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Travel Daily

First with the news

Thursday 24th March 2022



Travel Daily on location at Wolgan Valley

Today's issue of *TD* is coming to you courtesy of Emirates One&Only Resort and Spa Wolgan Valley and Lexus, the resort's vehicle partner.

WOLGAN Valley, just across the Blue Mountains from Sydney, is looking greener than it has in years, with the wetter than usual summer meaning the local flora and fauna is flourishing.

Wildlife is particularly abundant, with mobs of kangaroos - complete with joeys in their pouches - gently grazing on the manicured lawns outside the resort's 40 luxury villas.

TD has also spotted wombats, wallaroos, wallabies and lots of beautiful bird life including a wedge-tailed eagle, as well as a very rare sighting of an elusive local platypus!

Club Med overhauls loyalty

CLUB Med has launched its new Advantage loyalty program for travel agents in Australia, offering consultants a range of incentives and new membership tiers.

Participating travel agencies can earn incentives through the program's renewed tiered commission structure, which consist of Turquoise, Gold, Platinum, and Diamond levels, with advisors able to move their way up through the tiers based on the annual business generated on a calendar year basis.

Highlights of the refreshed loyalty structure include an allocation of room nights to be used towards marketing initiatives with support from Club Med's Sales team for Diamond, Platinum and Gold members, an invitation to its annual reward trip each calendar year for the top 20 selling agents, access to a priority phone line direct to Club Med's Travel Experience Designers for

Diamond and Platinum agencies, as well as competitive rates for personal stays at select resorts.

The loyalty initiative's overhaul is also pitching heavily at rewarding individual consultants by offering them the chance to earn solo points toward a free Club Med holiday to any of its resorts across the globe.

For each client booking, one point is awarded for every accommodation dollar sold.

Club Med GM of the Pacific, Michelle Davies, hailed the new loyalty program as crucial to the brand's success in being able to form deeper trade partnerships.

"To rebound successfully, we need to do this together which is why we've used the pandemic to overhaul our program," she said.

Agents can manage their Club Med Advantage account via the revamped Club Med Travel Agent Portal - view the platform [HERE](#).

Today's issue of *TD*

Travel Daily today has seven pages of news including **Business Events News** plus a front cover from **Royal Caribbean International**.

Half price deposits!

ROYAL Caribbean International is excited to let the Australian travel world know that they are back and the wait for its unique cruise offerings is finally over!

To celebrate, the cruise line is offering an amazing half price deposit offer for Aussie cruises taking place later this year, as well as up to 30% discounts and US\$400 to spend at sea.

For more details on the trio of amazing return deals, see the **front page** of *Travel Daily*.

MEANWHILE Royal Caribbean is reminding travel agents they can learn more about Cruising Power bookings by accessing a video explaining how to register on its HomePort portal [HERE](#).

Travel with Purpose in Canada's

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BOOK BC & WIN YOUR PLACE ON OUR 2023 SUSTAINABLE BC FAM

Witness incredible grizzly bears in their native habitat, staying in the indigenous-owned Knight Inlet Lodge in the scenic heart of the Great Bear Rainforest of BC.

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Earn points for a complimentary family to Utah

DELTA **LIFE UTAH ELEVATED** **ROCKY MOUNTAINEER**

QF campaign on way

QANTAS is preparing to introduce a new campaign which it says is intended to inspire future travel, tourism and renew a sense of appreciation of the “Spirit of Australia”.

More details in tomorrow’s issue of *Travel Daily*.



News TRAVEL NETWORK Jul - Dec 2022

TREND FORECAST

Discover the key consumer sentiment and trends shaping decision making for travel intenders

Join Kerrie McCallum and travel industry experts

Streaming Tuesday 5 April, 2022 11am - 11:45am AEDT

REGISTER HERE

News Corp Australia

HLO ready for the wave

HELLOWORLD Travel is “well placed” to take advantage of a rising demand in travel and achieve greater economies of scale, according to a document presented at the Ord Minnet Leisure, Tourism & Gaming conference today.

CEO Andrew Burnes presented the company update which predicted the business would see a marked improvement in sales in the second half of FY22, driven by a booming Fijian market and the general easing of global travel restrictions every week.

The company’s chief also reiterated the improving sales conditions within Helloworld, most notably the recording of its highest Total Transaction Value of \$170 million in Feb, the strongest result since the pandemic began, but still only a third of what Feb would normally bring in prior to the health crisis.

Further financial highlights included a 3.8% reduction in

overheads for the first half of the financial year, as well as a total revenue increase of 45.2% for the period Oct to Dec 2021, when compared to the previous period.

From a wholesale perspective, the presentation indicated that despite the limited amount of product available in the short-term, cruising will play an increasingly important role for its wholesale division as Helloworld has already experienced “strong bookings” for future cruise travel beyond the important resumption date of 17 Apr.

The report also described Aussie travellers as “cashed-up”, with many expressing a desire for “complex, upmarket travel arrangements”.

Burnes noted that the company would once again achieve profitability in 2023 if the current trajectory is maintained, but conceded it was impossible to predict precise numbers with a “high degree of accuracy”.

Virtual Launch Event

Quark Expeditions
The Leader in Polar Adventures

If you missed out on our in-person Quark 23/24 season launch event, it’s not too late! Together with Travel Daily events join us for a virtual launch event.

29 March at 11am & 4pm (EST)

11am REGISTER HERE **4pm REGISTER HERE**

Window Seat

HOTELS in Venice have declared war on the city’s pesky seagulls, after increasing complaints about the birds swooping down to steal food from customers eating breakfast outdoors.

A conference conducted by the Venice hoteliers’ association this week discussed measures being taken to combat the “predatory” herring gulls, which over recent years have become dominant over the more meek doves which previously populated the city’s canals.

Initiatives have included using trained birds of prey such as falcons to hunt the pests, “electro-repulsion” kits and the use of “acoustic systems with vocal control units”.

But one of the most creative approaches, pioneered by the Monaco & Grand Canal Hotel and the Gritti Hotel, is to give guests water pistols to ward off the attacks.

Local news website ANSA cited the Gritti’s Paolo Lorenzoni saying “they really work, they’re also coloured orange, which these birds don’t like”.



SCENIC°

LUXURY CRUISES & TOURS

European Christmas Markets Luxury River Cruising

- o 4 new departures in Nov & Dec 2022 added due to popular demand
- OR
- o Secure your client’s 2023 river cruise with our Preview offers



Check live availability via ExpressBook



Putting down more roots

BAMBOO Airways continues to show strong signs of commitment to the local market, with the carrier recruiting one of CVFR Travel Group's State Managers to be its National Sales Manager for Australia and New Zealand.

Brad Crawford started in the role this month and will be based in the airline's Melbourne office, bringing with him a wealth of experience in aviation sales, having already held positions at airlines such as Thai Airways International and AirAsia.

The recruitment follows the recent adding of flights from the Vietnamese airline between Hanoi and Ho Chi Minh City and Australia's two biggest hubs, Sydney and Melbourne (**TD** 07 Mar) and (**TD** 01 Mar).

Crawford was also the Business Manager for Victoria and Tasmania for Tempo Holidays and Bentours when the Aussie arm, through no fault of his own, was

put into administration in 2019 after the collapse of global parent Cox & Kings (**TD** 20 Sep 2019).

Barry's tasty new gig

THE new role for long-time travel executive Katrina Barry has been revealed today, with her switch to the technology sector seeing Barry take up a CEO position with hospitality technology company, me&u.

After announcing her exit from the The Travel Corporation's Contiki business earlier this year (**TD** 11 Jan), Barry has now turned her hand to spearheading the wider adoption of the at-table ordering platform, which has already achieved usage at thousands of Aussie venues.

"I am incredibly excited to join such a fast-paced business that is breaking new ground and changing the face of hospitality," Barry said this week.

MH reboots Oz

MALAYSIA Airlines has confirmed it will increase frequencies on the KUL-Sydney route from five-times-weekly to daily from 01 Apr.

The carrier also indicated it will boost its KUL to Perth flights from two times a week to five-times-weekly from the same date.

Malaysia Airlines announced the move as part of a wider rebooting of its network, which has seen flights between Malaysia and Bali, India and Thailand restart.

Free job training

VICTORIA University is currently offering free courses to fast-track new workers into entry-level roles in Victoria's rapidly recovering hospitality and tourism sectors.

Upon completion of the course, students will be granted guaranteed job interviews with brands such as Accor, the Riverland Group & RACV Resorts.

Azamara bonuses

AGENTS who book any new Azamara sailing departing before 30 Mar 2023 between now and 31 Mar will receive bonus onboard credit of up to US\$500 per stateroom for their clients.

This offer is available to book in Espresso or by calling the cruise line's reservation team on 1800 570 552.

Stop over & learn

DISCOVER Qatar is teaming up with The Inspire Collective to host a series of expert Qatar Stopover training webinars.

Agents can learn more about why Australian travellers will enjoy the destination, as well as hear more about what four- and five-star hotel deals are on offer.

Webinars also include info on the 'sell and win' incentive which will offer a trip to Qatar in May.

Sessions on offer include 10am & 2pm on 30 Mar and 1pm on 31 Mar - register to attend **HERE**.



An unforgettable stopover in Qatar

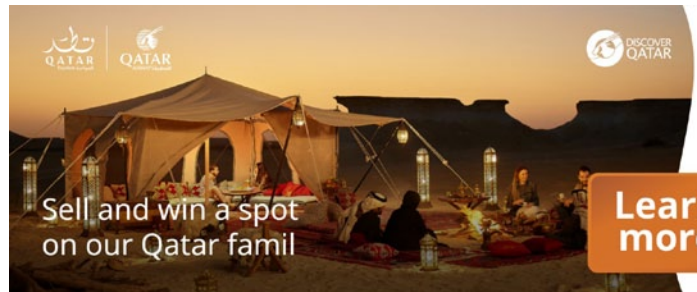
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Learn more

Entire lands expert

ENTIRE Travel Group has snared the services of Sam Treby to be its new Destination Manager - Canada & Alaska.

Treby will be based in Sydney to assume the newly-created position, and joins the business with a wealth of experience about the two destinations, knowledge accrued in her time as Senior Reservations Destination Expert Canada & Alaska with Adventure World.

New recruit Treby is pictured with Entire Travel Group's Sales Director Greg McCallum.



Qatar treats trade to *Belfast*



DISCOVER Qatar, Qatar Airways, and Qatar Tourism has this month been hosting a number of trade movie nights throughout Australia.

Events are being run in Brisbane, Melbourne, Adelaide and this week, Sydney, including last night's event at Palace Norton Street.

After hearing about Doha stopovers and Qatar Tourism's

new global campaign, attendees viewed a screening of the Best Picture-nominated *Belfast*, with few dry eyes left in the theatre.

Pictured ahead of last night's screening are Qatar Airways Sales Executive Zeid Al-Basheer and Key Account Manager Stella Vlahos, Discover Qatar Regional Manager Jessica Shelton-Agar, and Qatar Tourism Regional Sales Director Rich Styles.

What a Bonza recruit

FAST-GROWING challenger airline Bonza has appointed former Hurler Regional Sales Manager Dennis Basham to be its Lead Customer Product and Partnerships Manager.

Basham was only at the cruise line for five months before jumping ship to the yet-to-launch Aussie carrier, whose sales strategy will involve servicing regional hubs not properly catered for by existing carriers.

Why not swing by?

NEW Zealand's Huka Lodge has launched a special weekend travel package dedicated to championship golf for Aussies, in line with the country's borders opening next month.

The three-night trip tees off on 27 May and includes 18 holes at Kinloch Signature and Wairakei golf courses hosted by golf champs, from \$7,350 per couple.

More info on Huka Lodge [HERE](#).



Join our high performing team of reservations consultants based in Sydney.

Reservations Manager

Reporting to the Group Reservations Manager, this role will support and lead a team of Reservations Consultants to facilitate the booking process linking people with meaningful Wild Bush Luxury travel experiences in outback Australia.

Your day will be filled with:

- Leading and motivating our Reservation Consultants to provide a consultative sales approach on bookings coming directly from consumers and through trade partners around the world
- Day to day operations of the Wild Bush Luxury Reservation functions and assisting with the overflow of calls, emails and webchats, stepping in to assist as required
- Training and developing our Reservations Consultants
- Influence and positively contribute to the achievement of sales and revenue targets
- Attending and contributing to broader team and stakeholder meeting, collaborating with Sales, Marketing and Operations
- Manage reservations procedures and streamline systems, focusing on presentation and efficiency
- Report writing and analysis on contact statistics, conversion rates and bookings data

[CLICK HERE TO VIEW FULL JOB DESCRIPTION & APPLY](#)

Reservations Consultant

The main purpose of this role is to facilitate the booking process linking people with meaningful Wild Bush Luxury travel experiences in outback Australia. This is achieved through a consultative sales approach on bookings coming directly from consumers and through trade partners around the world. You'll also liaise with third party suppliers and industry peers and contribute content for social media marketing.

You will know you're suitable if you bring:

- Consistently delivering sales results through a consultative approach
- Exceptional and fluent customer service skills on the phone in particular, but also written
- High attention to detail
- The ability to multi task, engage initiative and bring new ideas
- Experience in the travel industry is preferred, but not essential (GDS is not required)
- An interest in nature is preferred

[CLICK HERE TO VIEW FULL JOB DESCRIPTION & APPLY](#)

Still smiling at Wolgan Valley



TIM Stanhope took over as General Manager of Emirates One & Only Wolgan Valley Resort & Spa in late 2019 - just in time to take the property through the massive ups and downs of the last two years.

While the whole world has endured multiple waves of COVID-19, lockdowns, restrictions and border closures, Stanhope has also had to deal with bushfires, floods, storms and even the mouse plague which afflicted country NSW in 2020/21.

Through it all he's endured and enhanced the service standards at the resort, which is now seeing strong forward bookings from its traditional international clientele after the announcement of Australia's border reopening, particularly later in 2022 and into the first quarter of 2023.

Stanhope (pictured with one of his favourite furry friends)

has also presided over a new partnership with luxury car maker Lexus, with branded upmarket 4WD vehicles used to take guests on excursions across the property.

After multiple lockdowns the resort reopened in Oct last year, at the same time announcing a new partnership with the Bentley Group which introduced an awesome new gastronomic experience - extending previous relationships with One & Only restaurants in the Maldives.

The property's all-inclusive experience features meals and beverages, complimentary guided walks and conservation activities, while guests can also enjoy lavish spa treatments, private touring and horse riding activities.

Currently like most hospitality operators, the major challenge for the resort is staffing, amid strong demand from both domestic and international guests.

Going with the flow

CARNIVAL Australia has appointed This is Flow to handle the media planning and buying for all four of its brands in the local market, including Princess Cruises, Seabourn Cruises, Cunard Line and Holland America Line.

The agency replaces Initiative Sydney, which was previously in charge of the Australian media strategy for the cruise company, with This is Flow CEO Jimmy Hyett stating it is time to bring cruising "back to the people" & return to pre-COVID double-digit growth.

Finding a new track

EURAIL has unveiled a new brand identity designed to reflect a greater sense of flexibility and "borderless train travel".

"We now have a design that meets the current demands of marketing in a digital-first age allowing it to remain top-of-mind and relevant in the highly competitive European travel market," the company stated.

Eurail, which is also the owner of Interrail Passes, added that alongside the visual rebrand is a change in its creative strategy.



Destination NSW

Product Manager

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

Destination NSW is the lead agency, champion, and voice for the visitor economy within the NSW Government. Spearheading a whole-of-government approach to visitor economy growth, Destination NSW is responsible for leading the delivery of the NSW Visitor Economy Strategy 2030 in partnership with government and industry.

About The Role

As a Product Manager, you will be the DNSW subject matter expert. You will be responsible for developing and delivering evidence-based programs designed to boost the volume, quality and distribution of visitor experiences and enhance stakeholder capability throughout NSW in alignment with the Visitor Economy Strategy 2030.

How to Apply

To apply and view the full job description for each position please go to the iworkfornsw website

- Product Manager – Lifestyle
- Product Manager - Cruise, Rail, Road & Air
- Product Manager – Culinary & Agritourism
- Product Manager – Aboriginal Experiences
- Product Manager – Nature, Eco & Wellness

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

Closing date: 5th April 2022 [9.59am]



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BECA HAILS BOOST TO BID FUND

FEDERAL Tourism Minister Dan Tehan has flagged the business events sector as potentially becoming Australia's largest tourism market, taking over from the pre-pandemic leadership of China in the coming years.

The minister was speaking at an Association of Australian Convention Bureaux breakfast in Melbourne, saying this week's announcement of an additional \$5 million for Tourism Australia's business events bid fund (**TD 22 Mar**) "positioned the business events industry as the cornerstone in the recovery of the visitor economy".

The Business Events Council of Australia (BECA) welcomed the funding announcement, with Chair Leo Jago saying "this investment is a critical step in Australia's international recovery and adds much needed certainty to international interest in Australia".

"As we emerge from pandemic restrictions, global competition for consumers, talent, business and investment has never been greater, and business events



provide an ideal platform to promote Australia to the world."

Jago noted that the Business Events Bid Fund program had already successfully helped secure bid wins for 57 events aligned with Australia's trade and investment priorities.

"Through matched funding with states and territories, this extension will improve our success rate in bidding for conventions, incentives and exhibitions in some of the fastest

growing global industries."

Before COVID-19 Australian business events generated about US\$36 billion annually for the economy, employing in excess of 229,000 Australians.

Pictured at the event are, from left: AACB President Michael Matthews; AACB Vice President Julia Swanson; Dan Tehan; John Brumby, Chair of the Melbourne Convention and Exhibition Trust; and Peter King, CEO Melbourne Convention & Exhibition Centre.

AIME goes off!

THE 2022 Asia-Pacific Incentives and Meetings Exhibition (AIME) has wrapped up, with more than 300 hosted buyers and 200 new exhibitors making the most of the opportunity to gather at the Melbourne Convention and Exhibition Centre for the first time in more than two years.

The AIME welcome event on Mon night saw delegates experience Melbourne Park's new CENTREPIECE venue for an outstanding celebration, arriving by boat on the banks of the Yarra River at Birrarung Marr.

Melbourne pulled out all stops for the two-day event which showcased local produce, performers and suppliers to a host of local and international buyers.

AIME 2022 continues next week in a virtual format, with exhibitors showcasing their products and services to about 50 online buyers.

See aime.com.au.

New TA promos

TOURISM Australia this week revealed details of the latest iteration of its international *There's Nothing Like Australia* and domestic *Event Here This Year* campaigns, with the Business Events Australia programs part of a recovery strategy to support the country's business events sector.

The international promo is launching this month in the UK, North America, NZ, China, the UK and South East Asia, while the domestic campaign will target local decision makers by "promoting the value that only in-person connections can generate for business".

Burgess resigns

ADELAIDE Convention Centre GM Simon Burgess has resigned from the venue after almost a decade.

It's believed he is moving to a new role at Adelaide's National Wine Centre of Australia.

NZ restrictions ease

THE NZ business events sector is understood to still be frustrated at rules which eased this week to allow venues to host a maximum of 200 people indoors, rather than the previous limit of 100.

The rules apply regardless of venue size, meaning even large spaces such as Te Pae Christchurch are heavily limited in the events they can host.

Keep up to date with Travel Daily on the go

Download the Travel Daily app from the Apple Store today.



Travel Daily





Join Austria in May

THE Austrian Tourism Days 2022 networking event will take place from 16-19 May in Vienna.

The centrepiece for international buyers, the ATB trade fair, is a two-day long marketplace which will introduce participants from around the world to Austrian travel suppliers.

Hosted buyer appointments will see new connections established, and old ones intensified.

The event will also combine the tourism trade fair with the e-Campus, featuring top-class speakers, and the innovation platform "Future of Travel", with insights into technologies and forward-looking solutions for the travel industry - contact sydney@austria.info for information.

The view from the top



THE Standard, London has announced the launch of The Rooftop (pictured), an open-air fiesta spot which will offer a line-up of renowned DJs, cocktails

on-tap, and a new food concept from the Michelin-starred chef Peter Sanchez-Iglesias.

Located in the heart of King's Cross, next to Coal Drops Yard and St Pancras railway station, The Rooftop will offer drinks and snacks with stunning panoramic city views.

The Rooftop will open on 07 Apr, stretching over the 11th floor of The Standard, and will be operate seven days a week for guests and walk-ins

Reservations will also be able to be made from 4pm Mon-Thu, and 1pm Fri to Sun.

JNTO sweet reward

THE Japan National Tourism Organization has awarded sweets packages courtesy of Sakura.co to three Australian agents who participated in its online learning and training platform.

Eric Finley from Adventure World, Valerie Hayes from Webjet, and Sandra Brasier from Helloworld Mt Waverley have all scored themselves a year's supply of delicious chocolate.

To learn more about the JNTO training program, [CLICK HERE](#).

Latin America cruise

ADVENTURE Canada has unveiled the details of its 2023 Costa Rica & Panama expeditions.

The special small-ship expeditions aboard *Panorama* is a favourite for those who love tropical climates.

In 2023, Adventure Canada is offering two sailings for the trip - one departing 24 Feb, and another departing 05 Mar.

Limited spots are available on the itinerary - [CLICK HERE](#).

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.

Oceania Cruises has announced the appointment of **Frank Del Rio Jr** as its new global Chief Sales & Marketing Officer. Del Rio, the son of Norwegian Cruise Line Holdings CEO Frank Del Rio, will be responsible for all sales and marketing activities across the globe and lead the teams based in the brand's offices in Miami in the US, Southampton in the UK, Sydney Australia, and Sao Paulo in Brazil.

Former Qantas Head of Fleet Operations **Alex Scamps** has joined rival **Virgin Australia** to be its Chief Pilot, replacing the recently departed Michael Fitzgerald.

Pan Pacific Melbourne has announced the appointment of **Deepak Mishra** as its new Director of Food & Beverage & Culinary Operations. Born on the east coast of India, Deepak trained in classical French cooking and is recognised for his innovative approach in presenting a diverse globally influenced cuisine infused with local flavours.

Corporate Travel Management (CTM) has expanded its events division (ETM) in New Zealand with the appointment of **Jess Ogg**, who has been appointed Events Leader – New Zealand. She brings with her more than 17 years of experience in the incentive and travel sector, having previously worked with such brands as the Auckland War Memorial Museum. Ogg said she wants to bring back business "with a bang".