



## Global Galloway

**DANI** Galloway has been promoted to a new role as Global Managing Director Independent and Premium Travel Brands at Flight Centre Travel Group (FCTG).

Galloway has been with FCTG for 22 years in a multiplicity of roles including Finance, FCM, Stage & Screen & more, and is currently leading the recovery of the Travel Associates and FCTG Independent brands in Australia.

She also facilitated the recent creation of the new Link Travel Group premium leisure and business travel-focused joint venture with Spencer Travel and Goldman Group (**TD** 05 May).

Her promotion was announced by James Kavanagh, FCTG Global MD of Leisure, who confirmed that Galloway now becomes part of the company's Global Leisure Executive Team.

"I know these businesses will thrive with her leadership and the great people that make up these brands," Kavanagh said.

## A&K recruits Haberle

**ABERCROMBIE & Kent** Australia (A&K) has continued to make headlines for all the right reasons, announcing the appointment of Susan Haberle to the role of Head of Sales and Partnerships from Jul (**TD** breaking news).

The experienced travel executive joins the company after most recently running her own consultancy, The Inspire Collective, an operation she co-founded with current A&K Managing Director Australia Debra Fox.

Prior to that she spent 13 years with APT Travel Group, working across a range of roles, including as General Manager - Sales and Customer Experience.

"I am delighted to welcome Susan to the A&K team," Debra Fox said.

"Susan brings with her an enviable record in key partnership success and business growth."

In further recruitment news, A&K has also appointed Head of Agency Sales Ann-Marie Chapman to the role of Head of Trade Engagement.

A&K said Chapman will work closely with Haberle as they lead the company's trade distribution and engagement strategy.

"These two roles are key in supporting the future growth of A&K in Australia and we congratulate both Ann-Marie and Susan" Fox added.

It has been a busy time for the luxury operator, having recently announced a new long-term preferred partnership agreement with Phil Hoffmann Travel only last week (**TD** 20 Jun), and before that in global news, it was revealed that *Crystal Serenity* and *Crystal Symphony* had been purchased by A&K to be refurbished and deployed back into service as early as next year (**TD** 23 Jun).

## Today's issue of TD

*Travel Daily* today features seven pages of news plus a photo page from **Viking Cruises**.

## ACA speakers named

**THE** Australian Cruise Association (ACA) has revealed the speaker line-up for its 24th annual conference, set to take place on 07-09 Sep in Townsville.

Several cruise line executives will speak during the two-day program, including Marguerite Fitzgerald (Carnival Australia and P&O Australia) - more details in today's issue of **Cruise Weekly**.

## Air Mauritius GSA

**AIR** Mauritius has announced the appointment of AVIAREPS as General Sales Agent in Australia and New Zealand, a role which will see it provide year-round sales, reservations, and ticketing services for the airline.

## Outback Spirit

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## Ireland plots marketing spree

**TOURISM** Ireland is set to reactivate its presence in the local consumer travel market in the coming months, with strong backing from the Irish Government seeking to reignite the country's visitation from key markets, including Australia.

The organisation's acting CEO Siobhan McManamy is in Australia this week, and told **Travel Daily** the investment in the local market is likely to be about twice that of pre-pandemic levels, thanks to a one-off €30 million boost to the Tourism Ireland global marketing budget.

"Australia is an incredibly important market for us; the average stay of the visitors is over 13 nights," she said, with Aussie travellers also a key component of Ireland's sustainable tourism agenda, which seeks to encourage regional dispersal and visitation outside of peak periods.

McManamy was enthusiastic about the prospects for the

market having seen the rebound in the local economy during her visit over the last few days.

"If we can get the air capacity back to where we need it to be, the sky's the limit for us in this market," she said.

Tourism Ireland Executive VP Alison Metcalfe was also in attendance, and said the global rollout of the Green Button campaign was already showing strong results.

"It will be our biggest ever campaign, it's the most integrated campaign we've ever launched, with television, digital...what we'll be launching in Australia will be primarily a digital and social campaign in our major markets.

"It's designed to strengthen that travel intent, and drive conversion...we've been inspiring people for two and a half years, now is the time to book," she said.

More exciting news from Tourism Ireland is available on **page four** and **page five**.

## Bonza on the hunt

**BONZA** has launched a drive to find more customer-facing "legends" for in-flight roles, including cabin crew members and cabin supervisors.

Around 200 of the roles will be based on the Sunshine Coast and Melbourne, and are ready to be filled immediately.

Applicants should ideally have 12 or more months experience, but Bonza said it is still keen to hear from those without any background in flying.

## Allways now in HK

**PLAZA** Premium Group's Allways brand will provide 17 airport passenger services inside Hong Kong International Airport beginning next Wed.

These amenities will include a meet & assist service, porter options, wheelchair and buggy access, unaccompanied minor or young passenger assistance, administration services (facsimile, photocopy and printing), as well as booking and enquiries.

Allways' services can be booked before arrival **HERE**.

## China returning?

**IN A** sign that China may be preparing to finally open up to full-scale tourism, it has slashed visitor quarantine times in half.

Quarantine at govt facilities has been cut to seven days from 14, and subsequent at-home health monitoring has been reduced to three days from seven, according to new health guidelines.

## One heli-of a time

**THREDBO** has relaunched its Vertical Metres Challenge (**HERE**), offering skiers and snowboarders the chance to win a heli-skiing trip in Canada.

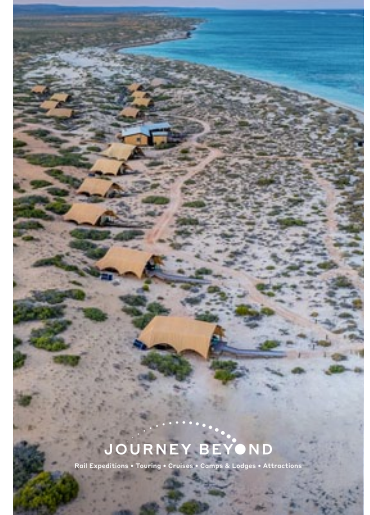
Those who ride more than 5,000 vertical metres in one day will automatically go in the draw.



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INDEPENDENT HOLIDAY PACKAGE EXPERTS

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

## Air NZ previews Biz Luxe

AIR New Zealand has unveiled more details about its new Business Premier Luxe suite which will be available to travellers aboard its Dreamliner aircraft from 2024.

The premium business spaces will be located at the front of each cabin and offer customers more space and greater privacy than previous incarnations.

Added extras in the suites include a door that can slide back from the front of the seat while a second door will slide forward from the seat's shell, effectively creating a unique privacy cocoon for passengers.

Further features include a stable tray, perfect for those looking to get some work done in the air, along with a special charging bay off to the side for wireless devices (render *inset* below).

Renderings also show the space



can be set up to accommodate a second passenger to sit and enjoy for meals, as demonstrated *above* by CEO Greg Foran and Chief Customer and Sales Officer Leanne Geraghty.

Business Premier Luxe will be on offer for an as yet undisclosed premium rate.

**MEANWHILE** Air New Zealand's reconfigured Dreamliners will also boast sleeping options for Economy class passengers (*TD* 26 Feb 2020), with CEO Greg Foran reiterating this week how important the option will be in attracting long-haul travellers.

"NZ's location puts us in a unique position to lead on the ultra long-haul travel...so we have zeroed in on sleep, comfort, and wellness because we know how important it is for our pax to arrive well rested," Foran said.



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## Fiji is off to a flyer!

**NEW** Fiji Airways direct flights between Sydney and Suva in Fiji (*TD* 28 Jun) will present further tourism opportunities in the country's north, Tourism Fiji CEO Brent Hill believes.

Speaking with *Travel Daily* this morning, Hill said that while the new flights will predominantly fulfil the travel ambitions for the VFR and business travel markets, other leisure travel segments will also be a beneficiary.

"We're excited about the tourism angle as Suva is a wonderful way to connect into the North to places like Savusavu and Vanua Levu and the outer islands," Hill said.

"Coupled with the new route into Adelaide, it's really exciting.

"The main resort opportunities are into Suva and then down to Pacific Harbour area, so Royal Davui, Nanuku and the Pearl are the main resorts there, and linking to flights out to Savusavu," Hill added.

## Pakenham a punch

**THE** Mercure Hotel in Pakenham, Victoria will open its doors in Sep, offering guests a choice of 64 rooms and a host of stylish amenities, the brand confirmed this morning.

Common areas inside the Accor brand's property will host a lounge and cafe area, a yet-to-be-named restaurant, and large conference areas, while rooms will be equipped with high-speed complimentary wi-fi access.

"Pakenham has been in need of an accommodation facility and we are excited to deliver it," Mercure Pakenham Managing Director said, adding "we opened our online bookings for the hotel earlier this year and have been amazed by the strong demand so far."

The property will be located close to the Pakenham Race Club Precinct, providing easy access to the Cardinia Club (500 metres away), as well as the Cardinia Cultural Centre and train station.

# travelBulletin

## A NEW ERA IS COMING FROM JULY 2022

In an evolving time, *travelBulletin* is expanding its digital presence with new online offerings to meet the new needs of the post-pandemic travel industry.

### EDM

A twice weekly EDM, including an all new **Saturday** wrap up of the week that was, highlighting the big stories from *Travel Daily* and *Cruise Weekly*.

### NEW WEBSITE

Featuring the in-depth commentary that *travelBulletin* is renowned for, updates from peak industry bodies, analysis of big industry issues and the travel statistics that interest you most. Plus our new space, 'Rants & Raves' for you to have your say.



## Disney reopening

**DISNEY** has announced that Shanghai Disneyland will reopen to guests tomorrow, with the Chinese city reportedly having achieved its zero COVID target.

The initial opening phase will be carefully staged, with enhanced health and safety measures including limited capacity.

Some experiences will remain closed, and additional operational measures may be adopted to accommodate social distancing.

## In the market for connection



**TRAVELMANAGERS** held a supplier market day in Sydney recently, bringing together more than 50 personal travel managers and 36 partners for a long-anticipated opportunity to connect and catch up.

Originally scheduled to take place in Jun 2020, the two-year delay inflicted by the pandemic meant there was a decidedly festive atmosphere at the event, which was held at The Grace Hotel in the Harbour City.

The market day also served as an opportunity to acknowledge a number of milestones, with five PTMs celebrating their five-year anniversary with TravelManagers, and three more celebrating their 10-year anniversary.

TravelManagers Executive General Manager, Michael Gazal, said the format of the day was deliberately informal, allowing attendees to focus on talking to the suppliers most relevant to their individual customer bases.

By not allocating set times, each PTM was free to maximise their time in the way that best suited them.

The format was appreciated by TravelManagers' representative for Philip, ACT, Nic Loisel, who said, "I loved the fact that the event was free-form but well organised, so we were able to really connect with the suppliers, beyond just getting a product update or USP pitch."

"It was also great to meet a few more PTMs and some more of the NPO team.

"It was a fantastic event, and it was 100% worthwhile travelling up to attend...my only regret is that the time flew by too quickly," she added.

## Visit smaller islands

**CORAL** Expeditions has launched a new Small Islands of Japan & the Philippines series.

The cruise line's *Coral Adventurer* will cast off from Guam on the inaugural expedition of the series in Sep 2023.

The voyages will explore sites that lie in the wake of war, from Tinian and Torishima to Iwo Jima, and on the way back, Taroko National Park and Palau Island.



## Window Seat

**THE** close relationship between Australia and Ireland was reinforced even more strongly during the COVID-19 pandemic, according to Tourism Ireland Acting CEO Siobhan McManamy.

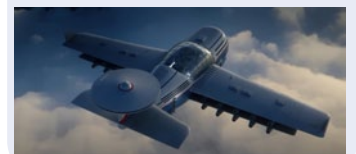
Speaking to industry partners at a special event in Sydney yesterday, (see p1) she recounted how in mid-2020 "there were so many Irish mummies on the radio talking about their children who were in Australia and trying to get them home".

"Or in some cases being quite happy they were staying where they were, because who wants 10 adults in one house for two years!" she added.

**A NEW** computer-generated video showcasing a "flying hotel" concept powered by nuclear engines is attracting viral attention on the internet.

The futuristic Sky Cruise craft would essentially be a "floating world" able to stay aloft for decades thanks to nuclear fusion power, with guests able to visit by planes landing on a large deck.

The vessel (pictured), dubbed the 'Flytanic' was initially conceived by concept artist Tony Holmsten, and has been brought to life by animator and video maker Hashem Al-Ghaili - see [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

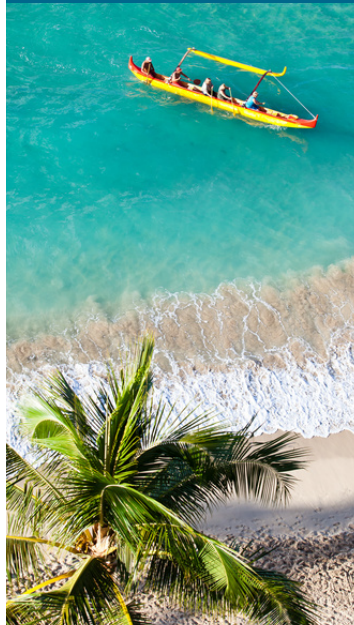


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## Irish eyes are smiling!



**THERE** just wasn't any wiping the grin off the faces at an event in Sydney yesterday hosted by Tourism Ireland, which welcomed its key industry partners at Matt Moran's upmarket Chiswick Restaurant.

The restart gathering (see p2) included presentations from Tourism Ireland Acting CEO and Director of Markets, Siobhan McManamy, who's pictured with the inimitable Kevin Looney from The Travel Junction.

## CLIA cocktail party

**CRUISE** Lines International Association (CLIA) is planning a #LoveCruise cocktail party on 24 Aug to help celebrate the cruise industry's revival and reunite the sector's community.

The party will come ahead of this year's Cruise360 Conference on 25 Aug, which will take place at the Hyatt Regency Sydney (TD 14 Jun).

**CLICK HERE** to book your tickets to Cruise360.

## PNG DFAT warning

**THE** upcoming Papua New Guinean general election (02-22 Jul) presents an increased risk of civil unrest and violence in the country, Smarttraveller is advising.

Aussies travellers are encouraged to check security conditions thoroughly.

## Four Seasons Xian

**FOUR** Seasons Hotels and Resorts has announced a new luxury property in Xian, China, which is being created in partnership with Chinese developer Vanzhong Group.

The new Four Seasons Hotel Xi'an has an anticipated 2026 opening date, with 250 guestrooms and suites as part of a mixed-use project.

It will be located adjacent to the Muta Temple Relics Park, as well as other local landmarks dating back to the Tang Dynasty.

## Nth Qld busts record

**FAR** North Queensland has set new domestic records, with strong spending by visitors bringing a record \$3 billion of tourism expenditure to the region's economy for the year ending Mar.

The \$3 billion record is up 18.8% from the 2019 same-period mark.

Tourism Tropical North Queensland Chief Executive Officer Mark Olsen said the latest National Visitor Survey figures showed Australian tourists were spending more and staying longer in the region, which is the strongest-growing in the state over the past year.

Olsen said the region is still \$500m short of pre-COVID levels.

## AFTA UPDATE

from Dean Long, CEO



### YESTERDAY

we saw the release of the census data showing some interesting social trends which are positive for

the travel sector and explained why the recovery has been faster than most predicted.

With nearly 50% of the country with family connections less than two generations old, our need and desire to travel is more than just leisure.

Most of our businesses have seen the early recovery, being underpinned by the VFR segment.

While agents and airlines do well from the VFR market, it's our tour operators, ITO's and hotels who don't see the same positive uptick.

This new data will be included in our advocacy agenda moving forward, demonstrating the importance of travel to the community at large. In the first sitting period in Jul, AFTA will be back in Canberra meeting with the newly elected members of Parliament on the need for our workforce package. In the next two weeks, our Taskforce to address the workforce challenges will meet to develop

the final elements of our policy including defining the skills gap we currently have, number of vacancies we currently have and identifying what our future needs will be.

What is clear from the census data and current demand, is that the travel sector plays an ever-increasing role in connecting families and communities. With changing schedules of airlines due to COVID, illness and general staff shortages, it has put pressure on our workforce to keep people travelling.

I am also pleased to advise that ATAS, is seeing strong renewal rates with the majority of entities' accreditation expiring at the end of this month. This year our compliance checks are focused on the solvency and protection of client funds, which is essential for consumers and trade partners to have confidence in the sector's largest and most representative scheme.

Lastly, I was thrilled to be with Greg McJarrow from Singapore Airlines to announce that SQ will be the new major sponsor for the National Travel Industry Awards (NTIA).

The NTIAs is the industry's night of nights and having a partner in SQ is an exciting new chapter for these awards.

## Trip.com COVID hit

**TRIP.COM** Group has reported its quarterly results for the three months to 31 Mar, indicating the severe ongoing impact on the business due to the COVID-19 resurgence in China.

Domestic bookings increased 20% year-on-year, but accommodation bookings were down 24% on the prior quarter.

Trip.com's overall revenue was US\$649 million for the period, about the same as the previous corresponding period, but its quarterly loss of US\$55m was about half that from Q1 2021.

Packaged tour revenue declined 30%, while corporate travel was down 40% on the prior quarter.

The company's overseas operations benefited from the recovery in international markets, including a 270% year-on-year increase in air ticket bookings on global platforms as Europe and Asia-Pacific recovered.

## The Europa family

**MSC** Cruises has unveiled its biggest and most exciting family offering to date on board MSC *World Europa*.

The cruise line's largest-ever kids' area spans more than 766m<sup>2</sup> across seven distinct spaces, enriched with brand-new activities and facilities, specially designed for children of all ages.

More than 100 hours of live entertainment will be on offer for children, including high-tech games, LEGO adventures, and much more.

The Kids' Clubs are available from the youngest guests through to teens, and activities are organised according to age group: Baby Club for toddlers up to three years, with dedicated crew members; Mini Club and Juniors Club (3 – 11 years); and Young Club and Teen Club (12-17 years) including the brand-new TEENS LAB area.

# Viking starts exploring for 2022!

LAST week Viking Cruises held its first 2022 Explorer Information Sessions in Sydney. Travel agents, new future Viking cruisers and past Viking guests, came out in record numbers to learn about what's new in the world of Viking, what makes the brand unique across its ocean, river and expedition experiences, and an opportunity to ask questions from Viking's experts.

Debbie Eyers from Flight Centre said "If there are agents thinking about coming I would definitely tell them to send their clients, because Viking do the selling for you, the clients can see it visually and talk to the experts". Viking's next sessions are in Brisbane on Thu 70 Jul. Agents and their clients can register for sessions at [www.vikingcruises.com.au/infosessions](http://www.vikingcruises.com.au/infosessions).



THE good-looking Viking team.



DEBBIE EYERS from Flight Centre Narellan (third from left) attending with her clients.



MICHELLE Black (centre), Managing Director, with cruise sales consultants Victoria Scobie, Sascha Belfanti, Marianna Conti and Bruna Gaggio.



COMMERCIAL Manager Ramon Drew highlights the varied Viking product.



## Heritage rebrands

**HERITAGE** River Journeys has rebadged as Antara Luxury River Cruises, making it the only indigenous luxury river cruising company in India.

The Antara fleet, which includes *Ganges Voyager*, *Ganges Voyager II*, *Ganga Vilas*, *Bengal Ganga* and *Nauka Vilas*, will operate 11 cruises between Sep 2022 and Apr 2023, including the seven-night Temples Tigers & Treasures itinerary, and the four-night Secrets of Sundarbans sailing.

## Vic upgraded trails

**THE** Victorian Government has announced nine new and upgraded trails as part of its \$106.6 million Victoria's Great Outdoors program, which encourages locals to get outside and explore during the upcoming winter school holidays.

Among the newly opened trails are the 11km Keppel Lookout Trail near Marysville, offering views of the Cathedral Range and Lake Mountain, and a 4km loop walk at Snobs Creek Falls in Eildon.

## Qld slithers through funding



**THE** Queensland Government's new \$15 million Tourism Experience Development Fund was recently launched by Qld Tourism Minister Stirling Hinchliffe at Currumbin Wildlife Sanctuary on the Gold Coast.

The fund, which forms part of the State Government's 2022-23 Budget, will cover 25% of the total cost of eligible projects, and help operators fast-track new and enhanced visitor attractions.

Grants of \$50,000 to \$200,000 are available for projects with high growth potential including ecotourism, accessible and inclusive tourism projects, First Nations experiences, and adventure tourism.

Hinchliffe said, "by supporting great tourism ideas, we can create more good, secure jobs, enhance our great lifestyle and ensure Queensland is Australia's destination of choice."

"New experiences and new

investment are important for rebuilding Queensland's \$6 billion international tourism industry and reshaping our visitor economy."

Fund applications open on 15 Jul and close on 26 Aug - **CLICK HERE** for more info.

**Pictured:** Hinchliffe with Holly from the Gold Coast's Currumbin Wildlife Sanctuary.

## 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](mailto:accomupdates@traveldaily.com.au).



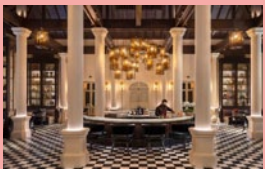
**Sofitel Fiji** has announced the completion of its \$50-million-dollar, three-year renovation program, which included a complete transformation of its public spaces and guestrooms, as well as the addition of 52 new Family Rooms. The Nui Kids Beach

Club and several new food and drink venues like Waitui Bar & Grill, an adults-only poolside dining experience located within the Waitui Beach Club, were introduced as part of the renovation.



**Azerai** has added 40 new experiences to its three resorts in Vietnam. Highlights include a private dinner cruise on the new 55-foot boat at Azerai La Residence, Hue; a lantern-lit, five-course 'Romance Under the Banyan Tree' dinner for two at Azerai Can

Tho; and a special golf package with PGA NovaWorld Phan Thiet at Azerai Ke Ga Bay, as well as the 'Monastery and Iconic Fruit of Binh Thuan' tour, which includes a visit to an exotic dragon fruit farm.



**Hyatt Regency Phnom Penh** has announced a new addition to its property: the Metropole Underground, the first subterranean bar in Cambodia's capital. Located in the luxury hotel's basement, the Parisian art deco-inspired bar offers

premium drinks, light gourmet snacks, and nightly live entertainment, including bands and DJs. Replicas of cast iron detailing from the original Paris Metro are integrated throughout the venue's design.

## Special Olympics to be held in Canada

**SPECIAL** Olympics Canada has selected Calgary, Alberta to host its Winter Games in 2024, which is expected to attract around 1,300 participants to the growing city and pour around CAD\$9 million into the visitor economy.

The sporting event will mark the fourth time Alberta has hosted the Special Olympics Canada National Games, including the Special Winter Provincial Games in 2019.