

INTRODUCING



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Events

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TD Events launches

THE world of travel marketing has changed, and **Travel Daily** is today announcing an exciting new option to help the industry continue to engage with travel advisors in the new normal.

TD Events harnesses the power of technology to facilitate online connections between brands and distributors, offering packages combining professionally managed webinars complemented by marketing to ensure the message gets through.

Ideal for product launches, education, brand showcases or even executive interviews, **TD Events** is the perfect solution for suppliers or destinations wanting to cost-effectively reach their audience.

For more details see the cover page of today's **TD**, or enquire via traveldaily.com.au/events.

New role for AC

ANN-CATHERINE (AC) Jones has today started a new position as GM of CT Partners member Frontier Travel, moving from her former role at Flight Centre as business leader of Jones & Turner Travel Associates in Sydney.

AC inspired the industry last year in a Travel Community Hub session on selling travel in the new world (**TD 07 Jul**), and appeared on Channel 9's *60 Minutes* speaking about the pandemic's impact on travel (**TD 29 Oct**).

She's also the Australian/NZ representative on the Virtuoso Travel Events Committee.

Aeronology targets advisors

EXCLUSIVE

AUSTRALIAN travel technology firm Aeronology is launching The Travel Advisors, described as "an exciting new retail strategy and brand that is expected to help entice back many talented travel agents who have left the industry due to COVID disruptions."

The initiative builds on Aeronology's in-house technology platform, which offers a simple "point and click" interface allowing advisors to create itineraries from multiple product and supplier sources including NDC and GDS airline content.

Founder Russell Carstensen said The Travel Advisors had been created based on extensive research into how the huge amount of retail, leisure, corporate and cruise travel expertise can be retained, amid estimates that only about 20% of the pre-COVID 41,000-plus advisors across Australia and NZ were still working in travel.

"Now that's a huge group of highly trained travel experts... they are travel advisors who have a very large number of traveller connections and contacts.

"Our research told us that these travel advisors want to get back into travel...it's what they love, it's what they are good at, although slowly - maybe even casually at first - then potentially part-time, and then full-time.

"The biggest obstacle for that return in most cases is access to the basic needs, the tools of

the trade - the GDS, ticketing, traveller profile databases, the newly launched NDC and LCC access, mid-office, and a brand they can be part of," he said.

The new Travel Advisors brand is owned by Aeronology, and the company has signed an agreement with Express Travel Group (ETG) to help manage the ticketing in Australia and NZ - extending the relationship between the businesses, with the recently updated Express Tickets platform based on Aeronology's technology (**TD 13 Dec**).

Carstensen said members of The Travel Advisors would have access to all Aeronology applications including an agent-owned Traveller Profile client database, shopping and booking on all GDSs, plus direct connect via NDC and low-cost carriers - including Jetstar which has just been added to the platform.

To participate, advisors will need to have recent industry experience, an ABN, a free IATA TIDs number, "and we ask that they join AFTA/ATAS," as The Travel Advisors are not liable for any debts, Carstensen said.

He said even working part-time, members could be profitable because of the lower cost of sale and near non-existent overheads.

There is no sign-up fee, with a \$350 monthly subscription, with the membership program to open up in May and in the meantime more details available via enquiry@aeronology.travel.

Today's issue of TD

Travel Daily today has four pages of the latest travel industry news, plus a cover page launching our new **TD Events** offering.

Action Day heads to Canberra

EXCLUSIVE

THE strong awareness achieved by last week's national travel industry Day of Action (**TD 27 Jan**) will be further amplified with a planned Mission to Canberra which is scheduled for next week.

Participants will head to the national capital on Wed 09 Feb, gathering outside Parliament House at 11am - with the event timed for the second day of the first parliamentary sitting of 2022.

Organisers said "among other opportunities, this is a chance to highlight our call for action in pressing for the lifting of the cruise ban on 17 Feb and adoption of the travel industry support package".

"We are the only sector in the economy that needs Government permission to trade normally, and that is both unfair and untenable," they said.

The high media profile achieved by last week's visits to MP offices continued over the weekend, with pressure mounting on Governments to act.

The Aussie Travel Action Group on Facebook now has almost 1,750 members - to find out more about the event **CLICK HERE**.

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*For registration and eligibility, visit trade.northernterritory.com

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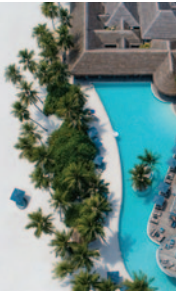
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SIA cuts like QF, EK, CX, HA

SINGAPORE Airlines has become the latest airline to slash base commission for Australian travel agents, this morning advising that its reduction to just 1% will become effective from 01 Oct this year (**TD** breaking news).

The significant cut to agency base incomes mirrors previous announcements by other major carriers including Qantas (**TD** 20 May 2021), Emirates (**TD** 16 Dec 2021), Cathay Pacific (**TD** 14 Jan) and Hawaiian Airlines (**TD** 20 Jan).

SIA GM Agency Sales, Greg McJarrow, said the airline was committed to ongoing engagement with key partners in the months ahead in preparation for the change, claiming that "the travel agency community will continue to play an integral role in our distribution strategy".

He said the decision had not been made lightly, and reflected a need to better align to the local, regional and global market conditions and SIA's focus on investing in new technologies.

Last chance famils

DESTINATION North Coast is reminding event organisers that today is the last day to apply for one of four MICE famils it is hosting later this year.

The selection includes tours of Coffs Harbour, Port Macquarie, Byron Bay and The Tweed, with applicants only able to apply for one of the options.

CLICK HERE for more details about how to register.

"Our commitment to the agency community is unwavering," he insisted, saying the carrier would "continue to support the industry through distribution of fares and products via traditional channels and new technologies, sales and frontline support, as well as through Agency Partner arrangements to recover and grow the market together".

Better connections

A **NEW** travel industry directory has launched to the market, pledging to offer a new and innovative way for travel advisors and industry partners to interact.

Travel Trade Connect is the brainchild of Travel Agent Finder founder Anna Shannon (**TD** 03 Sep 2021), who believes COVID has changed the landscape of the Australian travel sector so much that a new way of connecting is essential for the industry.

"Pre-pandemic contact lists are now outdated, and it's no longer as simple as visiting bricks and mortar stores in local shopping centres to network with agents. It is difficult to determine who is still operating and how to contact them with the decimation of our industry," Shannon said.

Located in the member-only section of the core Travel Agent Finder site, the new directory allows trade partners to market via a company profile page, with advisors able to search by category and keyword - learn more about joining **HERE**.

IHG moves on Parra

IHG Hotels & Resorts has linked arms with Pro-invest Group to open the Holiday Inn Express & Suites Parramatta in 2024.

The property will feature 239 rooms, meeting facilities and a fitness centre, with more details to be revealed in due course.

"Parramatta has cemented itself as a major commercial hub in New South Wales and IHG is excited to be at the forefront of reshaping the city's accommodation landscape," IHG's Director Development Australasia Jael Fischer said.

The news follows an aggressive expansion period for IHG in the region, signing 10 new hotels across Australasia in 2021 alone.

QF renews routes

QANTAS has applied to the The International Air Services Commission to renew seven flights per week in each direction on the South Africa route, 300 seats per week on the Singapore route, and 300 third country code share seats on the Italy route.

The carrier has also requested 1,260 seats per week on the Indonesia route and 258 seats per week on the Fiji route.

MEANWHILE Qantas has opened a new pilot training facility at Brisbane Airport which is able train 900 pilots a year.

Located adjacent to Brisbane Airport, the training campus will host four aircraft simulators for the Boeing 737, 767F and 787 Dreamliner and Dash-8 Q400.



Window Seat

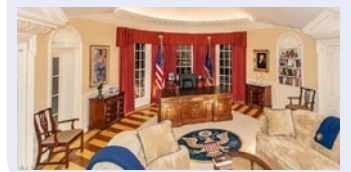
WHILE Ohio may not be as popular to visit as some other more high-profile US states, there is at least one new attraction to lure travellers in.

A new home has just been constructed that from the outside may look like an average large American house, it has six bedrooms and a nice white picket fence, but it's the abode's replica Oval Office that has most realtors' tongues wagging.

The property's owners, who are reportedly major history buffs, decided to install the homage to the cradle of US democracy after thinking up fun ways to better utilise the home's interior spaces.

So where in the house is this replica attraction located we hear you ask? Well, in the attic naturally, with the owners proudly labelling the room "the finest Oval Office in a private residence (perhaps the only?)."

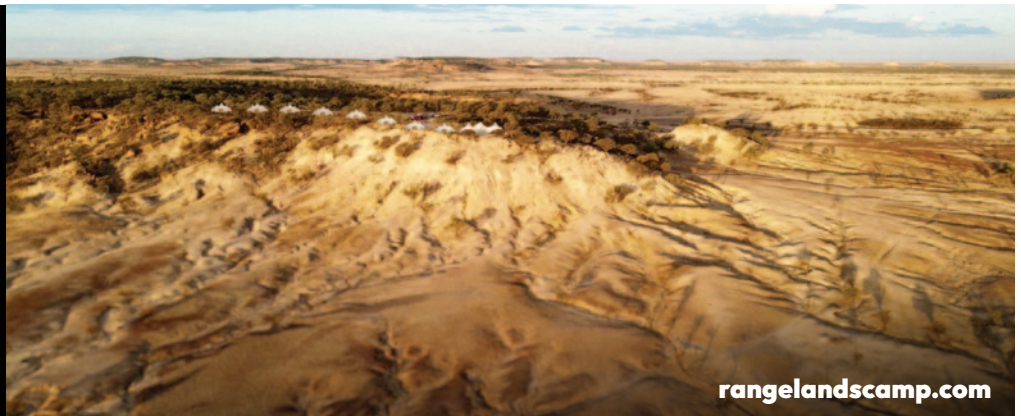
While the state of US politics looks precarious at best and the prospect of Donald Trump returning to the White House in 2024, some have cheekily asked if the leaky basement might have been a better suggestion.



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TA heads to the AO



TRAVEL Daily was lucky enough to spot these three ladies in the crowd at the Australian Open last week, as crowds gathered for the double-header women's semi-final events on Thu evening.

Pictured after attending an event as part of the AO Inspirational Series are Tourism

Australia (TA) MD Phillipa Harrison and TA Chief Marketing Officer Susan Coghill - ably marshalled by another industry stalwart, Sue Marr, ex Thai Airways who was officiating during the tournament.

NZ offering credits

AIR New Zealand is offering domestic passengers travelling during Feb the ability to "opt into credit" as Omicron cases continue to rise across the nation.

Passengers who are no longer able to fly due to being unwell or isolation requirements can take a credit or amend the date of their flight, with change fees waived.

The carrier's Chief Commercial & Sales Officer, Leanne Geraghty, said at this stage the credit option had been reactivated for flights booked on or before 23 Jan, scheduled to depart until 28 Feb.

Philippines reopens

A BAN on entry by foreigners to the Philippines will be lifted next month, with the country's Tourism Secretary, Berna-Romulo-Puyat confirming arrivals from more than 150 countries with visa-free privileges will no longer have to quarantine on arrival in the Asian nation.

Originally the Government had planned to lift the ban on 01 Dec last year, but delayed the change as it evaluated the impact of the Omicron variant of COVID-19.

keep dreaming...

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Travel & Cruise Weekly

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Don't shop with Viagogo

NSW Minister for Fair Trading Eleni Petinos has urged Aussies to avoid making purchases with the online event ticket reseller Viagogo, after the London-based company generated a flurry of angry consumer complaints in recent months.

Heading up the list of grievances was the issue of inflated prices, Petinos said, with tickets to events such as the Sydney Comedy Festival, Paw Patrol and even children's entertainment icons The Wiggles, being sold at up to four times the face value of admission prices.

There have also been accusations that Viagogo issued consumers with fraudulent or fake tickets, failed to supply customers with tickets purchased and issued tickets that differed to those advertised or purchased, the Minister said, adding that Viagogo has so far refused to meet with NSW Fair Trading to discuss the matter further.

"The current investigation shows that despite commitments made by Viagogo, it is apparent this practice of offering tickets for sale at prices way above their original cost continues to be facilitated through its website," Petinos said.

"Viagogo has also failed to specify, in a prominent way, a single price for tickets advertised for sale," she added.

This is not the first time the ticket exchange company has drawn the ire of the NSW

department, which only last year was investigated following 36 complaints lodged in the state in 2021 (**TD** 08 Jul 2021), while Viagogo was also fined \$7 million in 2020 by the Federal Court for various breaches of Australian Consumer Law (**TD** 06 Oct 2020).

In its defence, Viagogo told the *SMH* that "our customers are protected by the viagogo guarantee, which ensures that buyers receive valid tickets in time for the event and if a problem arises, viagogo will step in to provide comparable replacement tickets or a refund."

"We will continue working to make sure our platform is compliant," a spokesperson added.

Tune into us now!

TOURISM Australia has released a video targeting overseas travellers called *Tune into Aus*, timed to coincide with the country easing its restrictions and welcoming back int'l arrivals.

The 90-second piece was created in partnership with Australian electronic producer duo Flight Facilities, featuring 8D audio to create a full sensory experience about what Australia has in stall for future travellers.

"Tune into Aus showcases unique moments only an Australian holiday can deliver... int'l travellers," Tourism Australia's CMO Susan Coghill said - watch the video **HERE**.

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Find out more

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

			2	7	1		6	8
						2		
8	2	7			3	1		
2		9	5		4	3		
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		3						
7	9		1	4	5			

www.sudokuoftheday.com - visit them and get a new Sudoku every day!

Some time in the sun

VISIT Sunshine Coast has kicked off its "Immerse Yourself, For real" campaign targeting interstate travellers, with the marketing push emphasising the destination's natural attractions and reputation for safety.

The campaign is being launched through video on demand, YouTube pre-roll, and social media until 24 Mar, with Visit Sunshine Coast CEO Matt Stoeckel stating the video spots will "capture the attention" of interstate travellers planning domestic holidays - see vid [HERE](#).

EK restores Africa

EMIRATES has recommenced flight services to Ethiopia, Kenya, South Africa, Tanzania and Zimbabwe after the UAE lifted restrictions on routes to 12 more African nations.

Services between Dubai and Johannesburg (JNB) will operate twice daily from 01 Feb, while flights to Cape Town (CPT) and Durban (DUR) will see daily services commence from the same date.

Meanwhile EK is flying 10 times a week to Nairobi in Kenya and thrice weekly to Addis Ababa.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Uniworld top 22 experiences in 2022

Uniworld Boutique River Cruises has released a new brochure designed to inspire travellers to book their next adventure in Europe. Highlights include the brand's Castles along the Rhine itinerary sailing from Amsterdam to Basel, exploring towns and cities in Germany and France along the way such as Cologne, Boppard, Mannheim and Freiburg. Also profiled in the brochure is Uniworld's

Enchanting Danube voyage, an eight-day adventure from Budapest to Passau taking in the sights of Austria, Germany, Slovakia & Hungary.



Regent Seven Seas Cruises provides travellers with a comprehensive guide to its destinations on offer over the next two years, including the best of Australia and NZ itineraries, as well as Africa and Arabia, Alaska, Asia, Canada, the Mediterranean and much more. Local sailings include the 17-day Coastal Beauties of the Pacific sailing from Singapore to Sydney in Dec, as well as an 18-night Auckland to Bali cruise. The Kiwi voyage includes

a free three-night land tour. To view the full online version of the brochure, [CLICK HERE](#).

Misery at the beach

TOURISM Australia has unveiled the list of Australia's top 20 beaches to visit in 2022, with Western Australia's Misery Beach in Albany taking out the top spot.

Australia's Tourism Minister Dan Tehan said the list would help inspire travellers to book a holiday Down Under.

"As Australia continues its successful re-opening, we're going to see a surge in tourists that will support jobs and businesses," he said.

"The 2022 list covers every state and territory, with a selection of our most spectacular beaches that will inspire and excite holiday makers all over Australia and the world," Tehan added.

Completing the top five beaches was Horseshoe Bay in NSW, The Spit in Queensland, Flaherty's Beach in South Australia and Loch and Gorge in Victoria.

"Start planning and include our top 20 beaches on your itinerary as you can fit in," Tehan said.

Viking Osiris closer

VIKING has reached another important milestone with its soon-to-launch 82-passenger *Viking Osiris*, which was recently floated out from the Maasara Shipyard in Cairo.

The ship will debut for the cruise line in Aug, and operate the popular 12-day Pharaohs & Pyramids itinerary along the Nile, visiting archeological gems in Luxor, Esna, Edfu and Aswan.

Tassie track on track

TASMANIA'S Overland Track has now returned to full capacity, increasing from 24 to 34 walker departures a day following an initial reopening period after the state lockdown period.

"Following a risk assessment, the increased use of the tent platforms and visitor demand... to book experiences in Tasmania's parks has led to the decision to return capacity to pre-pandemic numbers," the Tas Gov said.