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Travel Daily First with the news

www.traveldaily.com.au Thursday 1st Dec 2022

Feel the Spirit

NORWEGIAN Cruise Line will this month welcome the all-new *Norwegian Spirit* to Australian waters, offering close-to-home cruising on a range of portintensive Australian NZ and South Pacific itineraries and deals now on offer - see the **cover page**.

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Southern US interest surges

EXCLUSIVE AUSTRALIANS are increasingly seeking new adventures in the Southern states of the USA.

That's the consistent message from conversations between Australian delegates and the 12 tourism boards that make up US states in attendance at Travel South USA International Showcase taking place in Louisville, Kentucky this week.

Speaking to **Travel Daily** at the event, Lisa Monk of Travello said "Aussies are wanting authentic cultural experiences that will get them off-the-beaten-track and interacting with locals," adding "we've been passing that message on loud and clear."

"And that feeling is reciprocated", says Jo Palmer, Founder and MD of Gate 7, which has organised the Australian delegation to Louisville.

"The tourist boards are loving the niche markets Australians are interested in; from 'bourbonism' to blues, bluegrass, country, soul and jazz music, horse breeding

ATAS terminations

AFTA has noted the cancellation of participation in the Australian Travel Accreditation Scheme (ATAS) for ACR International Travel (ABN 82 065 794 452), United Journey Pty Ltd (ABN 86 605 382 876) and Mahsuri Travel & Tours (ABN 69 062 825 727). The three agencies all failed to renew as required under S2.5 (n)

of the ATAS Charter.

tours and more," Palmer said. "What attracts Australian travellers to the South is an authentically different way of life, and a rich history shaped by its music, culture and history...it's a place of genuine depth."

Lauren Gainey of Qantas Holidays & Hotels has focused on tourist board relations.

"There was such a positive response to Qantas' newly launched Melbourne direct to Dallas service, alongside our current 5x weekly Sydney service, which allows Australians to easily connect with the Southern states via our codeshare partner American Airlines," she said.

"Milestone events such as the 150th anniversary of the Kentucky Derby in 2024 and the 100th anniversary of Route 66 in 2026 means there's so many reasons for Australians to start planning their dream trip to the Southern states," Gainey said.

More from Kentucky on page 4.

Are you a guru?

FIND My Travel Guru is inviting expert travel advisors to showcase their passions to likeminded clients, with the platform aiming to help elevate and highlight the benefits of using an expert travel agent.

The offering promises to increase online visibility, marketing and referrals, helping niche agents offer unique experiences for the modern traveller - see the **last page**.

Today's issue of TD

Travel Daily today features eight pages of news including a photo page from Goldman Travel, Business Events News and a cover page from Norwegian Cruise Line. There's also a full page from Find My Travel Guru.



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HLO relaunches relationship team



HELLOWORLD has today formally unveiled a new account management structure, as flagged by Travel Daily earlier this week (TD 29 Nov).

The new-look team, headed up by Group General Manager Sales Steven Brady, sees former Viva Holidays State Manager NSW/ACT Darren Evans move into the role of Regional Manager NSW/ACT/ QLD, while Mick Boylan returns to Helloworld to be the company's new Regional Manager for VIC/ TAS/SA/WA/NT.

The restructure also marks the return of Helloworld's on-the-road sales force, with the company working furiously behind the scenes to get the mobile team back in action.

Helloworld stalwart Kim Knight is Account Manager Qld alongside Jackie Gordon, while Jake Hilbert is Account Manager for Vic, Robert Klingelholler is looking after WA/NT and Paul Groundwater has responsibility for SA and Tas.

Objectives of the on-road team will include supporting store agents who interact with the

Kylie Chapman joins Cover-More

KYLIE Chapman has been appointed as National Business Manager for Cover-More Group.

She returns to the industry after a two-year pandemic-induced hiatus, prior to which she spent five years with American Airlines and 15 years at Qantas.

More appointments on page 8.

Helloworld Group brands such as Air Tickets and the wholesale business of Viva Holidays, ReadyRooms and Cruiseco, while in the retail space, the team will also be supporting the preferred partner relationships within the Helloworld networks.

"We've built a strong team with a diverse set of backgrounds from across the industry," Brady said.

"We're all excited to be heading in store to be supporting agents in this next phase of growth in the travel industry," he added. He said roles were still available in Sydney and Melbourne, with applications being accepted at careers.helloworldlimited.com.au.

The revamped Helloworld team is pictured from left: Paul Groundwater, Steve Brady, Jackie Gordon, Mick Boylan, Kim Knight, Jake Hilbert, Robert Klingelholler, and Darren Evans.

Jetstar cooks a first

JETSTAR will operate flights between Sydney and the Cook Islands for the first time from 29 Jun next year, with the carrier to operate two weekly return flights on its new longer-range Airbus A321neo LR aircraft.

The non-stop flights will be the second route to the Pacific Island nation, but the first taking off from Australia.

"Rarotonga is a stunning tropical island and we're excited to introduce our great low fares on this new route ahead of the winter school holidays," Jetstar CEO Stephanie Tully said.

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CLIAs sponsorship

CRUISE Lines International Association (CLIA) Australasia has today announced that the **Business Publishing Group will** support the upcoming CLIA Awards as Media Partner.

The publisher of *Travel Daily*, Cruise Weekly and travelBulletin will continue its long-standing support for the industry with all the news and photos from the gala event on 11 Mar, when the award winners are announced at Luna Park Sydney's Big Top venue.

CLIA MD Joel Katz said "this year's awards will help honour the determination and tenacity of Australian and New Zealand travel agents, who have worked so hard for our industry's revival".

"Business Publishing Group titles have been huge champions for the travel agent community through the toughest times, and we look forward to celebrating with them as we mark cruising's renaissance," he said.

The event will see 18 categories judged - for tickets and more information see cruising.org.au.

More details on the partnership as well as other cruise news in today's issue of Cruise Weekly.



EVERYONE already knows that Richard Taylor from the Travel Community Hub packs a punch - but this proves it.

Currently in Louisville, Kentucky as a special Travel Daily correspondent at the Travel South USA International Showcase, Taylor sent through the photo **below** where he's dwarfed in front of a gigantic Muhammad Ali mural. located across the street from the city's Muhammad Ali Center.

All the Aussie delegates have visited and agree it's one of the highlights of the trip check it out at alicenter.org.





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Shizuoka lands in Oz

TOURISM Shizuoka Japan has appointed Nouvelle Vague Marketing to be its marketing representative in Australia representing the first time the Japanese prefecture has had a physical presence in the market.

Prior to COVID, there was a steady growth in Aussies travelling to Shizuoka, seeking out the area's hot springs, green tea picking, cycling tours and various national park hiking trails.

The agency will be tasked with reinforcing the region, located between Tokyo and Kyoto, by developing relationships with trade and consumer media.

QF BNE/HND live

THE return of Qantas flights between Brisbane and Tokyo took off today, with the first flight this morning commencing an estimated \$41 million-avear value to Brisbane's visitor economy value.

The route represents the first direct connection between Brisbane and Tokyo's Haneda Airport by any airline, replacing Qantas' former service to Narita Airport, and saving travellers more than an hour commuting.

Qantas flagged the launch of the service in Oct (TD 10 Oct), bringing QF's total Japanese flights to 20 a week.



Zip launches with Jetstar AUSTRALIA-BASED buy now, pay later platform Zip Co has partnered with Jetstar to offer the airline's passengers the option of deferring payments on domestic and international flights.

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ACADEMY

The collaboration is an expansion of a partnership Zip Co forged with Qantas earlier this year (TD 20 May), providing more flexible payment options for Jetstar customers, a feature the platform believes will be wellsubscribed during the upcoming busy holiday season.

Jetstar passengers now have access to two Zip products, including Zip Pay, which allows customers to pay for purchases of up to \$1,000 interest-free, while Zip Money offers purchases of up to \$10,000, including up to six months interest-free.

"We know our customers are ramping up to travel - especially as we enter into the holiday season - so we are thrilled to be

partnering with Jetstar to provide travellers with more flexible ways to pay for their fares," Zip's Managing Director for ANZ Cvnthia Scott said. Recent data from Zip showed

THE FINNAIR

that more than 90% of Australians are planning to book a trip or have a holiday planned in the next 12 months, with buy now, pay later (BNPL) customers more likely to travel in the next 12 months compared to the average Australian over 18.

Close to 60% of BNPL users in the internal study also indicated they would consider using Zip to pay for travel and accommodation.

Commenting on the new tie-up, Jetstar Chief Customer and Commercial Officer, Alan McIntyre, said: "options like Zip help provide customers more choice in how they pay and plan their travel...making travel more affordable and convenient."

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The Yanks are coming

TRAVEL South, a combined marketing conglomeration of 12 states in the southern USA, is excited to be "coming out in force" in Jun next year, on a mission to "bring the culture and joy of the South to the Australian and New Zealand travel industry".

The move was confirmed in Louisville, Kentucky overnight by Gate 7 Founder and MD, Jo Palmer, who told **Travel Daily** that members of a large delegation are excitedly preparing for an Australian and NZ trip that will be "interactive and immersive", and is rumoured to include musicians amongst its number.

"It will focus on the five pillars of the South", said Palmer, "those being culinary, outdoors, history and culture, music and roadtripping".

"Being here in Louisville and getting immersed again in Southern culture and experiences has been so inspiring, and I can tell you that the state tourism organisations here at Travel South are equally excited to be visiting Australia," she said.

Firmer details on the roadshow will be revealed in the new year.

For more information, inspiration and itineraries from Travel South, click **HERE**.

China Airlines BNE

CHINA Airlines plans to expand its number of services to Brisbane from Taipei and Auckland, increasing services from Taiwan to the Qld capital from three times a week to five times weekly from 01 Jan.

Flights between Auckland and Brisbane will also be boosted from three per week to five from the same date, with the boost secured by the Qld Government's \$200 million Attracting Aviation Investment Fund.



Japan hosts Aussie agents



THIS group of luxury travel advisors were recently whisked away to Japan to experience the destination first hand, with Japan National Tourist Office BDM Sally Miles showcasing upmarket accommodation, cuisine, activities and experiences.

Flying with Japan Airlines into Haneda, the group stayed at a range of hotels including the sixstar Heritage Wing at The Okura Toyko, and enjoyed amazing Japanese degustations, Michelinstarred French cuisine and even a touch of Osaka soul food.

Pictured at Sekisho-in Temple are Anthony Lee, Traveloso; Lisa Rayner, Spencer Travel; Mark Langhorne from Freedman, Langhorn & Turner Travel Associates; Martin Cummings, Elite Cruising & Tours; Penny Whormsley, Mosman Travel; Sandra Ivelja of SO Travel NZ; & Sarah Arane, Crooked Compass.

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INDUSTRY AWARDS



Bendigo fee-free travel

BENDIGO Bank has launched a new credit card to the market targeting Australian travellers preparing to jet off over the upcoming holiday period. The bank's new 'Bendigo

Ready' credit card offers Aussies



Today's issue of *TD* is coming to you courtesy of Gate 7, where the Travel South USA International Showcase is on.

TD joined a city tour and visited the Louisville Slugger Museum and Factory. This was followed by the Muhammad Ali Center, which is a hugely impressive dedication to Louisville's most famous son. Over and above boxing, the museum section details Ali's considerable impact on civil rights. In the evening, Travel South USA organised the Y'all Ball, a distinctly Southernthemed celebration at Churchill Downs, home of the Kentucky Derby. Guests were handed fedoras and fascinators at the entrance. As we listened to the history of the famous race, James Whiting of The Travel Junction quietly whispered that our very own Melbourne Cup is in fact older than the Kentucky Derby. Everyone agreed to keep this information under our new hats, out of respect to our gracious hosts.

up to 90 consecutive days of complimentary international travel insurance for those under the age of 76, backed by insurer AWP Australia, trading as Allianz Global Assistance.

Other travel perks include zero international transaction fees when making purchases overseas, as well as 90-day purchase protection on stolen, damaged or permanently lost purchases.

Travellers can also benefit from no additional fee for extra cardholders, compatible use of mobile payment options such as Apple Pay and Google Pay, 0% interest on purchases for 18 months (moving to 19.99% pa after this time), a general interestfree period for 55 days, as well as a \$0 annual fee.

Bendigo Bank's move follows HSBC's collaboration with Star Alliance (*TD* 15 Nov), billed as the world's first credit card created by an airline alliance.

Big4 accessibility

BIG4 Castlemaine Gardens Holiday Park in Victoria has added a specially modified threebedroom luxury villa to cater for guests with disabilities.

The self-contained villa features a larger master bedroom with extra wide entry points for guests with wheelchairs, a king-size bed, and spacious bathroom featuring a walk-in or roll-in shower with handrails for added support, as well as easy parking bay access.

This is your fake captain speaking



A LONG-MOOTED plan for comedy duo Hamish and Andy to hold a unique Emergency Slide Party has finally taken place. Using a Rex Boeing 737 passenger plane at Melbourne Airport this week, 61 loyal Hamish & Andy podcast listeners were hosted at the unusual event,

TRAINING ACADEM

Hawaiian to Cooks

where the pair joked around

HAWAIIAN Airlines has announced the expansion of its network with a new weekly flight between Honolulu and Rarotonga in the Cook Islands.

Set to commence in May 2023 just in time for the US summer travel season, the new A321neo route will for the first time offer convenient one-stop connections to the Cook Islands from HA's 15 US mainland gateway cities.

Cook Islands PM Mark Brown welcomed the service, saying it would significantly help strengthen access to northern hemisphere markets. with passengers on board before attendees plunged safely down the inflatable slide, typically reserved for people during nontraditional landings.

"Our Emergency Slide Party is a lesson in 'you don't know if you don't ask'," Hamish beamed, adding "it is amazing the lengths we will go to for a three-second slide, but this way was a lot more fun than attempting it after an emergency landing."

Watch all of the action HERE.

Ireland roadshow

TOURISM Ireland has released details of its upcoming trade roadshow in Australia, with the tourism organisation to visit Brisbane, Sydney, Melbourne, and Auckland in Feb next year.

Irish tour companies at the events will include: Adams & Butler, EPIC The Irish Emigration Museum, Griffin Group, Original Irish Hotels, Powerscourt Distillery, Visit Derry, and the Game of Thrones Studio.

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Goldman celebrates 60 triumphant years

Thursday 1st Dec 2022

LAST week, Goldman Travel Group team members came together with supplier partners and industry colleagues to celebrate travel industry legend Tom Goldman's 60 years in the travel business. A gala dinner was held at the Museum of Contemporary Art in Sydney with over 180 Goldman Group staff and industry colleagues. Tributes were flowing from speakers including former AFTA Chairman Mike

emanen

THE Goldman family: Danielle Sperber, Dave Goldman, guest of honour Tom Goldman OAM. Anthony Goldman and Di Goldman.



Thompson and Virtuoso senior executive Michael Londregan. Guests included Tom's family including his grandchildren, Goldman Group's supplier partners and other industry friends.

"It was a wonderful event which paid tribute to our father, industry mentor and travel legend Tom Goldman OAM", Anthony Goldman said.

"The room was buzzing with stories from years gone by and our teams, industry friends and supplier partners were happy to be all together to pay tribute to Tom." A day conference was held last Friday at the Shangri-la Hotel Sydney which saw staff members from Goldman Travel Sydney, Travelcall Sydney and Melbourne, The Cruise Centre in Brisbane and Smartflyer Australia come together for supplier networking sessions. The crowd heard from keynote speaker, former tennis champion Jelena Dokic, and keynotes from joint Managing Directors Anthony

Goldman and David Goldman.



CHRIS Cheyne, Dave Goldman, Shaun Manuain from Goldman Travel Sydney.



TOM Goldman addressing the room of 180 Goldman

PENNY Spencer & Danielle Galloway representing Link Travel Group along with Ruth Zukerman and Karin Van der Plight.



TOM Goldman with Virtuoso's Michael Londregan.



SMARTFLYER Australia's Kate Mitrevski, Carolyne Evans and Ash Chin with Six Senses Hotel's Karen Morris (second from right).



JANINE Kovkin, Travelcall Sydney; Danielle Sperber, Gloria Gammo, Smartflyer Australia and Di Lechner from Addicted to Maldives.



PARRIS Fotias, Dorchester Collection; Chris Cheyne, Norhan Youssef & Pete Ross, Qantas; Dave Goldman, Anthony Goldman, Goldman Travel.



THE Goldman brothers with Hyatt partners Rachael Brown, Kate 📓 Atkinson and Charlotte Martelli.



INDUSTRY friends Sarah Whitty, Joe Brown, Fiona Rose and Garth Aston.



MIKE Thompson with Cher Roscoe.



TOM Goldman entertaining Bridget Kroll, Marriott Luxury, and Lynne Ireland, Virgin Limited Edition.



SMARTFLYER Director Brent Wallace networking with dinner guests.

business events news

Thursday 1st Dec 2022

businesseventsnews.com.au

BESYDNEY ENDS YEAR ON HIGH

BUSINESS Events Sydney has reported strong success in the final months of 2022, with its expert support helping to secure 14 bid wins with a combined direct expenditure of \$40 million.

While some of the business events secured remain confidential until formally announced by their owners, they align with NSW's global sector strengths, according to BESydney CEO Lyn Lewis-Smith.

"We are so thrilled to be finishing 2022 on a high and with confidence for what 2023 holds for BESydney," she said.

"We are continuing to focus our efforts to contribute to the growth of our state's sector strengths and that strategy is proving to be incredibly successful," she added.

"Tapping into our city's DNA will continue to be our focus next year," Lewis-Smith said.

The events secured will bring



in thousands of international delegates from key industries and fields of study, solidifying the Sydney business event pipeline through to 2029 with 85 global and national events, generating a total of \$483 million in direct expenditure.

The wins include the return of the International Mining and Resources Conference (IMARC) to the International Convention Centre Sydney in 2023, expected to attract 6,000 delegates from 110 countries over three days. There's also the 300-delegate

IEEE International Future Energy

Electronics Conference 2023, as well as next year's IEEE International Symposium on Mixed and Augmented Reality.

ICC Sydney has also been confirmed as the host of the Australian Physiotherapy Association's 2027 conference.

Tourism Australia MD Phillipa Harrison hailed the pipeline, noting that many of the events had been secured with the support of TA's Business Events Bid Fund Program, notably including the 2026 International Council of the Aeronautical Sciences (ICAS) Congress.

"This event, and the other recent bid wins, will deliver significant benefits to the economy," she said.

NZ different, bro

TOURISM NZ has released a suite of assets for planners that demonstrate the country's unique point-ofdifference as a host nation for business events.

The assets promote a range of appealing traits, such as traditional Maori powhiri welcome, venues set in the NZ wilderness, and unique modes of transport on offer for attendees, such as fastmoving jet boats.

"Whether it's experiencing NZ's unique Maori culture and using that as a platform to expand on your organisation's own values; engaging closely with and learning from the local community; or exploring nature, and then giving back to the environment through sustainable initiatives, those more meaningful connections are here to find," said TNZ GM Business Events, Bjoern Spreitzer - see all the new Kiwi collateral HERE.

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MCB spruiks growth despite headwinds

THE Melbourne Convention Bureau (MCB) has managed to increase its economic contribution to the state of Victoria by 33% during the 2021/22 financial year when compared to the previous year.

The rise in secured business events in the state saw \$203 million worth landed over the 12-month period across 110 separate gatherings.

Outside of economic value, the number of slated events also represents a healthy 175% rise on the same period last year, amounting to over 90,000 room nights - enough to fill the city's accommodation capacity four times over.

MCB's CEO Julia Swanson said the result was impressive considering the period was still hampered by a number of COVID-19 health protocols.

"Despite the restrictions on operations for the first half of 2021/22, we delivered a buoyant outcome with the demand and recovery for business events in Melbourne occurring faster than expected," Swanson said.

"We set an ambitious agenda to reaffirm Melbourne's position as a global leader in business events, resulting in significant bid win across the year," she added.

Key highlights throughout the period also included hosting the first international tradeshow since Australian borders reopened, with AIME 2022 bringing together 225 exhibitors from overseas.

Travel Daily

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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.

Norwegian Cruise Line has promoted Jacinta Baker to the new role of

Hannah Wright has been appointed as Account Director Australia at representation firm Canuckiwi. Melbourne-based Wright was most recently North American Product Manager at APT Travel Group.

Dorchester Collection has named Richard Alexander as General Arab Emirates. Alexander will also oversee operations at Dorchester

Brenton Reidy has taken on the role of Business Development Manager SA/WA/NT for Stuba. Reidy is based in South Australia, and returns to the industry after a two year COVID-19 break prior to which he was BDM SA/WA/Vic/ACT/NT for P&O Cruises for more than seven years.

Inside Travel Group has appointed Yvette Montell to the role of Business Development Manager, representing both the InsideJapan and InsideAsia brands. Montell is Melbourne-based, with her career

Kathryn O'Brien has been appointed as GM Australia for Air New Zealand. O'Brien joins the carrier with over 20 years of industry experience, most recently as Chief Commercial Officer at Experience Co.

Corporate Travel Management in North America has appointed Eve White as its new Vice President of Global Customer Solutions. She succeeds Kristen Pratt, who will take on the newly-created role of Senior Vice President of Technology Initiatives. The US office of the Aussie-listed TMC has also appointed Sarah D'Allesandro as Senior VP/ General Manager overseeing the New York/New Jersey region.

Former Victorian state Minister for Tourism and MP, Martin Pakula, has been appointed as a new Independent Non-Executive Director of Helloworld Travel Limited. Pakula, who stepped down at the recent state election, takes up his role on the HLO Board effective immediately.

Carol McCracken has been appointed as the new CEO of the Caravan Industry Association Western Australia. Selected from among 45 candidates, she joins the organisation after an extensive hospitality and tourism career including most recently as head of marketing

Alexandra Pisker has been named as the new GM of Helloworld Travel's Air Tickets in Australia. Pisker's career has included over a decade as Airline Product Manager at APT as well as three years at Qatar Airways.

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RCI's enchanted evening



ROYAL Caribbean International (RCI) last week hosted a special preview event to celebrate its partnership with The Enchanted Garden, the annual immersive light and sound spectacular held in the Queensland capital.

The family-friendly showcase will see over 100,000 guests enjoy Brisbane's gardens this summer, with Kathryn Lock, **Royal Caribbean International** Marketing Director Australia and NZ, saying "this wonderful, immersive event aligns with our guests' experiences on our ships, it's all about memory-making experiences for families and is what we are most proud of".

She said the partnership was the perfect way to celebrate the arrival of Quantum of the Seas into Brisbane for her inaugural Queensland homeport season.

The RCI team are **pictured** at the gathering, from left: Lachy Sudlow, Key Account Manager; Kathryn Lock, Marketing

Director; Alsy Cooper, Senior Sales Manager; Jessica White, PR Manager APAC; Philippa Walker, Partnerships Manager; and Dave Humphreys, Director of Sales.

AA, BA co-locate

AMERICAN Airlines and British Airways will offer more seamless connections at New York JFK Airport from today, as they co-locate operations at the revamped Terminal 8.

The expanded terminal includes new gates for wide-bodied aircraft and a new baggage handling system, along with a cobranded premium check-in area.

Three separate lounges are on offer to provide a "refined, welcoming preflight experience for eligible customers based on cabin of travel and loyalty program status," the carriers said.

A total of eight oneworld carriers will ultimately operate from JFK Terminal 8.



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