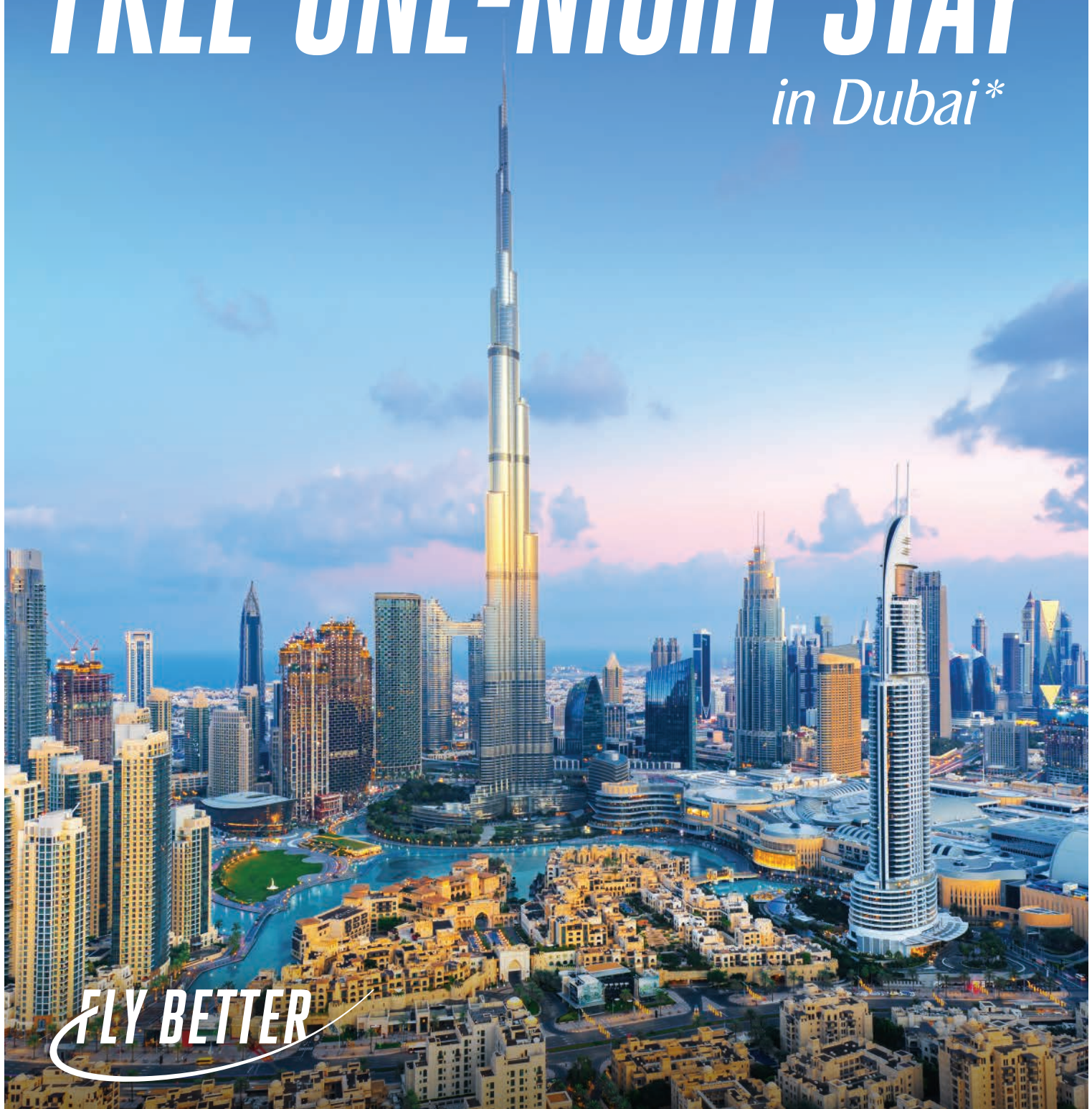


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Today's issue of TD

Travel Daily today has five pages of news plus a cover page from Emirates.

Kimberley opens up

PONANT has unveiled its Pinnacle Kimberley Experience on board *Le Ponant* for next year, with sales now open.

The expedition program on board the three-masted sailing yacht commences on 07 Apr, and includes 26 new cruises available covering the Kimberley and the Rowley Shoals.

As an exclusive addition to the experience, Kimberley itineraries include a private charter flight to Kuri Bay on board a Paspaley's vintage Grumman Mallard flying boat, as well as an exclusive guided visit of Paspaley's pearl farms.

Read more about the sailings in today's issue of *Cruise Weekly*.

Paying for the planet

THREE in four luxury travellers are willing to pay more to travel responsibly, so long as they know how the funds are being used, a new survey by Virtuoso suggests.

Many travellers also expressed a desire for deeper knowledge to make more informed decisions around sustainable travel, with 40% of respondents indicating they would be encouraged to travel more responsibly if they had guidance from a trusted source, such as a professional travel advisor.

QR reveals unlikely profit

QATAR Airways has posted a record profit for the 2021/22 period, more than doubling its previous biggest profit despite the turbulence of the pandemic.

The airline, which has been firm in its commitment to keeping Australia connected during the peak of the travel shutdown, reported a net profit of just over A\$2 billion for the fiscal year 2021/22, while overall revenue also increased by 78% to around A\$20.5 billion.

Passenger revenue alone rose by 210% when compared to the same period last year, with QR attributing the significant gains to the growth of its network, increases in market share and higher unit revenue, all of which have improved for the second financial year in a row.

Close to 19 million passengers were carried during the period,

an increase of 218% on the previous year, while its EBITDA result was also strong, eclipsing last year by A\$4.55 billion.

The carrier grew to 40 destinations in 2021/22, including a number of new routes to Africa, as well as the resumption of key services to Europe and Asia.

"We have pursued every business opportunity and left no stone unturned as we aimed to meet our targets," QR's CEO Akbar Al Baker said.

Test and fly quicker

CANADIAN COVID testing company Rapid Test & Trace is reminding Australian travellers that it offers travel certificates that are globally accepted and can be obtained virtually in very quick time frames.

The company also offers tailored group appointments of up to five people at a time, so that families and travel groups can get processed together and cut down on travel preparation time.

Further benefits include being able to obtain COVID certifications from home or a hotel within 24 hours of their departure, including 24/7 scheduled appointments, emergency contact numbers and last-minute bookings if necessary.

Rapid Test & Trace also offers a 5% commission to those who refer customers to its services through its partner program - for more details, [CLICK HERE](#).

Regent sellout

REGENT Seven Seas Cruises continues to see surging demand, with pre-registrations for its 2025 World Cruise meaning the sailing was fully booked before even opening for sale earlier this week.

The 150-night sailing embarks from Miami on 07 Jan 2025, with CEO Jason Montague saying the "phenomenal booking record shows once again that people, just like the world itself, are now open to travel and are not going to wait around and let opportunities pass them by".

Stay in Dubai on us!

GET a free one-night stay in Dubai on Emirates when travelling through the United Arab Emirates' most populous city.

Book by Wed for travel by the end of Sep - see the [front page](#) for more information.

QF cuts ASP to PER

QANTAS will cut direct flights from Alice Springs to Perth from 01 Jul following a lack of travel demand on the route.

However, the carrier said it would continue to offer connections to WA via Adelaide and Darwin despite the network reduction, with the move following regional changes from rival Rex Airlines ([TD 15 Jun](#)).

Novotel Melbourne Hawthorn on way

ACCOR has inked a deal with APH Holding to be the partner for a new property development in Victoria, with the 87-room Novotel Melbourne Hawthorn to open its doors in early 2024.

The \$50 million construction will offer travellers a wide range of premium amenities across seven levels, including a private health club, multiple meeting rooms, premium food and beverage offerings with all-day dining, as well as a whiskey & cigar lounge.

The development will be nestled amongst the Glenferrie Road shopping strip, located only a few minutes walk away from the Glenferrie train station.

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DELTA

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



Window Seat

SOME destinations in Spain's Canary Islands are implementing a ban on football shirts as part of a move to crack down on antisocial behaviour among visiting British tourists.

The strict dress code in Majorca's Playa de Palma beach party district also outlaws swimsuits, umbrella hats and gold chains - and anyone who takes their shirt off in order to subvert the ban will also be refused service.

Eleven restaurants are enforcing the strictures so far, displaying a QR code at their entrances so that guests can ensure they comply.

A spokesperson for the popular area said the move was particularly targeting typical short-term visitors who don't book far in advance and only spend about €40 per day "generally on alcohol and cans of beer that they consume, drinking on the street".

With some arrivals already legless by 2pm, locals are proposing that fines for anti-social behaviour be paid on the spot, while police have reinforced their numbers on the street to crack down on football shirt-wearing hooligans as part of the creatively-named "Operation Summer".

Allianz guilty on insurance

TRAVEL insurance giant Allianz and its local marketing arm AWP Australia Pty Ltd have collectively pleaded guilty to seven criminal charges of making "false or misleading statements about travel insurance".

The Australian Securities and Investment Commission (ASIC) said the charges related to the sale of Allianz domestic and international travel insurance products, with the companies accused of misrepresenting the "characteristics or level of coverage" of their policies, some of which were promoted through Expedia websites.

In some instances, the Allianz website advertised the maximum travel insurance benefits payable to consumers, but then failed to state that sub-limits, terms, conditions or exclusions would limit those benefits.

Some policies were sold to consumers who were not eligible to make a claim, and insurance was sold on Expedia websites at higher prices than available when purchased on a standalone basis.

The conduct was under investigation by ASIC and also became the subject of a case study by the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry.

Previous regulatory responses undertaken by ASIC in the case include securing \$10 million in customer remediation for

products potentially mis-sold to around 31,500 customers (**TD** 04 Nov 2020), as well as another \$1.5 million fine relating to the Expedia sites (**TD** 07 Sep 2021).

The matter is now being pursued by the Director of Public Prosecutions, with an \$8.1 million penalty applicable to each charge, or 10% of the company's annual turnover.

The guilty pleas were lodged in Sydney earlier this week, with the matter now committed to the Supreme Court with a hearing listed for 05 Aug.

MH moving at LHR

MALAYSIA Airlines is relocating its operations at London Heathrow Airport from Terminal 2 to Terminal 4.

The change is applicable for all arrivals and departures on or after next Wed 22 Jun, when MH's check-in counters will shift to Zone D in Terminal 4.

Due to the late notice, Malaysia Airlines is encouraging its trade partners to advise affected customers of the change, with impacted passengers to also be advised by SMS and email.

NZ cuts LA-Cooks

AIR New Zealand has confirmed it will not reinstate its once-a-week Rarotonga (Cook Islands) to Los Angeles route.

The decision was made as the carrier seeks instead to focus its resources on reconnecting its core Kiwis customers to the rest of the global network.

Tourism in the Cook Islands is expected to be greatly impacted by the move, with the reduced air access to result in fewer Northern Hemisphere tourists visiting.

The US market in particular produces higher spend tourists than most markets and also insulates against off peak seasons.

Air New Zealand will continue to operate Auckland to Rarotonga services 12 times a week.

More of WA open

TRAVEL restrictions to remote Aboriginal communities in Western Australia have been lifted by the WA Government.

However, some communities may continue to apply their own conditions of entry, so it is important visitors or tour groups planning to travel to or via these areas plan ahead and do not turn up unannounced.

Individuals and tour operators should check in advance to make sure they have any necessary approvals before travelling.

MEANWHILE, WA has released new videos promoting job opportunities available in the state's tourism and hospitality sectors, part of a wider push to shore up job shortages.

To view the new videos, see [westernaustralia.jobs](https://www.westernaustralia.jobs).



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REGISTER



Home and Afar on board



TRAVELLERS Choice has added Newcastle-based independent agency Home and Afar Travel to its network this week.

Launched in 2006 by Directors Andrew Minto and Georgette Southam, the agency is located at The Junction, an affluent inner-city suburb of Newcastle in NSW, with Travellers Choice General Manager Sales Nicola Strudwick stating it was pleasing to see that well established businesses were clearly recognising the value its network offers owners.

"It's encouraging to know that the support we provided our members during COVID is being recognised across the travel retail sector, including by long-established, high-calibre businesses such as Home and Afar Travel," Strudwick said. "More importantly, those agents understand that our

exclusive travel technology and digital marketing platforms... are precisely what they require to drive their business success in today's 24/7 trading environment," she added.

During COVID, the company consolidated two stores into a single operation, transforming half of the agency into a stylish homewares shop.

Pictured: Home & Afar Travel Director Andrew Minto celebrates the new union with Travellers Choice General Manager Sales Nicola Strudwick.

Brisbane vs short-term accommodation

THE Brisbane City Council has warned property owners in the city who list homes on short-term accommodation sites like Airbnb that they will face a 50% jump in rates unless they return to long-term renting.

The measure arrives in the midst of a housing crisis in Brisbane, with the Council stating it will now be tracking short-term accommodation through data searches and resident reports.

Rates rises under the scheme will not impact owners who only lease out a single room, granny flat or shared accommodation.

Domestic air recovering

AUSTRALIA'S domestic aviation sector continued to improve its performance in Apr, with passenger numbers up 31.9% on the previous corresponding period - but still down about 10% on pre-pandemic levels.

The latest figures from the Bureau of Infrastructure and Transport Research Economics indicated a total of 4.92 million passengers on commercial aviation flights in Australia, with the industry-wide load factor improving to 78.4%.

The highest load factor of 93.6% was recorded on the Melbourne-Perth route, while the lowest was

Brisbane-Hamilton Island with flights just 46.3% full.

Australia's busiest route during Apr was Melbourne-Sydney, carrying 603,300 pax, followed by Brisbane-Sydney at 321,900, then Brisbane-Melbourne with 272,200 movements.

Sydney was Australia's busiest domestic airport, handling 1.944 million passengers, just a fraction ahead of Melbourne at 1.936m.

QF DFW debacle

QANTAS customer service is very much in focus today after the carrier was forced to delay a flight from Dallas-Fort Worth to Sydney by more than 24 hours.

The incident, which disrupted 300 passengers aboard a 787-9 on Wed night, took longer than expected to resolve meaning more delays because of the curfew restrictions at SYD.

The Australian reported passengers were told they would be reimbursed if they made their own arrangements for accommodation, but a shortage of hotel rooms meant many slept in the airport terminal.

Complaints about the issue on social media led to a significant pile-on by other aggrieved QF customers venting about call wait times, unusable flight credits and lost luggage.

Danii ball tomorrow

THE 10th annual Danii Foundation Jelly Bean Ball takes place tomorrow night in Sydney, with the event organised by Donna and Brian Meads-Barlow from DBT Travel to raise funds for diabetes patients.

Crown to de-list

AFTER jumping through the final hurdles to clear its purchase by Blackstone Inc, Crown Resorts will de-list from the Australian Securities Exchange on 20 Jun.

The news arrives after Federal Court approval of the \$6.2 billion acquisition of the troubled resort and gambling company.

TRAVELPORT+

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CORPORATE UPDATE

Offsetting business travel

CORPORATE travel marketplace Locomote has joined forces with CarbonClick, a NZ-based enviro-tech company, to offer businesses a way to manage their sustainability when travelling.

As a result of the collaboration, Locomote customers will be able to offset the carbon impact of their flights by contributing to a range of verified projects that support UN Sustainable Development goals, such as reforestation, biodiversity, and the development of clean energy.

CarbonClick CEO Dave Rouse said, "high-trust projects, where the benefits are both visible and trackable, are critical to participation uptake."

"With alternatives such as sustainable aviation fuels or hydrogen-powered planes some way off from being widely accessible, carbon offsetting presents an immediate and

impactful way to neutralise the carbon impact of aviation."

Locomote CMO and co-founder, David Fastuca, said the partnership provides Locomote customers with an opportunity "to save money and help to save the planet at the same time".

"The CarbonClick and Locomote partnership is a great example of how two b corp certified companies can use business as a force for good."

SMEs silver lining

NEARLY two in three, or 62%, of Australian SMEs, used the last two years of pandemic-induced restrictions to their advantage, a survey commissioned by Corporate Traveller has revealed.

Of the 202 Australian SME business owners surveyed, 45% said they were able to retain or attract talent by offering employees flexibility, remote working or more choice in their work arrangements.

Results also revealed that 27% created a safer workplace for employees through stringent OHS & infection controls; 31% transitioned some or all their business online to retain and attract sales; and 20% introduced new technologies to make their operations more efficient.

Greener thoughts

CLOSE to nine out of 10 companies across the Asia Pacific (APAC) are actively considering sustainability when managing corporate travel, according to SAP Concur's 'APAC Sustainable Business Travel' survey.

Findings show that 34% of respondents have someone in their organisation who manages sustainability as part of their role, while 21% have dedicated personnel handling sustainability.

However, lack of budget (37%) and little employee engagement (32%) were reported as major hurdles to sustainability practices.

CWT new leaders

CWT has appointed Mike Douglass (**pictured**) to the newly created role of TX Customer and Service Excellence Leader, where he will be responsible for leading the development of the traveller experience (TX) throughout the customer life-cycle.

The B2B4E travel management platform also announced a new team of specialist sales leaders, including Doug Vincent as Vice President, Enterprise Sales Defense & Government; Patrick Burke as Director, Sales NORAM; Thomas Nicholson as Director of Sales NORAM; Sergiu Les as Director of Sales EMEA; and Uschi Koch and Joanna Brewer as Sales Managers, EMEA.



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New Carnarvon tours launch



THE recently launched CQ Tours hosted its first excursion in the Carnarvon National Park this week, specialising in hosting visits to lesser known locations in the picturesque WA naturescape.

Founded by Caity and Christian Bom (**pictured**), the tour company also offers travellers walking tours to popular sites of Carnarvon Gorge, as well as 4x4 tag-along tours through Nyanda Station, viewing rarely seen parts of Carnarvon National Park.

Also on offer are visits to the Nyanda Gorge, which includes a scenic tag-along drive through various creeks and waterways, before disembarking to explore the Nyanda Gorge on foot.

"Christian and I are so excited to welcome people to our home through CQ Tours, and we can't

wait to take tours to places that have never been accessible to the public before now," Caity Bom enthused.

"We both previously worked at the Capricorn Caves near Rockhampton, under the leadership of the late Ann Augusteyn, who instilled a deep passion for interpretation in both of us," she added.

CQ Tours joins Carnarvon Gorge Eco-Tours, which also offers in-depth explorations of the area.

Explorers in Thailand

EXPLORAR Hotels & Resorts has announced plans to open properties in Koh Samui and Ko Pha Ngan later in the year.

Part of Explorar's ongoing rapid growth strategy in Asia, the openings pave the way for the operator to become one of the region's fastest-growing hotel brands in Thailand.

Explorar Koh Samui features 125 beachfront rooms, suites, and pool villas, located in the vibrant backdrop of Maenam Beach in Bo Put, home to one of the island's most stunning sea views and the famed fisherman's village.

Meanwhile, Explorar Koh Phangan is situated on the golden sands of Rin Nai Beach, and offers 75 contemporary guest rooms, suites and villas, with a mixture of sea views and lush gardens with a terrace or balcony.

Private Ibiza stays

SIX Senses Ibiza has launched a new collection of 19 residences and two exclusive Mansions, boosting the property's overall inventory to 137 keys ranging from three to 10 bedrooms.

The Residences and Mansions complement the property's stunning location with large en suite bedrooms, private pools, outdoor spaces and specialist services such as in-villa chefs, spa treatments, concierges and more, with peak season Mansion pricing starting at US\$16,000 a night.

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Travel & Cruise Weekly

McGowan mercy dash

WESTERN Australia's renegade Premier Mark McGowan has jetted off on a mission to several countries in a bid to put tourism to the state back on the agenda.

The special Reconnect WA mission will see McGowan visit Italy, the United Kingdom, Ireland and Qatar, with talks to focus on attracting more workers and tourists to the state as its tourism sector continues to do it very tough, even during the post-pandemic recovery period.

A series of tourism roundtables will be hosted in Rome and London for tourism wholesalers, key distributors and partners to meet with the Premier and WA's tourism representatives, while a special trip to Dublin is also on the itinerary, where the WA chief will meet with senior politicians to talk up the prospect of a range of skilled workforce opportunities.

McGowan hopes discussions in Ireland will result in more talent arriving in the state to service a range of sectors, including tourism and hospitality.

The trip will also place a strong emphasis on securing greater air connectivity to WA, with Qantas' soon-to-launch Perth to Rome route to serve as the template for more opportunities.

"Prior to the pandemic, WA had a proven track record of securing direct routes and new flight connections to link Western Australia with the world to make it more convenient, and to support business, investment and tourism opportunities, and I want to see this continue," McGowan said, adding that WA is a safe and incredible place to study, visit and do business, and this is something he will be heavily promoting on the mission.

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

Travellers can save up to 25% off longer stays at **Atura Hotels** across Australia and New Zealand for bookings made before 30 Aug, for stays between now until 15 Sep. For more info, go to www.atura.com.

Cruise Traveller has announced earlybird savings of \$12,740 per couple and \$25,590 for solos, as well as a free hotel stay, on two round-trip, all-inclusive sailings from Dunedin, New Zealand, to the subantarctic islands in Dec 2023 or Jan 2024, for bookings by 31 Jul. Call 1800 507 777.

Cruise-goers can save up to \$2,800 per couple on **Viking's** 22-day Mediterranean & Adriatic Sojourn from Barcelona to Athens, priced from \$11,395pp in a veranda stateroom. Call Viking on 138 747 for details.

Norwegian Cruise Line is offering up to 35% savings on a number of cruises from Sydney and Auckland for a limited time. For more information on the deal, see **HERE**.

It's TIME to network!



THE Travel Industry Mentor Experience (TIME) recently held a networking event in Melbourne at the office of Reho Travel (**TD 31 May**).

Speaking on the night were Reho Chief Executive Officer Karsten Horne, Evolution Travel Collective Chief Executive Officer Pete Rawley, and GetAboutAble founding Director Yasmine Gray, who informed attendees on how travel businesses can "be better" for both accessible travellers and employees.

"Thanks to Karsten Horne at Reho Travel for hosting us and speaking on the night," said TIME

Victorian state representative Ingrid Berthelsen.

Pictured: The Inspire Collective's Susan Haberle, Collette's Jake Hilbert, and Platinum Travel's Andy Buerckner.

Science on the reef

A NEW tour has launched in Cairns by Passions of Paradise, with a focus on marine science and conservation.

Resulting from an expansion of the operator's Marine Biologist for a Day program, travellers will have the option of snorkelling to participate in the Great Barrier Reef Marine Park Authority's Eye on the Reef Rapid Monitoring.

Participants will be accompanied by a 'Master Reef Guide' who will help them identify the various species of coral and fish in the region, while specialist diving options are also available to observe coral planting on the reef.

For more details, **CLICK HERE**.

Win a trip to Asia

ACCOR is giving Aussies the chance to win an all-expenses-paid holiday across Asia as part of its 'Activate Flight Mode' promotion, when they join Accor Live Limitless and book a stay at a participating hotel in Asia before 30 Sep - **CLICK HERE** for more.

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

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