance animal relief area.

**MEANWHILE**, Melbourne Airport recorded its highest number of domestic passengers since Jan 2020, with a total of 1,934,746 domestic customers travelling through the airport during the month of Jul.

The airport also noted a 25% uptick from last month in international passengers, with 582,072 visitors passing through its customs halls in Jul.

**Pictured:** Melbourne Airport volunteers with Melbourne Airport CEO Lorie Argus and Chief Executive of Victoria Tourism Industry Council (VTIC), Felicia Mariani (GAICD).

## Aussies own Bali ban

**WHILE** the Federal Government is holding firm on its commitment to keep the border between Australia and Indonesia open to travellers, some Aussies at least are already paying a penalty for their holidays to Bali.

Australia’s largest agricultural event, AgQuip, has announced a prohibition on people who have recently visited Bali from attending the event due to the risk of foot-and-mouth disease.

The event kicks off next week in Gunnedah in regional NSW, with any person who has travelled to Bali in the last seven days banned from attending.

Organisers of the event have implemented the rule despite a range of enhanced govt efforts to stop the disease from being imported to Australia (**TD 07 Jul**).

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# BALI DOUBLE SIX

## LUXURY DEAL



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Photo credit Duple Six

## Easter Is reopens

**EASTER** Island has reopened to international travellers this week for the first time in more than two and a half years.

Also referred to as Rapa Nui, the island located off the coast of Chile has reportedly restored most of its tourism infrastructure to be travel-ready, however, travellers are still required to present a negative PCR test taken no later than 24 hours before boarding inbound flights.

## Bamboo branches

**BAMBOO** Airways has introduced its Hanoi to Siem Reap service this week, to be operated by Embraer-190 aircraft.

"We expect our new Vietnam to Cambodia route will fulfil a crucial role as an aviation bridge and make a substantial contribution to the development of both countries in all aspects such as tourism, economy, culture," the airline said.

## Air NZ reduces schedule

**AIR** New Zealand has become the latest carrier to adjust schedules to combat the scourge of cancelled/delayed flights and long wait times at airports.

The carrier this morning confirmed it will reduce the number of seats available on its total flights by 1.5% from today to make travel smoother, but conceded this would mean impacting the travel plans for a select number of customers.

Air NZ said that most customers to be hit by flight changes will be automatically transferred to another flight on the same day for domestic travel, while for international bookings, customers may see departure times move to another day either side of their original date.

"Where customers cannot be accommodated within these time frames, they may change their booking online, opt into credit or request a refund," the airline said.

Air New Zealand Chief Executive Officer, Greg Foran, said the decision to trim volumes would ultimately make its services more reliable as it rebuilds capacity following the pandemic.

"Like many airlines around the world, we've been ramping up our operation at a time when COVID and the flu continues to impact the aviation industry," Foran said, adding that disruptions faced over the past five weeks had forced a rethink from the carrier in how best to reduce short-notice cancellations in the months ahead.

Foran also suggested Air NZ may lease a crewed widebody aircraft for the busy summer period.

The next six-month human resources plan includes rehiring 2,000 key staff such as pilots, cabin crew, and contact centre people; expediting training programs; as well as adopting a stand-by crew in case of sickness.

## SIXT Marriott deal

**TRAVELLERS** who combine the rental of a SIXT vehicle with an overnight stay in Europe at select Marriott Bonvoy hotels can earn double the loyalty points under a new tie-up between the brands.

The promotion is valid until 18 Sep and allows Bonvoy members who rent cars from SIXT for between two and 27 days to collect up to 6,000 points, and doubling to 12,000 points when staying at least two nights at a Marriott Bonvoy hotel.

Deals apply to rentals and stays in Austria, Belgium, France, Germany, Switzerland and the Netherlands.

## India outbound spike

**THERE'S** some good news for Australia's tourism ambition of making India its largest visitor market by 2030 (*TD* 27 Jul), with a new report in India showing its outbound travel market is among the fastest growing sectors.



## 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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## Hertz parks Polestar in Oz

**HERTZ** Australia has this week added Polestar 2 electric vehicles (EV) to its fleet network across the country for the first time, with a rollout to be conducted over the next 12 months.

Initial locations offering bookings for the popular Volvo-backed electric five-door liftback vehicle include Adelaide, Sydney, Canberra, Melbourne, Brisbane, Perth, Hobart and Launceston, and follows a major global partnership with the Sweden-based manufacturer earlier this year, which saw Hertz agree to purchase up to 65,000 vehicles over the five years (**TD** 06 Apr).

In recent times, Hertz has made no secret of its ambition to become a leader in the EV rental market, already boasting one of the largest green fleets in the world, with the latest Aussie step viewed as a key step in shoring up the company's local market share. "We're thrilled to partner with

Polestar to bring an exciting premium EV to the Australian market, providing customers the opportunity to drive the latest in automotive technology while expanding our range of eco-conscious options within our fleet," Hertz Vice President APAC Eoin Macneill said.

"Hertz is committed to setting the standard for the future of mobility, electrification, and a digital-first customer experience, by growing our EV fleet while providing the best rental and recharging experience for leisure and business customers."

The Polestar 2 EV features avant-garde Scandinavian design, and an advanced infotainment system powered by Android Automotive OS with Google.

The news follows a range of state and territory EV charging network expansions, including plans this week to build 140 sites in SA and 98 in Western Australia.

## Skal Melbourne nod

**SKAL** Club of Melbourne has been nominated for the Tourism Networking Association's Skal International Club of the Year.

The honour was awarded from a field of more than 600 clubs around the world, with the winner to be announced in Croatia in Oct.

Watch Skal Club of Melbourne's nomination video **HERE**.

## Hann dishes up ADL

**ADELAIDE** Airport introduced a new food venture by *MasterChef* star Callum Hann yesterday at The Pantry Adelaide Kitchen, as part of the airport's major terminal expansion project.

Using fresh South Australian produce, Hann's menu will offer healthy food options at the Delaware North-operated restaurant.

"It's been brilliant working with the...team to design menu items that I know other travellers are going to love," Hann enthused.

## EK 20-year milestone

**EMIRATES** has recently celebrated 20 years of flying to Perth Airport, debuting its services back in 2002 & originally operating four times a week.

Although the pandemic curtailed EK's services to just one weekly flight between Perth and Dubai, the Middle Eastern carrier is now back to a daily PER flight and has notched up many milestone firsts in the WA capital, including in 2015 when it became the first airline to introduce an A380 scheduled service to Perth.

"Emirates services are well regarded and highlights the airline's commitment to the people and businesses of Western Australia," Perth Airport CEO Kevin Brown said.

"Our partnership has grown even stronger with the airline restoring daily connectivity to Perth despite the challenges of a global pandemic," he added.

EK will return its flagship A380 aircraft from 01 Dec.



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## Window Seat

**MAJOR** sporting events are often seen as a catalyst to tourist visitation, with destinations across the globe vying to host key tournaments attracting international attention.

Perhaps not quite in the same league is The World Excel Championship, a competition which has been running for three years now, in which top financial whizzes compete to solve problems using the famed Microsoft spreadsheet platform.

Excel E-sports - yes, that's a real thing - has even been broadcast live on US sports network ESPN, in a partnership with the "Financial Modelling World Cup" which also broadcasts some of the nail-biting action on Youtube - see [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## Avianca Sabre NDC

**LATIN** American carrier Avianca Group has announced that its NDC content will next week become available to Australian travel agencies via the Sabre marketplace.

Fares, flight information and ancillary content for Colombia's Avianca Airlines, Avianca Costa Rica, Avianca Ecuador and TACA International Airlines will roll out in more than 50 countries, allowing Sabre-connected retailers to shop, book and service NDC offers alongside other content.

The latest deployment follows a new pilot phase with travel agencies in Brazil, El Salvador and the United States.

## Interstate travel pours in!



**THE** leader of Tourism Tropical North Queensland (TNQ) is crediting the success of recent campaign efforts with why a surge of travellers have booked holidays to the region over the next four months.

The equivalent of 50 loaded 737-800 aircraft of interstate passengers will arrive in Far North Qld before 20 Nov, generating an additional \$15 million in visitor spend for the destination.

"The Jun/Jul school holidays were very busy in Tropical North Queensland and we are looking forward to seeing that repeated in the Sep/Oct holidays with the discounted flights helping to push numbers up in between those peak times," TNQ Chief Executive Officer Mark Olsen said.

"Places like Port Douglas, Palm Cove, Cape York and the Savannah Way booked out quickly during the school holiday periods and those who decided to stay in Cairns city, the Atherton Tablelands and the Cassowary Coast were delighted with what they found," he added.

While domestic travellers have provided a much-needed economic boost for the area,

Olsen conceded that international arrivals were still "a long way" from reaching the \$1 billion a year pre-pandemic threshold.

"International visitors have started to trickle back with the addition of direct flights from New Zealand and Japan last month...but we need to continue to drive demand for domestic visitation," Olsen said.

Travel numbers have also been helped along by a government initiative to offer visitors \$100 flight subsidies through Webjet.

## IATA insight platform

**THE** International Air Transport Association (IATA) is launching a subscription-based online platform to help aviation businesses identify security risks and threats to their operations.

AVSEC Insight works by collecting risk-related information from a wide variety of sources, allowing users to track, assess and respond to potential risks and threats in real time, including natural disasters, civil unrest and protests, geopolitical developments, transnational crime, and cybersecurity.

## Mango gets sliced

**THE** situation remains sour for South African budget carrier Mango Airlines, which has this week had its operating license suspended for 12 months.

South Africa's Air Services Licensing Council said the decision was due to "regulatory reasons", with the airline, which is part-owned by South African Airways, suffering from long-running financial issues and failed rescue plans (**TD** 18 Nov 2021).

## Austria



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**CYNTHIA** Lui, David White, Rachael Hodges, Roy Gibson and Michael Kerr.

**VOYAGES** Indigenous Tourism Australia this week celebrated a milestone for the Mossman Gorge Centre, which has now marked a decade as a gateway to the World Heritage listed Daintree Rainforest.

The Centre was the vision of Kuku Yalanji elder, Uncle Roy Gibson, who recognised that the volume of visitors to the Daintree meant there was a key opportunity to share the Kuku Yalanji culture, while at the same time providing a pathway of sustainability and leadership for local Indigenous youth.

Voyages CEO Matthew Cameron-Smith said that with support and funding from the Indigenous Land and Sea Corporation back in 2012 this

vision became a reality.

Today the facility, which has been formally renamed as the Mossman Gorge Cultural Centre (MGCC), is recognised as an award-winning ecotourism destination which has welcomed over 2.7 million guests, and taken over 345,000 people on Dreamtime Walks, with the immersive experiences now delivered with an over 70% Indigenous workforce.



**DAVID** White, Rachael Hodges and the BBN (Bamanga Bubu Ngadimunku) Board.



**DAVID** White, Rachael Hodges and Michael Kerr.



**FRESHLY-MADE** damper with an iced Daintree tea.



**MGCC** smoking ceremony.

**DREAMTIME** walk with Tom Creek.



**DAVID** White, Rachael Hodges, Cameron Buchanan and Roy Gibson.



**MOSSMAN** Gorge Community Dancers.





## Wellington's new events network

**WELLINGTON** is set to expand its business events bids and impact with the launch of the Wellington Advocate Network.

The group is comprised of academics representing the local arts/music, engineering/computer science, and health sectors, as well as representatives from the National Council for Women & Volunteering New Zealand.

Business Events Wellington Manager, Irette Ferreira, said the network of thought leaders will "play a crucial role in securing international events and creating new opportunities" to represent Wellington globally, with 80 conferences already secured for the new convention centre, due to open next year.

## MELB REVITALISES EVENTS OFFERING

**THE** City of Melbourne has announced a \$5 million investment into the city's events calendar, as part of the Melbourne City Revitalisation Fund and in collaboration with the Victorian Government.

The City Revitalisation Event Support Program (CRESP) will provide event organisers with funding to create 'Uniquely Melbourne' moments that showcase the city's assets and culture in a way that sets it apart from the rest of the state and other cities.

The fund intends to drive visitation to the CBD and generate economic impact through increased visitor spending, as well as create a "positive profile" for Melbourne through storytelling and positive media.

Events will be assessed based on their quality and uniqueness; the expertise, capacity and



experience of the event organisers; and the scale and visitation economic impact.

Proposed events could be from a range of categories, including cultural, creative, health & wellbeing, sport, food & wine, knowledge & innovation, or sustainability, with priority given to events hosted in the Docklands

precinct; events that take place over winter; as well as twilight (6-9pm) and late-night (post-9pm) activations.

Applications for the program are now open, and will close on 05 Sep to be assessed over two months, before applications are notified of the outcome in Nov - **CLICK HERE** for details.

## Running for a cause

**THE** Association of Australian Convention Bureaux's (AACB) CEO, Andrew Hiebl, will embark on a virtual 870km run over the next 18 weeks from Canberra to the Professional Conference Organisers Association Conference in Hobart to help raise more money for Beyond Blue.

"Mental health remains a significant challenge for the business events industry across Australia," Hiebl said on the eve of his run - **CLICK HERE** to make a donation.

## MCEC EduTech

**THE** Melbourne Convention and Exhibition Centre (MCEC) has welcomed over 10,000 attendees to EduTech, Australia's largest education technology event over the last two days.

Schedules include 12 conferences, 300 speakers, and a massive trade show with over 250 exhibitors.

Clients including Google, Apple and Microsoft will fill MCEC's three plenaries, eight exhibition bays, the Eureka Rooms, the Courtyard Rooms, the main foyer, the concourse and 14 meeting rooms.

MCEC acting CEO, Helen Fairclough, said, "at our venue we like to look at things in an unconventional and new way, which is why this is the perfect place for EduTECH, to ignite new ideas and inspire their audience to think differently".

## Nurses in the NT

**AROUND** 700 nurses will head to the Northern Territory next week for The Australian College of Nursing National Nursing Forum.

The event will be held at the Darwin Convention Centre, featuring keynote addresses, research presentations and networking events.

## 'Culture & country' at Mayali Mulil Fest

**VISITORS** are being invited to experience Kakadu's Indigenous culture at the Mayali Mulil Festival on 26-28 Aug, held on Murumburr country near Cooina, just over three hours' drive from Darwin.

Festival-goers will discover how Kakadu's Indigenous peoples interact with their land, learn traditional weaving, take part in guided walks, learn bushcraft and bush survival (**pictured**), and more.



Tickets are \$250 per adult/ per day, which includes entry, workshops, activities, concerts, amenities and a Bush Tucker Experience, with accommodation available at Kakadu Billabong Safari Camp.

## Te Pae appoints

**TE PAE** Christchurch has announced the expansion of its leadership team with the appointment of Nicolette Elia as Director of Event Services.

Elia has over two decades of experience in the events industry, including her most recent role as Director of Operations for Borneo Convention Centre Kuching.

## OzAsia Festival

**ADELAIDE** Festival Centre's OzAsia Festival has released its 2022 program, featuring more than 500 national and international artists across 50 ticketed free events and exhibitions over three weeks from 20 Oct to 06 Nov - **CLICK HERE** for details.

## Nobu in Vietnam

**NOBU** Hospitality is set to expand its footprint in the Asia Pacific region, revealing plans to launch in Da Nang, Vietnam.

In partnership with Viet Capital Real Estate and Phoenix Holdings, the Nobu Da Nang location will be crafted as a luxury beachfront urban resort, providing guests with a vibrant lifestyle situated in the heart of the city.

Set along Da Nang's My Khe Beach on Vo Nguyen Giap Street, the luxury development will command the city's skyline as its highest building, standing at an impressive 43 storeys.

In addition to 200 guestrooms and 18 luxurious suites, it will offer high-end dining options, along with spectacular views.

No opening date has been revealed at this stage.

## Tips for solo women

**NEW** safety tips for female solo travellers have been published by online training company, The Knowledge Academy, offering five key ways to remain more secure while travelling overseas.

Spending a little more money to travel during the day and have transfers drop women directly to their accommodation is among the advice, as well as carrying accommodation details at all times and not relying solely on smart devices.

Further tips include sharing location info with loved ones via solo travel apps, never telling a person you meet that you are travelling alone, and "perfecting that perfect grimace", so as to avoid seeming too polite, as some criminals construe kindness as weakness, the report argues.

## Barry palms the suit for an apron



**WHILE** Qantas has been derided for offering its executives the chance to become baggage handlers to tackle staff shortages, (**TD** 08 Aug), one hotel leader at least is showing the travel sector that swapping the suit for an apron can be a deliciously rewarding experience.

President and Managing Director of International Operations for Wyndham Destinations, Barry Robinson (pictured left), joined the

skeleton staff at Wyndham Surfers Paradise to help cook up some signature meals for guests.

"This morning Mr Robinson called himself up, clocked into the kitchen and started preparing meals," a spokesperson for the hotel said, with the MD adding that when he heard there was a staff shortage at the Gold Coast-based property, he "rushed to fill the gap" to support his team.

Wyndham Destinations Asia Pacific is currently recruiting for more than 30 roles in Queensland alone, with most of those on the Gold Coast.

Let's hope Barry doesn't try to chuck any sickies, we suspect he would catch himself out.

## Soneva ticks crypto

**RESORT** chain Soneva is expanding into the world of cryptocurrencies, now accepting Bitcoin and Ethereum at each of its locations in the Maldives and Thailand.

Soneva has partnered with cryptocurrency payments solutions provider TripleA and payment platform provider Pomelo Pay to expand its payment options, in a move that removes barriers to luxury travel, the brand argues.

The company now offers its guests the flexibility to choose the best payment option to suit their needs.

## TA appoints agency

**TOURISM** Australia has appointed PR agency Turner to oversee communication activities in the North America market.

Turner will implement and manage a brand marketing strategy through consumer and trade media, influencer, and advocacy relations, social media, issues management and consumer, stakeholder, and media events.

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

**Mandarin Oriental Hotel Group** has strengthened its global sales leadership with three senior appointments. **Raphael Lanfant** has been appointed Global VP Channel Sales, a newly created role responsible for overseeing the global revenue growth and the effectiveness of the newly formed Global Channel Sales and Distribution organisation. Also joining the company are **Geoffrey Webb** as VP Global Sales Partners and **Celine Du** who is now VP Global Industry Partners.

**Outrigger Hospitality Group** has nominated two leadership appointments in its Hawaii Vacation Condos division. **Carly Clement** has been named Hawaii Vacation Condos Vice President Operations and **Cynde Vannatta** as Royal Sea Cliff by Outrigger General Manager.

**Sabre** has appointed **Chadwick Ho** as its next Chief Legal Officer. He will report to Sean Menke, the company's Chair & Chief Executive Officer, and will oversee all aspects of legal, including governance, business transactions, commercial matters, litigation, and more.

**Travel Associates** has appointed **Anna Burgdorf** as the Global Brand & Marketing Leader for FCTG Premium Leisure, reporting to new global Managing Director Dani Galloway.

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