

## Today's issue of TD

Travel Daily today features seven pages of news plus full pages from:

- CATO Travel Trivia Masters
- The Italian National Tourism Board

## Trivia Masters tix

LIMITED tickets are still available for the upcoming Council of Australian Tour Operators (CATO) inaugural Travel Trivia Masters event.

Scheduled for Thu 04 Aug from 6pm at Sydney's Hyatt Regency Hotel, the event will feature the Travel Community Hub's Richard Taylor as MC, a two-course meal with beverages, photo booth, prizes, a DJ and more, promising attendees a "fun-filled social night of travel trivia".

Tickets cost \$130pp, and there are also options for full tables and a few remaining sponsorship opportunities.

Full details on **page eight** of TD.

## EK, Air Canada team up

EMIRATES and Air Canada have formed a new "strategic partnership," with plans to establish codeshares between Dubai and Toronto and onward on their respective networks.

The pact also envisions reciprocal frequent flyer benefits and lounge access for qualifying customers, with EK President Tim Clark saying "this is a significant partnership that will enable our customers to access even more destinations in Canada and the Americas, via our Toronto and US gateways".

He noted the deal would also open up new route combinations for travellers across the EK and AC networks in the Americas, Middle East, Africa and Asia.

Air Canada CEO, Michael Rousseau, said the move was part of the airline's strategy of "expanding its global reach in response to growing opportunities in VFR markets that serve Canada's large multicultural

communities".

"We look forward to introducing Air Canada codeshare service on key Emirates flights, as well as adding the EK code on select Air Canada flights, and welcoming Emirates customers on our services later this year," he said.

Full details of the partnership and specific codeshare routes will be announced when they are finalised, and will be subject to regulatory approvals.

## Collette promotion

CHRISTIAN Liebl-Cote has been named as Executive Vice President, Global Business at Collette, with responsibility for strategic global partnerships and new business development.

Liebl-Cote will join the Collette Executive Team, with CEO Dan Sullivan saying he was an "invaluable member of the Collette organisation".

## Plan your Italy trip

ITALIAN Tourism is inviting travellers to #LiveItalian by planning trips on the [italia.it](http://italia.it) website - see the **last page**.

## New BKB GM

JULIE Wheelhouse has been named as the new GM of BKB Holidays, spearheading the group's rapid continued growth.

Wheelhouse joins BKB with extensive experience including more than 11 years as Helloworld Travel WA State Manager.

BKB has over two decades as a specialist travel wholesaler, and is now expanding its portfolio across Australia as well as the addition of Southeast Asia, Christmas Island, Cocos Keeling Islands and international cruise.

The company's MD Russell Brown said Wheelhouse would be instrumental in the transition into promoting BKB as the "premier domestic and international travel wholesale company".

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## International cruises to return

P&O Australia today confirmed the reopening of New Zealand and Fiji to international cruising, with its planned *Pacific Explorer* voyage departing Sydney on 08 Aug set to visit Auckland, Lautoka and Dravuni for the first time in almost two and a half years.

Passengers booked on the trip have been told they are set to be part of history, with the revised voyage to call in New Zealand on 12 Aug followed by the two Fijian ports on 15 and 16 Aug.

P&O President, Marguerite Fitzgerald, said "we now see the pathway back to cruising in our beautiful part of the world...I am sure our guests on this cruise will enjoy being part of cruising's return to NZ and Fiji".

However scheduled calls to Mystery Island and Noumea will not proceed, with the cruise line saying it "looks forward to ultimately returning to Vanuatu and New Caledonia".

## ATAS renewals under way

THE Australian Federation of Travel Agents is currently working its way through more than 800 renewals under the AFTA Travel Accreditation Scheme (ATAS), with CEO Dean Long saying "it is great to see some of the travel businesses that went into hibernation because of COVID are now reopening".

An update from the Federation overnight touts the benefits of being part of ATAS, saying it is the "largest and most representative accreditation program in the country".

"Your ATAS accreditation also sends a message that you are committed to industry self-regulation and improving consumer confidence in Australia's travel businesses... in a world where support and credibility is essential to success, ATAS is critical support for you, your clients and other travel businesses," the update notes.

A snapshot of AFTA's activity over the six months to 30 Jun highlights 22 political meetings, 22 AFTA mainstream CEO and Chairman media interviews and 153 AFTA member media stories.

The Federation's team dealt with 94 complaints relating to refunds, ticketing, misleading conduct and products/services, and there are currently 1,186 ATAS accredited entities and 533 additional locations.

Over the period, nine members voluntarily withdrew, and there are currently seven new ATAS applications under assessment.

"The ATAS process as most will know, is more than an upload and you're done...it is a rigorous process that examines a business' performance against stringent financial criteria, examining profitability, client funds, insurance coverages and business processes," Long noted.

He added that a review of the ATAS scheme is currently under way, with details to be revealed later this month.

## VA applies for QR codeshare capacity

THE International Air Services Commission has received an application from Virgin Australia seeking capacity for codeshare services with Qatar Airways on the Italy and France routes.

The application arrives after the ACCC recently granted provisional approval for VA to operate a virtual codeshare network with several international airlines (TD 08 Jul), initially including Qatar Airways, United Airlines and Singapore Airlines.

## Rex trading halt

REGIONAL Express today had its shares placed in a temporary trading halt on the ASX pending a "material announcement".

It's expected that the news relates to the potential acquisition of the fly-in fly-out operations of Cobham Aviation (TD yesterday), with Rex believed to be one of the final bidders.

The trading halt is in place until the ASX opens on Fri unless the announcement is made by the airline earlier.

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## Travellers Choice revamp

**TRAVELLERS** Choice has rejigged its membership options in a major makeover reflecting the significant industry changes wrought by COVID-19 over the past two years (**TD** breaking news).

The previous one-size-fits-all membership structure has been replaced with three new packages, offering independent travel businesses “more choice and greater flexibility,” according to MD Christian Hunter.

The entry-level “Activate” option targets home-based businesses or start-up entrepreneurs with a selection of essential services and the ability to activate additional support bundles when required.

“Elevate” is a full-service product comprising a complete suite of exclusive Travellers Choice tools, products and services, while the top tier “Accelerate” level is tailored to “high-turnover, fast-growing businesses that want to

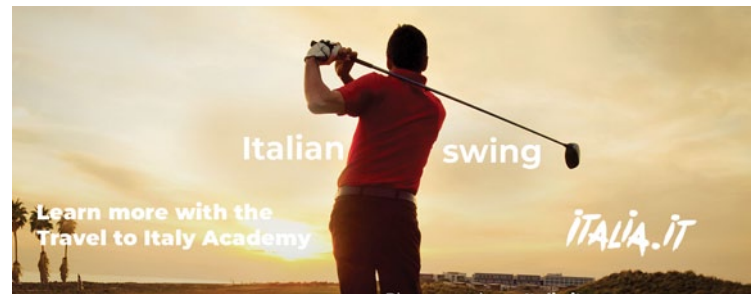
accelerate the return on sales through a transparent and predetermined remuneration structure,” the group said.

Members are free to move between packages at any time, and regardless of the chosen option will all continue to be shareholders in the company and receive preferred supplier at-source commissions and override payments.

“As always, Travellers Choice’s primary focus is on supporting our members to grow their businesses,” Hunter said.

“Our new agile membership structure does that by giving members greater flexibility in terms of how they engage - now and into the future - with our unrivalled suite of sales and marketing services and team of business development managers,” he added.

Details of the new offerings are at [travelagentschoice.com.au](https://travelagentschoice.com.au).



## It's a slam Dunk!

QLD'S Dunk Island has been sold to interests associated with Annie Cannon-Brookes, wife of billionaire Atlassian co-founder Mike Cannon-Brookes.

It's understood the price tag was around \$24 million, and opens a new chapter for the destination off the coast of Mission Beach.

Dunk Island Resort was destroyed in 2011 by Tropical Cyclone Yasi, and has since then gone through various cycles of ownership including a purchase by the collapsed Mayfair 101 (**TD** 13 Nov 2020) which did not proceed to settlement.

A spokesperson for Cannon-Brookes confirmed that “Annie has purchased the land with the intent to preserve its natural beauty for years to come”.

The selling agents JLL and CBRE said the deal “reinforces the appeal of investment in coastal locations and the sentiment that leisure travel across Australia is poised for continued growth”.

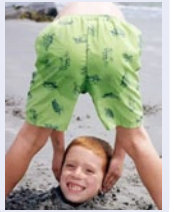


## Window Seat

**DAYTONA** Beach International Airport in Florida has launched a ‘Wish You Were Here’ photo contest this month, asking aspiring travellers to upload a postcard-worthy image of the local coastal attractions for a chance to score a free trip.

Entrants can win a holiday experience for two that includes airline tickets to Daytona Beach and a weekend stay at the Max Beach Resort.

Perhaps less of an incentive for the introverts among us is the fact winners will also have their photos featured on postcards offered to passengers travelling in and out of the busy airport.



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## QF scraps vax policy

**QANTAS** will no longer require passengers on international flights operated by the airline to be fully vaccinated against COVID-19 from 19 Jul.

The change in vaccine policy was announced in an internal note to staff today, which stated the move made sense in light of the Federal Government no longer mandating that overseas arrivals need a jab (**TD 04 Jul**).

"This change follows consultation with Work Health and Safety representatives across the group," the note stated.

"It is also in line with the Federal Government's announcement that international visitors are no longer required to be fully vaccinated against COVID-19."

The news is a big departure from previous rhetoric from the carrier, with CEO Alan Joyce previously strident in his view that vaccination would be part of the Qantas safety plan as long as COVID-19 continued to circulate.

## Grim outlook for SMEs

**WITH** Australia on the precipice of a possible recession, new figures from Small Business Loans Australia paint a concerning forecast for the future of industries reliant on SMEs for success, such as the travel sector.

The newly commissioned report surveyed 253 Australian small-to-medium business owners, finding one in three believe they would not survive a recession that lasted longer than six months.

Close to 15% of SMEs indicated they would not withstand a recession of any length, while 40% said they could operate in a recession for about two years.

Travel businesses in Western Australia appear to be most at risk, the state which held to an isolation stance on travel for the longest period of time, with a whopping 40% suggesting they could not handle any recession.

Anxiety among WA SMEs was far above any other state and

territory, with South Australia the next most prone state (17%), ahead of Victoria (13%), followed by NSW & Qld (both on 11%).

"While Western Australia was least impacted by extended lockdowns over the course of the pandemic, border closures and high COVID cases prevented the numbers of domestic and international tourists that the state's businesses would normally cater to, and spending among the general population would have likely reduced considerably," the report noted.

Close to half of all micro businesses (1-10 employees) said they could last between 18-24 months of recession, while 15% said they would fall over if any type of recession hit.

Slightly larger businesses (11-50) would fare marginally better, with only 11% of businesses stating a recession would spell the end of trading.

## Jettison the shoes!

**NSW** Deputy Premier, Paul Toole, is calling on Aussie travellers to leave their shoes behind after returning from Bali to lower the risk of importing foot-and-mouth disease (FMD).

Australia has also reissued a suite of reminders for all Aussie travellers in its bid to stem the threat of biosecurity risks.

The Department of Foreign Affairs and Trade today advised Aussies to thoroughly clean any equipment on re-entry to Australia, dispose of all meat or dairy products, and declare on incoming passenger cards if they have visited a rural area or been in contact with farm animals.

## Big4 expansion

**BIG4** Holiday Parks has recently added three new locations to its network, with Port Stephens (NSW), Lightning Ridge (NSW), and Emerald (Qld) all now home to recreation parks.



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## Jun travel spend up

**AUSTRALIAN** household spend intention on travel continued to improve in Jun, with the latest figures from CommBank showing a 1.5% increase when compared to the previous month.

Since Jun 2021, Aussie families are now 71.3% more likely to spend money on travel despite the mounting pressure of rising costs, with travel agencies, cruise lines, airlines, airports, hotels & motels, tourist attractions, and recreation camps all seeing a rise in intention.

Motorhome and RV rentals however continue to see month-on-month slides as travellers shift away from the mode of domestic holiday trips, particularly popular with Aussies last year.

There was also an increase in the value of travel transactions.

## Visit Vic campaign

**VISIT** Victoria is encouraging Melbourne residents to use their annual leave to take a mid-week or extended weekend trip to regional Victoria during the winter months, as part of its 'Take a Not-So Public Holiday' initiative.

The campaign highlights the long stretch of time between public holidays, underscoring the benefits of an off-peak stay, such as quieter roads, great deals, and more booking availability.

## Airlines land at #FCGG22



**A NUMBER** of airlines enjoyed their time in Las Vegas at the recent Flight Centre Global Gathering, including Air Canada and Delta Air Lines.

Global Gathering sponsorship partners Air Canada congratulated the travel agency group for bringing the industry together to reconnect after a long

three years.

The team also took some time out to get an elevated view of Las Vegas from atop one of the city's tallest buildings (**pictured above**).

Meanwhile, DL brought a number of its global sales team to the event - and they didn't forget to say cheers to Flight Centre by the pool (**pictured below**).



## Finnair + Amadeus

**FINNAIR** has strengthened its partnership with Amadeus to bring NDC-enabled offers to travel sellers worldwide.

AY will begin distributing new NDC-sourced content to Amadeus' global network of travel sellers and corporations later in the third quarter, in addition to continuing the distribution of its EDIFACT-sourced content through the technology company.

This latest collaboration builds on Finnair's NDC distribution drive, which saw it sign a pact with Amadeus competitor Sabre only this week (**TD** yesterday).

## Wendy savings

**WENDY** Wu Tours has released its '2022 on sale' offer, providing savings on a wide selection of group tours in Asia-Pacific.

Places on an excursion to India, Japan, New Zealand, Southeast Asia, South Korea, and Sri Lanka can be secured with a deposit of only \$99 per person.

The offer is valid on more than 60 departures for travel throughout the year, including Japan's highly sought-after autumn leaves season.

All tours include international flights, taxes, all accommodation, transport, an English speaking guide, visas, touring & entrance fees, and more.



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

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## Hotel Indigo Brisbane debuts



QUEENSLAND has welcomed today's debut of the Hotel Indigo brand in the state with launch of Hotel Indigo Brisbane City Centre, an IHG Hotel.

Located in the up-and-coming North Quay, Hotel Indigo Brisbane features a strong focus on the storytelling of its neighbourhood through its design, f&b offering, and guest experience.

Hotel Indigo Brisbane promises a creatively curated retreat with 212 guestrooms that reflect the sights, sounds, and flavours of the surrounding locale and the city's

"unexpected treasures".

Boasting a myriad of unique art and design features, Hotel Indigo Brisbane is peppered with hand-painted artworks and murals created by local Queensland artists which reflect the city's "historymakers, hidden gems and laneways".

The hotel's food & beverage concepts, including signature restaurant Izakaya Publico, were designed in consultation with globally recognised consultant Shane Giles from Blue Salt.

**Pictured:** A King room.

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## New Indo protocols

**NON-BOOSTED** international arrivals in Indonesia transferring to a domestic flight or boat from Sat will need to get an antigen test or rapid test before the domestic leg of their itinerary.

It is one of a number of updated regulations for travellers from island to island in Indonesia, and will not affect guests who travel only by car or bus in one region.

Passengers who have only been vaccinated once against COVID-19 need to present a negative PCR test up to 72 hours before departure.

## Are you talk'n about resorts to me?

**FRESH** from exiting his troubled Crown Resorts business, Jamie Packer already has eyes on his next project, with the Aussie set to develop a A\$733 million resort in Barbuda with Hollywood royalty Robert De Niro.

The high-profile pair purchased a resort in need of repair in the Caribbean back in 2015, and only recently was granted approval from local authorities to commence a refurbishment.

"We are going to build something unique and beautiful, and I believe Barbuda will also prove to be an excellent commercial development," Packer told local reporters.

## Cancellation spike

**QANTAS** Airways and Virgin Australia reportedly cancelled or delayed more than half of their domestic flights last week.

From Mon to Sun, Virgin cancelled 14.7% of flights, and 43% of services were on time, *news.com.au* alleges.

During that same period, Qantas cancelled 6.7% of domestic flights, and only 44% of services were on time.

The figures mean both airlines are at risk of historically low on-time performances at the release of the official Jun statistics by the Bureau of Infrastructure and Transport Research Economics at the end of this month.

The aviation industry has been dealing with increased instances of delayed and cancelled flights recently due to high travel numbers (**TD** 11 Apr).

## Heathrow slows

**HEATHROW** Airport has asked airlines to stop selling seats to ease the travel chaos it is struggling with.

LHR has also imposed a two-month cap of 100,000 daily departing passengers to contain the challenge of staff shortages and delays.

The limit will apply through to 11 Sep, as Heathrow rushes to replenish its workforce.

Some key roles, like ground handlers, remain significantly under-resourced, according to Heathrow.

"Our objective is to protect flights for the vast majority of pax at Heathrow this summer," CEO John-Holland Kaye said.

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## Conrad LA opens

**CONRAD** Los Angeles has officially opened, with the new property marking the arrival of the Hilton's luxury Conrad brand on the West Coast of the US.

Located in Downtown LA's latest dining and entertainment precinct, The Grand LA is a 305-key hotel featuring a rooftop terrace with a private pool deck, spa and locally inspired culinary experiences, including a new concept Agua Viva, which blends Latin and Asian flavours.

## Air Serbia, Sabre

**AIR** Serbia is set to become the first customer of Sabre Corporation's latest offering, Air Price IQ, which uses artificial intelligence to generate relevant offers to travellers.

The product is designed to maximise revenue opportunities for the airline, taking into account traveller & marketplace insights, and will be a "key driver" in Air Sabre's move from "static pricing to dynamically created personalised offers".

## Thredbo shines Bright



**THREDBO** Resort welcomed more than 300 kids over the weekend for its seventh annual Mini Shred event, where they learned from some of Australia's top winter athletes, including the event's host, Olympic Gold Medallist Torah Bright.

Attendees were able to ski and snowboard around the custom-built terrain park while receiving coaching from the star-studded line-up of 14 coaches, including five of Thredbo's Winter Olympic Ambassadors.

Recent Olympic Gold Medallist Zoi Sadowski-Synnot and Snowboarding World Champion Tiarn Collin also made a surprise appearance on the day to share advice with Australia's next generation of snow shredders.

There was also a sausage sizzle, a DJ set, giveaways and a signing session at the event, which Thredbo said was one of their most successful Mini Shred events to-date.

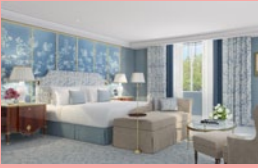
"It's so much fun, seeing all the kids making new friends on the snow and learning new things," said Bright, who is **pictured** above

with the mini shredders.

"The talent level of the little Aussie shredders out there was amazing...it was incredible to have had such a brilliant line-up of inspiring athletes and Olympians who were sharing their advice, tips and just stoking out all the kids today."

## 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](mailto:accomupdates@traveldaily.com.au).



**The Dorchester** has announced an update on its renovation, with the first phase expected to be completed by Sep. The five-star London property has revealed refreshed interiors of the hotel entrance and its dining space, The Promenade; a new

Cake & Flowers boutique; refurbished guest rooms, including the introduction of new signature and junior suites; and a redesign of the main bar, inspired by the 1930s.



Situated in Victoria's King Valley, **Lancemore Milawa** has provided a glimpse into its multi-million dollar transformation, which is scheduled for completion in Sep. The revamped 40-key boutique hotel will showcase a free-flowing design

characterised by clean lines and Moorish themes, and will feature connected indoor and outdoor spaces offering floor-to-ceiling views of the High Country.



**BON Hotels** has acquired the **Mountain View International Hotel**, formerly known as Mountain Inn Hotel - a 58-key property located in the Ezulwini Valley, just over 2km from the centre of Mbabane, the largest city in Eswatini, Africa. The hotel will undergo an

extensive refurbishment, and upon its reopening will feature a signature restaurant, a pool bar, upgraded in-room facilities, and enhanced high-speed wi-fi.

## Hotel pay anxiety

**GUESTS** are likely to experience heightened anxiety & frustration when paying at hotels, a new Amadeus study has revealed, thanks to fragmented & outdated approaches to payments.

The study, entitled *Opening the door to guest-centric payments: The opportunity for hospitality*, revealed that guests find making payments at hotels "significantly more stressful" compared to making "everyday payments" from home.

Additionally, a third of respondents said they were unable to pay with their preferred payment method during a recent stay, and 77% believe it is the hotel's responsibility to make payments easier.

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