



Timely reminder

APPLICATIONS are now open for a fully funded scholarship for someone to take part in the Travel Industry Mentor Experience, with the generous support of a senior industry figure.

All Australian travel industry employees are eligible - see travelindustrymentor.com.au.

CTM is back in the black

CORPORATE Travel Management (CTM) this morning released its annual results for the year to 30 Jun, with the company reporting a \$3.1 million statutory profit - compared to a \$55.4 million loss last year.

The underlying EBITDA figure was \$59.8 million, compared to a \$7.2 million loss in 2021, and the business recorded total TTV for FY22 of \$5.07 billion.

That was more than three times the \$1.6 billion recorded in the prior 12 months, with CEO Jamie Pherous noting that while the company had been profitable at an EBITDA level since early 2021

“the key driver of the FY22 result was the fourth quarter”.

“The group is recovering faster than the broader corporate travel market through increased market share and 97% client retention,” he said, adding that as of 30 Jun 2022, CTM had no debt and \$127 million in corporate cash.

“Our customers are embracing the opportunity to return to face-to-face connectivity in a post-COVID world,” Pherous said.

“Following the removal of most border and travel restrictions globally, the fourth quarter momentum makes us optimistic for the future, and we are pleased that the business has successfully translated that momentum into earnings,” he added.

TTV in Australia and NZ was just over \$1 billion, 60% of which was recorded between Apr and Jun - a period which followed the finalisation of CTM’s acquisition of Helloworld’s corporate division. Global revenue in Jun was up to 74% of the pre-COVID monthly averages, & forward bookings for Sep are strong, Pherous added.

Current issues being faced include the travel industry’s unprecedented workforce shortfall, which he said was the group’s top priority going forward.

New Livn chief

LIVN Group CEO Mark Rizzuto has announced his retirement, after a 42-year career in the Australian travel industry.

The highly-respected Rizzuto stepped down earlier this week, having led Livn for about six years after a range of other roles with Sabre, Helloworld, Virgin Australia, FCM and Travelport.

Livn has appointed Christine Proctor as its new CEO, with Rizzuto saying she has “a wealth of experience across multiple sectors, including travel, and will very ably lead the company into the next phase of its growth”.

Proctor has been working with Livn for about nine months, with her career including a variety of roles including as former GM of Kathmandu Australia.

Today's issue of TD

Travel Daily today features nine pages, including our new **luxury feature**, a photo page from **Virtuoso** and a full page from **TravelManagers**.

TD's luxury focus

TODAY *Travel Daily* launches its first-ever feature dedicated to the luxury travel sector.

To run each Wed, this regular update will provide an extra focus on upmarket travel options, with the latest news on luxury products and suppliers - see **p7**.

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Galloway adds two more



FLIGHT Centre Travel Group (FCTG) Independent has welcomed two more industry veterans to its team, with Graeme Horner joining as Financial Controller and Lydwina Nio taking on the role of Business Development Partner in Sydney.

The pair (**pictured**), are the latest batch of new blood to join the growing team under newly installed Global Managing Director of FCTG's Independent and Premium Divisions Danielle Galloway (**TD** 29 Jun), with Flight Centre banking on the independent space yielding

plenty of revenue and growth in the coming years.

Horner replaces Lynda Bauermeister and brings with him experience in the UK and Australia, previously working with British Airways, as well as Helloworld Travel's retail, commercial, air tickets and corporate divisions.

Nio also brings plenty of industry knowledge to FCTG, which has included stints at Fiji Airways, Samoa Airlines and CVFR, with her focus to be on expanding the FCTG Independent network to service more agents.

MSC welcomes Lisa

MSC Cruises Australasia has welcomed Lisa Teiotu on board as its new Commercial Director, a role which will see her lead local operations and sales activities in the rebounding Australia and New Zealand markets.

Reporting to Angelo Capurro, Executive Director at MSC Cruises' Geneva HQ, Teiotu will be responsible for promoting the cruise line's brand to the travel trade community and consumers.

Teiotu was previously the company's Sales Director for the last two years, and before that was the Head of Business Development for Australia & New Zealand at Royal Caribbean.

"Lisa's promotion is a deserving one and her commercial acumen saw strong forward bookings despite the backdrop of the global pandemic, so she is well placed to push ahead with our ambitions," Capurro said.

MSC's fleet is projected to grow to 23 cruise ships by 2025.

Travel Daily on location in Las Vegas

Today's issue of **TD** is coming to you courtesy of **Travel Associates** and **Virtuoso** which are hosting its annual **Virtuoso Travel Week luxury extravaganza** here.

AFTER a day of frenetic one-on-ones and professional development events, tonight Virtuoso Travel Week delegates are kicking up their heels at the new Resorts World Las Vegas complex which opened just over 12 months ago.

With over 3,500 rooms and suites and a host of dining and entertainment options the upmarket venue operates in partnership with Hilton, integrating the Las Vegas Hilton, Conrad Las Vegas and Crockfords Las Vegas, and is located close to the Las Vegas Convention Center.

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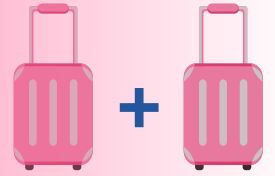
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Travel Daily on location in South Africa

Today's issue of *TD* is coming to you courtesy of Qantas Airways and TripADeal, which are hosting a luxury African safari faml.

QANTAS Airways and its Frequent Flyer division have teamed up with online travel agent TripADeal to take a small number of industry partners on a luxury African safari this week.

The group met this morning at Sydney Airport for the flight to Johannesburg, before boarding a transfer to Sebatana Private Lodge, where the group will spend the week.

Guests were also greeted with a welcome cocktail to celebrate the start of their six-day trip, on which they will hopefully encounter some of the "big five" - lions, leopards, elephants, buffaloes, and rhinoceri.

Afterpay Day back

AFTERPAY Day is returning again for the second time in the last year, offering up to 70% off across thousands of brands, including travel retailers.

Despite the name, the sales event will last for three days starting tomorrow and ending on 21 Aug, with Webjet, Luxury Escapes, Kathmandu and Agoda all involved in the event this year.

More details about what's on offer can be found [HERE](#).

AA shoots for double-speed



AMERICAN Airlines has undertaken a bold purchase to keep its fleet ahead of its competitors, splashing cash on the purchase of 20 new supersonic jets.

The Boom Supersonic manufactured Overture aircraft (render **pictured**) bears a similarity in look to the now-retired European Concorde jet, and is expected to carry passengers at twice the speed of the fastest commercial aircraft.

Overture planes will be able to carry between 65 and 80 passengers at Mach 1.7 speed over water, with a range of around 4,250 nautical miles.

So fast are the slated planes, that Boom says travellers will be able to fly from Miami to London in under five hours, or from LA to Honolulu in only three hours.

"Looking to the future, supersonic travel will be an important part of our ability to deliver for our customers," AA's CFO Derek Kerr said.

"We are excited about how Boom will shape the future of travel both for our company and our customers," he added.

Boom only recently unveiled

the final design of its supersonic plane last month, with the cutting-edge aircraft expected to be flying passengers by 2029.

American Airlines has paid a non-refundable deposit for 20 Overture jets, with the deal also containing an option to add an extra 40 units.

CATO adds member

THE Council of Australian Tour Operators (CATO) has announced the addition of point-of-sale technology company Aeronology as a new platinum member.

"Aeronology is extremely proud to be associated with CATO, and will provide its members with the tools, especially air distribution, that the industry needs for its customers," Chief Executive Officer Russell Carstensen said.

"We have received extremely positive feedback from our first tour operator customer, Journey Beyond, and this has resulted in them plugging in Aeronology Air to their selling tools without... increasing staff numbers."



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Jun departures surge 33%

AUSTRALIAN Bureau of Statistics (ABS) figures for Jun indicate a big jump in outbound travel from Australia, with a total of 880,860 trips, up 221,000 or 33% on the previous month.

Arrivals also grew during Jun, but more slowly with a total of 730,400, which was up 12%.

Of the arrivals, 275,300 were overseas visitors, while 390,890 comprised Australian residents returning from short-term trips.

Aussies made up more than three quarters of outbound travellers during the month, with a total of 621,150 compared to just over 202,000 overseas visitors leaving the country.

The leading source country for visitor arrivals during Jun was NZ with 57,200 trips, followed by Singapore with 37,040 and then India with 28,570.

In terms of Australian resident returns, the leading destination country was New Zealand

with 53,670 trips, followed by Indonesia with 48,780 and then the USA with 36,140 Aussie travellers during the month.

Other popular destinations included the United Kingdom with 34,450 trips, and then Fiji with 27,350, with other countries in the top ten including India, Singapore, Thailand, Vietnam and the Philippines.

This month's ABS figures also included a collation of traffic for the 12 months to 30 Jun, during which there were 1,191,830 visitor arrivals - almost eight times higher than the year prior. The most popular reason for travel was visiting friends/relatives (55.9%) and the median duration of stay was 26 days.

During the year there were 1,590,910 resident returns from overseas, six times the figure for 2020/21, with VFR again the main reason for travel at 48.2% and a 19-day median trip length.

Malaysia on show

TOURISM Malaysia will next week conduct a roadshow across Australia, seeking to reconnect the destination with the local travel sector.

The events, taking place 21-26 Aug in Perth, Melbourne and Sydney, will feature 14 representatives from tour operators, accommodation, tourism-related services and regional tourism boards.

Participants will include the Sabah Tourism Board, with the state's Tourism, Culture and Environment Minister, Datuk Joniston Bangkuai, saying there had long been a positive connection with Australia.

"It has long been a goal of the Sabah Tourism Board to increase Australian arrivals and we have always been conducting roadshows to pique Australians' interest in travelling to Sabah," the Minister said earlier this week at the annual Sandakan Memorial Day service.

Tailwind new route

NEW York-based seaplane operator Tailwind Air has announced a new route between New York and Washington DC.

Services will connect the Skyport Marina in Manhattan (airport code NYS) and Washington's College Park Airport (CGS), operated using Cessna Grand Caravan aircraft.

Tailwind also operates flights between Manhattan and Boston Harbour, as well as to multiple summer destinations in the Hamptons region.

Visit USA appoints

AIDA Osta has been named as Secretariat and Events Manager for Visit USA Australia.

Osta's career has included roles with Visit California, Travel Counsellors, Helloworld and Qantas Holidays, and she takes over from Clinton White who has been named Brand USA Director for Australia & NZ (**TD** 05 May).

BE THE FIRST TO LIVE IT UP

To celebrate the launch of Norwegian Prima this month we're rewarding Travel Partners with Double Points!

70
POINTS

Earn up to 70 Points on all Norwegian Prima and Norwegian Viva deposited bookings made between 1 - 31 August 2022*.

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Hobart chasing six mill

A RECENT 20-year Master Plan released by Hobart International Airport (**TD** 12 Aug) predicts the aviation hub will be processing close to six million passengers a year by 2042.

The modelling suggests a sizeable jump from the roughly one million travellers who flew in and out of Hobart for the full year 2021, albeit during a COVID-impacted period, and are the numbers currently being used to sell a major redevelopment proposal of the airport's terminal, technology and runways.

While domestic traffic is still anticipated to make up the vast number of travellers, Hobart is also keen on increasing its broader air connectivity to new international markets over the next 20 years, outlining a boost to the capacity, frequency and efficiency of flights.

Since 2015, Hobart has managed to attract solid aviation

investment, including Qantas increasing its services from 35 to 46 flights a week, Air NZ adding direct Hobart to Auckland routes, and VA launching a Perth to Hobart service, to name a few.

However, Hobart Airport believes that planned upgrades to its runway to accommodate larger aircraft will be "critical to sustaining and growing Tasmania's tourism industry... and Hobart's strategic role as the gateway to the Antarctic and the Southern Ocean".

The international destinations being considered for expansion by airlines will see international passenger traffic rise to 340,000 a year by 2042, and includes scope for landing planes as big as a Boeing 787 Dreamliner.

Runway development includes widening before 2030 to accommodate Code E aircraft, and the extension of taxiways between 2030 & 2042.

APT celebrates the moments



COCKTAILS and canapes were abound at the APT Travel Group's 'Celebrate the Moments' party last week, with the festivities marking the group's emergence from the challenging years of the pandemic and into its 95th year.

The APT team (some **pictured**) savoured espresso martinis, margaritas and mouth-watering reinventions of finger food favourites - as it turns out, cheeseburger spring rolls are a winning combination!

A roaming magician, a well-attended photo booth, and '90s

dance hits (Spice Girls, anyone?) all added up to a very lively and exciting night.

Robert McGeary and Lou Tandy, co-owners and directors of APT, said, "95 years is a hell of an achievement for what started as a small family run bus business; today this business is a genuine Australian success story - one driven by hard work, ingenuity and great people".

"These three things - hard work, ingenuity and great people will carry us through for the next 95 years."



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Window Seat

A GIRL suffering from cystic fibrosis has been granted her wish of travelling to the Great Barrier Reef to swim with her favourite animal, the turtle.

The amazing work of Make-A-Wish Australia granted Mali Bennett from Melbourne her wish of swimming at the major tourist attraction with her hard-shelled friends, as well as being able to drive around Australia in a campervan.

“What Mali really wanted to do was travel Australia, she loves animals, being outside and camping and Indigenous culture,” Mali’s mum Davina Bennett said.

“It’s very emotional seeing her dreams fulfilled. Yesterday with the turtles she burst into tears on the reef - we are going to remember this forever.”



Book for a million!

NRMA Parks and Resorts has partnered with the Caravan Industry Association of Australia to give guests the chance to win \$1 million.

Book a stay at any NRMA holiday park/resort before 31 Oct for a chance to score the big bundle of cash - [CLICK HERE](#).

Aussies want the ‘Y Factor’



LUXURY travel agency Y Travel believes it is now seeing a new era of travel habits following the pandemic, with more Aussie travellers seeking out increasingly bespoke and carefully thought-out holiday experiences.

The Y Travel team strives to discover what makes their clients tick so they can create custom-fit trips catering to their specific wants and needs, which the team at the agency refer to as their special sauce, or “Y Factor”.

Y Travel founder, Yvonne Verstandig, said, “the travellers of 2022 are seeking connection, they’re aware of their footprint, they have higher expectations from travel providers, and rightly, they want the extra steps and cents to be worth it”.

“We believe that the calibre of our ‘Y Factors’ provide unrivalled nuance and attention to detail

that put us in the perfect position to lead the industry into this new era of travel.

“It’s time to encourage travellers to travel with passion and purpose,” Verstandig added.

Pictured: The Y Travel team showing Australia why their ‘Y Factor’ is second to none.

Time to seek NZ

TOURISM New Zealand has launched its first global campaign in two years in a bid to attract international visitors post-COVID, and will include plenty of attention on travel agents.

The “If You Seek” campaign is comprised of a suite of videos featuring snippets and hints of destinations and activities across the country, as well as trade activity to educate travel agents.

The new material highlights some of New Zealand’s natural assets, including Tane Mahuta and Hell’s Gate in the North Island, Hooker Valley near Aoraki Mt Cook and the Tasman’s Great Taste Trail in Nelson Tasman.

The tourism body’s Chief Executive Rene de Monchy said the campaign is designed to “tap into the curiosity of our target high-quality traveller, who we know are adventurous and keen to dig beneath the surface of the places they visit whether on the beaten path or not”.

[CLICK HERE](#) to see how the campaign was brought to life.

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Le Ponant charters

PONANT'S newly refurbished sailing expedition yacht *Le Ponant* is now available for charter bookings as part of its year-round deployment in the southern hemisphere.

The daily rate is A\$75,000 for the luxury 32-passenger ship which includes all meals, a four-person expedition team and more.

Charter itineraries and activities can be customised depending on client needs.

For more information call Ponant on 1300 737 178.

Four Seasons 2024 private jet trips

FOUR Seasons has announced the first set of 2024 itineraries for its Four Seasons Private Jet Experience.

The trips include a new 16-day Asia Unveiled journey flying from 11-26 Jan 2024 taking in Tokyo, Bali, Maldives, Ho An Bhutan, Angkor Wat and Bangkok.

Other itineraries include perennial favourites African Wonders, Timeless Encounters and World of Adventures, with bookings now open for 2024 and limited availability remaining on 2023 departures - see fourseasons.com.

LUXURY TRAVELLERS LEAD THE WAY

AFFLUENT travellers are already spending more than pre-pandemic levels on their trips and are travelling for longer and booking further out than ever, according to new research released at Virtuoso Travel Week in Las Vegas yesterday.

The organisation has analysed data and insights from its global network of travel advisors, preferred partners and high-net-worth clientele, with key trends including more trips by younger travellers, a rise in solo travel and a rising predilection for purpose-driven holidays.

"Environmentally-friendly philosophies and practices, and the preservation of natural and cultural heritage are top-of-mind concerns, especially among Gen Z and Millennials," said Virtuoso CEO



Matthew Upchurch (pictured).

"And many are willing to pay more - 56% of Gen Z and 46% of Millennials for eco-friendly tourism practices," he added.

The hottest destinations globally for the current northern summer season is the US, followed by

Italy, France, Canada and Greece.

While 45% of travellers say they're ready to travel in the next three months, 38% say it will be six to 12 months before they do so, the research found, with key drivers including "disconnecting from the routine and stress of home", and "connecting with new people, cultures and ideas".

Virtuoso found the current top priority for holiday travel was "islands and beaches" followed by "trips with a wellness component" and then "an ocean cruise" in third position.

About 60% of travellers plan to make trips comprising multiple destinations, and current booking trends are indicative of a strong upcoming quarter during which leisure bookings volume will remain above 2019 levels.

Tauck Aussie restart

TAUCK is set to resume its Australian inbound operations next month, as the company experiences strong post-COVID demand from US-based guests.

Sales chief Steve Spivak told **TD** the firm was already back to 2019 booking levels, while based on current trends, 2023 has the potential to be a record year.

"We're poised for a big recovery," he said, confirming that Australia is Tauck's second biggest global market.

Virgin Galactic signs new Virtuoso agreement

SPACE tourism aspirant Virgin Galactic has signed an updated deal with Virtuoso, making the consortium the exclusive sales agent for the Richard Branson-backed suborbital flights.

The new arrangements significantly reduce complexity, compared to the original distribution situation for Virgin Galactic which required significant training and commitment to become a so-called Accredited Space Agent.

Instead the program is becoming referral-based, and

is now open to all Virtuoso advisors worldwide.

Virtuoso CEO Matthew Upchurch said as well as making things simpler, there were strong benefits in the brand association with Virgin Galactic among ultra high-net-worth clients.

The strategic partnership gives Virtuoso travel advisors exclusive access to a limited number of reservations within the first 1,000 Virgin Galactic seats, which will sell at the standard price of US\$450,000.



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APRIL 2024 THROUGH MAY 2025

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Hard at work, hard at play at Virtuoso

THE large Australian cohort at Virtuoso Travel Week in Las Vegas this week will have collectively racked up a whopping 7.5 million steps as they wander between events at MGM's Aria, Vdara and Bellagio hotels over the five-day event. Heels are definitely a no-no, with many of the ladies present ensuring they have a pair of comfy shoes at the ready to push their way through. As well as individual meetings, many of the

Aussie suppliers are taking the opportunity to engage with members of the various agency groups here including Travel Associates, CTM, Frontier Travel, Link Travel Group, Savenio and MTA. These pics were taken over the last couple of days.



KEVIN Garwood, Sonia Jones and Craig Stepnell from Frontier Travel.



ANTHONY Goldman from Goldman Group with Dani Galloway of Flight Centre Premium & Independent.



VIRTUOSO GM Fiona Dalton, Virtuoso VP Michael Londregan and Tourism Australia MD Phillipa Harrison at a special Tourism Australia event last night.



JULIE Rogers and Julie Golding from Ponant with a familiar Aussie face, Anthony Cooper from Rosewood Hotels in the USA.

FIONA Heron and Jessica Jones from Celebrity Cruises.



SPENCER Travel Group's Denise Gilfeather and Tina Killeen with Nelson Arlos from Halekulani Resort in Hawaii.



KERRY Kalendra and Theodora Kavadis from MTA Mobile Travel Agents.



VIRTUOSO Australia's Kara Lipscombe, Zoe Dean and Jen Pagett meeting a furry new friend.



SHELLEY Jacquemin, Lisa Knight and Alison Lord from Travel Associates.



ENJOYING some Kokomo-style hospitality in one of the Bellagio's poolside cabanas.



Spring travel trends

NEARLY three-quarters of Aussies (72%) will travel this spring despite ongoing inflation and rising fuel costs, Tripadvisor's latest Seasonal Travel Index has revealed.

However, 32% of those travellers said they are more likely to travel closer to home than previously planned, and 28% will likely take shorter trips.

Colombia is the most popular hotspot for Aussie travellers this spring, the index also showed.

Globe gets Atlas

FOLLOWING the recent launch of *Azamara Onward*, guests on board all Azamara ships can now enjoy the 'Atlas Bar Experience' and sample some of the exclusive venue's most popular destination-inspired creations in The Den.

Made using freshly squeezed juices and handmade syrups, the artisanal cocktails, including the St. Tropez, Osaka Spice, Grand Bazaar, Scottish Sour and Mumbai Hug, can be paired with an exotic premium menu.

Aman New York unveiled



LOCATED in the heart of Manhattan in the historic Crown Building, Aman New York is now officially welcoming guests.

The new hotel's design hints at the brand's Asian heritage, showcasing a double-height atrium with multilayers of textured ceiling and wall panels in muted tones.

Guests can choose from 83 large suites, as well as the brand's first urban Aman Branded Residences, a collection of 22 private homes located on the upper floors.

Guests can enjoy two Club lounges, a private Garden Terrace bar (**pictured**), a spa that sprawls over three floors including an indoor pool, 10 treatment rooms, and fitness facilities, a Cigar Lounge and Wine Room, two signature restaurants including Arva and Nama, and a Jazz Club which features daily live performances.

Aman's Chairman and CEO, Vlad Doronin, said the hotel's opening is a "milestone moment" for the brand, and brings an "entirely new proposition to Manhattan".

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.



Vacation rental provider Elite Havens has added four new sea view villas to **Veyla Natai Residences**, a collection of 20 private family-friendly villas situated next to Natai Beach, Phuket. The new additions feature three bedrooms, modern amenities, digital luxuries, and a contemporary design. The beachfront havens are ideal for families, reunions and small gatherings, and offer private chefs, alfresco dining, and private pools.



InterContinental Sydney has launched two new venues as part of its \$110 million renovation, which is due for completion in Sep. The hotel's rooftop bar, Aster Bar, has been transformed with new bar and dining experiences, while The Treasury will open in

the heart of the hotel on the site of the former lobby bar as an all-new dining destination, offering a new central meeting place and all-day dining and drinking.



Guests at the **Kagi Maldives Spa Island** situated in the North Male Atoll can now enjoy optional bespoke wellness journeys thanks to the resort's newly introduced 'Wellness Inc' concept. Relax and restore at the Baani Spa Sanctuary, which features an open-air, teardrop shaped roof, floating yoga pavilion and 'Spa Corner', which serves nutritional food and drink options. A range of new activities are also on offer, including underwater meditation.

Vic sports events

THE Australian Rally Championship will be hosted in Gippsland for the next three years, making it the 500th event supported by the Victorian State Government through its Significant Sporting Events Program since 2014.

The latest round of funding, to the tune of \$4.65 million, will deliver several more events this year, predominately in regional areas, including the 2022 Bendigo International tournament in Oct.

Shots unavoidable

CANBERRA Airport CEO Stephen Byron said security is unlikely to be boosted after gunshots were fired in the airport on Sun (**TD** 15 Aug), however, police presence has increased in the short-term.

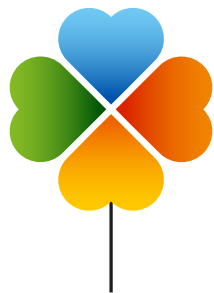
"It's a public area, and people can come in and out of it, and that's as it should be," Byron said, adding that he is "very happy with the measures that are in place" and "it's back to normal".



TravelManagers Customer Fund

The travel industry's
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