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NEW ZEALAND**  
MARKETING HUB



## Get ready to inspire

IT'S time for the travel trade to get ready to inspire travellers to return to New Zealand.

Access to free marketing material and resources to help travel advisors sell New Zealand have been designed with the trade in mind - see **cover page**.

## AC returns to Oz

AIR Canada has announced it will re-introduce Vancouver to Brisbane flights from Jul operating four times weekly, with Vancouver-Sydney flights also ramping up to daily in May.

Additionally, the North American carrier will resume its Auckland to Vancouver services from Nov, operating thrice weekly.

The carrier highlighted seamless connections via YVR which positioned the airport as a "preferred gateway for travel between North America and the South Pacific".

## Qantas to add NZ flights

**QANTAS** Airways and Jetstar Airways have announced they are adding New Zealand flights on five routes, as the airlines ramp up trans-Tasman services from mid next month following Jacinda Ardern's expedited border plans (**TD 16 Mar**).

From 13 Apr, up to 30 return flights per week will be operated, with Qantas to fly daily from Brisbane, Melbourne and Sydney to Auckland, as well as Sydney to Christchurch, using a mix of its Boeing 737s and wide-body Airbus A330 aircraft.

Jetstar will operate three weekly flights from the Gold Coast to Auckland using Airbus A320s.

Both airlines will further increase flights during May and Jun, resuming services to Queenstown and Wellington.

Every Qantas and Jetstar trans-Tasman flight in May will also allow Frequent Flyers to use Qantas Points to book any seat as

a Classic Reward Seat.

The new services follow the confirmation New Zealand will reopen for quarantine-free travel to international tourists from next month, just in time for the Easter holidays (**TD 16 Mar**).

**MEANWHILE**, the International Air Services Commission has granted QF five frequencies per week to operate services in each direction on its East Timor route.

The determination is valid for five years from 11 Mar 2022.

## Hey Preston, it's here

A **NEW** Novotel hotel is opening in Melbourne, following a multi-million dollar upgrade.

Developed by GCP Hospitality and operated under Accor's mid-scale brand, the new seven-level Novotel Melbourne Preston has emerged following an extensive refurbishment and will swing open its doors in Apr.

## Today's issue of TD

*Travel Daily* has five pages of news including **Business Events News**, a front cover page from **Tourism New Zealand** and a full page from **Qatar Tourism**.

## Royal back in Oct

**ROYAL** Caribbean International has flagged its long-awaited return to the Australian market after the Federal Government's belated green light to allow cruise ships to return Down Under next month (**TD 16 Mar**).

The cruise line revealed late yesterday that it would be bringing two Quantum class ships sailing from Brisbane and Sydney starting in Oct, with *Quantum of the Seas* and *Ovation of the Seas* to service a range of cruises, including seven-night Tasmania voyages out of Sydney, and six-night Queensland Highlights cruises from Brisbane, and two-day Sydney Weekender sailings. Call 1800 754 500 for details.

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## AFTA - cuts "unethical"

### EXCLUSIVE

**DECISIONS** by airlines to cut travel agency base commissions in recent months are extremely disappointing and "at best unethical," according to AFTA CEO Dean Long.

Speaking to the industry during a **Travel Daily** Event webinar yesterday in partnership with the Travel Community Hub, Long took exception to airlines that have "taken the opportunity to reduce an expense line that they currently have no expenses on, in the middle of a pandemic".

"To say that to the distribution community that has supported them and repatriated so many people back into the country operating in partnership, it's the most disappointing thing out of the pandemic," he said.

Long said AFTA was aware of the limitations of government processes, which were never

going to keep everyone happy.

However "what we weren't expecting was one of our major suppliers to make decisions to damage their partners, and that's really disappointing," he said.

While acknowledging that Australia was one of the last global markets to have base commission being paid, he said it was "unethical to say [the cuts] needed to happen at a time that we all needed revenue, and that agents were bearing the brunt of airlines' inadequate refund and credit processes".

"And then when we go to rebuild out of this together to go, well we're not going to be supporting each other, that's the disappointing part, that's the part that really cuts deep," he added.

The wide-ranging interview also discussed AFTA's efforts to gain more industry support in Canberra, the 2022 NTIA and more - view the recording **HERE**.

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Travel Daily

## Anzac tours back on

**OFFICIAL** international Anzac Day dawn services at Villers-Bretonneux and Gallipoli have been confirmed, with Australians able to attend for the first time in two years.

Online registration for the services are available **HERE**, while there are also still plenty of tours with Mat McLachlan still available to book - phone 1300 880 340.

## ANZCRO NZ deals

**TO CELEBRATE** the early planned return of travel to New Zealand (**TD** 16 Mar), ANZCRO has launched four collections of its most popular holiday deals in the country.

From iconic New Zealand rail journeys to earlybird ski deals, and classic South and North Island self-drives, travellers can find the 27 ready-to-book holiday packages **HERE**.

Bookings can be made via ANZCRO's self-service platform.



## Window Seat

**A BRITISH** travel consultant has been given a suspended prison sentence and forced to pay court costs after falsely claiming a work-related writing implement injury.

UK media reports cited the case of Parivash Kiani who sued Aviareps, saying she had been "stabbed in the hand twice with a pen" while sitting at her desk in Feb 2015.

Protracted legal action saw her insist it was a vindictive act, but it emerged she had previously been disciplined for client confidentiality and sacked before claiming unfair dismissal.

Aviareps pursued the case all the way to the British High Court, where it was thrown out this month after key evidence was proven to be falsified.

**READY-TO-SELL PRODUCT AND A TEAM OF DESTINATION SPECIALISTS.**

# ANZCRO MAKES SELLING NEW ZEALAND EASY

[VIEW CURRENT OFFERS](#)

TranzAlpine Train Journey - Photo: Kiwi Rail

The Remarkables Ski Area, Queenstown - Photo: NZSki

The travel industry's long and winding road to recovery, cautiously optimistic financial results from the first half of the year and more in the March issue of *travelBulletin*.

travelBulletin

CLICK to read



## Help Murray grow

**TOURISM** business owners in the Murray region are being asked by Murray Regional Tourism to provide feedback into the region's new tourism management strategy.

The tourism body is about to embark on a series of consultations with business leaders to identify future challenges and opportunities associated with a tourism rebound, with a view to revitalising the destination's visitor economy after a damaging two years - more info [HERE](#).

## More Turkish delight

**AGENTS** can earn a whopping 15% commission when they sell Arcadia Expeditions' Rumi and the World of Mystical Sufism adventure to Turkey.

The 17-day tour departs 03 Jun and is priced from \$13,500pp. [CLICK HERE](#) for more details.

## Old to resurface

**QUEENSLAND'S** "Nothing Beats Queensland" tourism slogan will return from this weekend as the state hatches a plan to help flood-ravaged region recover from the natural disaster.

An interstate marketing blitz aimed at encouraging Australians to return to Queensland following recent floods and the COVID-19 pandemic will kick off in Sydney and Melbourne this weekend across digital platforms, TV, radio and print media.

## Travelling through time



**TRAVELMARVEL** has launched its Egypt, Jordan & Israel 2022-24 program featuring new four-night premium Nile cruises.

The sailings from Luxor to Aswan aboard the *MS Royal Lily* forms part of its 15-day Treasures of Egypt & the Nile with Hidden Jordan itinerary, which journeys from Cairo to Amman.

The adventure is priced from \$6,995ppts and also explores the Giza Pyramids and Sphinx in Egypt (**pictured**), as well as the country's temples of Abu Simbel and Jordan's historic city of Petra.

Travellers wanting longer immersion can also add Jerusalem, Bethlehem, & Tel Aviv to their trip via the 19-day Treasures of Egypt & the Nile, Hidden Jordan & Israel option, leading in from \$10,495ppts and visiting Bethlehem's key religious sites, as well as trips to the Yad Vashem Holocaust museum.

Earlybird offers are also in place,

providing travellers with savings of up to \$2,000 per couple on all escorted tours, as well as a Travel with Friends discount of up to \$400 per couple, and an early payment discount of up to \$600 per couple - call 1300 300 036.

## Viking adds eight

**VIKING** has welcomed eight new river ships to its fleet, all of which will service various itineraries along the Seine, Rhine, Main and Danube rivers.

*Viking Fjorgyn*, *Viking Kari*, *Viking Radgrid* and *Viking Skaga* will offer cruisers options in France, while *Viking Egdir*, *Viking Gersemi*, *Viking Gymir* and *Viking Hervo* will be split among other European river cruises.

The cruise line has also revealed a new post-trip extension entitled Paris: A Culinary Experience, that will explore the food options on offer in the French capital.

## Trail gets blazing

**THE** upcoming Murray River Adventure Trail which will consist of a long-distance walking, cycling and water-based adventure trail along the Murray River is a step closer to completion.

The Vic Govt has engaged a design firm this week to design the priority section of the trail.

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## AIME RETURNS TO MEL

**NEXT** week the Australasian business events community will gather in Melbourne for the 2022 edition of the Asia-Pacific Incentives and Meetings Event (AIME), with the welcome return following two years of pandemic-induced industry devastation.

The last time AIME was able to be held was in Feb 2020, just before the onset of COVID-19, while the 2021 show was initially set to be held in a hybrid format but ultimately cancelled amid Victoria's lockdowns.

All of that is becoming a distant memory now, with AIME 2022 seeing about 340 in-person hosted buyers participating in more than 7,000 appointments as well as networking activities and experiences from 21-23 Mar.

About 200 exhibitors will showcase their destinations and business events offerings, including a number of international visitors who have been confirmed since Australia's borders reopened.

Participants include a strong contingent from Japan, with



representatives of nine key regions taking part under the auspices of the Japan National Tourism Organisation.

Event Director Silke Calder (pictured) said "we cannot believe the show is almost here, and what better way to celebrate the revival of our industry than being the first business events trade show in the country to welcome guests from overseas".

The 2022 AIME Knowledge Program kicks off on Mon in partnership with PCMA, MEA, ICMI and the support of Destination Gold Coast, while the always-popular AIME Welcome Event is this year taking place at the newly minted CENTREPIECE at Melbourne Park.

Visitor registrations are still open at [aime.com.au](http://aime.com.au).

## Imagine the GC

**DESTINATION** Gold Coast' unveiled its campaign bid to lure more business events this week, with the "Imagination Capital of Australia" push targeting organisers of education, health, the arts, and sporting events over coming years.

The Gold Coast already has an impressive pipeline of events locked in, with 145 meetings squared away at a value of \$206 million.

Prior to the pandemic, events generated \$570m a year for the city's economy.

Destination Gold Coast CEO Patricia O'Callaghan noted that "we are a destination bursting with capability and a city coming of age in one of the world's fastest growing regions".

Adrienne Readings, GM of the Gold Coast Convention & Exhibition Centre, described the campaign as "a turning point in how we go out and sell the Gold Coast".

## Aotearoa ready!

**NEWS** of New Zealand's plan to welcome Aussies back sooner will be a big boost to the NZ MICE sector, with Business Events Industry Aotearoa (BEIA) estimating between 50 and 60 events with international attendees will now be able to proceed with confidence this year.

Yesterday Kiwi Prime Minister Jacinda Ardern confirmed vaccinated Aussies will be able to enter without isolation or quarantine from 11.59pm on 12 Apr, followed by arrivals from other key markets on 02 May.

BEIA CEO Lisa Hopkins said "this is the message our international customers needed to hear," with events hoped to bring vital export revenue and cash flow back into the sector.

She urged officials to update NZ's COVID Protection Framework, and simplify entry processes for business event attendees.

## Sydney no longer green with envy



**THE** International Convention Centre Sydney (ICC Sydney), welcomed 1,400 guests into its Grand Ballroom to celebrate the annual Lansdowne Club St. Patrick's Day lunch last week, the first time it was able to do so restriction-free in two years.

Coincidentally, the event was the last in-person event held

at the venue before the NSW Govt imposed tough COVID restrictions on the MICE sector.

The Irish event reflects the growing demand for in-person events as well as the momentum building behind the recovery of Australia's business events industry," ICC Sydney said.

## Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called *Keep Dreaming* is specially designed for agents to send their clients - giving you a reason to reach out to your database.

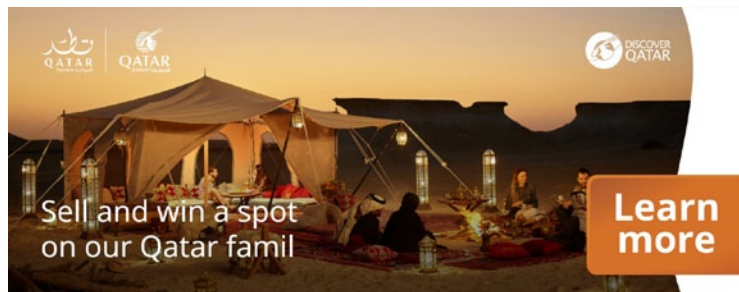
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## Future is looking bright

**AUSTRALIA'S** tourism investment pipeline consists of 225 separate projects with a value of \$42.8 billion, according to Tourism Research Australia's latest Tourism Investment Monitor report.

The split sees 13 aviation investments valued at \$16.7 billion, 79 projects across the arts, recreation and business services sectors, as well as 133 accommodation developments, adding 20,100 rooms and a value of \$10.5 billion.

Australia's total tourism investment "remains substantial", the report suggests, despite the sector being significantly impacted by two years of pandemic uncertainty which has spooked a large number of investment opportunities.

In contrast to the subdued overall investment climate globally, Australia has seen a marginal increase in tourism investment projects in the arts, recreation and business services sector, an area spurred on by the news of Brisbane winning the right to host the 2032 Brisbane Olympics (*TD* 22 Jul 2021).

NSW leads the tourism investment charge, with \$13.7 billion worth of projects on the books, while Victoria is not far behind with \$12.6 billion.

Qld's pipeline is starting to ramp up on the back of Olympic buzz taking third spot with a \$6.7b investment across 33 projects, while South Australia was next with \$3.3 billion, WA with \$2.5 billion, Tasmania (\$1.5 billion), & Northern Territory (\$1.7 billion).

## Oceania drops by to say thanks



**SPENCER** Travel was recently greeted by a personal visit from Oceania Cruises' Vice President Australia and New Zealand Jason Worth and Business Development Manager Ryan McPherson, with the duo praising the travel agency for being the brand's top selling team in the country.

They were saluted for their excellent efforts and presented

with an award of appreciation.

**Pictured:** Oceania's Ryan McPherson congratulates the team made up of Lisa Allan, Debbie Collins, Carissa Johnson, Maria Theodosatos, Joanne Watson, Penny Spencer, with the cruise line's local chief Jason Worth.

## APPOINTMENTS

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

**The Langham Gold Coast and Jewel Residences** has bolstered its commercial team with three appointments. **Christie Haworth** is the new Director of Sales, **Victoria Peterson** has become Director of Marketing Comms, and **Hannah Stephens** is now Senior Sales Manager.

**Celestyal Cruises** has recruited **David Noyes** to be its Non-Executive Chairman, an appointment that follows a major investment from global equity firm Searchlight Capital Partners. Noyes said he was excited to build the brand's reputation as a leader in Eastern Med cruising.

**Virtuoso** has named **Melissa Araya** as its new Vice President, Cruise, bringing with her an expertise in sales, budget management and membership strategies. Araya was previously with Crystal Cruises, where she was Director of Strategic Partnerships.

**Uniworld Boutique River Cruises** has announced its new Culinary Director is **Robert van Rijsbergen**, who joins the cruise line from Azamara Cruises where he was responsible for overseeing the company's recipe and menu development.

## Jurong tourism hub

**SINGAPORE** is planning to develop an integrated tourism development at the Jurong Lake District located in the country's largest business centre.

Initially flagged in 2019 before the pandemic, Singapore has now filed for development proposals, which show the hub will be comprised of high-end accommodation, as well as a "mix of attractions" across retail, food and beverage & "edutainment".

A tender process has now been launched to lure additional investors to make the project take shape, an offer that will be open for the next seven months.

## US\$250m in the pot

**US PRESIDENT** Joe Biden has approved the reactivation of the Restoring Brand USA Act, providing Brand USA with US\$250 million with which to attract more international visitors.

"Brand USA and our partners will rebuild traveller confidence, stimulate demand, and accelerate the return of international visitation and spend," the tourism body said this week.

The decision should precipitate an increased marketing presence in the Australian market, however the majority of the funding stockpile is expected to be used on the country's largest source markets including Canada, the United Kingdom and Japan.



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