

The only way to Outback



Exclusive Kimberley Small Group 4WD Adventures

The Kimberley is a region rich with wildlife and awe-inspiring wonders of nature. Outback Spirit are the ones who can take your clients there. With a custom fleet of Mercedes-Benz 4WD's, exclusive network of premium lodgings and five-star dining all included, your clients can explore these lands in first class comfort. 2023 adventures now on sale, 13 days from **\$11,475* pp.**

All new Outback Spirit bookings made between now and 31 July will go in the draw to WIN a 6 day Outback Spirit famil for two. The top selling agency will receive a \$1,000 gift card, and five individual state winners a \$100 gift card.

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[TRAVEL AGENT INCENTIVE](#)

 **Outback Spirit**

*T&Cs apply

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- Success
- Freedom

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Love *travel?*
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business

MTA MOBILE
TRAVEL
AGENTS

AC maintains agent pay

EXCLUSIVE

AIR Canada (AC) has confirmed that unlike many other carriers in the local market, it will continue to remunerate Australian travel agents who sell its flights, with the airline's VP of International Sales, Virgilio Russi, telling *Travel Daily* AC will keep paying base commission in Australia "for the foreseeable future".

Here this week for a series of events to celebrate the upcoming commencement of non-stop flights between Brisbane and Vancouver on 03 Jul, Russi and AC's Asia Pacific Director of Sales, Kiyo Weiss, both reiterated their commitment to the agency distribution channel.

"Travel agents have supported us through the pandemic and we very much appreciate their efforts over the last two years,"

Carnival expands

CARNIVAL Cruise Line today confirmed a second ship for Australia, as exclusively revealed by *Travel Daily* (TD 08 Jun).

The new ship is *Costa Luminosa* which will be rebranded as *Carnival Luminosa* and sail seasonally from the new Brisbane International Cruise Terminal.

Luminosa will undertake her first Australian program from Nov this year, followed annually by a local deployment each Oct-Apr and then sailing in Alaska during the northern summer.

More in today's *Cruise Weekly*.

Weiss said.

Russi said Australia was now one of Air Canada's top performing markets, with exceptionally strong demand for seats in both Premium and Economy cabins.

Sydney-Vancouver flights are now operating 10 times weekly with strong yields, while Brisbane will initially start with four weekly frequencies, boosting to five in Dec and a target of daily services as soon as possible.

Direct flights from Auckland to Vancouver will also return on 12 Nov, with the services all using AC's latest Boeing 787 product; however there is at this stage no time frame for a resumption of Melbourne services.

Country Manager Vic Naughton noted key advantages of the Air Canada flights, which as well as giving easy access to the vast AC network across Canada are also significantly faster and more convenient to many US ports.

Unlike direct US flights, pax are able to clear US customs in YVR without having to collect and re-check their bags, with the Canadian route offering a much easier, stress-free and shorter transit to ports such as New York.

Today's issue of TD

Travel Daily today features six pages of news, a cover page from **Journey Beyond**, a photo page from **Rocky Mountaineer** and a full page from **Viking Cruises**.

Kimberley by 4WD

JOURNEY Beyond's Outback Spirit has launched an industry incentive in which all new bookings for its exclusive Kimberley Small Group 4WD Adventures between now and 31 Jul will go into a draw to win a six-day Outback Spirit famill for two.

The top-selling travel agency will also receive a \$1,000 gift card while there's \$100 for each of five individual state winners.

Details on the **cover page**.

Explore with Viking

VIKING Cruises is today promoting its upcoming Explorer Sessions in Brisbane and Sydney, where agents and their clients can find out all about Viking's ocean, river and expedition cruise products across the globe.

The Sydney events are on next Wed 22 Jun at the Sheraton Grand, while in Brisbane the sessions take place on Thu 09 Jul at the Emporium Hotel - more details on the **last page**.



AIR TICKETS IS HIRING!

Travel and holidays are back, and Air Tickets have roles available nationwide, all offering an attractive base salary, hybrid work model and amazing career progression.

We are seeking candidates for the following roles:

TECHNICAL SUPPORT SERVICES CONSULTANTS - FULL TIME

Your primary responsibilities include triaging all matters relating to the issuing of airline tickets for internal and external customers. This role is ideal for those with fares and ticketing experience and a love of problem solving.

FARES & TICKETING CONSULTANTS - FULL TIME

Working as part of a national team, your primary role will be to handle any questions asked by agents in relation to understanding airfare rules and ticketing processes while delivering services both efficiently and cost effectively.

FARES & TICKETING CALL SERVICE CONSULTANTS - FIXED TERM CONTRACT

Your main priority in this role is to provide outstanding service to calls to the Ticket Centre in addition to providing advice regarding airlines policies and processes along with trouble shooting.

To apply for these roles, use the relevant links or email your resume to hr@helloworld.com.au with the role of interest in the subject line.

Sky is the limit 2022

The Malaysia Airlines Sales Rewards Scheme is back. Sell Malaysia Airlines and be rewarded with free flight tickets to book the holiday you deserve.

Register now

*T&Cs apply.



malaysia **3**
airlines



Your clients can fly from Adelaide to Auckland

[Learn more](#)

Swiss event delay

TODAY'S planned *Travel Daily* event featuring Livio Goetz from Switzerland Tourism and Lisa Maroun has been postponed until next week.

Host Richard Taylor from the Travel Community Hub is currently in transit from the UK, with his flight diverted to Singapore due to an onboard medical emergency, meaning he will not be back in time.

Registered attendees have been notified by email, with the event to now take place at 1pm AEST on Tue 21 Jun and a new registration link to be sent later today.

Airport masks off

THE Federal Government has announced the end of mask mandates within airport terminals across Australia effective from midnight on Fri.

However wearing a mask on board an aircraft remains a government requirement.

Rex focuses on regions

REGIONAL Express today announced a "steep increase" of its services to some of the major regional hubs on its network, as it continues to adjust operations in the face of strong competition from QantasLink.

At the same time, Rex announced its withdrawal from the Sydney to Cooma route from 27 Jun, with Rex GM of Network Strategy, Warrick Lodge, saying pulling out of the NSW alpine destination adds "to the list of small regional cities suffering from the collateral damage of Qantas' predatory actions".

He said Qantas had seen fit to enter the Sydney-Cooma market even though the route had only carried 2,000 passengers over the last 12 months.

Lodge announced increases in weekday services on 11 routes, including flights from Sydney to Albury, Broken Hill, Coffs Harbour, Dubbo, Orange, Griffith, Port

Macquarie and Wagga Wagga.

Also being boosted are Rex's Melbourne-Mildura and Adelaide-Port Lincoln flights, with the increased services to commence on 04 Jul - in addition to the new Melbourne-Devonport route in Aug (*TD* yesterday).

"Rex sees strong recovery in these regional centres and is dedicating considerable resources to meet this demand," Lodge said.

"These improved schedules will see us operating more flights on our regional network than pre-COVID, and mark a significant turning point for the airline as we return to profitability."

He also said the carrier was confident that the 2022/23 year would see a great improvement in the financial performance of Rex's regional operations, which will see it only focus on "densely patronised routes where the load factors and yields will be much more favourable".

Delays in minimum wage increase

THE Fair Work Commission has agreed to delay a rise in the national minimum wage for a select number of travel and tourism industry verticals.

The panel today concluded that while the minimum wage for workers across the country will increase by \$40 a week from 01 Jul, "exceptional circumstances" for some under stress industries dictate that changes should have to wait until 01 Oct.

These include the Aircraft Cabin Crew Award, Alpine Resorts Award, Hospitality Award, Marine Tourism and Charter Vessels Award, Air Pilots Award, Airline Operations – Ground Staff Award, and Airport Employees Award.

Prominent trade unionist, Sally McManus, was critical of the move to delay wage changes for airlines, stating they were now "very busy and have recovered" and pay should therefore rise.



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Only 228 guests



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*Terms and Conditions apply

The Metaverse is quickly approaching, but what does that mean for the travel industry? Read all the details in the June issue of *travelBulletin*.

CLICK to read

travelBulletin

Sun rises for WWT

WENDY Wu Tours (WWT) is excited to reveal its first group tour to Japan is scheduled to take place in Jul, as one of the few operators allowed back in as part of the country's phased resumption of tourism.

The escorted tours to Japan are the first for the company in close to three years, and before the pandemic struck, WWT carried the largest number of tourists to Japan from Australia and NZ.

WWT's flagship 12-day Jewels of Japan adventure will depart on 26 Jul, exploring Tokyo, Mount Fuji, Kyoto, the Hiroshima Peace Memorial, as well as the holy island of Miyajima.

The tour is priced from \$9,990 per person, with 50% discounts on single supplements available.

Spend contracts for May

TRAVEL spending intentions by Australians fell in May after reaching a post-pandemic peak in Apr, new figures published by the Commonwealth Bank show.

Travel intention dropped by 1.5% on the previous month, however still remained at elevated levels as pent-up demand continues to drive sales.

Falls were noted across the number of travel-related transactions, the value of the purchases, and the number of Google searches related to accommodation and tourist destinations, as travel rescinds back from the manic school holiday period.

In good news for travel agents, when compared to May 2021, the

report showed a significant lift in dollars spent with advisors in May 2022, albeit off a very low base, and was also above the dollar value spent in May 2019.

There has also been a shift to higher spending on hotels & motels, cruises (although still lower than May 2019), airlines and tourist attractions.

Interestingly, camper & RV rentals was one of the few areas of travel to suffer a decline in spend, a trend the report speculates could be part of a reversion back to "more normal patterns" now that state and international borders are open.

While May witnessed a drop of 1.5%, on a rolling year-on-year basis, travel continues to look healthier and on the road to recovery, up by 52.3% over the last 12 months.



Window Seat

GET ready to be shocked archaeology tour lovers, because there is now confirmation that graffiti existed in ancient Roman times.

Yes, archaeologists in the UK believe they have uncovered the first Roman example of "tagging" inscribed on an ancient fort that served as a structure to defend Roman Britain against the unconquered Picts in Caledonia (comprised mostly of modern day Scotland).

So what did this scribbled relic of the past say? Well, something fairly off colour according to British experts.

The inscription features a crude penis accompanied by a phrase that historians claim translates to "the shitter", next to someone's name, and it seems to have been etched out by a Roman soldier to insult a comrade.

Ancient Roman kids these days aye.



Royal Princess canx

PRINCESS Cruises today advised travel agents it is cancelling several Australian *Royal Princess* cruises planned for next year.

The company cited changes aiming to meet demand in other markets, with the ship to instead operate in Alaska and the impacted voyages scheduled for 05 Sep-10 Oct 2023.

Guests can opt for a refund or a Future Cruise Credit, along with a special offer of 10% off any cruise up to 15 nights booked and sailing by 31 Dec 2023.



MW Tours

SOUTH KOREA Express

8 DAYS FROM ONLY \$2,599

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Destination NSW

PRODUCT MANAGER - CRUISE, RAIL, ROAD & AIR

- Join Destination NSW and be part of delivering the NSW Visitor Economy Strategy 2030
- Equivalent Grade 9/10 with a base commencing salary of \$113,343
- Ongoing roles based in Sydney

About The Role

Product Manager - Cruise, Rail, Road & Air is responsible for developing and delivering growth initiatives for the Cruise, Rail, Road & Air category that are informed by data and consumer insight, and driving continuous improvement by supporting, coaching and inspiring stakeholders throughout NSW. The Product Manager will be the Destination NSW subject matter expert on the category - which includes cruise shore excursions, rail and air journeys, and road trip experiences - and develop and deliver evidence-based programs designed to boost the volume, quality and distribution of visitor experiences in the category and to enhance stakeholder capability throughout NSW in alignment with the Visitor Economy Strategy 2030. The Product Manager role involves complex internal and external stakeholder management to maximise opportunities for representation and inclusion of cruise, rail, road and air and related visitor experiences, across a range of Destination NSW and stakeholder programs and activities.

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@dnsw.com.au

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

G'Day USA is back in LA



QANTAS and Tourism Australia were major sponsors of the G'Day USA gala which returned to an in-person event in Los Angeles this month, in partnership with the American Australian Association.

The live gathering brought together notable Americans and Australians celebrating the “exceptional contribution to the arts” made by a range of honourees, with high-profile performances, presenters and a “star-studded red carpet”.

Last night highlights were screened in Sydney to an all-star

Intrepid flashes

INTREPID Travel is launching a flash sale until Sat.

Travellers can save up to 20% on all domestic and international trips for five days only.

The sale offers 20% off trips travelling before the end of Aug, and 15% off trips travelling between Sep and Oct - [HERE](#).

Loyalty app refresh

ANDROID users can now enjoy the new-and-improved Marriott Bonvoy app, which follows its launch on Apple's iOS operating system in 2021.

The app offers loyalty members new travel shopping options, best available rates, personalised recommendations, contactless check-in and check-out, and the ability to request services and amenities via mobile requests.

audience including Tourism Australia MD Phillipa Harrison and **Travel Daily's** own celebrity chef, Hoda Alzubaidi.

Pictured at the Sydney event are Stephen Thompson, Qantas Executive Manager for Sales Australia; host and TV presenter Angela Bishop; and Melissa Babbage from the American Australian Association.

Garuda postpones

GARUDA Indonesia has requested the vote on its debt restructuring proposal be delayed to 17 Jun, the flag carrier stated on Mon.

The need to wrap up administrative matters and to “harmonise” stakeholders' input on the restructuring proposal was cited as the reason behind the requested postponement.

The airline initiated the court-led restructuring process late last year, after a vendor petitioned the court over unpaid bills (**TD 03 Nov 2021**).

AIDAvita departs

AIDA Cruises has announced the retirement of its *AIDAvita* ship, which was expected to sail in the Baltic this summer.

The cruise line said the ship's Great Winter Break Routes will be transferred to *AIDAbella*, as well as the three Autumnal Northern Lights sailings from Hamburg.

No details have been given as to why the vessel was retired.

AFTA UPDATE

from Dean Long, CEO



LAST week we saw passports take lead news items on all major media networks, with the rapid increase of renewal applications

from those that let them expire during the pandemic.

AFTA is a leading industry voice on the Australian Passport Office (APO) Industry Liaison Committee and has been strongly advocating for an increase in resources.

While it is easy to say the system has failed, I know firsthand that the APO did increase resources prior to this surge, which unfortunately far exceeded everyone's expectations.

AFTA will continue to work with the APO on improving messaging, but as part of the travel sector, we must remind people to submit their renewals and check their passports.

Last Mon, Australians landed in America without the need for a pre-departure COVID-19 test.

The USA was Australia's third most popular destination prior to COVID-19 and this represents another important milestone in

our recovery.

As I have stated here many times, we know our clients are looking for destinations that don't have restrictions in place.

Two of our five most popular destinations now have the same requirements as Australia, that is, you have had at least two doses of the vaccine. While I would surely like to take credit for the lifting of these restrictions following our letters earlier this month, it was the hard work of our American sister organisations that had the greatest impact.

With the lowering of these restrictions, I am hopeful that it will encourage Qantas, United and American to now aggressively increase the supply on these critical routes.

The average return Business class air ticket on this route now ranges between \$12,000 and close to \$18,000.

In our recent review of the figures published by the Federal Government, overall aviation capacity was still 73% lower than 2019 levels.

While travel companies continue to source the best value for its clients, we know for many without a significant increase in supply, these prices will keep many from returning to travel.

Travellers to US top claims

THE majority of COVID-19-related travel insurance claims are being made by Aussies travelling in the USA, according to new data released by Southern Cross Travel Insurance (SCTI).

Claims filed by travellers in the US were ahead of the UK, which claimed second spot in the list of overseas destinations, followed by Fiji, India and Thailand.

The travel insurer, which added COVID-19 coverage in Aug 2021, said pandemic claims have made up about a third of all lodgements received across its international and domestic travel insurance products this year, with the vast majority being for medical care and travel disruptions occurring when travellers contracted COVID-19 while on holiday.

Four in five claims made by international travellers have been from people diagnosed with COVID-19 while overseas,

while just over half of claims for domestic travel insurance have come from customers diagnosed with COVID-19 on their journey.

While the majority of claims submitted to SCTI have been approved in full, the company noted a small number had been knocked back because the claims did not meet key criteria.

These included being diagnosed with COVID while travelling to a destination DFAT has classified as a level 3 travel advisory due to the risks of the virus, the customer being a close contact of someone with COVID and not contracting the virus themselves, and the traveller cutting short journeys after contracting COVID, even though the remainder of the trip was not affected.

So far, the insurance company said it had paid out more than \$600,000 in claims due to Omicron for this year alone.

Full steam ahead on Rocky Mountaineer

ROCKY Mountaineer, The Utah Office of Tourism and Delta Air Lines recently hosted nine Australian & New Zealand top achievers on the fam of a lifetime. The group explored the stunning state of Utah, before joining the brand new Rocky Mountaineer journey - Rockies to the Red Rocks travelling between Moab, Utah and Denver, Colorado - stopping overnight in the picturesque town of Glenwood Springs.

The travel partners were flown into Salt Lake City by Delta Air Lines, before road tripping across the magical desert state of Utah. The group then hiked Utah's Red Rocks, learned about Navajo Indian traditions, rode Hummers up Moab's slickrocks and travelled the highway into Monument Valley made famous by the film *Forrest Gump*.

The group was then the first Australian and New Zealand travel partners to join the brand new Rocky Mountaineer route - Rockies to the Red Rocks. The top achievers were treated to two days and one night on board the iconic Rocky Mountaineer in its new home of the American Southwest. The scenery is just as stunning as its Canadian sister and the overnight stop in Glenwood Springs was a delight in the middle of Colorado.



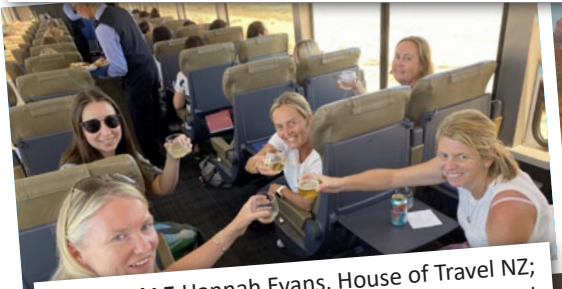
LEANNE Chard, VIVA Holidays; Karen McCardle, Utah office of Tourism; Vicki O'Dea, TravelManagers; Amber Wilson, Rocky Mountaineer; Rachael Heelan, Travel Associates; Vanessa Tokatly, Travel Associates; Alice Fisher, Flight Centre; Evelyn Mehrengs, Jigsaw Travel; Jodie Gardiner, Flight Centre. Front Row: Sally Mallory & Rochelle Hannah Evans from House of Travel NZ.



VANESSA Tokatly, Travel Associates; Amber Wilson, Rocky Mountaineer; Evelyn Mehrengs, Jigsaw Travel; Karen McCardle, Utah office of Tourism; Rachael Heelan, Travel Associates; Sally Mallory, House of Travel NZ; Leanne Chard, VIVA Holidays; Rochelle Hannah Evans, House of Travel NZ; and Alice Fisher & Jodie Gardiner from Flight Centre.



STOPPING for a well earned rest during a fun hike.



ROCHELLE Hannah Evans, House of Travel NZ; Alice Fisher, Flight Centre; Karen McCardle, Utah office of Tourism; Jodie Gardiner, Flight Centre; and Sally Mallory, House of Travel NZ.



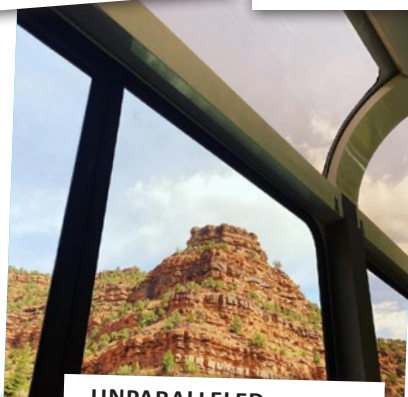
GOING their own way at Monument Valley just like *Forrest Gump* once did.



TAKING the perfect photos.



ROLLING out the red carpet.



UNPARALLELED scenery out of every window.



A DELICIOUS breakfast.



STOPPING to admire the view at the Navajo Reserve.



Wellington eco gong

LONELY Planet has named Wellington as one of the top 10 eco-cities in the world, in its new *Sustainable Travel Handbook*.

New Zealand's capital city has the lowest emissions per capita of any Australasian city, offers a fully electric passenger ferry, is home to the world's first fully-fenced urban sanctuary, Zealandia, and has four entertainment venues with EarthCheck's Bronze Benchmark accreditation.

Singapore eases

SINGAPORE will scrap the capacity limit for its nightlife establishments, as well as the requirement for patrons to obtain a negative rapid antigen test result, provided they are fully vaccinated.

The country's Ministry of Health said indoor mask-wearing is to continue, and operators must continue to carry out checks to ensure only full-vaccinated people enter the premises.

TRYP eyes delayed launch



TRYP by Wyndham Pulteney Street Adelaide, a soon-to-open 120-room boutique hotel, is currently assembling its executive team in preparation to launch to the market later this year.

The property, which was originally slated to open early last year (**TD 18 Jul 2019**), is on the hunt for a General Manager to spearhead its arrival.

"We are looking for the type of person who has an instant

ability to connect with guests, instinctively knows how to deliver thoughtful service and makes every experience memorable," Senior VP Operations, Wyndham Destinations Asia Pacific, Warren Cullum said.

Pictured: One of the hotel's swanky new guest rooms.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Katamata Hotel has reopened as **Potato Head Suites** in Seminyak's sustainable beachfront village in Bali, Desa Potato Head. The 58 suites blend tradition with modernity, featuring hand-woven, naturally dyed textiles and local handicrafts. Guests

can access the Beach Club and daybeds, gym and spa, a library, a record-listening lounge, and an in-room bar, and partake in morning yoga, sustainability workshops, sunrise meditation, and daily breakfast.



After two years of closure due to the pandemic, **Four Points by Sheraton, Auckland** has reopened its doors to reveal refreshed amenities. The 255 guest rooms and suites feature new carpets and paint, plus a full replacement of fittings and

fixtures, as well as air filters and ducts. Meeting spaces, restaurants and bars have also been refurbished, including The Churchill rooftop gin and cocktail bar, which has been redecorated and offers a new menu.



Villa Nai 3.3, located on the island of Dugi Otok in Dalmatia, has unveiled a new edge-of-water private pier location, offering a secluded spot for guests to swim, sunbathe and picnic. The summer experience is available to one couple per

day from 4pm to 6.30pm, and includes a private return transfer from the resort to the pier, sunloungers to recline on, a bottle of local wine, local cheeses and meats, a pot of olive tea, and Villa Nai 3.3. olive oil.

Last ship has sailed

THE MV Werften shipyard in Wismar, Germany, has been acquired by German naval company thyssenkrupp Marine Systems (tkMS).

The international MV Werften Holdings, with its German shipyards in Rostock, Stralsund and Wismar, filed for insolvency earlier this year, following the two-year stagnation in cruise business caused by the pandemic (**TD 12 Jan**).

A hotel stay by Proxi

STAYWELL Holdings has announced the launch of Park Proxi, a new brand and concept hotel that allows hotel owners the flexibility to co-create and customise their ideal hotel, in line with their personal tastes and cultural preferences.

The brand will debut in Egypt, with the 194-key resort-style Park Proxi ELHayat Sharm set to open in Nabq Bay early next year, featuring a spa, multiple food & beverage outlets in an integrated dining & entertainment zone, a nightclub, three swimming pools, and an amphitheatre.



Viking Explorer Sessions

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.

If you have clients in the Sydney or Brisbane area, here's why you should attend:

- It's the perfect opportunity to reconnect with your clients in a five-star environment.
- Enjoy tea, coffee, and refreshments before each session.
- Viking will do the selling for you. Each information session will leave your clients eager to book their next cruise.
- There's an exclusive offer available to clients who attend.
- Viking experts will be there to answer any questions you and your clients may have and place bookings back to your agency.
- It's a great training opportunity with back-to-back sessions covering everything you need to know about Viking.
- You'll earn commission for all bookings your clients make from the day.

Simply choose the sessions that are of most interest to you and your clients and register — but be quick, these information sessions book out fast!

What's New in the World of Viking | 10:00 am

River Cruising | 10:00 am and 1:00 pm

Expedition Cruising | 11:30 am

Ocean Cruising | 11:30 am and 1:00 pm

Ocean and Expedition Cruising | 6:30 pm



SYDNEY

Wednesday, 22 June 2022

Sheraton Grand Sydney

Hyde Park

BRISBANE

Thursday, 7 July 2022

Emporium Hotel

South Bank



REGISTER HERE