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## Today's issue of TD

*Travel Daily* today has seven pages of news including our regular **Corporate Update** and a photo page from **TIME**.

## CLIA opportunity

**TRAVEL** advisors keen to build their cruise expertise are being offered a unique opportunity to join Cruise Lines International Association (CLIA) Australasia in conjunction with attendance at the upcoming Cruise360 conference in Sydney on 25 Aug.

For just \$340 agents can access a six month CLIA membership in a package deal which also includes a Cruise360 ticket and the pre-event industry-wide cocktail party on the evening of Wed 24 Aug.

Other upcoming CLIA activity includes its popular Cruise Port & Destination Showcase, available to those who take up the offer, while Cruise360 will include a host of high-profile presentations and an extensive trade show - more info on 02 9964 9600.

## CATO accreditation plan

**EXCLUSIVE**

**THE** Council of Australian Tour Operators (CATO) now expects to finalise the last phase of its accreditation process (**TD** 28 Jun 2021) by the end of the year.

Last year CATO MD Brett Jardine outlined plans for the creation of an "external independent accreditation scheme, fit-for-purpose for the land supply sector," as part of sweeping changes to the CATO constitution.

After a Board update last week, CATO told **TD** the first three phases of the plan had been executed.

"CATO Members that have agreed to abide by our constitution and member code of conduct, have reviewed and implemented CATO's industry standard booking terms and conditions (or equivalent) and have all appropriate insurances in place, are now recognised as 'CATO Certified,'" CATO said.

The last piece of the puzzle

relates to insurance, with the goal being to find a solution that can protect consumer funds and travel agent commissions in cases where Australian consumers are booking with CATO members - including via retail travel agents.

However, "a formal outcome from these discussions is taking longer than anticipated, as insurers remain very cautious in returning to market with travel related product," CATO said.

The Council said tour operators and wholesalers invest heavily in product and marketing long before resellers become involved.

"As such this is a very different model that CATO believes should be treated very differently when it comes to accreditation, hence our lengthy discussions.

"We anticipate providing members with an update by 30 Sep, with a view to finalising the last phase of the framework by the end of the year," CATO said.

## travelBulletin is new

**THE** new look *travelBulletin* website has launched this month, featuring a more accessible, modern way for the industry to view the respected opinion, commentary and updates for which our sister publication is renowned.

All of the popular existing content is still available, including the latest industry statistics collated into a single source, regular columns from organisations such as AFTA, CLIA, CATO and opinion pieces from the *travelBulletin* team.

Along with the update comes new opportunities to reach the industry, with twice weekly EDMs along with online options and the ability to cross-promote across the full suite of Business Publishing Group products.

Initial response has been strong, with hundreds of positive comments after a launch email blast yesterday afternoon - see the site at [travelbulletin.com.au](http://travelbulletin.com.au).

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## VA partnerships given tick

**THE** proposed new “virtual” international network planned by Virgin Australia took a leap forward this morning when the Australian Competition and Consumer Commission (ACCC) granted interim authorisation to collaboration between VA and United Airlines, Qatar Airways and Singapore Airlines.

A draft determination issued by the Commission also proposes to grant a five-year authorisation for the codeshare pricing arrangements (**TD** breaking news), with Deputy Chair Mick Keogh noting that “there will be no competitive overlap between the parties on any route under these proposed arrangements”.

“Other airlines, including Qantas, will provide competition to Virgin Australia and its partners on these particular long-haul international routes,” he said.

The proposal will see VA’s international airline partners set

the fares for their services that Virgin markets and resells to consumers - in contrast to most previous agreements where airlines have been required to independently set fares on their respective codeshare flights.

Keogh added the deals were “likely to promote competition in long-haul international services, by assisting Virgin Australia to re-establish its international operation in the longer term”.

A public consultation process on the ruling will now take place until 29 Jul, with a final decision to be handed down in Aug.

### Magellan appoints

**MONICA** Godfrey has taken a new role as Marketing Manager at Magellan Travel Group, joining the Helloworld offshoot after a range of positions, including at Platinum Travel NSW, Travel Focus Group and Travelscene Amex.

## Mat goes to nam

**MAT** McLachlan Battlefield Tours has launched a new tour in Vietnam retracing the steps of Australia’s first involvement in the Vietnam War.

The 12-day Vietnam Past & Present 2023 itinerary will be led by Vietnam veteran and Military Cross recipient, Gary McKay, and explores all the key Australian sites plus some American and Viet Cong areas, while at the same time offering culinary insights into the local cuisine.

“In the company of historian Gary McKay, who served as a platoon leader in Vietnam and was awarded the Military Cross for his actions during the Battle of Nui Le, this tour allows you to follow in the footsteps of the thousands of Australian troops - many national servicemen,” Mat McLachlan said.

Prices for the trip lead in from \$3,599ppts and starts departing from 12 Mar 2023.

For more details, [CLICK HERE](#).



## Window Seat

**NEW** Zealand Prime Minister Jacinda Ardern was in fine form earlier this week as she regaled the crowd at a tourism leaders’ event in Sydney (**TD** 06 Jul).

During the luncheon she was sitting next to Harvey Norman chief Katie Page, who is also on the Tourism Australia Board.

“I heard her mention that she had touched base with her Queenstown store, and it’s full of Australians right now,” Ardern told attendees.

“I don’t know why they’ve come to Queenstown to buy a fridge, but they are most, most welcome,” she added.

Ardern also noted that many Aussies visiting NZ like to undertake wildlife activities, noting that “in NZ there are very few things that will kill you, relative to Australia”.

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## QR opens lounges

**QATAR Airways** has unveiled Platinum, Gold and Silver lounges in the Hamad Int'l Airport.

The spaces are open to Privilege Club Members and oneworld Partners to use, and offer guests dining, showers, bars, rest areas, and complimentary wi-fi.

## Bali wants dispersal

**INDONESIA'S** Tourism Minister, Sandiaga Uno, has urged his country to encourage more tourism development in Bali's north, east, and west, in a bid to curb overtourism concerns in the highly populated south.

"I have been trading data with the Head of Tourism for the Province of Bali...on how to distribute proceeds of tourism so it doesn't all accumulate in Bali's south, if this is not done, Bali will return to the pre-pandemic situation of overcrowding and overtourism," Uno argued.

## APAC five-fold rise in air traffic IATA

**INTERNATIONAL** travel is driving May's air traffic recovery forward strongly, with Asia-Pacific volumes rising more sharply than most, up by 453% when compared to the same corresponding period last year.

NEW figures released by International Air Travel Association's (IATA) this week also show that total air traffic for the month was up by 83.1% compared to May 2021.

## Westpac adds virus cover

**WESTPAC** has added COVID-19 insurance cover for eligible customers as part of its complimentary credit card insurance offering.

The change sees added travel protection against epidemics and pandemics under its selected benefits criteria, and includes overseas emergency medical assistance, medical evacuation, cancellations and any additional expenses related to outbreaks.

"The world has changed over the last two years and with borders now open, we have updated our credit card complimentary insurance to give customers additional peace of mind when travelling overseas," the bank's Managing Director, Consumer Finance Steve Rubenstein said.

Westpac is hoping the added traveller protection will help it gain a slice of the resurgent outbound travel segment, which the bank said had seen consumer credit card spend on airlines and hotels rebound over 140% and

120% respectively since the sharp decline in 2020.

"We are seeing our customers spending more on airlines, travel agents and hotels, as Australians get back to one of their favourite pastimes...and while international spend across our credit and debit cards has rebounded significantly, it's not yet at 2019 levels," Rubenstein observed.

"We anticipate this could change over the Jul school holidays as Australians escape the winter and reconnect with families and friends abroad."

Westpac has also noticed a jump in frequent flyer interest.

Complimentary credit card insurance is available on selected Westpac, St. George, Bank of Melbourne and BankSA consumer and business credit cards - more details [HERE](#).

## Sabre locks in QR

**SABRE** has fully integrated IATA NDC content from Qatar Airways to its global distribution system following a successful pilot phase run with agencies in Australia.

The formal launch means that all agencies can manage NDC offers from QR, with access to airline's content available through Sabre Red 360, as well as its NDC-enabled Offer and Order Application Programming Interfaces.

## QF larger aircraft

**QANTAS** has confirmed it will schedule larger aircraft at peak times on flights between Melbourne, Sydney and Brisbane over the next four days.

The carrier will also be deploying additional staff such as ground handlers to head off as much travel disruption as it can this weekend, with Air New Zealand this morning revealing similar staffing plans.

## FJ adds Vancouver

**FIJI Airways** will add Canada to its international network from 25 Nov, beefing up its North American market channels which already connect Fiji to Los Angeles and San Francisco.

The carrier has revealed it will fly two weekly services between Nadi (NAN) and Vancouver (YVR) using A330 aircraft.

"Canada represents a new market with immense potential for tourism, trade and of course reconnecting Fijian families," the airline's CEO Andre Viljoen said.

"Returning to the skies doesn't just mean resuming existing routes, if we are to strengthen ourselves and grow as a business, we must invest in new markets and solidify our networks. Vancouver was the ideal choice for us," he added.

Fiji Airways currently operates to four cities in Australia and three in New Zealand.

# Elevate

Taking your business to the next level

With global travel returning, imagine how much more you could achieve if you had an extra 15 minutes per booking? Are you ready to elevate your business?

Join Amadeus as they discuss emerging travel trends and the role of travel technology in the industry's recovery with Travel Daily and The Travel Community Hub.

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- Min 2 years in field sales/account management experience, ideally within the airlines
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- Strong knowledge of the Australian & New Zealand travel industry

### Agency & Customer Support Officers (SYD x 2)

Responsible for providing Reservations, Ticketing and Inside Sales Support to the trade, customers and the commercial sales team on behalf of the GSA Airlines.

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- CRS/GDS knowledge in Reservations & Ticketing - minimum 1 GDS
- Thorough knowledge of pricing, airfare construction, airline terminology and procedures

If you wish to apply, send your CV with a cover letter to [resume@cvfgroup.com.au](mailto:resume@cvfgroup.com.au)  
Applications close **Friday 15 July 2022**.

## The changing view in Newcastle



**TOURISM** Accommodation Australia CEO Michael Johnson recently visited Newcastle's newest luxury hotels, Crystalbrook Kingsley and QT Newcastle, both of which offer five-star accommodation, luxury dining, and views of the city and harbour.

Johnson said the venues are "further testament to the changing face of Newcastle", which he said is transforming its reputation from the "Steel City" into a major tourism and business travel destination.

During his visit to Crystalbrook Kingsley, Johnson spoke with General Manager Carl Taranto and learned more about the

venue and its offerings, noting its "real focus on sustainability" and "first-class service".

Johnson also met with QT Newcastle's General Manager Michael Stamboulidis, where he got a behind-the-scenes look at the hotel which opened last month, with Johnson commenting that there was "so much love about this property".

**Pictured** at Crystalbrook Kingsley: TAA/AHA Membership Liaison Jaimie Rayment, TAA Operations and Marketing Manager Stacey McBride, TAA CEO Michael Johnson, and Crystalbrook Kingsley General Manager Carl Taranto.

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## Cost still a barrier for WA

**EXPENSIVE** airfares and the high cost of travelling around after arrival are listed as some of the major barriers for international travellers booking a trip to Western Australia.

Contained in an internal report released by Tourism Western Australia this week, overseas

respondents also indicated a number of pull factors for travel to WA, including being a safe & secure destination, offering world-class wildlife attractions, & a great food and wine culture.

The data also highlighted a low visitor dispersal rate from WA to other states and territories, with 70% of travellers to WA flying home again without venturing further around Australia.

The 30% of visitors who do intend to visit other Aussie destinations listed NSW as the top priority, accounting for close to 60% of travel intention, ahead of Victoria (41%) and Queensland (39.6%), before a big drop off to South Australia (6.5%) and Tasmania (4.4%).

Just over 40% of visitors intend to stay in WA for less than a week, while one in four book between eight and 14 nights, and 18% opt to stay longer, between 15 and 30 nights.

Interestingly, close to half of all travellers to WA are doing so alone, with adult couples (27%), families (15%) and visiting friends and relatives (11%) comprising the remainder of travellers.

One in six arrivals are over the age of 65, with 20-34 and 50-60 year-olds leading the way on an age demographic basis, both accounting for 29% of visitation.

## NZ adds Movenpick

**ACCOR'S** newest Movenpick Hotels & Resorts property has opened its doors this week, with the Movenpick Hotel Wellington offering guests 114 rooms.

Other amenities include on-site and virtual gyms, restaurant & bar areas, meeting & events spaces and valet parking.

The opening of the sweet-toothed property coincides with World Chocolate Day, giving the brand the chance to show off its range of treats for debut guests.

"The team loved hosting neighbours and community partners, including children from the local school, to celebrate and enjoy our signature Movenpick ice cream sundaes and hand-made chocolate treats," Accor Pacific CEO Sarah Derry said.

The Wellington property is the second in NZ for Movenpick, which opened an Auckland location in Jun (*TD* 16 May).



### Marketing Specialist

**We are looking for a Marketing Specialist to join us on our journey.**

For 130 years, we've been committed to continuously improving what we do for our guests and the people we work with. As Marketing Specialist - Industry & Trade you will share the responsibility of cultivating strong relationships with existing customers, driving brand awareness, and supporting new customer prospects across existing and new distribution networks. You will be required to effectively represent the Hurtigruten brand to the travel industry and trade partnerships.

The APAC head office is in Melbourne and this role is best placed in Melbourne or within an agreed territory.

To learn more visit

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### Marketing Manager - Asia Pacific

**We are looking for a Marketing Manager to join us on our journey.**

As the Marketing Manager - Asia Pacific, you will be responsible for the optimisation of the APAC Marketing budget and achieve best in market ROI for all media activity. The objective is to achieve the best exposure of all activity to the widest target audiences. To develop and implement Go-To-Market campaigns for APAC markets supporting the global strategy and delivering local solutions across B2B, B2C, traditional and digital, above and below the line activities.

The APAC head office is in Melbourne and this role is best placed in Melbourne or within an agreed territory.

To learn more visit

<https://www.hurtigruten.com/group/people/>

## CORPORATE UPDATE

### Hybrid work fuels travel

**BUSINESS** travel is set to boom thanks to hybrid working arrangements and skill shortages, according to predictions made by Corporate Traveller's Global Managing Director, Tom Walley.

Flight Centre's SME travel provider reported a 988% increase in international flight bookings, while domestic flights numbers rose by 20% between 01 Feb and 31 May this year.

Walley identified a number of emerging trends, including working holidays, where executives work remotely in one or more holiday locations for several weeks or months, sometimes taking their families with them.

'Bleisure', where holidays are added onto the end of work trips, was another trend detected among Corporate Traveller customers, while it was also found that work-from-home employees were making more frequent trips to more cities for meetings with stakeholders.

Walley believes these trends, if embraced by businesses, could lead to an early full recovery for the business travel sector - and will also help companies to attract and retain staff.

"Travel remains a sought-after perk for many Australian workers and the possibility of combining leisure with work will be invaluable to them and improve

### CWT updates CO2 emission reporting

**BUSINESS** travel platform CWT has updated its CO2 reporting capabilities, as part of efforts to support sustainable travel.

Customers can now access new Carbon Emission Summary dashboards for a simple overview of their company's emissions, assisting them to improve their environmental impact.

CWT revealed it has several more sustainability initiatives in the works.

their work-life balance."

**MEANWHILE**, in response to the increasing number of people working remotely, Airbnb has partnered with 20 destinations around the world, including Queensland, as part of its Live and Work Anywhere initiative.

Airbnb will work closely with each organisation to create dedicated custom-built hubs for their destination, highlighting top local long-term stay listings as well as info on entry requirements and tax policies.

Along with the hubs, which are set to launch later this year, Airbnb will also work with destinations to release educational campaigns promoting responsible hosting and travelling as a remote worker.

### SAF credits attract

**SINGAPORE** Airlines, in partnership with The Civil Aviation Authority of Singapore and investment platform GenZero, sold 1,000 Sustainable Aviation Fuel (SAF) credits from the fourth quarter of 2022.

The credits form part of a pilot that aims to advance the use of SAF in Singapore (**TD** 15 Feb), which saw the delivery of blended SAF to Changi Airport yesterday.

The credits will provide corporate travellers a way to reduce their carbon footprint and help promote the adoption of SAF for aviation sustainability.

GenZero CEO, Frederick Teo, believes the SAF credits are "an important way to crowd financing from environmentally conscious corporates and institutions to reduce the cost premium and encourage greater adoption of SAF to decarbonise global aviation".

The carrier is also set to partner with Climate Impact X to introduce a bundled portfolio of SAF credits and carbon credits, in order "to meet corporate demand for SAF while balancing affordability".



### Agents tour North America



**APT** Travel Group treated nine travel agents from its top VIP agencies from each Australian state to a tour that visited Vancouver, Whistler, and Alaska.

Curated by APT Travel Group, Travelmarvel, Holland America Line, Tourism Whistler, Destination British Columbia and Tourism Vancouver, the itinerary included a seven-day cruise of Alaska's Inside Passage aboard a Holland America Line ship.

Other highlights included a Harbour Seaplanes flight, a PEAK 2 PEAK gondola flight over the mountains of Whistler, and a number of luxurious decadent experiences, including the Joe Fortes fine-dining seafood restaurant in Vancouver.

The lucky agents (**pictured**) who

were selected to participate in the "trip of a lifetime" included: Karen Robinson, RACQ Travel Maroochydhore; Allegra Fitzgerald, RAA; Ciaran O'Cearbhallain, Globenet Clean Cruising; Brad Pearce, Figtree Travel; Naomi Hammond, Helloworld Travel Croydon Hills; Cindy Holsken, Travel by Wyndham; Gia Borja, Destination Vancouver; Bret Bellchambers, Atour Travel Service; Byron Horne, Bicton Travel; and Nicole Bryan, Helloworld Travel Ocean Grove.

### Experience Sydney

**BESYDNEY'S** 'Experience Sydney' game has launched to educate the incentives market in India, Malaysia, and Singapore.

The game has been created specifically for the international incentives sector as a fun way to stay updated on Sydney, with prizes also available to win.

The game is designed to bring Sydney experiences to life, and utilises video-encoding and 3D animation sequences, featuring a combination of a gamified track experience, a quirky Aussie koala guide, postcards, and destination footage.

During the game, users race around Sydney's streets, collecting points to win prizes, all the while visiting the city's attractions and precincts.

### Marriott hacked

**MARRIOTT** International has confirmed yet another data breach, with hackers claiming to have stolen 20 gigabytes of sensitive data, including guest credit card information.

The incident is believed to have happened last month, when a US staff member at a Marriott hotel was tricked into giving access to the company's computers.

Marriott's last reported hacking was in Jan 2020, in an incident which affected around five million of its guests.

# A great TIME was had by everyone

THE Travel Industry Mentor Experience (TIME) last week welcomed the industry to a Sydney event to celebrate its newest intake as well as congratulate a host of graduates from the program. Incredibly it was the 47th group to be inducted into the program, with the gathering hosted by Cover-More Travel Insurance at its offices in North Sydney. It was the second face-to-face event for 2022, with TIME founder Penny Spencer

saying "it was another successful happy night of networking and listening to graduates speak about their experiences on the program with some inspiring and entertaining stories".

Some of the graduates had been through the program during the pandemic period, but had held off their formal graduation in order to be able to celebrate in person.

Spencer said some of the transformations were "astonishing", adding that "one thing that always comes through is the renewed sense of self-belief and confidence that TIME mentees emerge with at their graduation."

The graduating group (pictured right) included Anna Shannon from Travel Agent Finder, Destination Webinars' Charlie Travena, Victor Argus of The Travel Authority Group, Hannah Taylor from Celebrity Cruises, Jen Pagett of Virtuoso, Scenic's Ashlee Kembrey and Julie Voultepsis from Club Med.



**VANESSA** Green from Norwegian Cruise Line with Celebrity Cruises' Jessica Jones.



**PENNY** Spencer from Link Travel Group with Black Sheep Tourism's Trish Shepherd and Peter Hosper of The Travel Authority.



**BIANCA** DaLuz from Stride Learning with AAT Kings' Nikki Bruce and Paulina Ruzbicki.



**SIMON** Bernardi, Australia and Beyond Holidays with Nicole Stojic from Royal Caribbean Cruises.



**TIME** mentors Judith O'Neill and Kim Wethmar.



**STEVE** Brady from Helloworld with Lina Trimarchi of Aurora Expeditions.



## TRAVEL SPECIALS

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au)

**Aircalin's** Discover New Caledonia sale starts tomorrow. Travellers can fly direct from Sydney or Brisbane to Noumea from only \$559 return. The sale ends on 22 Jul. For more information, please contact Chris Thistlethwaite [HERE](#).

**Cunard's** Big Balcony Event is back. Cruisers can score a Balcony stateroom for the price of an Inside. The offer is available on more than 100 selected voyages including the 2023/24 Australia season. Terms and conditions apply, and for more information or to book, [CLICK HERE](#).

**Royal Caribbean International's** latest cruising deals, available from 07-12 Jul, can see guests can enjoy some very low fares through the Going, Going, Gone sale. Cruises from three to 18 nights in length are available under the promotion - book [HERE](#).

Explore the Blue Mountains with **Hotel Blue & Conference Centre's** Stay Two & Save offer, giving travellers 15% off stays this winter. Prices start from \$127 per night in a Queen room, and are valid for stays of two or more nights from Sun to Thu. Bookings must be made by 30 Sep, and are valid for travel from now until Christmas Eve. Terms and conditions apply, and offers are subject to availability - visit [hotelblue.com.au](http://hotelblue.com.au).

## Aitutaki upgrades

**AITUTAKI** Lagoon Private Island Resort has announced upgrades to its Cook Islands base, the only overwater bungalow property in the country.

Refurbishments will take place to the resort's facilities and common areas throughout the year, and will include revamps of the reception, guest waiting lounge, gift shop, as well as the addition of two new restaurants, a spa, two infinity swimming pools, an activities hut, and a games room.

Development will commence next month, taking place in a location separate from the accommodation and bungalows, behind extensive screening and out of sight and earshot of guests.

## DFAT ticks Canada

**THE** Department of Foreign Affairs & Trade (DFAT) has lowered its travel advice level for Canada, with Smartraveller now advising Australians travellers to exercise "normal safety precautions" in the country.

## Movenpick Jakarta

**ACCOR** has expanded its Indonesian network with the signing of Movenpick Jakarta International Airport.

The 310-key property will commence welcoming guests from the fourth quarter of 2026, with the property located just a few kilometres away from Soekarno-Hatta International, and also close by to the Indonesia Convention Exhibition Centre.

## Rochford blasts QF

**THE** head of Tourism Central Australia has lambasted the Flying Kangaroo for delivering a "kick in the guts" to the region by reducing air capacity.

The tourism body's CEO, Danial Rochford, told *NT News* that a recent reshuffle of QF services between Alice Springs and Adelaide has left the Top End with 22% fewer seats flying in each week, and while flight frequencies have increased from seven to 10, the aircraft switch from 737 aircraft to the smaller Embraer E190s left the NT short-changed on tourism.

The new schedule goes live on 25 Jul, and comes weeks after Qantas cut all of its Alice Springs-Perth services (*TD* 17 Jun).

## More London flights

**LONDON** City Airport (LCY) is campaigning to have its hours of operations extended to cater for growing demand from international travellers.

The airport is currently restricted from operating flights between 1pm on Sat and 12.30pm on Sun due to noise concerns, but the hub's management is requesting more flexibility to add capacity during these times without the need for any additional infrastructure.

**MEANWHILE** British Airways has removed 10,300 more short-haul flights due between Aug and the end of Oct from its schedule to London Heathrow and Gatwick airports due to the ongoing challenges around staff shortages.



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