

Travel Daily

First with the news

Tuesday 6th Dec 2022



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Nelson Boeing role

FORMER Australian politician, Defence Minister and diplomat, Dr Brendan Nelson, has been announced as the new President of Boeing International.

Nelson, who is currently Boeing's chief for Australia, NZ and South Pacific, will relocate to London to take up his new role, succeeding Sir Michael Arthur.

In his new role Nelson will lead the company's international strategy and corporate operations, reporting to Boeing President and CEO Dave Calhoun.

He will also join the company's executive council, overseeing 20 regional offices in key global markets outside the USA.

Maria Fernandez will take over as Boeing Australia, NZ and South Pacific President on 20 Dec.

ACCC keeps eye on fares

THE Australian Competition and Consumer Commission (ACCC) has warned that it will be monitoring domestic airlines closely "to ensure they return capacity to the market in a timely manner to bring downward pressure on airfares," with a new report released today indicating that ticket prices are "higher than they have been in years".

The latest *Airline Competition in Australia* study notes that average revenue per passenger was 27% higher in Oct 2022 than

in the same month in 2019.

In particular, discount Economy fares are very high because due to very strong demand, airlines don't need to offer sales in order to fill their planes, the ACCC said.

International airfares are also inflated, with less competition after many airlines temporarily or permanently withdrew services from Australia during COVID-19.

Only 44 carriers operated to and from Australia in Sep 2022, compared with 58 pre-pandemic, the report notes.

The ACCC also highlighted expectations of significant financial improvements among airlines over the last few months, with Qantas, Virgin Australia and Rex Airlines all flagging profits.

The report says market shares have remained relatively stable throughout 2022, with Qantas flying 38% of domestic passengers in Oct, on top of Jetstar with 23% meaning 61% of all passengers flew with the Qantas Group.

Virgin Australia flew 33.6% of all domestic passengers, while Rex accounted for 5.3%.

The full report is available online at acc.gov.au.

Dreaming of a black & white Xmas

SKAL Melbourne has announced it will be in full celebration mode at its upcoming 'I'm Dreamin' of a (Black and) White Christmas' dinner taking place this month.

The special holiday feast will be hosted at the Rendezvous Hotel on Flinders Street in Melbourne on Thu, 15 Dec, with tickets now on sale from \$119 for members and \$129 for guests.

The event will also see the Skal Member of the Year nominations announced - ticket details [HERE](#).

Today's issue of TD

Travel Daily today features six pages of news including our **Sustainability page**.

AIX marks the spot

SKYE Suites properties in Sydney, Green Square and Parramatta have launched a "Summer Skye" special offering guests a bonus 750ml bottle of AIX Rose plus a limited edition 375ml bottle and an AIX canvas tote bag - plus the entire contents of the in-room mini bar, free wi-fi and late checkout - along with a night's upmarket accommodation in a SKYE suite.

The summer package deal is equivalent to a \$205 bonus saving and is valid for bookings from 01 Dec-28 Feb 2023 - for more details see skyesuites.com.au.

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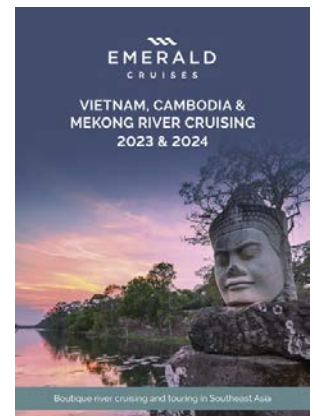
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SENIOR EXECUTIVE/ASSISTANT MANAGER

Trade Marketing

The Hong Kong Tourism Board (HKTB) is a dynamic, global marketing organisation whose mission is to promote Hong Kong as a unique, world-class destination.

HKTB requires a Senior Executive or Assistant Manager - Trade Marketing for its Australia, New Zealand and South Pacific operations.

Based in Sydney, the role is responsible for assisting the Senior Manager, Trade Marketing to coordinate and implement Trade, Cruise & MICE projects & campaigns. An understanding of current trade distribution channels is essential. The position is also responsible for training, state-based trade activities, trade enquiries, database management and some basic administrative duties.

Ideally, candidates will have tertiary qualifications, marketing experience in a tourism-related field, extensive computer skills, good presentation, and communication skills, together with a working knowledge of Hong Kong.

The position comes with a competitive salary package and health benefits.



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Tour operator shuts down

THE tourism impacts of the extended COVID-19 lockdowns continue to linger, with MPT Travel Corporation, the parent company of Melbourne Private Tours and MPT Corporate Events, being placed into liquidation after ceasing trading on 10 Nov.

Australian Securities and Investment Commission (ASIC) records reveal the minutes of a meeting of creditors held late last month, which confirm the appointment of Steven Kugel from The Insolvency Experts as the company's Administrator.

The only known creditor of the business is the Australian Taxation Office, owed about \$155,000, with Kugel saying his preliminary investigations showed the firm had provided private tours for international visitors to Victoria.

Kugel said MPT Travel Corporation Director Darren Levien had advised that the business had failed because

of the effect of the COVID-19 lockdowns on the ability to trade and restrictions on visitation, along with the high cost of tourist guides to conduct tours, and resulting continuing losses particularly in FY20 and FY21.

Kugel noted that an ASIC Personal Name search had revealed the Director became the director of another company called MPT Corp Pty Ltd in Feb.

Price parity review

THE Federal Government is currently seeking feedback from the travel and accommodation sectors regarding price parity clauses, with a view to potentially undertaking legislative changes or other actions to remedy any associated competition issues.

Price parity clauses stipulate that accommodation providers on platforms such as OTAs are unable to set higher retail prices on the platform than alternative sales channels.

The paper will seek to better understand possible imbalances relating to reduced competition, inflated accommodation prices, and the ability for accommodation providers to set their own prices when guests contact them to book.

Accommodation Australia (AA) and Tourism Accommodation Australia are lodging a joint-submission, highlighting the dichotomy of impact between hotels with strong international appeal, which tend to benefit from price parity rules, as well as hotels with strong domestic businesses, which the groups claim are often disadvantaged through being forced into "problematic pricing levels" or having to pay commissions to an OTA rather than booking directly.

AA President Leanne Harwood conceded the review is examining "a complicated and complex area", and changes must seek to benefit both domestic and global providers - see paper [HERE](#).

AFTA pushes job solutions



THE Australian Federation of Travel Agents (AFTA) Workforce Taskforce met with Federal Minister for Skills and Training Brendan O'Connor this week to help further improve the critical travel and tourism skills shortage still facing the industry.

"The reality of the ongoing massive challenge of workforce and skills shortages in travel is hampering recovery at a time when the hunger to travel is sharp, and the booking complexities greater than ever before," CEO Dean Long said.

"Australia's travel professionals are doing all they can to bridge the shortfall but it's not sustainable, which is why we are grateful to have the ongoing dialogue with Federal

Government," he added.

The AFTA taskforce enjoyed a constructive conversation with O'Connor, which included the need for both accredited and non-accredited in-house training to develop entry level and operational staff.

AFTA established the National Taskforce for Workforce and Careers with a view to assisting the industry to overcome the chronic workforce shortages - more from AFTA on [page four](#).

Pictured at the latest meeting: Jenny Lambert, Australian Chamber of Commerce and Industry; Nicole Galliford Corporate Travel Management; Dean Long, AFTA; Minister Brendan O'Connor; John Hart, Australian Chamber of Commerce and Industry; Alisha Dopfer, Express Travel Management; Kylie Conboy, Flight Centre Online.

Tourism icon passes



FORMER Accor Asia Pacific chief and Destination NSW Director David Baffsky has passed away this week at the age of 81.

Baffsky was previously a board member for the Indigenous Land Corporation, a federal government statutory authority with responsibilities to assist Aboriginal and Torres Strait Islander people acquire land, which boasts Voyages Indigenous Tourism Australia as a subsidiary.

He was also part of the team that led the corporation's purchase of Ayers Rock Resort for \$320 million a decade ago.

Master and winner

MSC Cruises is offering agents the chance to become an MSC Master and be in the running to win a \$500 gift card.

Those who graduate from MSC's e-training platform before 21 Dec will be in the running, with the training aimed at improving brand knowledge across seven modules, covering topics such as new ship *MSC World Europa*, pricing models, MSC Yacht Club, and pre-paid packages.

Advisors can also take state-of-the-art 360° virtual ship tours.

MSC Masters can be accessed via MSC Book [HERE](#).

Tonga updates

DFAT has issued an update to Aussie travellers to be aware that those heading to Tonga will need to present a COVID-19 vaccination certificate at check-in before their flight - unless they are a Tongan citizen.

Travellers who have a medical exemption must email travel@health.gov.to at least 48 hours before departure, along with a written report from a registered medical practitioner stating the reasons for the exemption.



VIP Nevada invites

TRAVEL Nevada is inviting Australian travel agents to join its NV Trailblazers Specialist Program before 31 Jan, in doing so earning a coveted spot on a special VIP exclusive event.

Access the program **HERE** to earn the exclusive invite.

Egypt promotion

GATEWAY Travel has announced a last-minute special offer for a Christmas/New Year holiday package to Egypt, which explores Cairo, Aswan, Luxor and Hurghada over nine days.

Priced from US\$1,050 (A\$1,565) per person twin share, the package includes five-star hotel accommodation, plus tour activities and transport.

The offer is valid for travel between 21 Dec 2022 and 31 Jan 2023, and bookings must be made before 25 Jan 2023.

To find out more, contact info@gatewaytravel.com.au.

Tourism accessibility falls short

ONLY one in five Australian tourism operators are adequately prepared to cater to the accessible travel segment, a new Tourism Tribe report reveals.

Among the criticisms noted in the study of 2,000 tourism businesses around the country include close to 80% of operators neglecting to include disability-related information on their websites, this despite one in five Australians living with a disability.

“To have only [20%] of tourism businesses assessed include information relevant for people with disabilities was quite disappointing, particularly in light of the Queensland Government’s announcement that next year will be the ‘Year of Accessible Tourism’,” Tourism Tribe Chief Executive Officer Liz Ward said.

Testifying to the economic benefits of displaying basic accessibility information on websites was Jester Hill Wines

founder Ann Bourke, who said the simple changes had already resulted in a spike in sales.

“We’ve had a number of new customers visit our winery as a direct result of having this information on the website, and all mentioned that it was great to be able to check accessibility information before visiting without having to make extra phone calls,” she said.

Meanwhile the same report also noted that only 15.5% of tourism operators are including customer testimonials on their websites, more than 70% are not including destination hashtags when posting on social media, 85% don’t use a live chat functionality on their sites, while close to three quarters of businesses have failed to have their bios set up correctly on social media profiles.

On a positive note, 91.8% now have a mobile-friendly or responsive website.



Window Seat

GREAT news kids, Santa has made a special, top-secret trip to Airservices Australia this week to confirm his flight path to make sure ‘Operation Present Drop’ on Christmas Eve goes smoothly for his helpers and reindeers.

Airservices was able to confirm the call sign ‘Sleigh Rider One’, as well as a new and carefully designed Santa flight path across the country, which will guarantee he gets to all of the chimneys on time.



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Marriott Kuta opens

FAIRFIELD by Marriott Bali has officially opened its doors to welcome guests in the South Kuta district, less than 10 minutes from Ngurah Rai International Airport.

The new hotel offers 71 rooms, an all-day dining restaurant, and a rooftop pool and bar area.

Stay off naughty list

THE Australian Federal Police has reminded air travellers this week that its officers will be undertaking a zero tolerance approach to poor behaviour at airports this holiday season.

From May to Oct this year, the AFP charged 330 alleged offenders with about 420 charges at airports around the country, with the preponderance of charges relating to intoxication, possessing prohibited weapons, and physical assaults.

The AFP is calling for Aussies to be particularly mindful about how much they are drinking while waiting for their flights.

Melbourne crowned

MELBOURNE is the top location for Australians spending money on tourism activities, new figures from Tourism and Transport Forum (TTF) has revealed.

The new monthly report from TTF, *Hemisphere Digital TRiiiPSTM Spend Predictor*, powered by Visa data, showed the Victorian capital is where most Aussies forked out cash on tourism experiences in Oct, followed by Sydney, Brisbane, Perth, the NSW North Coast, the Sunshine Coast, and the NSW South Coast.

Aussies are now spending more money on domestic tourism and travel than they did before the pandemic, the report also noted, with the biggest gains made in intrastate tourism when comparing Oct '22 with Oct '19.

On a negative note, spending by international visitors in Australia in Oct was still 16% below pre-COVID levels at \$2.3 billion, with this figure forecast to increase to \$2.5 billion by Nov.

AFTA UPDATE

from Dean Long, CEO



AFTA continues to deliver a loud voice to government on the need for urgent action on skills.

As some are aware, the current system is undergoing a once-in-a-generation reform which commenced under the previous government.

The most significant change is the creation of industry clusters to lead and drive the performance of the national Vocational Education and Training (VET) system to meet the evolving skills and training needs of industry and employers.

While these changes were meant to be implemented as of 01 Jan 2023, there is still significant ongoing discussion among the government and the key stakeholders who will ultimately operate them.

These include the current 67 Industry Reference Committees and six service organisations who are responsible for developing and reviewing training packages in accordance with industry needs.

While we wait for these new

administrative arrangements to come into effect, AFTA continues to meet with key members of cabinet on the need for reforms across our sector.

Yesterday, AFTA's delegation, which consists of listed and independent agent groups, met with the Federal Minister for Skills Brendon O'Connor on the need for travel to be included on the skills priority list.

If we achieve this outcome, additional funds can be allocated to the all-important Certificate III in Travel, which is essential for recovery of the entire sector.

This will be my last column of the year, with Nina contributing next week and the final column of the year from AFTA Chair Tom Manwaring.

I want to thank everyone who has provided feedback, support and guidance to AFTA over my first full year as CEO.

While this year has been a cause of celebration as most travel businesses have bounced back, it has also seen new challengers emerge.

Next year I am sure will be no different, but knowing as an industry our darkest days are behind us is something we should not forget.



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Impact is lower

NEW research conducted by The World Travel & Tourism Council (WTTTC) has revealed the carbon footprint generated by the travel and tourism sectors is significantly smaller than previously postulated by accepted estimates.

While data has historically suggested travel was responsible for around 11% of total of the world's emissions, the new study of 185 countries has revised that number down to around just over 8%.

The same report also contends that carbon emissions are not growing as rapidly as the industry's GDP over the last decade, with the economic value growing on average 4.3% annually between 2010 and 2019, while the environmental footprint has only increased by 2.4% each year.

"The divergence of the sector's economic growth from its climate footprint is evidence that Travel & Tourism's economic growth is decoupling from its greenhouse gas emissions," the report noted.

New technology and further developments of SAFs were both flagged as key drivers in making bigger strides in lowering carbon emissions over the coming years.

TTC SETS UP INTERNAL CARBON FUND

THE Travel Corporation (TTC) has announced the introduction of an "industry leading internal carbon fund" as part of company-wide measures to achieve net zero.

The move is an acceleration of the group's Climate Action Plan, and has also seen the family of 40 travel brands become the first global tour operator to introduce verified carbon targets validated by the Science Based Target Initiative (SBTi).

Shannon Guihan, TTC Chief Sustainability Officer, said "as a global industry leader, we appreciate the support of our travel industry partners as we take collective action to fight climate change".

"Our focus is to identify a way forward that marries what the science is telling us with solutions to enable our decarbonisation.

"We need to reduce our

emissions, and the surest way to do that is through direct investments into our business and our operations," she said.

Replacing a previous commitment to be carbon neutral by 2030 is a new short-term goal of reducing in-house emissions by 46.2% by 2030 (based on a 2019 baseline year), and reducing emissions from purchased goods and services, business travel and use of sold products by 27.5%.

Longer term TTC aims to reduce all emissions by 90% by 2050.

TTC's non-profit TreadRight Foundation will shift its efforts to prioritise nature-based carbon removal solutions that restore the planet, while the new internal Carbon Fund will be generated through revenue from TTC brands, and will be used solely for initiatives that contribute to the group's net zero journey.

Key initiatives will include cutting energy use at Red Carnation Hotels, reducing Uniworld ship fuel emissions, securing zero emission vehicles for TTC Tour Brands, using renewable energy across all TTC offices globally, and reducing the carbon footprint of trips in collaboration with the supply chain and destinations.

TTC will publicly report on progress towards its science-based targets as well as the Carbon Fund itself in future annual impact statements.

Travel Corporation Australia CEO David Hosking said "our responsibility requires us to take meaningful action and becoming the first tour operator with validated science-based net zero targets is an important step forward in our sustainability journey" - see [impact.ttc.com](https://www.impact.ttc.com).

Air emissions must be cut in Europe

THE International Air Transport Association (IATA) and Airlines for Europe (A4E) have urged European transport ministers to take more action towards reducing emissions.

The EU transport ministers will meet this week to determine their positions on European air traffic management for negotiations with the European Parliament.

The discussions will centre

on a 2020 proposal from the European Commission, which calls for a fully independent regulator to assess the performance of European Air Navigation Service Providers.

A4E MD, Thomas Reynaert, said, "Europe's airlines urge ministers to seize the opportunity and implement the European Commission's proposals to achieve a good deal for...airlines & the planet."

Voco eco paints

IHG Hotels & Resorts premium brand, voco hotels, has partnered with Pinot & Picasso to launch a free 'Sustainable Sip & Paint' package.

Voco guests who book a Pinot & Picasso experience will be supplied with two sustainable canvases that are handmade from voco linen, which is 100% approved by the Better Cotton Initiative.



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MONEY

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

AU\$1 = US\$0.669

IT HAS been a calm start to the week for the Australian dollar, however that is expected to shift later today, with the RBA anticipated to raise interest rates by 25bps for the third time in a row.

Jobs data for Q3 revealed that wages have grown at the fastest pace in a decade, while retail sales unexpectedly dropped and the monthly inflation point fell below expectations.

Wholesale rates this morning.

US	\$0.669
UK	£0.549
NZ	\$1.060
Euro	€0.638
Japan	¥91.56
Thailand	฿23.46
China	¥4.659
South Africa	11.687
Canada	\$0.910
Crude oil	US\$79.98

Orbit Travel rises up for a cause



THE Orbit World Travel team rallied together to raise funds all year for RizeUp's Christmas Gift Appeal, and purchased a range of gifts for mums and children who will be in refuge for Christmas.

RizeUp Australia aims to create awareness around domestic and family violence by providing support for affected families - to learn more, [CLICK HERE](#).

Gen Z wants travel

GENERATION Z are less enamoured with prizes like clothing when it comes to consumer promos, and instead are more incentivised by the prospect of winning travel prizes.

The research from Adrenaline showed younger Aussies desire travel, gift cards, and adventures, making up three of the top four types of prizes Gen Z would like to win for themselves.

Conclusions in the report noted that marketers can leverage this high demand for travel by engaging more with brands when running promotions/campaigns.

Diriyah's sweet 16

SAUDI Arabia's Diriyah Gate Development Authority (DGDA) has announced the addition of 16 new global hotel brands to its hospitality portfolio, including The Langham, Waldorf, Radisson RED, Hyatt Place, and Anantara.

The newbuilds will be located across two of DGDA's masterplan areas, Diriyah and Wadi Safar, and are expected to position Diriyah as "one of the greatest gathering places in the world".

Sonoma taps on

SONOMA County Tourism in California has unveiled the new Sonoma County App, providing travellers with a better way to research, plan, and experience the destination prior to visiting.

Available to download on Android and iOS platforms, the app provides access to real-time info about what events to see, dining venues, bars, interactive maps, photos, and detailed activity descriptions - see [HERE](#).

Global capital dream

A NEW tourism strategy unveiled by the ACT Government will seek to put Canberra on the map for international arrivals.

The report tabled to get there noted that Canberra is unlikely to return to pre-pandemic tourism levels until 2026, with the new strategy aiming to grow the value of the visitor economy to \$3.1 billion by 2025, and \$4 billion by 2030, including both overnight and day-trip expenditure.

Focuses of future marketing campaigns will include natural assets, reputation for sustainability, as well as attractions such as the National Gallery, National Museum and Australian War Memorial.

The same strategy would also like to see Canberra become a global business travel hub, with the report arguing a need to add 1.76 million airline seats (inbound and outbound) at 80% load factors, in addition to 776 new rooms at 75% occupancy to achieve its objectives.

No disruptions yet

AN ERUPTION in Indonesia at Mount Semeru has so far not impacted any flight paths out of Australia, with several airlines confirming to *Travel Daily* this morning that services will continue to operate as scheduled at this stage.

Qantas and Singapore Airlines confirmed they will continue to monitor the situation for any changes in conditions, while Virgin Australia said it does not anticipate any impacts to its flight operations this week.

The latest Mt Semeru eruption is the second in as many years.

Legends buy another

LEGENDARY Hotels and Resorts has announced the purchase of a 50-room hotel set in Portuguese National Park in Serra Da Estrela, close to the tourist town of Celorico da Eira.

The hotel will undergo extensive renovations and be renamed as 'the Legendary Serra Hotel', with rooms upgraded to a four-star standard.

Developments follow the Icelandic hotelier recently announcing plans to open 12 hotels across Iceland by 2025, as well as multiple global expansion opportunities (*TD* 07 Nov).