

HORIZONTAL FALLS



SEAPLANE ADVENTURES



SOAR. CRUISE. STAY.

Australia's most awarded adventure tour, Horizontal Falls Seaplane Adventures has an all-new website and branding. We are the only operator who provides the falls experience via seaplane, fast boat and overnight stays. Sharing the most immersive tours, with years of knowledge and experience, we showcase one of the greatest natural wonders of the world.

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 JOURNEY BEYOND



Horizontal rebrand

HORIZONTAL Falls Seaplane Adventures has unveiled a brand new website and rebrand for the Journey Beyond-owned business. The company is the only seaplane service offered in Horizontal Falls, located in the Kimberley region of Western Australia, providing visitors with expert guides and immersive experiences - see the **front page** for more details.

NT lifts cruise cap

THE Northern Territory has granted permission for cruises to take place in its waters for expedition ships carrying up to 350 pax, an increase on the previous cap of only 150 guests. This decision is part of the NT Government's staged reopening of the cruise industry, which typically generates around \$60 million a year for the region. For the full details on the plan, see tomorrow's **Cruise Weekly**.

DPD phased in from 21 Feb

THE Federal Government has announced the new Digital Passenger Declaration (DPD) system will replace the Australia Travel Declaration web-based form in time for the opening of the country's borders on 21 Feb. The new permissions capability was flagged by the Australian Border Force to be rolled out by Mar 2022 back in Nov last year (**TD** 18 Nov 2021), and will inform government about key health criteria such as recent COVID-19 test results, vaccination status and travel history. Inbound travellers are required to present their DPD within 72 hours of their return flight to ensure health declarations are fully up to date. At check-in, passengers will also be required to prove to airline staff that they have completed the DPD by showing them the summary screen, either by phone or by paper printout.

While the older Australia Travel Declaration system - which has been in place since the start of pandemic - will be replaced, work to integrate the new Pega-based platform with existing border systems has not yet been completed, meaning the incoming passenger card is not expected to be digitised and replaced until later this year. Penalties of up to \$6,660 are enforceable on travellers who fail to comply with the new declaration system. Meanwhile the Australia Travel Declaration will be available in a read-only format so travellers can refer to previous records.

Today's issue of **TD**

Travel Daily today features five pages of news, a front cover page from **Journey Beyond** and a photo page from **Silversea Cruises**.

APT jets to Europe

APT has introduced four new private jet journeys to its stable of European journeys, allowing travellers to enjoy more time on the ground & less time in transit. Standard trips range from 10 to 14 days in length and each tour focuses on a different region of Europe, including a Northern Europe itinerary exploring Russia, Denmark, Sweden and Estonia from \$13,995ppts. Also on offer is an Eastern Europe adventure touching down in places like St Petersburg, Krakow, Prague and Romania's fascinating Transylvania region from \$8,595ppts, as well as a Southern Europe tour jaunting from Budapest to Lisbon, priced at \$14,095ppts. **APT** also has an option to combine all three of the trips into one mega 35-day private jet journey, with rates leading in at \$34,695 per person twin share. For more details, **CLICK HERE**.



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France salutes Issenberg



RECENTLY appointed Tourism Australia Chair Michael Issenberg was last night presented with the Chevalier Award, one of the highest commendations handed out by the Government of France.

The country's Ambassador to Australia Jean-Pierre Thebault made the presentation at the Sofitel Sydney Darling Harbour, following the winding up of Issenberg's 27-year career with Accor, the majority of which was spent as Managing Director and Chairman, Asia-Pacific.

Pictured is the man of the moment Issenberg with Tourism Service Director Ray Stone.

New Hyatt Place Mel

THE new Hyatt Place Melbourne Caribbean Park has opened today, accelerating the hotel's namesake business park's plans to create a "micro-city" in the Victorian capital's South East.

The 171-room hotel features the Hyatt Place brand's intuitive design, casual atmosphere and practical 24-hour conveniences.

The \$75 million Hyatt Place Caribbean Park aims to set a new standard for accommodation, functions and hospitality in Melbourne's South Eastern suburbs, given its geographical location (27 kilometres from downtown) and surrounding destinations and attractions.

Mat's new presence

MAT McLachlan Battlefield Tours has launched a revamped version of its website, which includes the integration of a new MINT payment gateway.

The new online booking system allows travel advisors to instantly reserve battlefield tours and process deposits.

www.battlefields.com.au includes streamlined search tools, complete pricing & itinerary detail for all tours and live chat.

We're even bigger now

CORPORATE Travel Management (CTM) estimates it will be an even larger business following the travel shutdown than it was before COVID-19, with the company reporting strong growth results in its latest half yearly results released this morning.

The business recorded a Total Transaction Value of \$2.83 billion for the first six months of the 2021/22 financial year, more than four times the amount raked in during the previous corresponding period, but was down 37% on pre-COVID levels.

There was also a turnaround in Underlying EBITDA, with CTM reporting \$18.2 million for the latest reporting window, a positive result when compared to the \$15.2m loss it suffered in the same period last year.

One of the reasons CTM CEO Jamie Pherous feels the company is in better shape post-shutdown is a result of the strategic purchases it has made during the leanness of the last two years.

These have included the acquisitions of Travel & Transport and Tramada Software in Oct 2020, as well as Helloworld Corporate for \$175 million, the latter of which is expected to be completed later this year.

"The strategic acquisitions we have made during the pandemic have transformed CTM into a much larger business with greater exposure to the North American market, which along with the UK

market, is rebounding sharply," Pherous said this morning.

While conceding that travel restrictions significantly hampered the brand's performance in the Australia and New Zealand markets, CTM still achieved a positive Underlying EBITDA of \$900k for H122.

SETO launch partner

INSURANCE brokerage firm Lockton Australia has signed on to offer members of CATO's newly launched Student Education Travel Organisation (SETO) (TD 07 Feb) a range of tailored insurance programs and risk transfer and management services.

Becoming a corporate sponsor of SETO for the next three years, the Australian chapter of the US-based Locktown Companies Inc will provide the student travel body with a significant financial contribution to underwrite its rollout and the development of specific student-related travel insurance products.

"The commitment from Lockton in supporting an organisation directly involved in the student educational travel sector, is a clear sign of confidence in this burgeoning market," SETO Chairman David Walker said.

The new peak body aims to bring together tour operators, wholesalers, suppliers and educational bodies to better promote travel via education.

See membership details **HERE**.

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Splendor's u-turn

ONLY days after announcing the cancellation of *Carnival Splendor's* Aussie season through to 26 Sep (**TD** 07 Feb), Carnival has confirmed the ship will return to Sydney after cruising Alaska.

"Carnival Cruise Line looks forward to resuming operations in Australia as a two-ship market and will provide further details on Australian sailings when they are confirmed," the cruise line said.

The news follows positive commitments from a National Cabinet Meeting to resume the local cruise industry (**TD** 11 Feb).

NSW support open

APPLICATIONS are now open for small travel and tourism businesses to apply for NSW Govt support payments of up to \$5,000 a week through Service NSW, so long as they have an annual turnover of between \$75k and \$50m and saw a 40% turnover decline in Jan and early Feb.

Admin is too much: study

ONE in five Australian travellers have indicated they are now more inclined to use the services of a travel agent than before the pandemic struck, new figures released by Finder suggest.

The new survey of 1,000 Aussies also found that close to 10% of people believe the administration involved to take a trip is simply "too much" to deal with on their own, while fears of a trip being cancelled and uncertainty around travel requirements were also listed as prime reasons to enlist the services of an agent.

"Travel has changed dramatically since the pandemic, and the amount of research required before booking a trip can seem overwhelming," Finder expert Angus Kidman said.

"Many travellers want to pass off that responsibility to a travel professional - a service which had started to disappear in the age of the internet...while it may

cost a little extra to use a travel agent or third party, it can save you a lot of time and effort on the phone to airlines, hotels, and tour operators," he added.

Factors driving travellers away from using an advisor are concerns around the cost or the process of finding one "being too much hassle", the report noted.

Finder's research also found that one in two Australians have travel plans in 2022, with a significant cohort indicating they have stress around how COVID-19 might impact their trip.

Interestingly the study claimed that millennials (30%) are now the most likely demographic to book through a travel advisor, compared to only 13% of baby boomers.

In 2018-19, Australians spent more than \$46 billion on international travel, 70% of which was booked through Australian travel agents.



Window Seat

ATTENDEES of the International Media Marketplace event are being invited to enjoy the benefits of taking a NSW holiday without needing to travel anywhere for the privilege.

Thanks to a spa-inspired pop-up taking place this Fri and organised by Destination NSW, media reps and attendees of the International Media Marketplace in Sydney can grab a quick head and neck massage or a relaxing rosewater spritz express facial.

The space will also let attendees feast on Sydney Rock Oysters and cold-pressed juices.

The indulgent activation is part of Destination NSW's What's Next for the Feel New campaign to reboot the state's visitor economy.



INSPIRE YOUR CLIENTS AT SILVERSEA'S SPECIAL EVENTS

Sydney, Melbourne, Brisbane and Gold Coast

We invite you to bring your new to Silversea clients to our special in-person events across Australia. Exclusive offers will be available to guests that attend including up to \$2,000 savings on cruises. There will also be dedicated presentations on some of the incredible destinations that we sail to and guests will hear from our special guest, Expedition Leader Malcolm Turner, who has been lecturing on expedition ships around the world since 2003.

[CLICK HERE TO DISCOVER MORE](#)

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Silversea shares the love

TO SHARE their love and support, the Silversea team surprised their travel partners across Australia on Valentine's Day.

To celebrate they are also giving away five incredible gift packs filled with goodies including spa vouchers, Pommery Champagne, movie tickets, chocolate and more! To enter, all trade partners need to do is comment on their **FACEBOOK PAGE** and tell Silversea in 25 words or less which Silversea Cruise they would LOVE to experience and why. Click **HERE** to enter.



LOW & James Travel Associates' Kylie Gorst, Esther Lee and Karen Majsay, show off their big hearts.



THE team from Sun City Travel in Caloundra with Silversea's Sales Manager, Jacqui Tufala.



BRIGHTON Travelworld's Carol Mallett and Julie Avery, with Julie Pratt from Silversea.

THE team from Travel Associates Cruise Boutique Balgowlah, Tracey Irving, Liz Hutson, and Bridget Pawley.



REHO Travel's Vashna Verma, Bianca Giles, Karsten Horne, Loretta Farrelly, and Ria Hilderink celebrate love.



KERRY Andrews and Sue Lacey of Discovery Travel Centre Cammeray.



TRAVEL Associates Turrumurra Cruise Boutique agents Kirsten Fransen and Jennifer Saberton enjoy the celebrations.



HELLOWORLD Burleigh agents Jenni Coleborne, Amy Robin and little Fossey the puppy.



JULIE Pratt with Toorak Travel's Julie Pomes and Anna Rizzi.



CRUISE Traveller's Samantha Patton and Silversea's Jacqui Tufala.



MAIN Beach Travel's Tina Duckmanton, Mandy Dwyer, Karen Birch, and Jackie Low with Jacqui Tufala from Silversea.



THE team at Bayview Travel enjoy some delicious cupcakes!



Biggest ibis ever!

THE largest ibis Styles in the world is set to open in Thailand two year's time, with ibis Styles Bangkok Twin Towers unveiled.

Accor has signed a management agreement with Golden Asset Company to open the property, with the initial phase of the hotel set to debut in the third quarter.

Located in the city centre within a short distance to business districts and shopping landmarks, the 666-key hotel is set to officially open in 2024.

US deal already paying dividends

TRAVELMANAGERS' new luxury travel partnership with Signature Travel Network (**TD** 03 Feb) is already delivering value to its agent network, with an upcoming webinar to be presented by Signature Executive VP for Luxury Product & Sales Development Ignacio Maza.

The seminar will encompass Signature's Luxury Suite & Villa program, company culture and best practices.

Etihad looks after little VIPs



ETIHAD Airways and Warner Bros World Abu Dhabi are putting families first with the launch of its Little VIP program for younger travellers.

Little VIP provides Warner Bros. World-themed amenities and activity packs gifted to children on longer flights, with iconic characters like Scooby-Doo, Sylvester, and Tweety.

The campaign also supplies a refreshed dining service, designed exclusively for young travellers, and a dedicated family check-in and airport experience at Abu Dhabi International.

Etihad's new children's gifts are designed in three age ranges: for infants up to two years old, young flyers aged three to eight years, & tweens/teens aged nine to 13.

Rival carrier Emirates yesterday launched its own lounge dedicated to minding unaccompanied minors at Dubai International (**TD** 15 Feb).

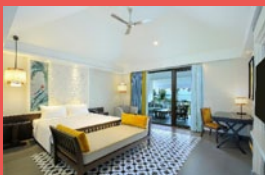
ACCOMMODATION

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.



Anantara Chiang Mai Resort in Thailand has introduced two rare therapeutic treatments, "Yam Khang" and "Yajoo", both with long-standing historic roots connecting guests with the region's rich Lanna heritage. Yam Khang, or Thai Fire

Therapy, is done by using the feet only, which are first bathed in healing oil infused with mixed local herbs, while Yajoo uses a heated herbal poultice, and involves tapping of the Sen energy line.



Radisson Resort Pondicherry Bay has arrived in the vibrant Indian beach city of Puducherry. Uniquely situated between a lagoon and the Bay of Bengal, the hotel looks to welcome business, leisure, and MICE travellers to enjoy safe and

memorable stays. This opening makes Radisson the first international hotel brand to operate in the territory, which is increasingly becoming a staple on the list of Indian travellers.



Four Seasons Hotels & Resorts has expanded in Mexico with an innovative and experiential tented resort in Punta Mita, **Naviva, A Four Seasons Resort, Punta Mita, Mexico**. Located along the Pacific shores of the Riviera Nayarit, the resort

offers programming that enhances guest wellbeing and connects them with the beauty and traditions of the destination. The new luxury tented resort will be an expansion of the existing Four Seasons in the area.

India development

THE Australian Government has agreed to terms with the Indian Government to collaborate on new tourism policy efforts moving forward, as part of a raft of strengthened economic ties between the two countries.

Under a new Memorandum of Understanding signed this week, Australia and India will promote travel between the two markets and advance cooperation on tourism policy, data sharing, and industry training.

Pre-pandemic, India was Australia's fastest-growing source of visitors, with 400,000 arrivals to the country in 2019 which accounted for a total spend of \$1.8 billion.

Canada eases rules

THE Canadian Govt has eased border measures as the country moves toward a phased easing of travel restrictions.

The adjustments will come into effect on 28 Feb and include the scrapping of on-arrival testing for fully vaccinated travellers, children under 12 with fully vaccinated adults to be exempted from quarantine, and the introduction of RATs as a pre-arrival test option.