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## Bali wants progress

**BALI'S** Governor Wayan Koster has this week pledged to make strong representations to Jakarta to completely abolish any quarantine for inbound vaccinated travellers by Mar.

The news follows a call by the Indonesian Govt to reduce the quarantine period for visitors to three days as the nation prepares to enter the endemic phase of the health crisis.

According to local news sources, rumours of Garuda Indonesia resuming flights between Sydney and Bali any time soon is "only talk" at this stage, with no application yet lodged with Ngurah Rai International Airport to resume services.

## QF undeterred by losses

**DESPITE** posting an underlying loss before tax of \$1.28 billion for the six months to 31 Dec (**TD** breaking news), Qantas has this morning reaffirmed its trajectory towards a strong recovery in a post-pandemic world.

The carrier's most recent reporting period didn't make for pleasant reading, with a statutory loss before tax of \$622 million and a flying performance significantly impacted by lockdowns and ramp-up costs hampering the bottom line.

The network was so badly affected in the second half of 2021 that the carrier only managed to reach 18% of pre-COVID levels, however QF chief Alan Joyce was putting on a brave face & talking up the gains made in its broader recovery strategy.

"We pressed ahead with our recovery program, which is running ahead of schedule and we've now taken around \$400 million of costs out of Qantas Domestic and over \$300 million out of Qantas International," Joyce said.

"Despite all the uncertainty

in the half, over 90% of our passenger flights were cash positive and across all of our flying businesses, we brought in close to \$700 million more in revenue compared with the prior first half," he added.

In addition to the base numbers, Qantas also announced that its 20,000 non-executive staff will be eligible for 1,000 Qantas shares each as part of its ongoing retention efforts, with employees having to stay with the company until Aug 2023 to claim their equity stake in the airline.

Meanwhile Qantas confirmed plans to finalise its domestic fleet renewal with Airbus by mid this year, as well as get the wheels in motion on delivering non-stop services from Sydney and Melbourne to New York and London as part of its perennially delayed Project Sunrise initiative.

## Savings of \$2,000

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Taking place in Mar, the events will share Silversea's best offers, covering the Med & Northern Europe, cruising close to home, and expedition experiences.

For more information including dates, session times and venues, and to register, **CLICK HERE**.

## Today's issue of TD

**Travel Daily** today has five pages of news including **Business Events News** and a front page from **Tourism New Zealand**, plus full pages from:

- Entire Travel Group
- Fiji Airways

## Expedia quote tool

**EXPEDIA** TAAP has announced the introduction of a new service for travel agents in the Australian and New Zealand markets that allows them to generate their own branded quotes.

The new Quotation Tool also offers advisors the ability to adjust pricing and send documentation to clients in a matter of seconds, with the link to use the tool accessible on the Room Type selection screen.

The latest Expedia feature had been undergoing testing in the US market over the last couple of weeks and launched across the AU TAAP platform yesterday.

## Experience results

**AUSTRALIAN** adventure tourism company Experience Co has posted a statutory net loss after tax of \$4.1 million for the six months to 31 Dec 2021.

The result followed a \$4.8 million full-year loss recorded for the 12 months to 30 Jun 2021 reported in Aug last year (**TD** 26 Aug 2021) and continues to reign in the scale of damage that was done earlier in the pandemic which saw Experience haemorrhage close to \$40 million in the 2019/20 financial year.

Despite the challenges of the first half, the company's CEO John O'Sullivan said he was confident the trading period represented "the low for our business", adding the company was well positioned to capture renewed demand brought on by the recent opening up of Australia's borders, as well as the soon-to-open New Zealand market.

Integrating recent acquisitions remain short-term priorities.



## We're looking for a Graphic Designer!

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## Rail online incentive

TO CELEBRATE the launch of new rail provider Rail Online, the company is offering agents a \$50 gift voucher for all new bookings made, including a Eurail Pass.

Eurail Passes are available to book 11 months prior to travel - [CLICK HERE](#) for more details.

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## Corporate drives growth

**FLIGHT** Centre's corporate division was a major driver of the company's rebounding sales for the six months to 31 Dec 2021, contributing approximately 60% of revenue during the half and topping up TTV to 150% of the previous corresponding period.

The company this morning credited its "Grow to Win" strategy with achieving the strong result, a plan that combines large volumes of account wins with high customer retention rates in a bid to maximise market share potential for its FCM and Corporate Traveller brands.

Despite the success of corporate and a resurgent overall TTV to

around \$3.3 billion for the period (**TD** breaking news), Flight Centre still reported a statutory loss after tax of \$194.12 million for the six-month period.

Revenue was a more positive story however, rebounding by 98% to \$315.7 million, as was Flight Centre's liquidity which moved beyond \$1 billion after allowing for an unwinding of working capital and client cash.

In the local region, Flight Centre's financials showed that Australian leisure TTV is tracking up by more than 60% in Feb when compared to Jan, while NZ's TTV is predicted to double in Feb spurred by news the country is planning to open up soon.

The company is also able to stand more firmly on its own feet, with a reliance in government subsidies declining markedly during the half when contrasted to the previous full year, constituting a \$64.7 million reduction in retained benefits.

Over the next 18 months, Flight Centre said it expects travellers are going to require more expert guidance and undertake less DIY bookings, as well as a desire for more bundle and package deals, and more destination flexibility.

In terms of the industry landscape, Flight Centre also stated it expects to see a hibernation of more competitors, an uplift of its student travel brands, and a growing agent interest in its B2B offerings.

## Explore relaunches loyalty program

**EXPLORE** Worldwide Managing Director Michael Edwards this week the brand had recently relaunched its loyalty program, which is open for Aussies to join.

"We recognised during the pandemic just how valuable our customers are and we are a business truly built on loyalty," Edwards said.

Members who join are able to enjoy a host a loyalty discounts, including benefits when people refer a friend to join the travel brand's special club.

Explore is represented in Australia by Adventure World - more info on the program [HERE](#).

## Voyages calls for indigenous staff

**VOYAGES** Indigenous Tourism Australia has appointed a new call centre provider to grow its indigenous employment numbers.

WA's Telco Service Australia's appointment means the Voyages Travel Centre, responsible for communication with guests and trade partners, will now take on a hybrid model combining both an internal staff operation in the company's head office in Sydney, as well as an outsourced provider in Perth.

Chief Executive Officer Matthew Cameron-Smith said Voyages Indigenous Tourism is looking to achieve a 40% indigenous employment level at Telco Service by this time next year.

## Oceania world cruise

**OCEANIA** Cruises has unveiled its 2024 Around the World in 180 days itinerary, featuring 96 destinations in 34 countries.

The world cruise aboard the luxurious 684-guest *Insignia* departs Los Angeles for NYC on 14 Jan 2024, and will visit Australia.

*Insignia* will sail westbound across the Pacific to Hawaii, French Polynesia, Samoa, and New Zealand, and after visiting Australia, will then travel to Asia, to pay a call to Bali, Tokyo, Kyoto, Ha Long Bay and Yangon.

The ship will then sail to India and the Arabian Peninsula, followed by the Mediterranean.

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## Air NZ eyes rescue raising

**MOUNTING** losses at Air New Zealand have led the largely grounded carrier to outline plans for an equity capital raising that is likely to be launched by the end of Mar at the earliest (**TD** breaking news).

The steps to recapitalise its operations arrive as Air New Zealand announced an interim statutory loss of NZ\$376 million for the six-month period ending 31 Dec 2021, as well as expectations of a full 2022 financial year loss before taxation and other significant items exceeding NZ\$800 million.

New Zealand's tough border policies as well as travel restrictions all conspired to dent the airline's bottom line in the last six-month reporting period, with CEO Greg Foran conceding the lack of international travel from its home base had done the majority of the damage.

"The airline has typically derived

two-thirds of its revenue from its international passenger network and much of that was effectively grounded for the majority of the first half," he said.

The partly NZ Government-owned airline also saw operating revenue drop by nine percentage points from the prior reporting period, driven largely by a 26% decline in passenger revenue, while total liquidity still stands in a healthy position at NZ\$1.4 billion, comprised of NZ\$170 million of cash and NZ\$1.24 billion remaining under its Crown Facility and redeemable shares.

Despite the challenges, Foran said the time was right to enter the "revive" part of the airline's recovery plan, which will see 250 cabin crew and pilots brought back soon, the ramping up of passenger flights to North America, including its much-hyped direct service to NYC which was delayed due to COVID.

## Jayride profits dip

**AIRPORT** transfer company Jayride has reported a \$2.54 million loss for the six months to 31 Dec 2021, a 9% drop on the most recent reporting period.

However it wasn't all bad news for the transport company, with costs associated with growing the business and share payments taking a large chunk of its bottom line result, with net revenue from passengers booked surging by 62% to \$883k when compared to the most recent reporting period.

Recovery was also made with regard to the total number of passengers booked globally, moving to 116,000 from 73,000 in the prior half, with the latest booking result back to around half of pre-pandemic volumes.

However the biggest gains have been made so far in Europe and North America, which at this stage dwarf business in the Oceania region which has been subject to much tougher travel restrictions for a longer time.



## Window Seat

**KIMPTON** Hotels & Restaurants is now offering its guests the use of a sunset lamp, first made famous on social media.

Users of TikTok and Instagram who had previously been trapped in isolation and unable to travel had been using the lamps to give their house's rooms a tropical feel.

The circular red, orange, and yellow light provided by the lamp can make any room feel as if it is golden hour.

Said to help the user unwind and relax thanks to its calming hues, the lamp is now being offered by Kimpton to guests at select properties.

It is a crafty move from Kimpton, given the lamp's popularity on social media - did someone say "free advertising"?

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## LAKE MAQ VENUE TO GO AHEAD

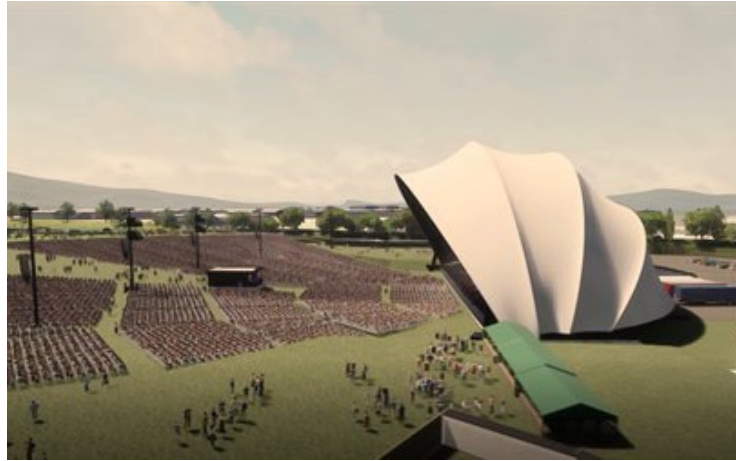
**THE** slated Cedar Mill concert venue (**TD** 24 Aug) is set to be a “game-changer” for Morisset, according to Lake Macquarie City, which voted unanimously on Mon to approve the development.

The new events space (**pictured**) will aim to draw headline national and international performers, placing Lake Macquarie on the map as an event tourism destination.

The Cedar Mill site, located on the Morisset Country Club’s former golf course, will host a range of events, markets and functions, with capacity to stage outdoor performances for audiences of up to 30,000 people.

The development application for the event site is central to a larger multi-million-dollar plan from Cedar Mill to rebuild the golf course into a major tourism precinct, including a tourist park, outdoor gardens, a cafe, and multiple restaurants.

Lake Macquarie Mayor Kay Fraser said the development would boost the profile of



Morisset and help realise the area’s untapped potential.

“The development will have positive economic benefits for Morisset and the city, facilitating exciting new tourism and entertainment opportunities,” she said.

“It will create jobs in the area and generate significant flow-on benefits for local tourism operators, hospitality vendors, equipment providers and other businesses that support and supply the event industry.”

Fraser said Winarch Capital’s development will also boost the evening economy, provide much-needed new social and recreational amenities for the townspeople, and create economic and social opportunities in Lake Macquarie’s south west area.

“Morisset is growing quickly already, investors and families have discovered the area’s attributes and are making the choice to relocate there,” Fraser added.

## Exhibitions return to ICC Sydney

**EXHIBITIONS** have returned to ICC Sydney this year, sparking trade and visitation.

The convention centre has kick-started its exhibitions calendar this month, with both a trade and consumer event already held.

ICC Sydney Chief Executive Officer Geoff Donaghy said exhibitions were an extremely important market segment for Sydney that delivered the potential for the acceleration of new businesses, face-to-face networking, and a platform for millions of dollars in business to be exchanged.

“The return of ICC Sydney’s exhibitions calendar is expected to reboot business opportunities during events

at the venue while delivering significant benefits to Sydney and across New South Wales,” he said.

“Direct and indirect delegate expenditure is set to boost the state economy and positively impact local businesses while our long, deep supply chain reaches out into regional areas.

“In a stabilised year, exhibition attendees alone spend more than \$340 million in the local economy.”

The Pregnancy, Babies and Children’s Expo kicked off this year’s calendar with a consumer show that attracted 8,000 attendees, while business and tourism industry event Get Local attracted 1,500 attendees.

## AIME-ing higher

**TOURISM** New Zealand will operate a hybrid stand at AIME this year.

The country will be showcasing its new venues and activities at the convention to the Asia-Pacific meetings industry.

Tourism New Zealand will be anchoring the stand with an increased number of partners, both in-person and via a virtual hub.

Representatives of the three new generation convention centres in New Zealand - Te Pae Christchurch Convention Centre, Takina Wellington Convention & Exhibition Centre, and the New Zealand International Convention Centre - will attend in-person.

## MEA Mentor 22

**THIS** year’s Meetings & Events Australia (MEA) Mentor program has been launched.

The 2022 program will connect event professionals across Australia to share and enhance skills, expertise and career progression prospects.

Mentees will be matched with industry stalwart mentors who will provide valuable counsel and learning opportunities over a three-month period.

The Mentor Program is designed to assist the industry’s up-and-comers grow as event professionals.

An online hosted platform will again be used this year to ensure a premium level of interaction, tracking, and valuable resources are provided for participants.

Eligibility to take part as a mentee is restricted to MEA members (either Corporate or Individual).

The program will run from Apr to Jun, and events sector professionals interested in being either a mentee or mentor should email an expression of interest to MEA **HERE** before 21 Mar.

## \$500 bonus gifts

**THOSE** booking an event at any Australian Ovolo Hotel or restaurant will receive a gift card up to the value of \$500.

Spanning seven hotels and five restaurants across four states and territories, Ovolo Hotels and the By Ovolo Collective has spaces designed for everything from large conferences and parties to more intimate dinners.

Each venue is “different in style, but similar in character”.

Ovolo is also offering 39 guests the ultimate Grey Goose vodka accommodation experience, in a promotion with the The Inchcolm Bar in Brisbane (**TD** 18 Feb).

## Sun rises on winter passes



**THREDBO** has revealed its winter offerings for this year, including season passes and on-sale dates.

The official winter season will start on 11 Jun (subject to snow conditions), with season passes for this year now on sale from \$1,359 for adults and \$819 for children.

Thredbo is offering four season passes in total: a Premium Season Pass, a Value Season Pass (which excludes the 02-17 Jul school holidays), and a Midweek Value Season Pass (which excludes the weekends and the Jul school holidays).

New for this year is also the Premium Season Pass + Ikon

Base Pass, which includes all the benefits of a Thredbo Premium Season Pass plus a 2022/23 Ikon Base Pass, which unlocks access to 43 global destinations.

Full cost and product information will be available from early next month.

Day passes will be priced from \$179 for adults and \$95 for kids, and will be available for purchase from early next month, alongside rental and lessons prices.

Thredbo will focus on delivering a world-class customer experience this winter, with exclusive premier on-mountain dining experiences, a range of free events, a huge line-up of apres-ski events, and more.

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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.

**Ketaki Kelkar** has been appointed Hotel Manager of **Holiday Inn Express Melbourne Little Collins**. The hotel has also appointed **Klarissa Dzambo** Assistant Hotel Manager, ahead of its opening next week.

A new board of directors has been announced for **Tourism Noosa**. **Max Webberley** from Kin Kin Depot has been appointed Chair, **Sue Willis** from Niche Luxury Holidays as Deputy Chair, with **Jeanette Allom-Hill** from b.partners also joining the board. The trio joins existing Directors **Graham Bradford** (Hastings Street Association representative, Netanya Noosa), **Louise Formosa** (Eumundi Trading), **James Kendall** (Heads of Noosa Brewing Co) and **Craig McGovern** (Pelican Boat Hire).

**ATPI** has unveiled its strengthened sales team, bringing **Julian Mills** and **Nikki Regan** back to the business. Mills has been appointed to support multinational sales efforts and strategic opportunities, in his new role of Director of Corporate Sales, while Regan re-joins after two years working at American Express Global Business Travel, and will lead the commercial strategy in the United Kingdom, taking on the position of Head of Group Commercial Strategy. **James Draper** has also been promoted to United Kingdom Sales Director.



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