

## James on last leg

**CHIMU'S** Global Relationship Manager, James McAlloon (pictured), has set out to complete a coast-to-coast walk across Australia to raise money for multipurpose healthcare provider Purple House.

McAlloon's original quest to walk all the way to the WA coast was thwarted when the McGowan Government enacted hard borders during COVID-19 outbreaks, however the resourceful travel exec still managed to raise \$40,000 for South American families suffering from a lack of tourists on his original Footsteps for Food trip.

**CLICK HERE** to donate to the latest cause and follow his trip.



## Trade "vital" for Disney

**EXCLUSIVE**

**THE** travel trade in Australia and NZ have become an even more important part of Disney Destinations' distribution strategy, with new arrangements implemented during the pandemic meaning travel advisors are a key channel to ensure clients make the most of their Disney experience.

Speaking to *Travel Daily* in Orlando today, Disney's VP of Marketing & Sales International, Jeff van Langeveld, said it was important that agents are aware of the new system which requires park reservations as well as traditional multi-day passes.

"Capping numbers at Disneyland Resort improves the overall visitor experience, but we do have days that sell out," he said, noting that currently it is possible to make reservations up to 120 days before arrival.

"We are working on extending

that too," van Langeveld said, in recognition of the longer booking lead times from long haul markets like Australia.

He said Australia continues to be a key market for Disney, with Aussie and Kiwi visitors in the top five int'l markets for Disney's Aulani Resort in Hawaii and number three for Disneyland Resort in California which has just hosted an Australian contingent to showcase its Marvel Avengers Campus (*TD* 03 Jun).

Van Langeveld also foreshadowed a significantly higher profile for Disney Cruises in the ANZ market as the fleet expands.

Van Langeveld was part of a large Disney contingent welcoming key trade partners at a special VIP event at Disney's EPCOT theme park in Orlando prior to the official opening of this year's huge IPW trade show - more on **page three**.

## Today's issue of *TD*

*Travel Daily* today features five pages of news.

## TTC makes headway

**THE** Travel Corporation (TTC) has released its first annual sustainability impact report, in recognition of World Environment Day, with the company showing it is already halfway to achieving some key sustainability goals.

In the first 15 months of launching the How We Treadright five-year strategy, TTC's Trafalgar brand reduced its printed brochures by 49% against a goal of a 50% reduction by 2025, while the operator has also added Make Travel Matter Experiences across 63% of its itineraries, including 100% of tours operating in Asia and Africa, as well as 86% in the Americas.

Trafalgar & its TTC sister brands also stated the goal of increasing tours in developing countries by 20% to combat overtourism.

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## Window Seat

**THE** administration for Indonesian tourists wanting to come to Australia has been exposed as containing some pretty extreme tick boxes.

The visa application form asks applicants whether they have committed genocide, crimes against humanity, torture or slavery, among other heinous acts, a slew of offensive queries that Melbourne University Indonesia expert Tim Lindsey believes needs to change.

"The visa system is an extremely difficult process that most Indonesians find offensive," he told the *SMH*.

"The Federal Government has to do something about the visa system, our tourists get a visa on arrival, while theirs don't," Lindsey added.

At a time when Australia desperately needs more tourists to bolster domestic tourism, the Indonesian expert also labelled the visa application process as too time consuming and costly, with visitors charged A\$140 to complete the form.

As Tom Tilley from *The Briefing* podcast pointed out this morning, perhaps the real 'crimes against humanity' are generally perpetrated by drunken Australian tourists on their trips to Bali?

## Airports show resilience

**SYDNEY**, Brisbane and Perth airports were able to turn a profit last financial year despite the catastrophic downturn in traveller volumes, the Australian Competition and Consumer Commission's (ACCC) *Airport Monitoring Report* has revealed.

ACCC Commissioner Anna Brakey said the "surprising" result demonstrated the resilience of the airports, despite profitability margins falling sharply across the board on pre-pandemic levels.

The trio of airports had a combined operating profit in 2020-21 that was around 5% of what it was in the last full financial year before the pandemic, with Sydney Airport falling by \$483 million alone to \$148.46 million.

Reporting showed that Brisbane Airport fell from \$329 million to \$48.1 million, while Perth Airport saw its operating profits plummet to \$26.8 million from \$128.43 million posted during the

2019/2020 period.

Melbourne was the only major airport that failed to recover to profitability, moving from a \$338.94 million profit in 2019 to a \$106.82 loss in the latest period, driven by Victoria's longer periods of COVID travel restrictions.

Meanwhile the consumer watchdog's report also cited concerns expressed by commercial operators that airports may attempt to recover operating losses from tenants in the future by deploying a "take-it-or-quit" negotiating position.

"These commercial operators indicated that such actions would increase their costs and would ultimately flow through to end-consumers through higher price," the ACCC's study noted.

Hire car operators at the four big airports also indicated that revenues were between about 10-50% of pre-pandemic levels, with some forced to close booths or sell part of their fleets to generate enough cash flow.

The ACCC added it would be monitoring airports' profit margins as they have regional monopolies and substantial market power in affecting other stakeholders in the travel sector.

## Hogan named tourism shadow

**KEVIN** Hogan has become the new Shadow Trade and Tourism Minister under federal opposition leader Peter Dutton's recently named cabinet team.

Hogan is a member of the Nationals Party in the Lower House, representing the seat of Page in northern NSW.

## Rex blasts AFAP

**REX** Airlines has lashed out at a second group in as many weeks, this time lambasting the Australian Federation of Air Pilots (AFAP) for what it labelled the circulation of "malicious, misleading and deceptive" material during SAAB Pilot Enterprise Agreement negotiations.

"It is disappointing that the AFAP would manipulate information that was provided to them during the course of negotiations to seek to achieve its aims," Rex sniped this morning.

The carrier added that AFAP's actions were particularly egregious given its President, Louise Pole, is a pilot at Qantas.

## Travel Daily on location in Orlando, Florida

Today's issue of *TD* is coming to you courtesy of Visit USA and United Airlines from Orlando where the US Travel Association is hosting IPW2022.

**THOUSANDS** of travel buyers from across the globe are in Orlando this week for America's key inbound trade show.

IPW is hosted in a different city each year, with the theme parks and natural attractions of Orlando providing a dynamic background for the 2022 edition.

The huge turnout this year harks back to pre-pandemic IPWs, with the USA sending a clear message that it is well and truly open for travel business.

The show opened today and features three days of meetings, seminars, functions and a huge exhibition where thousands of tourism operators from all 50 states are showcasing their wares.

*Travel Daily* is here alongside scores of Aussie buyers doing deals and discovering all the latest and greatest in US travel product.

## TC payment choice

**TRAVELLERS** Choice (TC) has appointed Mint Payments payment provider option.

The agreement will enable Travellers Choice agents to access Mint's omni-channel payments suite, including MintEFT and Virtual Terminal.

Travel advisors will be able to access the suite for credit and debit card payments, as well as B2B supplier remittances and bank transfers.

Mint Chief Executive Officer Alex Teoh said the company is very proud Travellers Choice will be implementing and integrating its comprehensive payment capabilities across its network.

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## TTNQ makes WHM push

**TOURISM** Tropical North Queensland (TTNQ) has partnered with youth travel platform Global Work & Travel to launch a new campaign to attract more working holidaymakers (WHM) from Europe.

Aimed at addressing the severe staff shortage in the region, the First Class To Paradise social media campaign matches inbound travellers aged 18 to 30 with a partner employer in Cairns and the surrounding areas.

There are currently thousands of jobs that need to be filled in Tropical North Queensland, with tourism and hospitality operators bearing the brunt of the shortage as they desperately try and keep pace with a growing demand from travellers to the region.

Part of the marketing push also involves rewarding one traveller with a First Class flight with Singapore Airlines from London to Australia when they register with TTNQ and pay for a working

holiday trip through Global Work & Travel.

Global Work & Travel CEO Jurgen Himmelmann said the WHM campaign/incentive was a timely reminder for inbound travellers that working in Nth Qld is a perfect way to see some of the state's most sought after tourism experiences.

"It's a great way to let the UK and European travellers realise that they have the opportunity to work and play in a part of the world where they can easily access the Great Barrier Reef, the Daintree and an endless choice of...experiences," he said.

For the year ending 2021, the number of domestic overnight travellers to Tropical North Queensland increased by close to 40% when compared to 2020, representing a total spend of \$2.7 billion in the region.

## TM's record month

**TRAVELMANAGERS** has celebrated a record-breaking May, as personal travel managers Australia-wide report increased demand for business & leisure.

Sales figures for last month were at 92% of the same period in 2019, with Chief Operating Officer Grant Campbell saying the trend revealed an even more optimistic picture at an individual measure, with average sales per agent at their highest level ever.

Campbell said the culmination of the hard, behind-the-scenes work was made possible in-part by TravelManagers' National Partnership Office, which has helped agents work on their business and polish their systems.

## Royal savings offered

**ROYAL** Caribbean International guests can enjoy half-price deposits and up to 40% off sailings, plus up to \$500 in instant savings on a number of cruises out of Brisbane and Sydney on board *Ovation of the Seas* and *Quantum of the Seas*.

Available to be booked until 14 Jun, applicable cruises depart in Nov and Dec.

Sailings include a 10-night South Pacific cruise aboard *Ovation* from Brisbane, as well as an 11-night New Zealand cruise aboard *Ovation* from Sydney - **CLICK HERE** for more details.



## A roller coaster of a return



**DISNEY** hosted the opening event of the massive IPW US travel trade show today, with thousands of delegates from across the globe gathering in Orlando to attend.

The EPCOT Disney park was closed to visitors, giving the IPW guests free access to the various rides, attractions and activities, including the brand new Guardians of the Galaxy: Cosmic Rewind roller coaster.

Musicians entertained the passers-by along with free flowing drinks and food themed for all of the various national "lands" which surround the EPCOT lake centrepiece - where the evening wrapped up with a spectacular fireworks display.

IPW kicks off in earnest tomorrow with a huge trade display, more entertainment and networking opportunities as the United States continues to welcome people back from around the world.

**Pictured** at an exclusive

reception at EPCOT's Space 220 restaurant are: Disney VP Marketing and Sales International, Jeff van Langeveld; Andrea Robinson, Disney Parks & Resorts Director APAC; and Amy Mortlock, Disney Travel BDM.

## NSW owed millions

**NSW** is owed close to \$60 million in unpaid hotel quarantine bills, figures published by NSW Revenue have revealed.

Close to half of the bills are outstanding payments from interstate residents, with Victorians and Queenslanders making up the bulk of the debt.

Fees were introduced to the quarantine system by former Premier Gladys Berejiklian in Jul 2020, with mandatory 14-day stays costing one adult \$3,000, with each additional adult charged \$1,000.

NSW, which took the vast majority of the returned travellers, has now issued 63,354 debt recovery orders.

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## Ship to Singapore

**ROYAL** Caribbean International has re-introduced Singapore to *Spectrum of the Seas*' sailings for the first time in two years.

The new three- and four-night itineraries visit Penang and Kuala Lumpur in Malaysia, along with shore excursions including an exploration of Batu Caves in the nation's capital, as well as a trip to visit Southeast Asia's oldest Anglican church, St. George's Church, in Penang.

On board, cruisers can enjoy Sky Pad, Singapore's first virtual reality bungee trampoline adventure, and Asian-inspired dining at Teppanyaki, Sichuan Red, Hot Pot and more.

## Tourism job growth

**THE** Hospitality & Tourism industry experienced a 43.2% increase in job ads posted in May 2022 compared to May 2021, the Seek Employment Dashboard report has revealed.

Exceeded only by the Retail & Consumer Products (56.5%), and Education & Training sectors (44.9%), Hospitality & Tourism showed one of the biggest rises in job ad numbers.

The report also revealed a 5.8% increase in job ad volume for the industry in just one month, from Apr 2022 to May 2022.

## Two grab eco cert

**NEW** South Wales' Central Coast & Western Australia's Augusta Margaret River Region have achieved ECO Destination Certification from Ecotourism Australia.

The destinations join NSW's Coffs Coast and Queensland's Port Douglas Daintree region in Australia's list of ECO-certified destinations.

Ecotourism Australia said the achievement reflects a destination's commitment to the needs of the local community and environment, and its ability to meet increasing demand for sustainable travel options.

## Venture to Phillip Island



**DESTINATION** Phillip Island (DPI) has partnered up with iVenture Card to introduce the Visit Phillip Island Pass, designed to encourage interstate travellers to visit the destination.

There are more than 1,000 downloadable passes available offering a \$250 credit to interstate travellers who book two or more nights' accommodation in the Phillip Island region, to spend at local participating activities, experiences, food and beverage locations, attractions, and/or tours on and around the island.

There are over 20 participating vendors, including Artfusion Studio and Gallery, Clip'n Climb Phillip Island, Hotel Phillip Island, Beach HQ, Bassine Speciality

Cheeses, Maru Koala and Animal Park, Phillip Island Chocolate Factory, Wildlife Coast Cruises, Phillip Island Chocolate Factory, Phillip Island Grand Prix Circuit, Wild Food Farm & Cafe, Phillip Island Helicopters, and more.

The initiative, which is funded under the state's Recovery for Regional Tourism program, launches to the interstate market today, with registrations opening on 08 Jun until 31 Aug - **CLICK HERE** for more details.

## Bamboo growth

**BAMBOO** Airways revealed it is considering adding more long-haul routes to its network, with a third non-stop service to Europe set to open later this month.

The carrier launched its first two European routes in Mar, and since then has opened new routes from both Hanoi & Ho Chi Minh City to Melbourne and Singapore, as well as from Ho Chi Minh City to Bangkok Suvarnabhumi and Sydney.

Bamboo Airways also plans to open a second route to Frankfurt from 16 Jun, which will operate once a week from Ho Chi Minh City on Boeing 787-9.

The airline began operations in 2019 and now services 47 domestic routes in Vietnam and 11 international routes, and aims to offer 80 domestic & 40 international routes before 2023.

## Qantas recognised

**THE** Flying Kangaroo has featured prominently in Brand Finance's latest power rankings of the world's airlines, claiming fourth spot in the strongest airline brand category.

Qantas was beat out only by Canada's Westjet, Japan's ANA and US-based airline Southwest, with the score calculated on the basis of marketing investment, business performance and stakeholder equity.

Australia's largest airline also finished in the top five when it came to the world's fastest growing airlines.

## Booking last minute

**THERE** is a rising trend of last-minute domestic travel bookings, according to a new survey by Australia's largest park network, the G'day Group, which revealed up to 50% of travellers are booking just one to two weeks in advance of their trip.

The survey, which included nearly 11,000 members of the G'day Rewards loyalty program and looked at the company's 300 properties across the country, showed G'day Parks bookings are up 49% on 2021 & 85% on 2019.

G'day Group Chief Executive Officer Grant Wilckens said the group is expecting its busiest nomad season on record, and anticipates a surge of last-minute bookings ahead of the first COVID-restriction-free nomad season in two years.

Queensland and New South Wales are the most popular travel destinations so far for winter, with 45% of survey respondents intending to travel to one or both states, followed by SA (37%), Vic (33%) and WA (27%).

## Ritz-Carlton Amman

**THE** Ritz-Carlton has announced the opening of The Ritz-Carlton, Amman in Jordan, with the 228-room property featuring a full-service spa & wellness centre, as well as multiple dining options.

## Cyber-savvy Airbus

**AIRBUS** has announced a series of investments to strengthen its cybersecurity protection, which it will showcase at the International Cybersecurity Forum (FIC) in Lille, France, from 07 to 09 Jun.

In a bid to tackle rising cyber threats, Airbus will combine its existing company-wide cybersecurity services activities in a single organisation, which goes live on 01 Jul.

Additionally, Airbus has activated a double-digit million euro investment plan for its cybersecurity products.





## voco Brisbane opens

**BRISBANE** is going voco, as the Queensland capital welcomes the brand with the launch of voco Brisbane City Centre.

Promising a refreshingly different stay and plenty of bold, colourful features, voco Brisbane City Centre boasts 194 premium guestrooms, a rooftop pool and the chameleon-like dining space 'Kraft & Co', which transforms from a daytime cafe into a lively bar at night.

Guests can celebrate the opening of the hotel with the voco Life package - [CLICK HERE](#).

## Sydney hotels boom

**SYDNEY** hotels led Apr's profitability recovery in Asia-Pacific, among key markets.

After coming in at just 51% of 2019 GOPPAR levels in Mar, Sydney's gross operating profit per available room came closest to its 2019 comparable, according to figures from STR.

Sydney posted an Apr GOPPAR of US\$52.08, which was 82% of the pre-pandemic levels.

Also reporting significant month-over-month improvement was Singapore, which posted an Apr GOPPAR of US\$45.56.

## MTA captivated by opportunities



**MTA** founders and Managing Directors Karen and Roy Merricks were fortunate to experience a performance by Bundjalung Kunjiel, a world-travelled Aboriginal dance troupe, at a recent Virtuoso dinner hosted by Shangri-La Sydney.

Founded by Goompi Ugerabah, a.k.a Stephen Larcombe more than a decade ago, Bundjalung Kunjiel's performance was described as "captivating" by Roy.

"The culture and resilience shown by our first nations peoples is one that all Australians should be proud to identify with," he said.

"We're looking forward to talking to the troupe to see how we can introduce more of our travellers to this exciting culture."

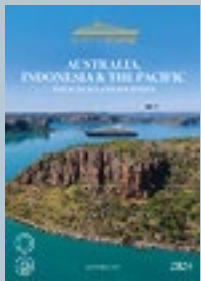
In 2019, 1.4 million international visitors to Australia, and additional 1 million domestic visitors participated in an indigenous tourism experience, contributing to the annual \$5.8 billion the sector generates.

This figure is expected to grow year-on-year, presenting an exciting opportunity for Indigenous tourism.

**Pictured:** Ugerabah (back left) and the Bundjalung Kunjiel group with Karen and Roy Merricks.

## 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).



**Scenic Eclipse - Australia, Indonesia & the Pacific**  
Scenic Eclipse has unveiled a new 2024 brochure containing new Grand Voyages which promise to show travellers the best of Australia, Indonesia and the Pacific Islands. Highlights include the 29-day Grand Australian Sojourn: Newcastle to Broome Voyage aboard the *Scenic Eclipse II*, which begins in Newcastle on 22 Apr 2024, travels along the NSW and Queensland coastline, the Northern Territory to Hunter River, Montgomery Reef, Talbot Bay and

Lapede Island, before concluding in Broome. Super earlybird prices start from \$43,510 per person.



**Renaissance Tours - Sep-Dec 2022**  
Renaissance Tours has confirmed its international excursions will resume this Sep, and Europe is back on the itinerary. Highlighting Renaissance's return is its exclusive art and music cruise from Frankfurt to Vienna. Also featured in the brochure is the United States, Japan, Morocco, and more, as are Renaissance's annual Christmas music and ballet tours, and its opera tour to Italy. One of the highlights of the abridged 2022 program will be the 'Journey Along the Silk Road' tour to Uzbekistan, hosted by Iain Shearer, travelling across 15 days from 09-23 Sep.

## Kenya eyes rebound

**KENYA'S** senior tourism team have flagged a new strategy to make the destination one of the most popular countries with tourists in all of Africa.

The nation, renowned for its wildlife tours and national parks, unveiled a four-part plan to strengthen its tourism credentials, including new branding, developing new and existing markets, creating new tourism products and experiences, as well as more internal investment in the sector.

Kenya will position nature and wildlife front and centre in upcoming campaigns, as well as adventure sports, culture appeal, and city tours.