



### Today's issue of *TD*

*Travel Daily* today features six pages of news.

### C360 show sellout

**THE** trade exhibition at the upcoming Cruise360 conference will be a "full house" of 44 major participants, Cruise Lines Industry Association (CLIA) Australasia has confirmed.

The 25 Aug event will include a host of first-time exhibitors including the new MSC luxury brand Explora Journeys (**TD** 11 Jun 2021) as well as Disney Cruise Line, Heritage Expeditions, Quark Expeditions and Hapag Lloyd.

New destination and Executive Partner participants will also include Cruise360 headline sponsor Qatar Tourism alongside national carrier Qatar Airways.

Tickets are still available for the one-day event, which will also include a full conference program - for more information and to book see [cruising.org.au](http://cruising.org.au).

## Non-branded NTIA award

### EXCLUSIVE

**THE** Australian Federation of Travel Agents (AFTA) is set to expand the categories for the 2022 National Travel Industry Awards (NTIA), adding a new "Most Outstanding Non-Branded Agency Group" to the highly anticipated event.

AFTA CEO Dean Long told **TD** the move was in response to feedback from members who were concerned that the revamped industry night of nights only provided for recognition of branded retail agency groups.

"It was an unintentional oversight and, based on the number of calls, Most Outstanding Non-Branded Agency Group is going to be hotly contested and heavily supported," he said.

The deadline for nominations is midnight AEST this Fri 22 Jul, and once nominated participants can make a video or written

submission to be shortlisted by an independent reviewer.

"We know the process is a little different this year, which reflects the unique circumstances we have all been living with, including time pressures and workloads," Long said.

"We have tried to streamline the nomination and submission process as well as the event itself because the overwhelming feedback from members, sponsors and suppliers is that everyone wants the night to be as much about catching up as about celebrating excellence," he added.

### New Tour East GM

**LISA** Taylor has been named as General Manager at Tour East Australia, after joining the business in Mar from her former role at Renaissance Tours and prior to that at Pan Pacific Travel and Bill Peach Journeys.

## HAL, Seabourn now under Taibel

### EXCLUSIVE

**CARNIVAL** Australia has restructured the sales and marketing arrangements for its Holland America Line and Seabourn brands in the Australian and NZ markets, with the teams to now report to Ryan Taibel, VP Sales & Marketing for P&O Cruises Australia and Cunard.

The move means Holland America/Seabourn Senior Director for Marketing & Sales, Tony Archbold, was made redundant at the start of the month after 11 years with the organisation.

The company hailed Archbold's "significant contribution in successfully launching and embedding the two distinctive cruise lines under the Carnival Australia house of brands in this region".

More details in today's issue of *Cruise Weekly*.

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## AirAsia X returning

**MALAYSIAN** low-cost, long-haul carrier AirAsia X has announced the resumption of flights to Sydney, Melbourne, Perth and Auckland later this year.

The four key routes will all take flight from 01 Nov, as part of “robust growth plans” which also include services to New Delhi, Seoul, Tokyo, Sapporo, Osaka and Honolulu as well as Dubai, London and Istanbul.

AirAsia X’s Sydney, Perth and Auckland services will resume with three weekly flights each, gradually increasing to daily by the first quarter of 2023 “to meet strong pent-up demand”.

Fares will lead in at \$209 from Perth to Kuala Lumpur, while Melbourne prices will start at \$359 and Sydney from \$309 - or \$899 in the carrier’s “premium flatbed” product.

CEO Benyamin Ismail noted that in 2019 AirAsia X flew more than one million passengers to Australia and New Zealand.

## CVFR structures for growth

**EXCLUSIVE**

**CVFR** Travel Group is expanding its executive ranks, today revealing details of a management restructure to deal with ongoing expansion.

CEO Ram Chhabra said the move came amid strong performance, with all divisions operating at pre-pandemic levels.

The changes include the elevation of Nidhi Nijhawan, previously Chief Operating Officer for the consolidation division to become Group COO of CVFR Travel Group, with oversight of all the business verticals.

Nijhawan has been with CVFR for more than 13 years, with a strong understanding of every part of the group, Chhabra said.

As previously announced (**TD** 11 Jul) Gabrielle Vicari is now GM Australia/NZ/South West Pacific for the Airline Rep Services GSA division, while Denise Gebrael has been appointed as National Head

of Sales for CVFR Consolidation Services, with all state managers now reporting into her amid recent strong results in acquiring new travel agency clients for the consolidation business.

Natasha Dua has been appointed as National Manager for CVFR’s Visa Rep Services, which currently manages the Canadian Visa Application Centres across Australia, with her expanded role seeing her play a key role in growing the business and actively pursuing additional government clients.

“All our business units are in the process of expanding,” Chhabra said, with the growth also including a new Fiji office for airline representation.

“We need to ensure we have a strong management team in place that are well positioned to take advantage of the opportunities in the post-pandemic world,” he said.



## Window Seat

**WHILE** the Italian people are not often known to be a prudish lot, it seems at least one conservative Mayor is pushing back against the proliferation of human flesh in the seaside town of Sorrento.

Massimo Coppola is imposing fines on tourists ranging from €25 to €500 who walk around the town’s public spaces with a bare chest or in swimming suits.

The renegade Italian politician said scantily-clad visitors had the potential to be a “cause for unease and discomfort” for local Sorrento residents.

Bans on showing too much skin will be in force between 10am and 6pm local time for the entire month of Aug, plus weekends through to at least 30 Sep.



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## NZ eDreams OTA warning

KIWI watchdog Consumer New Zealand has issued a formal alert about booking with online travel agency eDreams, and is recommending that clients “book with a New Zealand-based travel agent with a good reputation for customer service, or book with the airline directly...that way any problems will be easier to resolve if things turn pear-shaped”.

The organisation cited a litany of complaints from its members about the Barcelona-based OTA which operates in 40 countries including NZ and Australia.

“Because it operates in New Zealand, eDreams has obligations under the Consumer Guarantees Act to provide services with reasonable care and skill.

“From the complaints we’ve received, we believe it fell short of its obligations,” the group said.

Issues cited primarily involve refunds for cancelled flights, with Consumer NZ contacting the

relevant airlines and in each case confirming eDreams had been paid by the carrier - but the funds had allegedly not made their way back to the end consumer.

Consumer NZ also noted numerous online posts “from people who claim they’ve been scammed by the travel agency”.

## Boeing boom

AIRCRAFT manufacturer Boeing is forecasting demand for more than 41,000 new planes over the next two decades.

The predicted total in Boeing’s 2022 Commercial Market Outlook report includes 30,880 single aisle aircraft; 7,230 widebody planes and 2,120 regional jets.

The long-term forecast underscores the resilience of the aviation sector despite the impact of the COVID-19 pandemic, with the global fleet set to grow by 80% through to 2041.

## Evolution expands

EVOLUTION Travel Collective (ETC) has announced the appointment of Michelle Daniels as its new National Business Development Manager.

Daniels returns to travel after some years outside the sector, with her career including roles with Peregrine Adventures and CWT which ETC CEO Pete Rawley saying would help increase the group’s reach across the country.

She joins ETC alongside Hayley Hirschfeld who took on ETC’s Sales & Marketing Executive role in May, with Rawley saying her global experience with FCTG head office would also “help both our brand partners and agency networks through her extensive industry knowledge and behind the scenes support that she will provide to our continually growing representation business”.

Evolution recently added 50 Degrees North and Arcadia Expeditions to its travel industry representation portfolio.

## QF seeks Fiji seats

QANTAS has lodged a new application with the International Air Services Commission, asking for an additional allocation of 165 weekly seats of passenger capacity on the Fiji route.

QF said it plans to add an additional Jetstar service between Sydney and Nadi in periods of peak demand throughout the year, with the aim of increasing JQ119/120 to a daily operation.

The flight would be operated using A320 aircraft configured with 186 seats, with Qantas seeking a five year allocation of the capacity which will be fully utilised by 15 Dec 2022.

## SIA retires hotline

SINGAPORE Airlines will be retiring its 13 10 11 customer reservation number, meaning that from 01 Aug 2022 customers calling from Australia will need to ring 02 7209 4388 for any issues relating to bookings.

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## David leads QF defence

**RESPONDING** to sharp criticism of its services from customers across mainstream and social media, Qantas Domestic and International CEO, Andrew David, has penned a passionate defence of the airline over the weekend.

While David conceded that “we’re absolutely not delivering the service that our customers expect”, he said that complex labour markets and new waves

of COVID & influenza have been the primary drivers of cancelled/delayed flights in recent weeks.

Labelling suggestions that Qantas is less safe/efficient due to the outsourcing of ground handling staff as “scaremongering tactics”, David pointed to the same issues being faced overseas by airlines in Europe, the US and the UK, who he argued are faring far worse than local carriers.

In response to recent challenges, Qantas has recruited more than 1,000 people, increased the number of staff on stand-by, consolidated flights onto bigger aircraft, and doubled the number of people working at its call centres.

“Given COVID and flu will be ongoing, there will be a few more bumps along the way, but over the weeks and months ahead flying will get back to being as smooth as it used to be,” he said.

Read the full op-ed [HERE](#).

## Perisher competition

**PERISHER** has partnered with Subaru to give Australians the chance of scoring themselves a six-night stay at the Perisher Valley Hotel for five people.

The prize also includes a Subaru WRX loan for six months, five lift passes & ski hire for six days, and five return flights to Canberra.

To win the package valued at close to 40k, [CLICK HERE](#) and describe why you should win.

## Time to get rail on track for agents



**A BIG** focus for International Rail next year will be to try and upskill travel advisors on the rail industry so they can include it in their product offering, according to CEO Jonathan Hume.

Having emerged from COVID with a range of new high-quality services, including a new state-of-the-art booking platform and a full team of customer support experts (**TD 04 Jul**), Hume said rail can open agents up to a wide variety of opportunities, such as pairing it up with cruise.

“I think the challenge is that generally, most travel consultants are not confident in selling that style of high end rail,” he said.

“It’s really up to companies like ourselves to try and improve that knowledge and also the operators themselves.”

More on the rail landscape in the latest **travelBulletin** feature - [CLICK HERE](#) to read on.

## Canada rankles IATA with new rules

**THE** International Air Transport Association (IATA) is urging the Government of Canada to remove its new COVID-19 travel restrictions, especially the random testing of international arrivals (**TD 15 Jul**).

The restrictions are now “out of step with the global trend of lifting travel restrictions,” IATA believes, and are partly responsible for the ongoing delays and disruptions currently adversely impacting air travellers across Canada.

“Canada has become a total outlier in managing COVID-19 and travel...while governments across the globe are rolling back restrictions, the Government of Canada is reinstating them,” IATA Regional Vice President of the Americas Peter Cedra said.



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## TM cruise specialist

**TRAVELMANAGERS** has announced the appointment of Lia Malone in the newly created role of Cruise Product Manager, which will see her work closely with specialist partner suppliers and grow personal travel managers' cruise sales.

Malone joined the company's National Partnership Office team last month, bringing more than 10 years of cruise industry experience, including her most recent role heading up the product team at Ecruising.travel.

## LATAM up for Jul

**LATAM** Airlines revealed it expects to operate at 80% passenger capacity for Jul, compared to the same period in 2019, pre-pandemic.

This represents an improvement from last month, where passenger traffic was 70.7% in relation to the same period in 2019.

The carrier plans to operate around 1,261 daily domestic and international flights this month, which includes the resumption of 14 routes.

## Fijian welcome for MTA Advisor



**MTA** - Mobile Travel Agent Advisor Sarah Fenton recently took the opportunity to take a self-educational trip to Fiji, where she was able to enhance her first-hand knowledge of the region.

One of the highlights of Fenton's trip was her stay at the Sofitel Fiji Resort & Spa, which recently underwent a three-year-long, \$50 million transformation (**TD** 29 Jun).

The resort is positioned on a private beachfront location on Denarau Island, and includes an adults-only sanctuary 'Waitui

Beach Club' and an upgraded Wellbeing Spa & Salon.

"The renovation has taken the quality of resorts in Denarau to the next level," said Fenton, adding, "and of course the Fijian hospitality is always welcoming."

**Pictured:** Sarah Fenton – MTA Mobile Travel Agent being welcomed to the Sofitel Fiji Resort & Spa by hotel staff.

## Low density appeal

**AUSTRALIANS** are increasingly wanting to embark on "lower density travel", according to AFTA CEO Dean Long.

Speaking on *The Briefing* podcast this morning, Long said that travellers are steering away from traditionally popular destinations at the moment in exchange for emerging markets such as Jordan, Israel and Oman.

"These are places that weren't necessarily 'must sees and dos' [before the pandemic], but there is now some really high demand for them," Long said.

"People are avoiding the Disney Land experiences because they are looking to stay away from the crowds and have a good time travelling overseas," he added.

Long also noted that outdoor experiences were experiencing unprecedented popularity, while travellers are also seeking out more tour packages during trips than they did before 2020, again to lower crowd exposure.

## BNE staff face court

**TWO** Brisbane Airport air freight employees faced court today for allegedly stealing multiple electronic devices from freight packages between Feb and Nov last year, and selling the devices for cash and drugs.

The accused could face up to 10 years' imprisonment, and are scheduled to appear in court again on 02 Sep.

## Travel TV ad spend

**TRAVEL** companies spent 55.2% less on TV advertising in 2020 when compared to pre-pandemic 2019, according to PwC's annual *Entertainment and Media Outlook* report.

That figure has begun to bounce back again, however, jumping back up by 12.6% in 2021.



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## Bonvoy early access

**MARRIOTT** International's W Hotels, the official accommodation partner for the 2023 Sydney Gay and Lesbian Mardi Gras and World Pride event, is giving Marriott Bonvoy members the opportunity to access earlybird tickets to World Pride events in Sydney.

Members received an email last week with a link allowing them to access tickets ahead of the official release date on 15 Jul, including to several events such as the highly anticipated Domain Dance Party on 26 Feb 2023.

## Adani wins Haifa

**INDIA-BASED** ports-to-power conglomerate Adani Group has won the tender for the privatisation of the state-owned Haifa Port in Israel, which is the country's second-largest port and acts as major trade hub on the Mediterranean coast.

This comes after the Israeli Government's decision to sell its state-owned ports, which have been affected by delays and inefficiencies, and build new private docks to encourage more cruise line competition and lower operating costs.

## Virgin Galactic Delta class



**VIRGIN** Galactic has announced the signing of a long-term lease for a new manufacturing facility in Mesa, Arizona for its next-generation Delta class spaceships, the first of which are expected to commence revenue-generating payload flights in late 2025.

The new facility will be positioned adjacent to the Phoenix-Mesa Gateway Airport, and will have the capacity to produce up to six spaceships per year, bringing hundreds of highly skilled aerospace engineering and manufacturing jobs to the Greater Phoenix area.

Construction of the facility is now underway and is expected to be fully operational by late 2023, with Virgin Galactic currently choosing various suppliers to build the spaceship's major subassemblies, which will be delivered to the new Mesa facility for final assembly.

Virgin Galactic CEO Michael Colglazier said, "Our spaceship final assembly factory is key to accelerating the production of our Delta fleet, enabling a rapid increase in flight capacity that will

drive our revenue growth.

"We're thrilled to expand into the greater Phoenix area which is home to outstanding aerospace talent – and we look forward to growing our team and fleet at our new facility."

## UK airport charter

**THE** British Government has launched an 'Aviation Passenger Charter' to inform passengers of their rights if they encounter problems at airports, in light of the widespread disruption seen this year caused by staff shortages and a surge in demand.

The charter will provide guidance on what to do in the face of cancellations, delays or missing baggage, and on how to complain in the face of unfair treatment.

The country's Transport Minister, Grant Shapps, said the new charter will help give UK passengers "peace of mind", emphasising that "passengers deserve reliable services, and to be properly compensated if things don't go to plan".

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



### Travelmarvel - Canada & Alaska 2023

Travelmarvel has gone to press with its latest brochure, showcasing the best of North America from Alaska's Glacier Bay to western Canada's British Columbia. Travellers can embark on the 19-day Passage through the Rockies and Alaska Cruise or the epic 21-day Reflections of the Rockies & Alaska Cruise with Holland America Line, or jump aboard the Rocky Mountaineer for an unforgettable rail journey through some of Canada's most iconic scenery. The brochure also highlights the 12-day West Coast of America itinerary, which includes an exploration of Yosemite National Park.



### Tourism Noosa - 99 Ways to Noosa

Tourism Noosa has launched a 20-page brochure as part of its winter campaign, inviting interstate travellers to "discover 99 ways to holiday in Noosa". The brochure features 99 bite-sized blurbs showcasing the coastal town's most iconic attractions, as well as its hidden gems, and covers a range of travel styles, accommodation options, and things to do. Travellers are invited to explore Noosa's unique villages, natural assets, culture,

shopping and markets, signature dishes, the Noosa Country Drive, events, family escapes, and more.