

Today's issue of TD

Travel Daily today has six pages of news, with our next issue to be published on Tue 14 Jun due to the NSW Queen's Birthday long weekend.

IATA EU concern

THE International Air Transport Association (IATA) has expressed "surprise and concern" at a decision by the European Parliament to adopt changes to the EU Emissions Trading Scheme (ETS) which would expand its scope to include all flight departures from Europe.

The proposed measure would become effective in 2024, with IATA saying it would lead to "serious distortion of competition and weaken the global competitive position of EU airlines and hubs".

IATA said the CO2 emissions of international flights departing EU airspace is already covered under the Carbon Offsetting and Reduction Scheme for International Aviation (CORSA), while the current EU scheme covers flights within Europe.

"A unilateral decision by the EU to expand the scope of ETS extra-territorially to non-EU destinations will threaten the prospects for major global decarbonisation efforts," fulminated IATA CEO Willie Walsh.

He harked back to a similar "misguided" proposal in 2012 which was unanimously rejected, urging EU officials to support CORSA instead.

Air NZ upgrades outlook

AIR New Zealand this morning advised of an improvement in its expected result for the 12 months to 30 Jun, with the carrier now forecasting that its full year financials will show a loss before tax and other significant items of less than NZ\$750 million.

The prediction is NZ\$50 million better than the previous forecast on 30 Mar, when CEO Greg Foran predicted an NZ\$800 million loss.

"The airline continues to see strong passenger booking activity on short-haul and international services following the opening of the New Zealand border," an investor update today noted.

"Domestic demand has also improved in recent weeks, with business-related demand returning to approximately 90%

of pre-COVID levels."

The carrier said it remained mindful that the macroeconomic environment continues to be uncertain, with disruptions caused by the impact of COVID variants, continued travel restrictions in some markets, and the ongoing conflict in Ukraine which is contributing to high jet fuel prices.

TravelPay NZ launch

ZENITH Payments has confirmed plans to launch its TravelPay B2B product in New Zealand next month.

The company said it would be providing travel agents and suppliers with more information shortly, and in the meantime enquiries can be directed via email to b2b@travelpay.com.au.

Recent suppliers added to the platform include Sundowners Overland, Total Holiday Options, Outback Spirit and Bench Africa.

VS lands in Austin

VIRGIN Atlantic overnight conducted its inaugural flight from London Heathrow to Austin, Texas, with human headline Sir Richard Branson on board to celebrate the carrier's first new US destination since 2017.

The year-round service is now operating four times weekly using a three-class Boeing 787-9 aircraft, with plans to increase frequencies to daily from the second quarter of 2023.

Joost the ticket!

JOOST Heymeijer, former Emirates Senior VP of Inflight Catering and GM of Wolgan Valley Resort & Spa, has taken a new position as CEO of WA-based hospitality provider Z1Z, with a portfolio incl Cape Lodge, Gaia, Ningaloo Lighthouse and more.



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mjTours

VA to relist by '23?

VIRGIN Australia is considering a public listing on the ASX as early as 2023, just three years after the carrier was placed into Administration and subsequently taken over by private equity firm Bain Capital.

CEO Jayne Hrdlicka cited record leisure demand as well as a strong recovery in corporate flying, telling *The Australian* the recovery was "a lot faster than we thought it would be".

"We are flattered that this soon after becoming a new company and starting from scratch we're in a position where we're having these conversations" she said.

Hrdlicka confirmed that VA had returned to profitability, with domestic leisure now seeing demand at about 125% of pre-pandemic levels.

Dearth of flights an issue

EXCLUSIVE

OUTBOUND travel from Australia is being hampered by a lack of air connectivity to key markets, G Adventures founder Bruce Poon Tip believes.

Speaking with *Travel Daily* on his first trip to Australia in more than two years, Poon Tip said that while a lack of flights to continents like South America might be delaying some Aussies to travel, he remains very confident that the appetite to take a trip with operators like G Adventures is very high.

"There's not enough lift out of Australia at the moment and it's very expensive because of the reduced flight schedules, but the desire is there for sure," he said.

"We have definitely noticed an increase [in bookings] over the last couple of weeks...and the interest from Australians is definitely very high.

"Enquiries are very strong right now as well and digitally we have a lot of searches going on from Aussies, but the conversions are harder when you can't get people on the flights," he added.

While Poon Tip observed that the resurgence in local bookings had seen a lot of interest in Asia, he conceded this comes with its own challenges as the region lags behind the rest of the world in reopening to travel, disincentivising people to go ahead and finalise bookings.

G Adventures Managing Director, Australia and New Zealand, Sean Martin, also told **TD** that Peru had continued to be really strong for the brand.

"Despite the fact that to get there right now you need to travel via North America, people still want that ultimate bucket list experience and we are the largest eco travel operator in the world and we know how to do Peru better than anyone else," he said.

MEANWHILE Poon Tip revealed that its new Roamies hostel offering targeting the 18-30 year-old market has performed "really well" since formally launching in May (**TD** 09 Dec 2021), pioneering a new set of experiences that takes the tourist out of travel and inserts more social cohesion.

More from G Adventures on **p4**.

Seamless car hire

EUROPCAR is aiming to transform the Australian car hire industry by shaking up its traditional model as part of its "innovation drive strategy".

The company is introducing a subscription-based system, which will enable travellers to rent a car on more flexible terms.

The subscription product has already launched in Europe, and will be brought to Australia in the coming months.

A car-sharing pilot program is also among the new transformations being rolled out Australia-wide.

Europcar's makeover is being prompted by the rise in alternative modes of car ownership, it said, as well as rapid digitisation and demand for app-based customer service.



The Viking Explorer Sessions are back

Don't miss the chance to reconnect with your clients and secure new bookings for 2022 and beyond. The latest Viking Explorer Sessions have just been announced for Sydney and Brisbane. For one day only in each city, Viking will host a series of informative and inspiring information sessions showcasing the best of Viking's river, ocean and expedition products. This is your opportunity to register you and your clients for these complimentary sessions, learn about the world of Viking and walk away with new bookings.

Register here.



It's not too late to win a free Viking self-famil

If you'd like to enjoy a complimentary 8-day self-famil on a Viking river cruise with a friend or family member, then you can't miss this opportunity. Simply make two or more reservations for any 2022 Viking European river cruise between 1 April and 30 June 2022 and you could win one of 100 complimentary self-famil staterooms on a select 8-day Viking European cruise in 2022. The best part – you can choose your travel date in 2022 based on availability.

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Travel & Cruise Weekly

Alloggio's Qld buy

ALLOGGIO has added to its tourism portfolio for the second time this year by acquiring Prestige Holiday Homes for an undisclosed sum.

The purchase of the Queensland-based company has seen Alloggio bolster its short-term luxury accommodation network, with 37 extra luxurious holiday homes on offer, including the Barra Luxe Beach House.

Overlooking Coolum's Yaroomba Beach, the five-bedroom beach shack won gold in the Stayz 2021 Holiday Home of the Year Awards.

Alloggio said the move was consistent with its strategy of growing holiday property management rights, and follows a Magnetic Island business purchase in Feb (TD 08 Feb).

Wear it your way guys!



BONZA has revealed its recently unveiled 'wear it your way' staff uniform, featuring a mix of white custom sneakers, shorts and cotton t-shirts, will allow the airline's employees to express

their individuality.

Referring to the concept of traditional uniforms as "the land that time forgot", Bonza's Chief Commercial Officer, Carly Povey, said the carrier was keen to break that perception.

Uniform options will also include pants, a shirt dress and sleeveless coat, while accessories range from a Bonza thumbs up pin, branded custom socks and a purple scarf that can be worn as a hair, neck or pocket accessory.

If passengers are ever wondering why the cabin crew are donning a mullet or hipster beard, that's because Bonza will not have any grooming guide in place for staff either, with the airline encouraging workers to style various looks depending on "where they're travelling to, their mood on the day and their personalities".

"We won't dictate what lipstick to wear - or whether you have to wear lipstick at all," Povey said.

"We won't ask crew to cover up their tattoos and just because you're female, that doesn't mean you have to wear a skirt, and if you're non-binary, pregnant, work in the office or onboard, we have options for you," she added.

The uniforms were designed in collaboration with Total Image Group, whose CEO Pamela Jabbour said the clothes would reflect the excitement and optimism that Bonza brings.



Window Seat

"RECOMBOBULATION" is not really a word, but that apparently doesn't matter to officials at Milwaukee's Mitchell International Airport in Wisconsin, USA.

And it's actually the perfect description of what's required after you pass through a security checkpoint in America, where you are often required to remove shoes, belts and other paraphernalia during the screening process.

Naturally all that dishevelment needs to be addressed, and providing a dedicated place for recombobulation is probably something all airports should do - and in Milwaukee there are benches and chairs where you can sit and recompose yourself.

TD spotted the unusual signage (pictured) when passing through Milwaukee last week, with the notices apparently erected due to a whim by former Airport Director Barry Bateman prior to his retirement in 2020.

He made up the word and suggested the signage "in order to add some comic relief to what can be a tense aspect of air travel," according to *On Milwaukee*, which quoted an MKE spokesperson as saying "he understood that travelling can be stressful and the signs are intended to put a smile on people's faces".

The Transportation Security Administration hasn't formally endorsed the initiative, but has been supportive of the signs due to strong positive feedback on social media.



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How to Apply

To apply and view the full job description for each position please go to the iworkforNSW website

- Product Manager - Cruise, Rail, Road & Air

Should you require any additional information please contact: people@dns.com.au

Closing date: Monday 20th June 2022 [9.59am]

CORPORATE UPDATE

Premium tix in demand

AN INCREASING number of business travellers are opting to fly in premium cabins in and out of Australia, according to Flight Centre Travel Group's (FCTG) Corporate Booking Trends, despite a hike in ticket prices.

More than one in three business travellers are booking premium class cabins on international flights this year, representing a 3% increase when compared to pre-pandemic levels in 2019.

Flight Centre Corporate ANZ Managing Director, Melissa Elf, said, "business travel is bouncing back quicker than we could ever have imagined as the critical nature of face-to-face meetings comes to the fore.

"Corporate travellers are wasting no time in filling premium cabins and that's leading to a shortage of Business class seats on routes out of Australia in the coming months...some carriers

Road to recovery for China biz travel

CHINA'S business travel market is expected to outperform pre-pandemic levels by 2024, with total travel expenditure surpassing US\$400 billion, according to a white paper published by Trip.com Group's corporate travel arm, Trip.Biz.

The 2021-2022 *Corporate Travel White Paper* named China as the world leader in business travel spending in 2021, with a growth rate of 31.7%, which is more than double the global growth rate, according to data from Global Business Travel Association (GBTA).

The report also showed Trip. Biz hotel bookings for China grew by nearly triple digits in the fourth quarter and full year of 2021, compared to the same year period in 2019; additionally, 16.3% more companies in China consulted with a Travel Management Company (TMC) in 2021 compared to 2020.

have no premium vacancies until well into the new financial year, such is the demand right now."

This trend continues in spite of rising ticket prices, with return tickets reaching up to \$20,000 ex-Australia to London, Europe or the United States over the next few months, *The Australian Financial Review* reports.

Elf believes more companies are willing to spend money on travel now after two years of virtually no travel expenses, and are choosing to book their employees at the front of the plane in order to "look after their health and comfort" and to help retain and attract the best staff.

Not enough Pride

AROUND two-thirds of travel programs do not take the needs of the LGBTQ+ travellers into consideration, a recent poll conducted by Business Travel Show Europe revealed.

The study, which surveyed 229 European travel managers, showed that only 26% of respondents believe their travel policy/program was built with special consideration for LGBTQ+ people, while only 8% said they "plan to do so this year".

Compared to other historically underrepresented groups included in the survey, such as people with accessibility requirements, the LGBTQ+ group is the "least well provided for".

QF biz travel rises

QANTAS reported that demand for business travel is recovering "faster than expected", according to the recent *Airline Competition in Australia* report, published by Australian Competition and Consumer Commission (ACCC).

Small business demand is already surpassing pre-pandemic levels, the airline revealed, while numbers from larger corporate organisations reached 85% in May 2022.

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Agents are key in Australia



G ADVENTURES has flagged a stronger trade focus in Australia moving forward as the brand seeks to nurture the market's local recovery.

"Sales through agents is still the majority of what we do here and it will continue to be because to sell our product we need agents," G Adventures MD, ANZ, Sean Martin revealed to *Travel Daily*.

Founder Bruce Poon Tip added that the sales split is about 80:20 [agent versus direct] in the Australian market, and that his company "relies heavily" on the local trade for its success.

"Especially coming out of COVID, we're doubling down on our efforts with travel agents because we know that travellers need more hand holding right now," Poon Tip said.

The operator's chief added that he remained committed to

travel agents through a period he acknowledges has been very tough for advisors, made harder by a number of airlines recently cutting commissions.

Only last month, G Adventures relaunched its agent discount program (*TD* 11 May), offering up to 50% discounts on upcoming trips and 25% off three friends.

The company has also released its trip list for Jul, featuring more than 2,300 departures and 20% discounts on trips.

Pictured Poon Tip and local MD Sean Martin in Sydney.

QT Newcastle opens

QT HOTELS & Resorts has opened the doors yesterday to its debut regional hotel, QT Newcastle, located in the heritage-listed 113-year-old former Scotts Limited and David Jones building on Hunter Mall.

The designer hotel contains 104 rooms and suites featuring industrial textures, brushed brass accents and designer furnishings, with guests able to dine at the signature restaurant and rooftop bar, which offers views across the harbour.

IRIS Capital's Chief Executive Officer Sam Arnaout, said, "QT Newcastle will be the centrepiece of the new East End village, forming part of the city's future as a place for cutting edge innovation, with the charm of a beachside regional town."

Skyline's the limit

THE Vic Govt has announced \$500,000 funding towards the scenic Skyline Road upgrades in Lake Eildon NSW, through its Investment Fast Track (IFF) Fund.

The funding will enable planning work to be completed before construction can begin on the remaining 15km of Skyline Road.

The proposed upgrades will improve access for visitors and locals travelling between Eildon and Bonnie Doon, as part of the Skyline Road Tourism Precinct.

Aussies take IPW2022 by storm

AUSTRALIANS made up one of the largest international delegations to this year's IPW travel and tourism trade show in Orlando, Florida. The 53rd edition of the event saw attendees herald the return of post-COVID travel, with Roger Dow, President of show organiser the US Travel Association, describing the demand for travel as a "coiled spring" which will rebound even faster than current official predictions.

As well as meetings across the week, attendees were treated to exclusive experiences at Disney and in downtown Orlando, while last night's wrap-up event at Universal's Islands of Adventure celebrated IPW guests with a guard of honour, food stations, bars and unlimited rides throughout the theme park which was closed to the general public for the evening.



SAMANTHA Harman and Jilda Jack from TravelManagers enjoying some Jurassic Park excitement at Universal.



LINING up at Universal's Citywalk are, from left: Kylee Kay, Linkd Tourism; Carolyn Nightingale representing Oklahoma Tourism; Polly Simmons, Linkd Tourism; Jack Curtis, Linkd Tourism; Michael Cassis, Linkd Tourism; Amanda McCoy, Linkd Tourism; and Peter Huff, TripADEal.



JODIE Collins from Luxury Escapes with Andrea Robinson of Disney.



A VERY rare sighting of a friendly sasquatch on the show floor - usually only seen in grainy photos shot from a great distance.



JILDA Jack feeling the need for speed with the one and only Tom Cruise - or someone who looks very much like him.



KYLEE Kay, Polly Simons and Amanda McCoy from Linkd Tourism with Joost Timmer from iVenture Card.





Generational appetites

BABY Boomers have more time and money to travel than other demographic, albeit at an easier pace and with an eye on health and mobility issues, according to a new study conducted by the Innovation Team at Virtuoso.

The two-year study also showed that Boomers value travel agents more than any other age group, craving expert advice both during the booking process and while on an overseas adventure.

Small, private group tours are generally the preference, with a high value placed on spending quality time as a family, dubbed 'spending the kids' inheritance trips' by the industry.

Meanwhile, Gen Xs (born between 1965 and 1980) tend to travel less than other generations due to hectic schedules, the

study suggests, however when they do book a trip they value the opportunity to switch off and recharge, and lead the way when it comes to spending on trips.

Their children often inform travel decisions, including the destination and experiences, while Gen X also crave "smart luxury" and are willing to shell out a little more for quality.

When it comes to Millennials, the report concluded travel is a "crucial" part of their lifestyle, with trips having a strong emphasis on exploring cultures.

The younger generation also like to be inspired by social media, sustainability, culinary experiences, and holidays that ensure they "live in the now rather than saving for retirement like generations before them".

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Two-for-one savings are available on select river cruises in Europe with **Uniworld Boutique River Cruise Collection's** friends and family sale. Itineraries available include the Enchanting Danube, Remarkable Rhine & Historic Holland, Brilliant Bordeaux, and Milan, Venice & the Gems of Northern Italy. View the offer **HERE**.

Savings have been released on an ultra-luxe Australian voyage in 2024 with **Cruise Traveller**. Guests can also score a complimentary mini-stay before or after their Azamara cruise when booking before the end of next month - visit the link **HERE** for more details.

Save \$6,800 per cabin on an **Albatros Expeditions** Antarctica cruise. The nine-night sailing aboard *Ocean Atlantic* departs on four dates, and now leads in at \$5,590 - learn more at albatros-expeditions.com.

Savings have been released on a motorbike tour in India with **Nomadic Knights**. Book the 14-night Mar 2023 adventure trip by the end of Aug and save \$500 per person. **CLICK HERE** for more.

COVID in the rear vision mirror



TRAVELMANAGERS' recent training sessions (pictured) have delivered a post-COVID kick-start to the company's personal travel managers.

A total of 45 PTMs attended the training sessions, which were held in Perth and Sydney in May.

The two full-day sessions, which were run by TravelManagers Operations Manager Troy Coelho, included systems updates and fares training, among others.

The workshops also took an in-depth look at Signature Travel Network's intranet SigNet, with the travel network having recently partnered with the company at the beginning of the year (**TD** 03 Feb).

Regular training on products and systems are a key component of the partnership, with PTMs enthusiastically accessing the extensive programs and supplier connections provided by the agreement, such as marketing videos & images, training

webinars, and Signature's Hotel & Resort program.

According to TravelManagers Executive General Manager, Michael Gazal, one of the key aspects of its training days is an open forum in which PTMs are invited to express any of their concerns or queries.

Darwin events win

DARWIN has won the World Aquaculture Conference for 2023, an event that is expected to attract more than 1,000 delegates to the city.

NT Business Events and NT Fisheries partnered with the Darwin Convention Centre to secure the conference which will take place in May and Jun, with Tourism Australia MD Phillipa Harrison noting the conference would generate global attention for Australian business events and also deliver benefits to Darwin's tourism industry.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE** 