

- Courses for all major GDS
- Conversion courses
- Corporate courses
- Airport Check-in programs

Go to hayton.com.au for more details

HAYTON
TRAVEL TRAINING

Today's issue of *TD*

Travel Daily today features six pages of news.

Novotel Devonport

ACCOR has announced plans to open a new Novotel hotel in the Tasmanian city of Devonport.

The hotelier has partnered with Singapore's Fragrance Group on the property's design, which will offer guests the choice of standard, superior and deluxe rooms, along with a selection of executive suites.

Construction is nearing completion on the 187-room hotel, which will feature a restaurant and bar, 24-hour room service and fitness centre, a meeting room for up to 20 delegates, and waterfront views overlooking the Mersey River.

ATAS to be rebranded

EXCLUSIVE

THE AFTA Travel Accreditation Scheme (ATAS) is set to be rebranded as the "Australian Travel Accreditation Scheme", *Travel Daily* can exclusively reveal.

AFTA members are being informed of the change today, with CEO Dean Long telling *TD* the change reflects the program's status as "truly the largest and most representative accreditation scheme for Australian travel businesses".

"We're taking AFTA out of the name because ATAS is already much bigger than just travel agencies - while many agents, both branded and independent are members, there are also lots of tour operators, wholesalers and even some cruise lines who see the value that ATAS membership brings," Long said.

"Membership of ATAS gives certainty that businesses meet a range of key criteria, with the support of a comprehensive complaints management scheme

providing a mechanism to resolve issues that cannot be sorted out on a business-to-consumer basis."

Long said since he became AFTA CEO, a key point of ongoing discussions he's had across the industry is about ways to improve ATAS and continue its important role in supporting consumer confidence in the travel distribution sector.

"We'll have more to say as the results of our current ATAS review are released shortly, but the decision to rebrand as the Australian Travel Accreditation Scheme name is a critical first step," he said.

QBR via Channel

TRAVEL agents using the Qantas Distribution Platform channel can now access bonus savings for clients who are members of the Qantas Business Rewards program.

Available on specified flights, routes and destinations, the time-limited offers appear as "Bonus QBR Flight Saving" in the shopping response.

Customer ABNs must be included in the shopping process to ensure the appropriate levels of savings are presented, with an explanatory video now online at traveldaily.com.au/videos.

More trivia sponsors

THE Council of Australian Tour Operators (CATO) has announced more sponsors for its Travel Trivia Masters, alongside headline supporter European Travel Commission (*TD* 11 Jul).

Air Canada will now serve as the night's gold sponsor, while other supporters include Total Holiday Options, Spain Tourism, Abercrombie & Kent, Greece & Mediterranean Travel Centre, Abu Dhabi Tourism, A-Rosa Cruises, Finnair, Quark Expeditions, Travel Agent Finder, and Traveltek.

The Travel Community Hub's Richard Taylor will host the night.

EK & LHR make up

EMIRATES has agreed it is "ready and willing" to work with Heathrow Airport to remediate the passenger cap situation over the next fortnight.

EK has limited further sales on its flights out of Heathrow until mid-next month to assist the airport in its ramp-up of resources, and has also agreed to work on adjusting capacity.

In the meantime, Emirates flights from Heathrow will operate as scheduled and ticketed passengers may travel as booked, the parties agreed.

Emirates last week blasted Heathrow after it unilaterally imposed capacity restrictions at short notice, due to an inability to cope with current passenger numbers (*TD* 15 Jul).

EMERALD
CRUISES

A New Era
in
Luxury Yacht
Cruising
is here...



... just 100 guests

8 Day
Croatian Coast &
Best of Adriatic
from \$5,694pp*

New brochure available at TIFS
or click here to view >

Sheraton GM role

MARRIOTT International has named Achim Herterich as the new General Manager of Sheraton Melbourne.

Herterich has been with Marriott since 2015, initially as Executive Chef and then F&B Manager at the property, prior to a stint at Fiji Marriott Momi Bay.

CDC stops the count

THE Centers for Disease Control & Prevention (CDC) has stopped reporting COVID-19 cases on cruise ships in American waters.

A sortable colour-coded chart and spreadsheet detailing the level of COVID on ships is also no longer viewable on its webpage, the CDC confirmed.

The agency told *The Washington Post* it determined the cruise industry now has access to the necessary tools to prevent and mitigate COVID on board.

EMERALD
CRUISES

A New Era
in
Luxury Yacht
Cruising
is here...



... just 100 guests

8 Day
Ionian Sea Adventure
from \$4,840pp*

New brochure available at TIFS
or click here to view >



agent.raileurope.com
your dedicated Rail Partner

RAILEUROPE

Singapore changes

THE Department of Foreign Affairs & Trade (DFAT) has reviewed its advice for Singapore, returning to its lowest level.

Smartertraveller is now advising tourists visiting the popular gateway of Singapore to exercise normal safety precautions.

HLO unfair dismissal case

HELLOWORLD Travel Limited must pay out over NZ\$100,000 after losing a case brought before New Zealand's Employment Relations Authority, relating to three staff made redundant in the early stages of the pandemic.

HLO breached NZ's *Holidays Act* by ordering a close-down when COVID-19 brought travel to a halt, the tribunal found, with CEO Andrew Burnes telling staff on 23 Mar 2020 "the tragic reality is that due to circumstances beyond any of our control, travel demand has evaporated and apart from processing cancellations, we have no work for most of you at the moment".

The shutdown would be in place from 27 Mar until 01 Jun 2020, with staff required to take annual leave, or be unpaid if they didn't have sufficient holidays accrued, Burnes told the NZ team.

Three staff including former Helloworld NZ Cruise Marketing Manager Jacqueline Unsworth, Helloworld NZ GM David Libeau and Cruise Marketing Executive Whitney Towers, brought the case after losing their jobs in Jul 2020.

They raised a range of issues about the process, which left them feeling "undervalued, shocked, hurt and humiliated".

Authority member Marija Urlich found Helloworld had reduced the employees' pay without consent and breached their employment agreements.

While admitting HLO had suffered substantial impact to its

business and cash-flow, "it was incumbent on it to ensure any variation to terms of employment were reached fairly with affected employees within the express terms of their employment agreements and statutory obligations," Urlich said.

She found the redundancies were genuine, but the process was "rushed, unfair and unreasonable" and ordered compensation of \$20,000 each for Unsworth and Towers, and \$18,000 for Libeau along with additional payments for "unjustified disadvantage".

Summer starts early

THE NT Government's 'Summer Starts Early in the NT' campaign will aim to boost tourism in the region's off-season.

Australians who are fed up with the dreary winter weather and don't want to fight the Christmas holiday crowds are being encouraged to book earlybird Territory summer deals, with Tourism NT partnering with airlines, online travel retailers, travel agents, and car hire companies for the latest domestic tourism campaign.

Starting today for travel from Sep to Mar, Australians can escape the polar blasts and save money through a range of deals (accessible **HERE**), with ads running across TV, cinema, and digital advertising, as well as billboards on the east coast.

Venice names date

VENICE has confirmed its touted 'day tripper tax' will apply to visitors from next year.

Venetian officials announced this week that tourists staying for the day will have to make a reservation in advance and fork out a fee to enter from 16 Jan 2023, with the levy ranging between €3 and €10, depending on the date of visitation.

Once the booking is completed, a QR code will be issued, which must be presented upon inspection by local officials.

Venice Mayor Luigi Brugnaro unveiled the new policy earlier this year (**TD** 21 Apr), stating it was needed to curb the environmental damage day trippers have been causing the popular Italian city.

Amadeus inks ANA

ALL Nippon Airways (ANA) has renewed its multi-year content agreement with Amadeus, which will see the airline's international flight content inventory continue to be available to Amadeus-connected travel sellers.

ANA will also be working with Amadeus to modernise its retailing capabilities.

"We have always enjoyed a successful working relationship with Amadeus...and together, we are working to future-proof and digitally transform the way we deliver customised travel experiences to ever-discerning travellers," ANA Vice President Global Marketing Keiji Omae said.

WIN A Trip For 2*

Valued at
\$11,790*



Book any Outback Spirit tour with **BKB Holidays** before 26/08/22 and go into the draw. **PLUS** we pay agent commission. *Terms & conditions apply

**AGENT HOTLINE
08 6382 2166**

bookings@bkbholidays.com

Find out more!



www.bkbholidays.com

**ENTIRE
TRAVEL GROUP**



NEW CALEDONIA

DISCOVER YOURSELF **BOOK NOW**

SAVE UP TO \$1,900 PER COUPLE | Book By 31 July 2022

INDEPENDENT HOLIDAY PACKAGE EXPERTS



©NCTPS

New York State of mind

TOURISM authorities in New York State are expecting big things as more Aussies head to the Big Apple, particularly with the upcoming launch of Air NZ's new non-stop services to JFK from Auckland.

Ross Levi (**pictured**), VP and Executive Director of Tourism for New York State, is in charge of the I Love New York tourism program, and told **TD** Australia is one of the destination's key international focus markets.

"We added Australia because we knew there were already lots of Australians coming to New York City, and we knew that the rest of the state had lots of what is of interest," he said.

"Being outside, being active, everything from hiking to fishing to canoeing, paddling...we knew this was going to be a market that once they found out what was there - and combine it with a trip to New York City - it has all the



ingredients for a great vacation."

I Love New York has invested in the local market for some years, and despite the hiccup of COVID-19 continues to maintain its focus on Australia.

Australia ranks alongside the UK, Germany and Canada as the four priority markets for New York State, with Levi saying "it's a pretty small pool".

"We believe it's better to concentrate on areas that have a lot of potential and that are a good match, than to spread ourselves too thin," he said.

RCG buys Endeavor

ROYAL Caribbean Group has been confirmed as the US\$275 million purchaser of *Crystal Endeavor*, with the near-new vessel to become part of the Silversea Cruises expedition fleet.

The ship was up for auction on behalf of the administrators of the collapsed Genting Hong Kong, with other interested bidders including the Ritz-Carlton Yacht Collection and Abercrombie & Kent backer Heritage Group, which bought the Crystal brand and its two ocean vessels *Crystal Symphony* and *Crystal Serenity*.

Crystal Endeavor will undergo a rebranding as *Silver Endeavour* and will sail the upcoming summer season in Antarctica.

Silversea MD Roberto Martinoli flagged other changes including repurposing areas such as the ship's casino, submarine and helicopter which are not part of the Silversea offering.

More in today's **Cruise Weekly**.



SAVE \$300PP

Cherry Blossom & GARDEN TOUR

15 DAYS
SMALL GROUP DEPARTURE

FROM ONLY **\$9,199**

mjTours



Window Seat

POLICE in an Arizona, USA tourist destination have issued a warning to residents to "stop yelling at visitors" or they may face harassment charges.

The small town of Jerome, about two hours' drive north of Phoenix, has a population of 450 and is popular with tourists who enjoy panoramic views and the eclectic mix of bars and stores along the mountain road that passes through.

However officers noted this week that "it has come to our attention that some people visiting our town on short visits and using lawful short-term parking passes are being yelled at or having notes left on their cars by local residents".

"Yelling at, or leaving notes could, in some cases, constitute harassment," they advised.

08-22 JULY
DISCOVER NEW CALEDONIA SALE

LEARN MORE

SYDNEY / BRISBANE › NOUMEA
FROM \$559 RETURN INCLUDING TAXES*

*Travel from 08 July 2022 to 31 May 2023 with Blackout Dates and T&C's apply

ETG honours loyalty



EXPRESS Travel Group (ETG) has celebrated significant work anniversaries, recognising the commitment and loyalty of more than 20 employees this week.

During the pandemic, between Jan 2020 and Aug 2022, three workers celebrated a momentous 25 years with ETG; 10 celebrated their 15-year anniversaries; and eight racked up a decade with the company.

Almost 50% of Express staff have been with the firm for more than a decade, resulting in a highly experienced and long-serving team dedicated to supporting their agents.

Many have even been with ETG since it was known as Orient Express Travel Group.

“Working for one organisation

Rockhampton push

EXPLORE Rockhampton is encouraging families in Queensland and New South Wales to ‘Stop, See, Stay on your Next Family Vacay’ in its new marketing campaign.

The campaign will run for around three months and be comprised of paid and organic digital and print elements across Explore Rockhampton and ‘Holidays With Kids’ platforms - **CLICK HERE** to see the campaign promotional video.

over a long period of time is rare, but to have such a dedicated and committed team continue to show their support through times of extreme unpredictability within our industry is a testament to our unique workplace culture,” said Chief Executive Officer Tom Manwaring, who himself has been with the company now for more than 20 years.

Pictured are Charles Tran, Duncan Adams, Lisa Quang, Vanessa Wang, Manwaring, Quynh Giang, Daniel James, Cailin Kha, and Anthony Lau.

DL orders 100 MAXs

DELTA Air Lines has ordered 100 737-10 MAX jets from Boeing in a bid to refresh its narrow-body fleet and bulk up capacity as travel continues to rebound.

Deliveries will commence from 2025 and will reduce fuel emissions by 20-30% compared to the jets they are replacing, with the Boeing agreement also offering the option of 30 more aircraft if required.

The model can seat up to 230 pax and has a range of 3,300 nautical miles.

MEANWHILE DL has also contracted Boeing Global Services to conduct a full interior reconfiguration of its 29 Next Generation 737-900ERs.



Hydrogen to lift aviation

ROLLS-ROYCE and Hyundai Motor Group have signed a new agreement to pursue advancements in the electric propulsion and hydrogen fuel cell technology space for future use by the aviation industry.

Both companies said they share a vision of “leading the way” in the delivery of fuel cell electric solutions to help accelerate sustainable aviation.

Details of the new Memorandum of Understanding will see the companies collaborate on power and propulsion systems for Hyundai’s Advanced Air Mobility Division, bring to market a joint fuel-cell electric propulsion system for the advanced air mobility space, and present a joint fuel-cell electric aircraft demonstration by 2025.

“The Advanced Air Mobility Market offers great commercial potential...and it is also another demonstration of Rolls-Royce’s role in delivering the solutions that will enable passengers to travel sustainably and help deliver net zero carbon by 2050,” Rolls-

Royce Electrical President Rob Watson said.

The benefits of using a hydrogen fuel cell system in an all-electric aircraft propulsion system include zero-emissions, as well as a silent and reliable onboard power source that enables scalability in power offerings and a long-distance flight range.

Credit card risk rising

THE risk of Australian travellers having their credit cards scammed while overseas is on the rise, according to VPN service provider NordVPN.

While last year saw 1.4 million cases of credit card fraud perpetrated against Aussies, the chances of being impacted by scams of this type are much higher when people are travelling overseas, the company warned.

“While on vacation, people often forget to check their bank accounts and are more likely to spend money in places they would not usually trust or lose their wallet,” NordVPN said.

The measures travellers can take to mitigate the chances of credit card fraud include: using prepaid cards or cash instead of credit cards, monitoring bank statements while on holiday, informing banks before jetting off on a trip, only using ATMs overseas when absolutely necessary, and avoiding online transactions using public wi-fi.

Commission haircut

AIR Tahiti has announced it will be reducing its travel agent BSP commission rate from 6% to 5% in Australia from 01 Aug.

In making the decision, the carrier said it remained dedicated to continuing support for travel agents by paying commission.

Elevate
Taking your business to the next level

How is technology helping us think differently and assisting us in building a better, more personalised and more sustainable industry?

To find out the answer to this question and much more, catch up on Amadeus' discussion with Travel Daily and The Travel Community Hub, where they discussed how technology can elevate your business.

Watch the on-demand webinar here

AMADEUS

Cooking up some goodwill



SOUTH African Tourism has brought 30 trade partners together to give back with OzHarvest for yesterday's Mandela Day (pictured). Sydney trade partners donated their time to cook meals for the less fortunate under the guidance of skilled OzHarvest chefs.

The team of volunteers transformed rescued food into gourmet dishes inspired by the tastes and flavours of South African cuisine.

Through the efforts of the volunteers, 400 meals were donated to charities around Sydney for distribution to those in need.

Also joining the group was South African-born TV chef, Warren Mendes, a regular on *Studio 10*, who rolled up his sleeves to cook up a storm.

Pictured: Agents lending a hand.

HAL marks b'day

HOLLAND America Line (HAL) announced it will celebrate its 150th Anniversary next year with two commemorative transatlantic voyages, including a 15-night crossing on 15 Oct 2022 and a 16-night sailing on 04 Apr 2023, with tickets for both on sale now.

The cruise line also revealed it is planning to launch special events and activities on board to mark the big occasion.

Short-term helping?

THE World Travel & Tourism Council (WTTTC) has launched a new report entitled *Best practices for short-term rentals*, which outlines recommendations and best practices for governments to manage short-term rentals (STR).

The paper, developed with the support of Airbnb, indicates the rising popularity of STR, suggesting they have increased the number of accommodations available and helped the spread of visitors in a given destination.

The report includes simple policy recommendations such as data sharing, registration, smart taxation, and long-term community investment approaches, and also features case studies of destinations, including Sydney, that have benefited from implementing "balanced rules" to address STR.

This contrasts Brisbane's recent decision to implement a rate hike for STR properties (**TD** 17 Jun).

Airbnb Global Policy Director, Theo Yedinsky, said, "As travel returns, governments and tourism officials can partner with STR platforms like Airbnb to develop fair, reasonable rules that strengthen destinations, and preserve these economic benefits for communities and local residents".

To see the report, **CLICK HERE**.



THE interest in this year's National Travel Industry Awards is heating up, with 330 nominees already submitted.

With nominations closing on Fri at midnight, please make sure you consider which business and individuals should be recognised on the night.

Yesterday, we made an important decision following extensive feedback from Industry.

We knew that removing more than 30% of the awards would mean some would be disappointed.

While not all requests could be accommodated, we did however have to reintroduce a critically important category, Most Outstanding Non-Branded Travel Agency Group.

This is an extremely important category given the support the leadership non-branded groups have provided individual businesses throughout the last two years and as a judged category it expected to be highly sought after.

MEANWHILE there have been increasing discussions about the changing nature of travel agencies' commercial relationships with airlines.

There is no doubt that these changes have had a negative impact on your businesses, however, there is now an opportunity to remind your clients of the value you bring.

I know some have said it is impossible to recoup all of the commission losses through fees, however for most, this needs to be the first step.

If we look across the globe, back-end commissions are somewhat higher than standardised front-end base commission payments.

Those agencies that can charge a fee or a subscription rate will be able to benefit as the commercial relationship normalises over the next 12 months.

It is also upon us to support those airlines and other suppliers that support distribution, and this goes beyond commissions.

It's important to recognise and support suppliers that make available all products, fares and routes, invest in agency support programs and call centres that make sure our clients can be supported.

With service levels across the entire travel and tourism sector stretched to now breaking points, it will be those businesses that make a client feel supported and informed that will set each business and employee up for success.

Growth appointment

TFE Hotels has welcomed Brian Delaney to its executive leadership team in the role of Chief Financial Officer.

Delaney will look after all global financial matters of the group, working with the leadership team to facilitate the growth of seven TFE Hotels brands in six countries, with more markets in the pipeline.

Irish-born Delaney boasts an impressive resume, having headed up several hospitality companies as Chief Financial Officer, including a nine-year stint at Minor International PCL, where he oversaw the hospitality, restaurant and lifestyle businesses.

The appointment comes as the hotel group expands its global footprint with the South East Asian debut of Adina Singapore Orchard this month (**TD** 06 May).

Vessel enjoys new pole position

PONANT'S *Le Commandant Charcot* took guests to the geographic North Pole for the first time last Wed.

Le Commandant Charcot was the first French vessel to reach this latitude last Sep, and it repeated the feat with guests on board this time around, coincidentally on Bastille Day.

"It is with great humility and emotion that we have reached this latitude, each of us aware of the exceptional character of this moment we have been living" said the ship's Captain Patrick Marchesseau.

Le Commandant Charcot is also the first hybrid-electric LNG powered polar exploration ship to accommodate scientific research teams on board, providing them with dedicated work areas.



Indian turbulence

TWO Indian carriers, IndiGo and Air India Express, experienced mid-air technical issues over the weekend, prompting them to make unscheduled stops.

The instances sparked an urgent meeting between The Directorate General of Civil Aviation (DGCA) and India's Civil Aviation Minister Jyotiraditya Scindia to discuss improving air safety.

Additionally, three international carriers declared emergencies at three Indian airports in the span of 48 hours last week, adding to recent Indian midair woes from carrier Spicejet (**TD 06 Jul**).

Travel in Europe boils over

THE heatwave sweeping Europe is sparking deadly wildfires across a number of countries, including Portugal, Spain and France, and wreaking havoc for travellers on the continent trying to escape the searing temperatures, which have climbed as high as 46C.

The rising mercury caused London's Luton Airport to cancel flights on Mon afternoon, after extreme heat caused a surface defect on the runway, while passengers at Gatwick Airport were reportedly "passing out" due to heat while queueing at gates without air conditioning over the weekend.

In France, passengers at Toulouse Blagnac Airport forced their way onto a flight to Marrakesh after reportedly being left to wait in "stifling heat"

without food or water until they learned their flight was cancelled, according to French newspaper *La Depeche*, with the situation unresolved until the next morning.

Meanwhile, staff at Schiphol Airport in the Netherlands were forced to set up tents and fans and hand out water to travellers who were queueing in the heat for up to three hours.

Unfortunately the heat was not the only factor slowing down air travel in Europe, after several Italian airports were disrupted by strike action, resulting in a whopping 500 cancelled flights across several airlines, leaving thousands of pax stranded.

Ryanair was the worst affected airline, accounting for around half of all reported cancellations, while easyJet was also impacted.

Ritz-Carlton '24

THE Ritz-Carlton Yacht Collection has announced new 2024 Mediterranean itineraries, with new ports in Italy, Croatia, Greece, Cape Verde, and more, aboard inaugural yacht *Evrima*.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.681

THE Australian dollar has risen to a five-day high as it benefits from a strengthening labour market, with the unemployment rate falling from 3.9% in May to 3.5% in Jun.

Strong retail sales, a pause in rate hikes, and the recent relaxing of consumer inflation expectations in the US have also helped to bolster the Australian economy, stirring a cautious optimism among economists.

Wholesale rates this morning.

US	\$0.681
UK	£0.570
NZ	\$1.107
Euro	€0.671
Japan	¥94.12
Thailand	฿24.96
China	¥4.592
South Africa	9.748
Canada	\$0.884
Crude oil	US\$97.59

BUSINESS PUBLISHING GROUP

We are looking for

Permanent → **ADVERTISING OPERATIONS AND CUSTOMER SERVICE CO-ORDINATOR**

Based at our Macquarie Park, NSW office. WFH on Fridays.
Full time or school hours (negotiable)

This is a key role in our team, with a variety of tasks working on the development of our daily editions, Travel Daily, Cruise Weekly and Pharmacy Daily.

Requirements :

- ✓ Highly organised with an eye for detail
- ✓ Great communication skills
- ✓ Penchant for design, familiarity with Adobe Suite would be highly regarded.

Full job description available on request.
Salary commensurate with experience.

Send your CV to
jobs@traveldaily.com.au

COMING EVENTS

TD Events is the new way to showcase your product or service to the travel industry.

Livn Group - details coming soon

Missed an event? Don't worry, you can catch up at any time.

RECENT EVENTS

Amadeus - the latest travel technology trends with Kaylene Shuttlewood and Lance Batty - [CLICK HERE](#) to view.

Switzerland Tourism "Winter Magic Tour" with Livio Goetz and Lisa Maroun - [CLICK HERE](#).

"The Tide Turns for Cruise" with CLIA MD Joel Katz and Jill Abel from the Australian Cruise Association - [CLICK HERE](#).

Norwegian Cruise Line "The Great Cruise Comeback" - [CLICK HERE](#).

Quark Expeditions showcase of *Ultramarine* - [CLICK HERE](#).

AFTA CEO Dean Long Executive Interview - [CLICK HERE](#).

Entire Travel Group with Brad McDonnell and Greg McCallum - [CLICK HERE](#).

To organise an event for your company, enquire at traveldaily.com.au/events