

Staffing solutions

SUZAN Johnston Training Organization in Melbourne is interested in hearing from travel companies either looking to take on work experience staff or recruiting for graduate positions.

The company delivers a fully virtual Certificate III in Travel qualification that runs for nine months, with students/graduates now available to take on roles to get their start in the industry.

Topics covered during their training include fares & ticketing, operating Sabre & Tramada, domestic and international geography, as well units relating to booking & customer service.

Email [HERE](#) for more details.

A&K is hiring!

ABERCROMBIE & Kent (A&K) is seeking new recruits as it embarks on its next chapter of luxury travel growth.

Several roles in A&K's sales team are available - see [page seven](#).

Fiji eyes one million tourists

TOURISM Fiji has unveiled ambitions to return to pre-pandemic visitor numbers by 2024, a new corporate plan developed with The Pacific Private Sector Development Initiative has noted.

The report states that by 2024 the Pacific island nation seeks to hit the one million international visitors a year mark, representing around FJ\$3.3 billion (A\$2.12 billion) to the country's economy.

Fiji concedes it will need several key pillars of the travel ecosystem to recover and expand in order to achieve the goal, including airline capacity returning to 2019 levels, key markets reopening to travel, a "sufficient" level of financial investment, and a greater number of accommodation options opening up over the next two years.

The country's tourism body also noted that it will significantly invest in digital marketing

efforts to nurture and maintain traditional key markets such as Australia and New Zealand, whilst also looking to grow visitation from more fledgling nations such as Japan, Singapore and India.

"We will work with the best specialist agencies to develop a road map and increase digital capabilities to allow for increased personalisation and enhanced digital experiences for potential visitors," the report stated.

Keys to increasing tourist numbers will be the development of more tourism experiences and successfully dispersing visitors to areas beyond Denarau.

Another major pillar of the visitation strategy will include hosting more business events, with Fiji's "natural assets" to be used as the primary hook to attract organisers, focusing in particular on the west of Viti Levu, to achieve a steady flow of meetings and conferences.

Today's issue of TD

Travel Daily features six pages of news including **Business Events News**, plus a full page from **Abercrombie & Kent**.

Allison departs HLO

HELLOWORLD has announced the departure of Catherine Allison from the head of its cruise division, revealing former MD for Insight Vacations and Luxury Gold, Karen Deveson, will now take on the position.

Allison was appointed to General Manager Cruise of Product & Commercial in Aug 2019 (*TD* 28 Aug 2019), and leaves the post to return home to the UK for personal reasons.

Commenting on Deveson's appointment, HLO's Executive Director Cinzia Burnes said while she may not have much cruise experience just yet, she was well placed to continue to forge new important business partnerships in the sector.

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Travel & Cruise Weekly

Kimberley gets more

HERITAGE Expeditions has announced two new itineraries which will explore the Kimberley during its 2023 schedule aboard its *Heritage Adventurer* vessel.

The pair of 11-day expeditions take in Australia's Kimberley Coast and Indonesia, focusing on "wild and remote" destinations, as well as natural wonders such as waterfalls, hidden caves and secluded white sand beaches.

There are six departures in total across the two new itineraries in Jul and Aug 2023, with earlybird discounts of 20% across all cabins now on offer.

Call 1800 143 585 for further details about sailings & bookings.

Justice group urges change

THE Australian Lawyers Alliance (ALA), a non-profit association of lawyers, academics and other professionals dedicated to "protecting and promoting justice, freedom and the rights of the individual", has made a formal submission to AFTA's current review of the AFTA Travel Accreditation Scheme (ATAS).

The organisation is urging stronger regulation of the travel distribution sector via ATAS, to help address perceived consumer issues which came to the fore when the Government closed Australia's international borders in Mar 2020.

"The pandemic travel restrictions made it very clear that Australian Consumer Law does not properly protect consumers," claimed ALA spokesperson Victoria Roy.

"We see too many disappointed people who seek legal advice in an attempt to recover funds or receive remedies when things go wrong, only to find that the law does not fully protect them."

The ALA submission urges a range of measures including the universal adoption of travel agent trust accounts, and the provision of terms and conditions to customers at the time of booking - including providing the full T&Cs of relevant suppliers, which in some bookings could comprise hundreds of pages of fine print.

However the ALA submission does not address situations where consumer funds have been passed to overseas suppliers not covered by Australian law, which comprised the majority of issues with refunds during COVID-19.

Similar claims about the inadequacy of industry regulation have been made by consumer activist Adam Glezer, whose Consumer Champion business negotiates refunds in return for a percentage of recovered cash.

An AFTA spokesperson confirmed an independent review of all submissions to the ATAS review is underway "to make sure the outcome continues to maintain consumer and industry confidence".

Travel Daily

on location in Michigan, USA

Today's issue of TD is coming to you courtesy of Viking Cruises, aboard the new *Viking Octantis* as she cruises North America's Great Lakes.

TODAY *Octantis* makes her highly anticipated transit of the Soo Locks, an engineering marvel allowing ships to safely travel between Lake Superior and Lake Huron and the other lower Great Lakes.

There is a 7m difference in levels between the massive bodies of water, with the locks which are maintained by the US Army Corps of Engineers and date back to 1855, bypassing a stretch of savage white water.

Our visit here is 24 hours earlier than originally planned due to high winds, with the captain changing the itinerary to bring forward the scheduled day at sea.

The change also saw the ship's expedition team swing into action to provide a full suite of shore excursions at the newly introduced destination of Alpena on the shores of Lake Huron's Thunder Bay.

Alpena is a mecca for birdwatchers, with the ship's onboard ornithologist excited about the prospects of some sightings of migratory birds, while other activities include lighthouse explorations, as well as an optional "catch and cook" fishing adventure.



Retail Marketing Coordinator

The APT Travel Group are looking for a Retail Marketing Coordinator to join the team.

Working across well-respected and leading travel brands including APT and Travelmarvel, you will help coordinate marketing campaigns with key retailers within the industry.

Based in our Melbourne Metro office (Cheltenham), we offer a hybrid environment with great flexibility. As well as employee benefits including additional leave on offer, travel opportunities, paid volunteer days, and a great team environment - We pride ourselves on innovation, collaboration and fun!

Our ideal candidate will have two or more years marketing or sales experience and ability to build productive relationships with internal and external stakeholders. A background in the travel industry would also be an advantage.

To find out more about the role or to apply, please [click here](#).

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Explorer makes history

P&O Cruises Australia's flagship *Pacific Explorer* (pictured) made history this morning when she became the first vessel to dock at the new Brisbane International Cruise Terminal (BICT).



Explorer's arrival at the facility, which was underwritten by P&O parent company Carnival Corporation, marked the halfway point in the cruise line's first guest sailing since the pandemic.

The ship passed down the Brisbane River toward BICT at 7am, where she was greeted by Carnival President Australia Marguerite Fitzgerald, who will board *Explorer* for her trip back to Sydney.

Fitzgerald said Queensland is once again set to be a key market for cruising in Australia after a two-year pause in operations. "Today's arrival in Brisbane heralds the resurgence of the cruise industry in Queensland

with its multitude of cruise destinations now set to benefit from the revitalisation of cruise tourism" she said.

"Prior to the pandemic, cruising accounted for more than \$1 billion annually in economic activity in Queensland with regional destinations from Moreton Island to Cairns benefiting."

Also at BICT to welcome guests as they arrived was singer-songwriter and proud Queenslander Ricki-Lee Coulter, who roused passengers with a rendition of the *Love You Queensland* jingle made famous in the 1990s by the state's rural television station STQ.



Royal incentives

CREATIVE Cruising has partnered with Royal Caribbean to offer travel agents major bonuses for booking select cruises throughout Jun.

Advisors who book a 2022 *Quantum of the Seas* local sailing will receive \$100 extra commission per booking (excl trans-Pacific sailings), while agents who deposit any Royal voyage in Jun will also go into the draw to win a cruise - info [HERE](#).

Italy lifts restrictions

AUTHORITIES in Italy have confirmed that effective from this week all remaining COVID-19 requirements for inbound international travellers are lifted.

Effective 01 Jun, even unvaccinated tourists no longer require a pre-arrival test, and visitors do not need to complete Passenger Locator Forms.

However masks are still required on all flights to and from Italy.



Window Seat

UBER is back with its sixth annual Uber Lost & Found Index, a tally of the most surprising and popular items left behind by Aussie passengers while on holiday.

Some of the stranger items left behind in Uber vehicles over the past year have included burger buns, a leaf blower, an electric scooter, a Spider-Man costume and even a prosthetic eye.

The same list also showed that travellers on holidays often leave behind beach umbrellas, camping tents, beach towels and surfing gear, while the more garden variety items to get lost in the back of the car were wallets, phones, sets of keys, glasses and luggage.

Uber has posted a video to reclaim lost items [HERE](#).



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Travel Daily on location in Los Angeles, USA

Today's issue of *TD* is coming to you courtesy of Delta Air Lines and Disney.

THE *TD* team is taking to the skies today with Delta Air Lines as we head towards the 'Happiest Place on Earth'.

Arriving at Disneyland ahead of a special event celebrating the return of Disney's famous Nighttime Spectaculars and an all-new staging of *Tale of the Lion King*.

Today guests will explore the Downtown Disney District and get excited for a fun-filled few days to come.

Agents hold key to boom

EXCLUSIVE

THE lack of travel reviews for overseas destinations over the last two years places Australian travel agents in a unique position to nurture the recovery of outbound volumes, Intrepid Travel's Managing Director ANZ, Sarah Clark believes.

The operator's local chief told *TD* this week that the dearth of reviews posted on review sites such as Tripadvisor has restricted travellers who might previously have relied on these sources for their travel reconnaissance.

"Those don't really exist anymore," Clark explained.

"If you're looking at how to get from Egypt to Jordan, and you've been looking at traveller reviews, that would have all changed, so it's going to be completely different and travellers really need that expert advice."

Clark added that Australia was also a unique market in terms of its geography, a factor which plays into the hands of advisors.

"I've worked in a number of different markets living overseas and Australia is a unique ecosystem when it comes to booking travel because of the complexity of airfares accessibility," she said.

"The fact is we typically take longer trips and travellers often add a few different elements to it; someone may book an Intrepid trip for example, but they'll have four or five different other things around it potentially."

Clark also noted that while there has been a trend to online during COVID because travellers couldn't go into a physical store, the key for travel agencies now is to combine their online and offline services into a completely omnichannel environment.

SA tourism plan

THE Tourism Industry Council South Australia (TiCSA) and the South Australian Government have signed a new agreement to collaborate on projects to increase the speed of the state's visitor economy.

The deal will see both parties formulate a yearly plan for activities to support tourism, conduct meetings with industry representatives via regular roundtable meetings to consider key issues, as well as engage collectively in the annual SA Tourism Conference.

While the latest tourism industry data for SA shows a positive outlook, the report also notes spending is down by 24% on 2019, and the industry has lost \$5.3 billion in revenue.



Earn commission in 2022 with Viking's river cruise sale

Earn commission this year when you book your clients on one of Viking's three most popular river journeys in 2022. For a strictly limited time, Viking is offering a special cruise only fare that allows your clients to explore Europe from only \$267 per day. Plus, your solo travellers will get 75% off the single supplement for the special cruise only fares in selected stateroom categories.

[Click here for more information.](#)



A STAR ALLIANCE MEMBER

National Account Manager

Based in Sydney, United's Sales & Account Management team looks forward to welcoming a new **National Account Manager** to United Airlines.

This role functions within the Australian and New Zealand sales team, with daily collaboration across multiple departments and countries – a local role with global scope and involvement.

The National Account Manager has a range of responsibilities, including:

- Managing a portfolio of assigned accounts and key industry partnerships with a focus on growth and goal achievement;
- Implementing tactical sale initiatives and incentives;
- Developing relationships at multiple levels within the client's business;
- Utilising data and reporting suites to seek out new opportunities and corporate acquisitions;
- Actively participating in community and industry related associations and events.

United's National Account Manager's are hybrid (home/office) positions, however, flexibility is important due to frequent travel, as well as the need to attend events, conferences and trade shows outside of normal office hours.

To be successful, applicants will possess:

- Bachelor's degree and/or,
- Airline and/or relevant travel industry experience.
- Strong communication, negotiation and presentation skills.
- Strong data/reporting/analysis skills.

To apply, please visit United Careers and "Apply Now".



Six new Mediterranean cruise offers you can't miss

For a strictly limited time, you can book your clients on a Mediterranean voyage – with everything they need included – from only \$2,995pp for an eight-day cruise. Don't miss these unbelievable offers on some of Viking's most popular ocean itineraries in 2022. Plus, when you book before 31 May 2022, they'll enjoy the peace of mind of Viking's Risk-Free Guarantee.

[Click here to view itineraries.](#)





LIGHTS, CAMERA, EVENTS ACTION

BUSINESS Events Australia has launched the second phase of its int'l campaign, which includes a suite of new brand films.

Building on the first phase of the Tourism Australia division's campaign, which was launched in Mar (**TD** 24 Mar), the latest stage is set to be showcased at IMEX Frankfurt, forming part of a broader recovery strategy to drive demand for Australia as a business events destination among incentive and association customers in key global markets.

Tourism Australia Executive General Manager of Commercial & Business Events Australia, Robin Mack, said the new suite of film assets will be part of a highly targeted marketing campaign across trade and social media, focusing on customers in Europe, New Zealand, North America, and South East Asia.

"With Australia's reopening to



the world, what better way to showcase the country's business events offering than in these new film assets on the world stage at IMEX Frankfurt," she said.

"The newest phase of the campaign is a stand out for the sector and will undoubtedly position Australia as a global leader in business events.

"The film assets bring to life

and build upon the new creative strategy for Business Events Australia".

Pre-COVID, business events was one of the highest yielding sectors of Australia's visitor economy, attracting 1.04 million delegates who contributed around \$4.5 billion in direct expenditure in 2019.

View the campaign assets **HERE**.

Promoting Melb

MELBOURNE'S MICE industry is back, with record demand for business events, according to key stakeholders.

Appetite has returned even faster than expected, as Melbourne Convention & Exhibition Centre (MCEC) and Melbourne Convention Bureau (MCB) found out when they travelled to IMEX in Frankfurt this week to talk to the international market.

The Melbourne delegation was led by MCEC Chief Executive Officer Peter King and MCB Chief Executive Officer Julia Swanson, who both met a significant number of international buyers and potential clients from all around the globe.

While in Frankfurt, they also networked with global counterparts to discuss trends in the events space.

BECA hails Don

THE Business Events Council of Australia (BECA) is leading the MICE industry in congratulating new Minister for Tourism Don Farrell.

The new cabinet member proactively maintained close engagement with the business events industry via BECA while in opposition, and is acutely aware of the devastation COVID-19 restrictions placed on both int'l & domestic markets and the businesses that support the sector, BECA said.

"We congratulate Don Farrell on being sworn in as Minister for Trade & Tourism," Chair Leo Jago said.

"This is an incredibly important position within cabinet that can directly support the short-term recovery of the visitor economy and drive long-term growth," he added.

Boosting Horsham

THE Victorian Government is boosting events and tourism in Horsham with a \$2 million investment to redevelop City Oval and Sawyer Park, drawing more visitors to the area.

Vic's Minister for Tourism Martin Pakula yesterday announced funding from the Regional Tourism Investment Fund, which will go toward transforming the Oval into a multi-use public outdoor venue which can be used for large-scale events.

The project will deliver a main stage with covered shelter, high-tech AV equipment, a broadcast box, and large digital screen.

A new food & beverage outlet will also be installed, as well as an improved pedestrian connection between City Oval and Sawyer Park.



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APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Lindblad Expeditions has appointed **Noah Brodsky** as Chief Commercial Officer. Brodsky has built a 20+ year career focused on inspirational travel experiences and premium guest service through a succession of sales, marketing and operating roles at leading global hospitality companies.

Auckland Airport has strengthened its leadership team with new customer and strategy roles. **Scott Tasker**, who has overseen the airport's aeronautical business since 2017, will take up the expanded role of General Manager Customer & Aero Commercial on Tue. The leadership team is also being strengthened with another newly created position, General Manager Strategic Infrastructure Planning & Transformation, which will be staffed by **Mary-Liz Tuck**.

Laura Christieson has started as a Project Manager at **FCM Travel**. Christieson has previously worked in the travel industry with Avis Budget Group and Disney Cruise Line.

InterContinental Hayman Island Resort, an IHG Hotel, has appointed a new Executive Chef, **Paul Lewis**. Over the past 25 years, Lewis has headed up teams across a number of luxury hotels and resorts both in Australia and abroad.

What's holding you back from skydiving?

EXPERIENCE Co'S Skydive Australia brand is asking "What's Holding You Back?" as part of its new campaign to encourage Australians to reach new heights.

The campaign is the first of its kind for the company, and features Sean Szeps, host of the *Come Out Wherever You Are* podcast, as well as five other celebrity appearances.

Created by Sydney-based agency Flow, the campaign shines a spotlight on vulnerability, showcasing six very different characters exposing their everyday fears and doubts.

The personalities are challenged to participate in a tandem skydive - view the marketing push **HERE**.

ANI private unveiled

SLOJOURN has welcomed the world's first collection of private resorts to its portfolio.

ANI Private Resorts has been designed with group travel in mind, and encompasses four high-end, all-inclusive properties in desirable pockets of Sri Lanka, Thailand, Anguilla, and the Dominican Republic.

Slojourn Studio founder & Creative Director Tess Willcox said the partnership provides an exciting opportunity for her team to connect savvy Australian travellers with an innovative travel experience.

"ANI Private Resorts represent a new level of luxury, and a type of travel never seen before," she enthused - **CLICK HERE** for further information on the collection.

Painting the town red



MOULIN Rouge, which starts in Sydney this week at the Capitol Theatre, inspired Atout France and Regent Seven Seas Cruises to highlight the 2024 Summer Olympics in Paris and the fabulous Regent Suite.

Pictured is the cruise line's local Director of Sales and Gillian Seller and Vice President & General Manager Lisa Pile with Atout France's Regional Manager Patrick Benhamou.

Raffles finally back in Cambodia

RAFFLES Grand Hotel d'Angkor in Cambodia has finally reopened to the world again after being refreshed with a new look.

One of the most iconic heritage properties in Southeast Asia, Raffles d'Angkor reopened its doors for the first time in almost three years, boasting fully renovated rooms and bathrooms.

Travel Daily On Board: Viking Octantis



"The Aula" on Viking Octantis

Right at the back of the ship is The Aula, a tiered lecture theatre with hundreds of comfortable leather seats. Large windows offer views of the surrounds, while an enormous moveable screen can be lowered for lecture presentations or movies, and then lifted back out of the way to the ceiling.

The Aula is used for lectures from the *Octantis* onboard expedition team of scientists, as well as daily briefings about upcoming activities and the screening of movies or documentaries each night.

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A&K's Australian office is based in South Melbourne and offers hybrid working, luxury travel benefits, a supportive environment and career progression.

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