



Long to address the travel industry

EXCLUSIVE

AFTA CEO Dean Long will take the opportunity to update the travel sector next week, in an exclusive **TD** Event taking place at 1.30pm AEDT on Wed 16 Mar.

Registrations are now open for the executive interview, which will see **Travel Daily** Publisher Bruce Piper and Travel Community Hub's Richard Taylor discuss the current state of play in the industry with AFTA's chief who has been in the role for about five months now.

Travel agents, agency owners, suppliers, wholesalers, airlines, cruise companies and other industry stakeholders are welcome to join at no charge - to register [CLICK HERE](#).

It's TIME for Mel

THE Travel Industry Mentor Experience (TIME) will hold its first Melbourne-based in-person event in more than two years later this month, on 30 Mar.

The guest speaker will be David Hughes, MD of Entourage Travel Group and Asia Pacific MD of Uniglobe Travel International.

TIME's Vic state representative, Ingrid Berthelsen, encouraged anyone in the industry to join the evening at the Platinum Travel Corporation HQ in Canterbury.

As well as opportunities for networking, guests will be able to learn more about TIME itself.

"With the industry restarting, now is the perfect time to be thinking about the support you might need or be able to provide to others," she said.

To register [CLICK HERE](#).

New Caledonia reopens

NEW Caledonia is once again able to welcome Australian travellers, with the French Pacific enclave dropping all quarantine requirements for fully vaccinated tourists effective from today.

Travellers who have been immunised against COVID-19 will simply need a PCR test less than 72 hours prior to travel, or a RAT taken within 48 hours of departure, along with evidence of vaccination with AstraZeneca, Pfizer, Moderna or Janssen including a booster if the second dose was taken more than nine

months prior.

Previous requirements for testing on arrival, sworn declarations, quarantine and other documentation have been lifted effective immediately, with Airalin ramping up its flights from Sydney and Brisbane to take advantage of the new opportunity.

Two weekly Sydney-Noumea services will operate from this week, climbing to thrice-weekly from 27 Mar, while Brisbane will add a second weekly service from 27 Mar, increasing to three per week from 05 Jun.

A celebratory fare sale leads in with prices from \$529 on travel dates through until Dec 2022, including the Easter holidays.

See airalin.com.au.

Crystal refund site

THE liquidator of the collapsed Crystal Cruises has established a new website allowing travellers and suppliers to file claims for outstanding funds.

Florida-based Mark Healy has been appointed under a formal "assignment for the benefit of creditors" procedure, after a hearing in Miami in relation to US-based entities Crystal Cruises LLC, Crystal Holdings US LLC and Crystal AirCruises LLC.

Healy has set an 11 Jun deadline to make a claim, saying "our goal is to maximise the recovery of assets and provide a claims process to creditors that allows them to realise the highest potential recovery regardless of the size of the claim".

However he also noted that Crystal Cruises has "limited assets," while earlier reports stated the failed business, part of Genting Hong Kong, owes hundreds of millions of dollars in outstanding bookings and refunds.

See crystalcruiseclaims.com.

SIA to boost fares

SINGAPORE Airlines has confirmed it will increase ticket prices for flights from Australia due to the global uplift in fuel costs over the last few weeks.

For all bookings made up to and including 08 Mar 2022, SIA will honour the original fare in place at time of booking creation, with the authority code SYDTT090322 required in the endorsements box when tickets are issued.

All honoured bookings using the code must be issued by 11.59pm AEDT next Tue 15 Mar 2022.

The increase has not been applied to some airfares, such as those in the current SQ fare sale.

Today's issue of TD

Travel Daily today has five pages of news, along with a full page from **Finnair**.

Great way to learn

FINNAIR is today showcasing its new training modules developed as part of the **Travel Daily** Training Academy which provide the perfect opportunity to upskill on the AY global network which connects Asia to five destinations in North America and 100 in Europe via Helsinki.

Learn about it via the [last page](#).

Cyber knowledge added to training

THE Industry Reference Committee of Tourism, Travel & Hospitality has agreed to enhance the National Training Package for the industry to include Cyber Security knowledge for entry-level and supervisory staff in travel & tourism (**TD** 16 Jun 2021) as part of the standard curriculum.

The updated training follows a review of qualifications by the Australian Travel Careers Council (ATCC) with a view to ensuring the industry is able to deal with new challenges arising in the post-pandemic future.

Other reviews underway include the Certificate III in Aviation (Ground Operations and Service), with ATCC CEO Rick Myatt saying "upskilling our airport passenger handling workforce is crucial for our industry to expedite recovery".

Myatt noted that the customer service-related units of the training are currently structured as electives, rather than as "core competency units" meaning there is a risk they could be bypassed.

He recently raised the issue, particularly in relation to customer service expectations at the new Western Sydney Airport, with NSW Transport Minister David Elliott.

TRAVELPORT +

HELLO

READY TO GO NDC CONTENT



DISCOVER MORE



Dec shows signs of life

THE overall tourism activity for Dec improved when compared to Nov due to holiday season trips, an easing of further restrictions, and the move toward “living with COVID”, a report from Tourism Research Australia claims.

However, the pandemic continued to impact the domestic tourism market, with results still down on pre-COVID levels.

Overnight trips in Dec totalled 8.6 million, down 12% on the same period in 2019; nights spent on trip added up to 31 million, down 10% on the same period; and overnight spend amounted to \$5.7 billion, down 8%.

Results across the states saw spend in Western Australia up 20%, or \$112 million; Queensland up 11%, or \$158 million; and South Australia up 10%, or \$35m.

Strong results were also seen in intrastate and rural travel, with

numbers improving on Dec 2019.

Overnight intrastate trips rose sharply in Tasmania (up 62%), while the NT also improved (up 14%), as did Qld (up 11%).

Intrastate spend also contributed 72% to total spend, up from 46% in Dec 2019.

The report showed Australians spent \$3.7 billion on overnight trips to rural areas, which compared to Dec 2019 was a 17% rise in spend, while in contrast, Aussies spent \$2 billion on overnight trips to capital cities, which was a 34% fall compared to Dec 2019.

Interstate travel improved in Dec, with state borders continuing to open across Australia, with travellers taking 1.6 million interstate overnight trips, up 81% on the 890,000 trips taken the month prior, but down 47% on Dec 2019.

Air still cheap: AFTA

THE Australian Federation of Travel Agents (AFTA) Chairman Tom Manwaring has moved to temper concerns that air ticket price rises will disincentivise future travel, reminding Australians that fares are coming off a low base.

“Air fares were already very, very cheap, so now they’ll just be very cheap,” Manwaring told *The Guardian* this morning.

The AFTA Chairman added that travellers planning trips in late 2022 or in 2023 do not need to rush to buy tickets, stating the competition between airlines would keep a cap on rising prices.

“Most airlines are currently operating at 10% to 25% of their capacity...competition between airlines as that happens will help level prices back out,” he said.

Quark woos agents

QUARK Expeditions is offering more incentives for agents to educate themselves on the line’s expeditions, with those who complete its Polar Pro training program and make a booking by 31 Mar to receive a \$250 gift card for their efforts.

Agents who sell three trips will also earn one free cruise on a selected Arctic voyage.

The news coincides with a series of trade event being held in Australia, with Brisbane still to take place next week on 16 Mar - register to attend **HERE**.

Hilton to Galapagos

HILTON has forged a new franchise agreement with Serinatura S.A to rebadge the Royal Palm Galapagos Hotel located on the Galapagos Island of Santa Cruz.

Under the deal, the property will be renamed in Jul Royal Palm Galapagos, Curio Collection by Hilton, but remain managed by its current owner.

A refresh of the hotel’s spa and dining areas, as well as guest rooms is now underway.



Window Seat

WITH the phase-out of Boeing 747 from the fleets of most carriers, it’s getting increasingly hard for aviation geeks to get their jumbo fix.

However Cotswold Airport in Gloucestershire, England is making one of the former Queens of the Skies available for weddings, parties or anything else that takes your fancy.

Airport CEO Suzannah Harvey confirmed a former British Airways 747 had been bought for the token sum of just £1, and after a makeover now sports a “large, multi-space dancefloor” (**pictured**) complete with a DJ booth, funky lights and bar seating.

It costs £12,000 for a full day buyout - but don’t worry, if you want a break from the disco you can relax in the upstairs First Class cabin or cockpit, which remain untouched.



EK links Garuda

EMIRATES and Garuda Indonesia have gone to market with a new codeshare relationship, offering travellers connectivity on 16 services.

Following a MoU signed last year (**TD** 15 Nov 2021), Emirates will place its code on Garuda Indonesia flights on ten routes via Jakarta and Denpasar, with passengers able to travel to seven additional domestic points in Indonesia, beyond Jakarta and Bali such as Surabaya, Makassar, Balikpapan, Manado and Padang.

Garuda will place its code on Emirates routes between Jakarta and Dubai, in addition to onward flights to Paris, London, Milan, Manchester and Barcelona.



Destination NSW

Associate Director Distribution Development

- Join Destination NSW and be part of delivering the NSW Visitor Economy Strategy 2030
- Equivalent Grade 11/12 with a base commencing salary of \$131,094

About The Role

The new and ongoing position, Associate Director Distribution Development is responsible for:

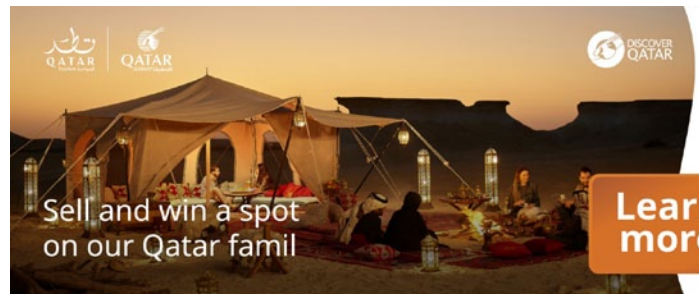
- Leading the implementation of Destination NSW’s distribution development strategy and programs to support the delivery of the NSW Visitor Economy Strategy 2030
- Identifying the optimal distribution channels to showcase NSW’s visitor experience strengths in Australia and overseas including retail travel agents and wholesalers, inbound tour operators and online travel agents.
- Leading the efficient and effective delivery of high impact B2B events and the development of a range of resources including digital assets aligned with the agency’s distribution strategy.

How to Apply

To apply and review the full job description please go to the iworkforNSW website and search job reference ID “req15855”. Direct link to the job [here](#).

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

Closing date: 17th March 2022 [9.59am]



India loosens ties

ONE of Australia's larger outbound travel markets will resume scheduled commercial flight operations to international destinations from 27 Mar.

India is currently only allowing a limited number of flights to countries with which it has a travel bubble agreement with.

Mixed results for CX

DESPITE reporting a substantial loss, Cathay Pacific's overall situation improved as 2021 progressed, the airline's latest financial report show.

The carrier's attributable loss was HKD\$5 billion for the 12 months to 31 Dec 2021, a significant uplift on the HKD\$21 billion loss sustained in 2020.

Passenger revenue decreased by 61.6% to HKD\$4 billion in 2021 compared with the year prior however, as did revenue passenger kilometres, which fell by 79.5%.

Becoming the centre of exchange



MORE than 80 people attended Tourism Central Australia's Tourism Exchange this week, with people in the sector sharing insights about the region's tourism appeal and how best to map out a successful future.

The tourism organisation represents the interests of stakeholders in the Red Centre, servicing service 61% of the

Northern Territory including the local government areas of Barkly Region, MacDonnell Region, Central Deserts Region and Alice Springs Town Council.

Tourism Central Australia and Travel Associates recently teamed up to curate product to incentivise more domestic tourism to the region, including cultural and Indigenous festivals.

See the Entire Fiji

ENTIRE Travel Group has introduced eight holiday packages for Fiji, featuring exclusive bonus offers to a range of some of five-star island resorts.

The deals combine domestic flights and accommodation in resorts such as the adults only Tokoriki Island Resort, Yasawa Island Resort & Spa, as well as Likuliku Lagoon Resort.

Created in partnership with Fiji Airways and Tourism Fiji, Entire's new packages include bonus experiences including helicopter transfers, river safaris, scuba diving lessons, cooking classes and couples' massages.

"We have extensive experience selling barefoot-luxury resorts across the Pacific, which is why we are confident there are valuable segments of the market - particularly couples and high-end travellers," Entire's Sales & Marketing Director Greg McCallum said.

More details available [HERE](#).

Travel Daily Events

PRESENTS

AN EXECUTIVE INTERVIEW

with publisher Bruce Piper and
AFTA CEO Dean Long

Join us as we discuss AFTA's current priorities, including the budget submission, potential changes to the Federation's constitution, supplier commission changes, relationships with State and Federal regulators, NTIA 2022 and much more.



WEDNESDAY MARCH 16TH, 1.30PM AEDT

REGISTER

UPCOMING EVENTS



Quark Expeditions - Update
29th March 2022 - 11am and 4pm AEDT

MISSED LAST WEEK'S ENTIRE TRAVEL GROUP INTERVIEW?

[CLICK HERE TO VIEW](#)

CORPORATE UPDATE

GBT: recovery under way

AMERICAN Express Global Business Travel's (GBT) 2021 financial results were well above forecast and are "gaining momentum," the company reported this week.

GBT said transaction numbers in the last week of Feb reached 51% of 2019 levels, up 23 percentage points on Jan due to "strong recovery from Omicron".

Total Transaction Value in the same week was at 45% of 2019 levels, with CEO Paul Abbott saying results for the full 2021 year were well ahead of forecasts, adding that GBT managed to double its footprint in the SME market, which he described as the "largest, fastest growing and most profitable customer segment".

Full year 2021 revenue totalled US\$763 million and TTV rose to US\$6.7 billion, but the overall result was a US\$474m loss.

"We ended 2021 on a high note despite the Omicron impact in Dec, with financial results for the full year well ahead of our Adjusted EBITDA forecast driven by a 119% increase in fourth quarter revenue and efficiencies from continued cost discipline," said Chief Executive Paul Abbott.

Emissions API

GLOBAL travel management platform TravelPerk has released a new open API, helping businesses to better measure their travel carbon footprint.

The GreenPerk API offers "granular, accurate data" on air, rail, car hire and accommodation, taking into account aircraft types, whether trains are electric or diesel, and vehicle categories and fuel types.

TravelPerk spokesman James Dent said the system also allowed for data aggregation, allowing companies working with different TMCs around the world to consolidate the information into a single source.

"We believe the business travel recovery is well underway".

2021 was a huge year for the company, with GBT acquiring both Egencia and Ovation Travel Group, as well as announcing plans for a pending public listing alongside Apollo Strategic Growth Capital (*TD* 06 Dec 2021).

MEANWHILE Amex GBT has also named Yael Klein as its new VP and GM for Germany.

Klein has been with AirPlus for more than two decades, most recently as Chief Marketing and Product Officer.

Cut business travel?

A "**CLEAN** transport campaign group" in Europe believes it is worth examining whether reduced business travel, with the resulting time lost and personal toll it can take, can actually improve productivity.

The European Federation for Transport and Environment has released a *Roadmap to climate neutral aviation in Europe* report noting that better quality video conferencing and concerns about climate change had seen the frequency of business trips already being called into question pre-pandemic.

The report suggests business travel may see a reduction of around 50% once the market re-normalises, and that it is worth examining a traffic level cap, or other such regulation - measures airlines have long-feared.

"As fuel efficiency per passenger increases with time, capping traffic levels means that the emissions attributable to business travel will decrease," it said.

The group is pushing for "top-down" government policies to limit business travel, such as mandating disclosure of total corporate travel emissions or limiting the use of airline loyalty schemes for corporate trips, while "bottom-up" action from within companies could include greater scrutiny of climate commitments.

INTRODUCING

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Online events - webinars, product launches, executive interviews and more.

For more info contact us at events@traveldaily.com.au

FCTG prepares for new normal



FLIGHT Centre Travel Group (FCTG) welcomed more than 250 supplier partners to its global headquarters in Brisbane this week, an event the company described as a key moment in its road to recovery.

"We've always been proud of the relationships and collaboration we've been able to curate with our suppliers and

this event gave us a tremendous chance to come together and plot the path forward as a collective," Flight Centre Managing Director Australia James Kavanagh said.

The company's chief also heralded the important role that travel experts will play in navigating Aussie travellers through a complex world.

"The demand for travel is also being matched by the desire for people to have a travel management company on their side throughout the process as they navigate the post-COVID travel environment," he said.

"This event gave us the perfect opportunity to align with our suppliers to ensure we continue to be best placed for a recovery in travel as we aim to go above and beyond the needs of our customers," Kavanagh added.

Carnival + VeriFLY

CARNIVAL Cruise Line has confirmed the rollout of the VeriFLY digital health app across all of its US homeports.

The platform has been trialled by the cruise line in recent months, and will now operate fleetwide in the US, allowing vaccinated guests to submit pre-embarkation information and halve the time required for the line's health assessment process.

KrisFlyer refunds

SINGAPORE-BASED fintech startup Utu has announced a partnership with Singapore Airlines' KrisFlyer, offering VAT refunds in the form of KrisFlyer miles for purchases in more than 50 countries worldwide.

The Utu Tax Free Card promises more than 25% better value on VAT refunds than conventional processors, with the "upsized reward" coming in the form of frequent flyer miles.

ILTM shifts to Sep

REED Exhibitions has announced that this year's Singapore-based ILTM Asia Pacific will now take place from 05-08 Sep, three months later than the originally scheduled Jun event.

ILTM Portfolio Director, Alison Gilmore, confirmed that other events in the global program were unchanged for 2022, including ILTM Latin America in Sao Paulo (03-06 May), ILTM North America in Riviera Maya Mexico (19-22 Sep) and ILTM Cannes (05-08 Dec).

VA takes a punt on passengers



AFL legends Kevin Sheedy and Anthony Koutoufides (pictured) will host a plane-load of hyped up Carlton and Richmond fans on a special Virgin Australia “fan flight” from Sydney to Melbourne on 17 Mar.

Catering for the two teams’ round one clash at the MCG, the footy-themed flight will be the first time VA has operated such

a service, with fans treated to the opportunity to take selfies, receive merchandise, access face painting and gorge on footy food.

Limited AFL Fan Flight seats are now on sale with set price Business and Economy fares available to book **HERE**.

Economy seats are priced at \$139, while a Business class ticket will set people back \$399.

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

Regent Seven Seas Cruises is offering a free two-category suite upgrade to a penthouse suite, as well as a reduced 7.5% deposit on selected voyages sailing between May and Nov. Bookings must be made by 30 Apr to be eligible. Call 1300 455 200 for more details.

Savings of up to 25% off cruises are on offer with **Aurora Expeditions'** British Isles sailings in 2022 when booked by 31 Mar. Applicable cruises include a 14-day Ireland's West Coast voyage - **CLICK HERE** for info.

Viking's 12-day Pharaohs & Pyramids cruise from Cairo to Cairo is now on sale, priced from \$7,295pp, representing savings of up to \$2,000 per couple when booked before 31 May. Call 138 747 for details.

Book now and save \$500 per couple on select 2022 travel dates on United States & Canadian routes with **Rocky Mountaineer**. The promotion expires 29 Apr. Call 1800 821 531 for more information.

Travel Daily's second Survival Survey shows green shoots of recovery, but it is a serpentine road ahead. Read more in the latest *travelBulletin*.



CLICK to read

travelBulletin

Great Southern win

THE Western Australian Government has agreed to allocate funding to the food and wine event Taste Great Southern until at least 2024.

More than 20 chefs from across the state will participate in over 30 events that will put produce from the region in the spotlight, a showcase that typically attracts around 18,000 visitors, including 3,000 from outside the Great Southern Region.

This year's program will kick off on 05 May and run for 10 days. More details available **HERE**.

Hawaii lifts the veil

HAWAII will drop its mask mandate from 25 Mar, making it the last US state to do so.

On the same day, Hawaii's Safe Travels program officially expires, with Governor David Ige paying tribute to the state's citizens.

“I want to thank everyone for their hard work and commitment to keeping our community safe, I know this is the milestone we've been waiting for,” he said.

However, Ige could not rule out reinstating a mask mandate if there were to be another surge in COVID cases.

Win

The Seven Network and Sunrise is broadcasting to Australian viewers live from Qatar this week, thanks to Qatar Tourism.

Sunrise's Sam Mac's weather segments will be live from various key locations around Qatar.

Want to experience Qatar firsthand?

Travel Daily will be giving a lucky reader the opportunity to win a spot on Qatar Tourism's VIP mega famil departing May 2022.

Tune into Sunrise 7-11 March and answer these questions to enter.

Every day you watch and enter gives you an additional entry:

1. Which location in Qatar was Sam Mac broadcasting from?
2. Name one activity they did that day.
3. Which day of the week were you watching?

Email answers to competitions@traveldaily.com.au to be in the running to win yourself a trip to Qatar.



* Terms and conditions apply

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