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## Norwegian execs set to tell all

**NORWEGIAN** Cruise Line's VP of International Business, Eamonn Ferrin, will join with the company's local leaders Ben Angell, Angela Middleton and Damian Borg in an exclusive **Travel Daily** event next week.

Taking place on Fri 08 Apr at 1pm AEDT, the trio will discuss The Great Cruise Comeback with **TD** Publisher Bruce Piper and The Travel Community Hub's Richard Taylor, covering topics such as what clients can expect from new protocols, the upcoming Down Under season, NCL's brand new class of ships, how the industry can capitalise on post-COVID cruising and more.

Registrations are now open for the free session - [CLICK HERE](#).

## Thai Airways comm backflip

**ANOTHER** year, another reversal in Thai Airways' relationship with the travel trade.

The carrier yesterday advised its trade partners it was once again eliminating travel agent base commission for ticket sales in Australia, moving to 0% tomorrow.

"We apologise for the late notice, but kindly ensure all bookings are ticketed on/ before 31 Mar 2022 in order to be eligible to claim current commission levels," the carrier advised in a last-minute update.

The new zero commission rate applies to all published fare types for both international travel and domestic flights within Thailand.

In addition, "a ticketing fee will apply to all tickets," TG said.

It's the third commission change

for Thai Airways in as many years, with the carrier initially eliminating base pay for agents in the first few months of the pandemic (**TD** 03 Jul 2020) as it entered bankruptcy proceedings.

That was followed by a welcome reversal early last year where it bucked the industry trend, announcing it would once again remunerate agents for selling its tickets, with a 3% base payment on all fares (**TD** 12 Jan 2022).

Today's announcement sees TG rejoin the ranks of other commission-cutters in the local market including Qantas, Emirates, Etihad, Cathay Pacific, Singapore Airlines, Hawaiian Airlines and American Airlines.

## Scenic + Getaway

**SCENIC** Luxury Cruises & Tours has announced the continuation of its longstanding partnership with the *Getaway* TV show, which is now entering its 15th year.

The Nine Network program will feature newly filmed content aboard *Scenic Eclipse* in episodes to be screened at 5.30pm AEDT on 02 Apr and 07 May, while sister brand Emerald Cruises will also appear for the first time in a forthcoming episode, celebrating *Emerald Azzurra's* first Mediterranean season.

## Today's issue of TD

**Travel Daily** today has six pages of news including **Business Events News**.

## Travel Daily on location at Ayers Rock Resort

Today's issue of **TD** is coming to you courtesy of Voyages Indigenous Tourism Australia.

**THE** Gallery of Central Australia (GoCA) is this week celebrating its one year anniversary, with Voyages Indigenous Tourism Australia hosting a celebration at Uluru.

After a year of COVID-related interruptions, this evening GoCA will at last celebrate its launch and the resilience of art centres and artists working with the unique gallery over the past 12 months.

Guests will have the chance to enjoy the art first-hand, before hearing from Voyages Indigenous Tourism CEO Matt Cameron-Smith and GoCA arts ambassador Rhoda Roberts. Tonight's commemoration will conclude with a sunset performance from Pitjantjatjara artist, Miiesha.

## Jones CX promotion

**RICHARD** Jones has been named as Acting Head of South West Pacific at Cathay Pacific Airways, adding to his existing role as Regional Head of Marketing and Sales.

CX Regional GM of South West Pacific, Rakesh Raicar, is moving on to take up another position within the Cathay Pacific network. More appointments on **page 6**.



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## Qantas 2030 25% target

**QANTAS** Group this morning announced an interim target to reduce its carbon emissions by 25% over the next seven years, as part of a new group-wide Climate Action Plan (**TD** breaking news).

The initiative includes key benchmarks for the uptake of sustainable aviation fuel (SAF) and fuel efficiency, which will be critical for reaching a longer term 2050 target of zero net emissions.

A major partnership with ANZ and INPEX will see Qantas aligned with a "major integrated reforestation and carbon farming project" in WA, while the plan also sets specific waste reduction and carbon offset aspirations.

CEO Alan Joyce said with

aviation being a crucial industry, particularly in a country the size of Australia, "having a clear plan to decarbonise Qantas and Jetstar so we can keep delivering these services in the decades ahead is absolutely key to our future".

He noted that hydrogen or electric powered aircraft are some decades away, so the QF plan is focused on the technology within reach today.

Qantas has committed an initial \$50 million towards establishing an Australia-based SAF industry, and today set a target of 10% SAF in fuel uptake by 2030 and approximately 60% by 2050.

The full Qantas Group Climate Action Plan is online **HERE**.

## Apollo ruling delay

**THE** Australian Competition and Consumer Commission (ACCC) has agreed to delay its indicative timeline in relation to the application for clearance of the proposed merger between Apollo Tourism & Leisure and New Zealand's Tourism Holdings Limited (**TD** 10 Dec 2021).

The deferral will allow additional time for the parties to provide further information, according to a statement from the Apollo Board, with a new indicative date of 28 Apr for the ACCC to announce its findings.

## Outback Way funds

**TOURISM** Central Australia CEO Danial Rochford has hailed provisions in this week's Federal Budget (**TD** yesterday) which foreshadow almost \$900 million in funding for roadworks in the Red Centre.

The money will help to seal the Outer Mereenie Loop Road in Central Australia as well as help fund the Outback Way, set to become an iconic touring route which will produce benefits for many remote communities.

Rochford described the Budget measures as "a real game changer which will drive tens of millions into our regional economy for decades to come".

Treasurer Josh Frydenberg also confirmed previous announcements which allocated \$1b to improve water quality on the Great Barrier Reef as well as support aquatic research.



## Window Seat

**ADVENTUROUS** travellers traipsing through England's picturesque Lake District can rest assured of a quick rescue if they get into difficulties, with the local ambulance service introducing new jetpacks to help paramedics get to injured hikers over the upcoming summer travel season.

The gadgets include three small rocket engines - one on the wearer's back and one on each arm to help stabilise them in flight, the **BBC** reports.

Having a thrust of 144kg, they can carry about 15kg of medical gear, with the jetpacks helping the paramedics get to the top of a hill in just 90 seconds, compared to a 30 minute trek.



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## New QF CMO

**PETRA** Perry has been named as Qantas' new Chief Marketing Officer, replacing Jo Boundy who is moving to the Commonwealth Bank as its new CMO.

Perry moves up from her previous role as Head of Marketing at Qantas Loyalty.

More appointments on **page six**.



Jul - Dec 2022

# TREND FORECAST

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## NSW gets touchy-feely

**DESTINATION** NSW has launched the latest phase of its 'Feel New' tourism marketing offensive, with a range of "emotionally charged" branding videos introduced to the market.

The films attempt to harness seven key feelings sought after by travellers in a bid to rejuvenate the state's visitor economy, including joy, connection, freedom, awe, rejuvenation, belonging and adventure.

"[The films] invite everyone to get out and appreciate the beauty and wonder of NSW and promises a return to the excitement and adventure that we all need to feel again," NSW Minister for Tourism Stuart Ayres said.

"We know visitors now want more than a checklist of things to see, they want experiences that inspire, amaze and revitalise, and this film series taps into those powerful feelings, showcasing the lasting emotional benefits a trip

to NSW will have," he added.

The campaign was spawned by NSW's overarching strategy to become the premier visitor economy of the Asia Pacific by the year 2030.

While each of the country's Australian states and territories have been keen to differentiate themselves from each other to capture more of the pent-up demand from overseas markets, ad agency Leo Burnett GM James Walker-Smith said NSW was doing so by moving away from a singularly destination-focused marketing approach.

"Destination NSW has really shifted its approach when it comes to how they promote the state, moving into the culture brand space," he said.

"It's not often brands will make such a dramatic shift to their marketing strategy."

To view one of the new emotive films, [CLICK HERE](#).

## THE LONG, WINDING ROAD TO **RECOVERY**

Read the cover story from March's issue of *travelBulletin*.

**CLICK to read**

**travelBulletin**

## Loyalty in fast lane

**MARRIOTT** Bonvoy has formed a new deal with the Formula 1 Heineken Australian Grand Prix that will see loyalty members able to use points to buy tickets to the sporting event, as well as bid for track-side attractions.

Experiences include the Glamour on the Grid cocktail party, a lap of the Albert Park circuit in a course car, a Pit Canopy experience normally reserved for the Formula 1 team, as well as a Pit Lane walk to see the cars up close.

The race speeds off on 07 Apr.

## Airbus's A380 test

**AIRBUS** has expanded its 100% sustainable aviation fuel test flights program to its larger A380 aircraft for the first time.

The three-hour test was conducted from Toulouse-Blagnac Airport, with the company stating the flight performed just as well as it would on conventional fuels.

## Russian travel bans

**TARGETED** travel bans have been applied by Australia to 39 individuals, including many Russians, for having engaged in either serious corruption or human rights abuses.

The bans have been enacted for the first time under Australia's Magnitsky laws, which were introduced in Dec 2021, and have also been applied for malicious cyber activity and activities that are deemed to be of "international concern".

## CX's longest flight

**CATHAY** Pacific will launch the world's longest passenger flight from NYC to Hong Kong, as it seeks to avoid Russian air space.

The airline could even set a distance record by covering more than 16,600km, rerouting its JFK to HKG service over the Atlantic instead of the Pacific.

The first flight is set to take off on 03 Apr.



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## It takes a Village to raise a Royal guest

**ROYAL** Caribbean International has linked with Village Roadshow Theme Parks to offer its guests sailing aboard *Quantum of the Seas* from Brisbane access to exclusive accommodation and attraction packages.

The partnership will offer cruise passengers unlimited entry to Warner Bros. Movie World, Sea World, Wet'n'Wild and Paradise Country, as well as a 15% discount on accommodation at Sea World Resort.

Guests buying the package will also receive other benefits along the way, including a welcome bottle of wine on arrival.

Royal Caribbean's *Quantum of the Seas* will commence voyages from the new Brisbane terminal from 09 Nov, with the new stay, play and cruise partnership heralded by the line as the perfect relaunch promotion.

For more details, [CLICK HERE](#).

## Make a song & dance of Tamworth



**TESTAMENT** to the fact that soon-to-launch Aussie carrier Bonza dances to the beat of its own drum, line dancers recently besieged the Sunshine Coast Airport to celebrate the carrier's twice-weekly services from the Coast to Tamworth (**TD** 22 Mar).

"Here we are adding another large regional destination to our

offering that will give people on the Coast more choice when it comes to travel," Bonza CEO Tim Jordan said.

With the marketing-savvy airline topping up its planned network to 17 destinations across 27 routes, Bonza is now encouraging everyone to download its Fly Bonza app to access ticket sales, destination news and travel tips.

All functionality will be added in the coming weeks, including finalised booking tools.

Bonza has also today launched a recruitment drive with about 200 pilot and cabin crew roles on offer - see [flybonza.com](https://flybonza.com).

## Oceania goes solo

**OCEANIA** Cruises has added dozens more dedicated staterooms for solo travellers across each of its four ships.

*Regatta*, *Nautica*, *Insignia* and *Sirena* will each debut 14 Solo Oceanview Staterooms from late Sep, a decision the line said was driven by strong feedback from travellers and agents.

"Our guests and travel partners wanted more options for solo travellers and more diverse tour offerings, and we are delighted to deliver," President of Oceania Cruises Howard Sherman said.

Oceania will also debut its Go Green and Beyond Blueprints shore concepts soon, as part of its OceaniaNEXT initiative.



## SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Adventure World Travel

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"Sustainable or Purpose driven travel" is becoming less of a buzzword and more of a cultural shift that touches all aspects of a holiday. Consumer's knowledge of sustainable business practices is empowering them to rightly question the green credentials of an operator and select the one that best aligns to their identity. There's no questioning that this mindset is growing at a rapid pace, especially in a post C-19 travelling landscape whereby people have had the time to question their values and mindset.

But people inherently want to do the right thing and I believe this ethos has always been at the heart of our travellers at Adventure World.

**Neil Rodgers, Managing Director Adventure World Travel**



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## EventsAIR backed

**EVENTSAIR** has received substantial investment from The Riverside Company, marking “a new chapter of growth” in the platform.

The investment is one of the largest-ever in a private event technology company, EventsAIR said.

The Brisbane-based software & technology company has also appointed a new Chief Executive Officer, Matthew Donegan-Ryan, who brings deep expertise from the sector, working with event planners and companies such as Hopin, Swapcard and Cvent.

EventsAIR has been providing platforms for event planners since before the pandemic, with ongoing adaptation and development of its OnAIR Virtual & Hybrid Event Solution, with more than three million attendees in the last two years alone.

## New Encore MD

**EVENT** technology and production services company Encore has announced an “APAC leadership transition”, appointing Scott Nodsle as Managing Director.

He will succeed Tony Chamberlain, who has served as the group’s Managing Director since 2008.

Nodsle has been with Encore for more than 20 years, beginning as a Venue Technician, and growing through his promotion to Divisional Vice President in 2019, followed by two years as Group Operating Director for Encore’s EMEA business.

Over the course of his tenure at the company, Nodsle has championed numerous strategic commercial and operational growth initiatives.

## VOYAGES SEEING BIZ DEMAND

### EXCLUSIVE

**VOYAGES** Indigenous Tourism Australia’s Ayers Rock Resort is seeing a lift in quotes for business events in recent times, Chief Executive Officer Matt Cameron-Smith told **Business Events News**.

There are two distinct trends being witnessed, Cameron-Smith explained: extremely short, and extremely long lead times.

“They either want to come in the next week, or they’re looking at 18 months time,” he said, “and I think that’ll normalise as confidence starts to lift up.”

Before the pandemic, Cameron-Smith said Ayers Rock Resort typically witnessed lead times of six to 12 months, depending on the nature of the event.

Either way, Ayers Rock Resort and Uluru (pictured) remain fantastic destinations for business events, he added, with the facility having recently been through a number of refurbishments, to its five-star Sails in the Desert property, and the pool at its three-star Desert Gardens Hotel.

“This is a very unique place to meet, to strategise, to launch a product,” Cameron-Smith said.

“It’s an iconic destination, it



has a cultural IP, so I think for businesses to come here and reconnect and meet, I think it’s really powerful.

“If it’s a launch, or a conference, or a gala, you’ve got some pretty amazing locations out here... imagine having 120 people under the stars,” he added, referring to Ayers Rock Resort’s Field of Light Dinner and Sounds of Silence experience.

Voyages has also recently gained certification as an Indigenous supplier for business events.

Supply Nation, Australia’s largest national directory of verified Aboriginal & Torres Strait Islander businesses, recently certified

Ayers Rock Resort, which allows the property’s business events clients that have designated Reconciliation Action Plans to meet their spend targets.

Ayers Rock Resort’s certification also gives meeting planners confidence, as Supply Nation regulates & constantly monitors suppliers to ensure they are meeting their strict guidelines.

“This is exciting news as it enables businesses in Australia to know that they are channelling their spend in the right direction – toward funding Indigenous communities – and ultimately ensures a more ethical supply chain” said Cameron-Smith.

## ICC gets cuddly

**ICC** Sydney has launched a partnership with Science for Wildlife to elevate the conservation of koalas.

The partnership will see ICC help raise awareness about koala and wildlife conservation under climate change, and will also provide active volunteering opportunities for its team who will be able to take part in Science for Wildlife learning and development programs.

The new partnership expands on ICC’s already numerous volunteering opportunities for staff.

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## 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.

**Tom McNemie** has been promoted to become Regional Head of Sales - Australia, New Zealand and Pacific at **Luxury Escapes**.

**Accor Hospitality** has named **Shelley Perkins** as its new Senior Vice President of Talent and Culture. She joins Accor Pacific from the Rosewood Hotel Group, where she's been based in Hong Kong since 2019 as Chief Talent and Culture Officer, after previous senior roles with Fairmont, Raffles, Swissotel, Ritz-Carlton and Shangri-La.

Former Carnival, Holland America, Dream Cruises and Crystal Cruises staffer **Andrew Loving** has taken a new role as Key Account Manager for **Bedsonline/Hotelbeds**.

**Ovolo Hotels** has announced the promotion of its MD Australia/NZ **Dave Baswal** to become the group's overall Chief Executive Officer, with the move seeing Founder and Executive Chairman Girish Jhunjhnuwala shift focus to branding, development and strategic growth of the business.

**Ethiopian Airlines** has announced the appointment of **Mesfin Tasew** as its new CEO. He was formerly ET Chief Operating Officer between 2010 and 2021, and most recently was CEO of Togo-based ASKY Airlines. He succeeds former Ethiopian Airlines CEO Tewolde GebreMariam who is retiring early due to health issues.

**Global Hotel Alliance** has named **Franck Kermarrec** as its new Chief Commercial Officer, joining the international alliance of independent hotels after a career including roles with IHG, Hertz, Millennium Hotels and most recently at Atlas Hotels.

## Atwell Suites debut

**IHG Hotels & Resorts** has launched its newest brand, with the opening of the first ever Atwell Suites property in Miami, Florida this week.

The 90-room Atwell Suites Miami Brickell is located atop the Hotel Indigo Miami Brickell which opened 12 months ago.

Atwell Suites was "created to fill a growing need in the hospitality space for design and space that supports longer stays and easily transitions between business and leisure," with 22 hotels in the brand's pipeline across the USA.

## US slot waiver

**THE** US Federal Aviation Authority has once again extended pandemic relief to airlines, allowing them to retain international landing slots over the upcoming northern summer scheduling period even if they operate reduced frequencies.

The change applies to services at JFK and La Guardia Airports in New York and Reagan National Airport outside Washington DC, while relaxed rules around schedules will also continue to apply at Newark, Chicago O'Hare, San Francisco and Los Angeles.

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## Funding for the future



**AIR** New Zealand has launched a NZ\$2.2 billion recapitalisation plan which the airline hopes will expedite its recovery in a post-COVID world (**TD** breaking news).

The capital raising will see NZ\$1.2 billion offered to eligible shareholders in the form of a pro rata renounceable rights offer, NZ\$600 million worth of redeemable shares issued to the NZ Government, and a new unsecured loan of NZ\$400 million from the Crown.

Speaking about the details of the announcement yesterday, the carrier's CEO Greg Foran said the new tranche of funds would enable the airline to achieve its three strategic priorities moving forward from the pandemic.

This will include growing its "jewel of the crown" domestic business, optimising its international network with a more streamlined wide-body fleet focusing on North America and key Asian routes, as well as elevating its loyalty division by offering a greater number of member benefits.

Foran also provided a forecast

as to when Air New Zealand would be able to achieve close to pre-pandemic volumes.

"We are targeting a return to around 90% of pre-COVID levels of capacity by full year 2025 and we're expecting domestic and short-haul operations to recover more quickly than international," Foran said.

However, when it comes to long-haul operations, Foran conceded that it will take longer than desired to make up ground.

"There will be a small amount of international flying in 2022/23 supported by our cargo business but we see a slower build in long-haul with improvement in capacity in full year 2024 and 2025 as we reestablish our international passenger network in line with the anticipated rate of return," he said.

Foran added that the airline was "encouraged" by the number of Mar bookings received, expressing confidence that a new right-sized business would be able to make a strong return when demands fully recovers.

**Pictured:** CEO Greg Foran.