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Travel Daily First with the news

Thursday 5th May 2022



Australia's number one mobile travel advisor network



Ponant triple treat

PONANT Cruises has announced it will deploy three of its ships in the Kimberley region next year, with the addition of the newly upgraded Le Ponant threemasted sailing yacht.

The move was announced last night by Asia Pacific Chair Sarina Bratton, who confirmed that the Le Ponant itineraries would be created in partnership with iconic pearl producer Paspaley.

More on p8 and full details in today's issue of Cruise Weekly.

Oceania specials

OCEANIA Cruises is today showcasing its new 2024 Tropics & Exotics Collection, as well as Europe & North America programs together comprising a total of 355 cruise itineraries.

Open for reservations today, the voyages include the OLife Choice options of free gratuities plus either free shore excursions, a beverage package or shipboard credit - see the cover page.

Leaders Link for new group

THE formation of the new Link Travel Group (TD breaking news) represents "the coming together of high-profile players within the travel industry to create a new way forward for travel companies around Australia," according to Goldman Travel Corporation's Anthony Goldman.

Goldman is one of three parties to join the 60% Flight Centreowned JV alongside the Spencer Group of Companies, with Link Travel Group designed as an invitation-only network focusing on premium leisure & corporate.

Penny Spencer said "membership of Link Travel Group will help our people capitalise on opportunities in the post-COVID world, while also helping them adapt to the changes that are taking place in our industry, particularly in terms of supply".

The new group will be led by former Magellan Travel Group executive Scott Darlow, who

departed Helloworld in Jan.

"Link aims to work closely with carefully selected independent travel businesses who are highly regarded in the premium leisure and corporate travel sector in Australia," the partners said.

Flight Centre's Danielle Galloway, who will be on the Link board alongside Spencer, Goldman and other as-yetunnamed directors, said "our combined goal is to shape the future of travel by uniting the industry's progressive thinkers".

Key pillars of Link include integrity, transparency, prosperity, connection & collaboration, with Goldman saying as well as delivering compelling financial rewards, "the future is about access to world class technology, innovative business solutions and workflow improvement tools, which we will deliver".

"We believe Link Travel Group will provide a compelling offering to its hand-picked members and their customers," he said.

The move will be a significant change for Helloworld Travel Limited, with both Goldman and Spencer key parts of the Helloworld for Business and Magellan Travel Group networks.

Today's issue of TD

Travel Daily today has eight pages including Business Events News, plus a cover page from Oceania Cruises & photo page from Viking Cruises.

Brand USA chief

CLINTON White has been appointed as Director, Australia & NZ at Brand USA.

He joins the organisation with extensive industry experience including administering the local Visit USA operation (TD 23 Feb 2018) - more appointments on p8.









Thursday 5th May 2022

Expedia's big Open World

EXPEDIA Group has unveiled a new technology platform called Open World, a completely redesigned marketplace the company said would better reward its partners for delivering greater traveller experiences and increase booking confidence.

The new purpose-built technology platform was revealed at Expedia's annual partner event Explore in Las Vegas, with the revamped functionality aiming to deliver an entire ecommerce suite, with building blocks like, payments, fraud, conversations, and service, all accessible so that partners can accelerate, enhance, or even enter the travel business.

"Whether you're an airline who wants to expand their offering, a specialty travel agent focused on underserved travellers...if you want to be in the travel business, the Open World platform can help anyone succeed," Expedia CEO Peter Kern said.

Using data signals, including traveller reviews, customer service and interactions, each hotel property on the platform will receive a new, guest experience score, directly impacting the search and sort factors that drive visibility in Expedia Group's marketplace.

New features will also include trip boards to enhance travel planning, smart shopping to make comparing prices easier, and price tracking to demonstrate past trends and rate predictions.

MEANWHILE Expedia has also announced a new unified loyalty program called "One Key", bringing together all four loyalty schemes under the one Expedia umbrella.

Launching next year, One Key will allow all members, for the first time, to be able to earn and burn points on any of the Expedia Group brands, like Expedia, Vrbo, or Hotels.com.



Viking's silver screen

CHECK out all of the visual fun and excitement of Viking's partnership with Universal Pictures on page seven, with local trade and stakeholders invited to a special screening of *Downton* Abbey: A New Era.

Designer raises \$\$\$

MELBOURNE-BASED travel marketplace Designer Journeys has raised \$3.5 million in capital funding supported by new and existing investors.

The new tranche of cash will see the company, which previously operated as Tripfuser until Aug last year (TD 04 Aug 2021), accelerate the development of technologies and its app, as well as grow its network of local travel designers and concierges.

"Our ambition is to be a leading global marketplace for agents and consumers seeking designed travel experiences," Managing Director Matt McCann said.

Travel Daily on location aboard Wonder of the Seas

Today's issue of TD is coming to you courtesy of Royal Caribbean International, with Wonder of the Seas departing Barcelona overnight.

THE first day aboard Wonder of the Seas has enabled Royal Caribbean's trade partners to get just a glimpse of the huge variety of offerings on the ship.

After sampling tasting plates from the myriad of onboard specialty restaurants, the rest of the day has been spent checking out the waterslides, zip line, Flowriders and more - not to mention sampling suitable libations from the many bars.

The evening gave the opportunity to experience some of the shows on board, including the spectacular ice performance which is truly world class.



Thursday 5th May 2022

Qantas eyes lucky Fokkers

QANTAS has made a decisive move on the resources sector, this morning announcing plans to acquire the remaining 80% stake in Alliance Aviation Services Ltd for around \$614 million (*TD* breaking news).

The agreement struck between the two airline companies is subject to both a vote from Alliance shareholders and clearance from the ACCC, and if approved will see Qantas take its current 20% stake to full ownership of Alliance's fleet of 70 aircraft, which can seat up to 100 people each - ideal, the Flying Kangaroo says, for mining and charter operations.

Qantas Group CEO Alan Joyce said the purchase would allow its QantasLink division to better compete in the highly competitive charter segment, occupied by competitors such as Rex Airlines, particularly given the shared fleet type of Fokker aircraft.

"Alliance's fleet of Fokker aircraft are perfect for efficiently

Union slams DPD

THE Community & Public Sector Union (CPSU) has lambasted the Federal Govt's \$60m Digital Passenger Declaration (DPD) app, declaring the travel tech "errorriddled" and "comprehensively panned by users".

The DPD launched in Feb (*TD* 16 Feb) to phase out the Australia Travel Declaration, with the app collecting information from travellers entering Australia such as vaccination status, passport information and travel history, however the CPSU is critical of the govt's decision to outsource its creation to overseas.

"The govt rushed to an external provider, did not even check if its own staff could do the work, spent up big on an external contractor and the result is a product that was months overdue and error-riddled," CPSU Assistant National Secretary Michael Tull told *InnovationAus.com*.

serving resources customers in WA and Queensland," he said.

"They also have a big inventory of spare parts that would significantly extend the practical life of a combined fleet of around almost 70 Fokkers.

"The resources sector continues to grow and any new tender for airline services will be very competitive and it makes a lot of sense for us to combine with Alliance to improve the services we can offer, which is a positive for both airlines as well as the travelling public," Joyce added.

Qantas bought 20% of Alliance in Feb 2019 (*TD* 01 Aug 2019), triggering a protracted investigation by the consumer watchdog to determine if the move was in the best interests of the local sector.

Ultimately, the ACCC decided to take no action on the initial 20% stake earlier this year (*TD* 05 Apr).

More recently, Qantas has been leasing aircraft from Alliance to add capacity flexibility on its QantasLink regional routes.

AFTA fees changes

THE Australian Federation of Travel Agents (AFTA) has confirmed a new member fee structure, with CEO Dean Long stating it will be "fairer and more transparent" than prior models.

Most members will pay the same or less than they did in 2019, however, fees will go up for businesses with a TTV of more than \$100 million a year.

"As we rebuild AFTA and our sector we must create a sustainable framework that supports all agencies large and small which is sustainable," Long said, adding that "AFTA's commitment to a diverse travel sector delivering for our employees, businesses and clients remains a core principle that drives all we do."

AFTA also conceded it will operate at a loss for the FY2022.

A Grandeur night had by all



REGENT Seven Seas Cruises and Atout France recently held a joint event at Louis Vuitton Sydney George Street, which saw the line reveal further details about its upcoming ship *Seven Seas Grandeur* (*TD* 09 Nov 2021).

Attendees were edified on both the new vessel and one of France's most well-known brands. *Grandeur* will feature a French

restaurant called Chartreuse, which will serve caviar from the Bordeaux River, and the rare Ruinart Blanc de Blancs.

Guests also found out a zipper on a Louis Vuitton bag is tested around 5,000 times - that thing won't fail you!

Pictured are Regent Seven Seas' local team: Director of Sales Gillian Seller and Vice President & General Manager Lisa Pile with Atout France Regional Manager Patrick Benhamou.

YOO beauty mate!

LA VIE Hotels & Resorts has announced it plans to bring its YOO lifestyle hotel brand to Australia, revealing it will debut the first property in Melbourne in early 2025 (render pictured).

The result of a joint venture between owners DCF Property Group and M Property, the hotel will be located next to ANZAC Station, and boast 88 luxury rooms, a vibrant ground floor restaurant, an intimate bar, as well as spacious gymnasium and pool areas.



Share plan finished

AIR New Zealand has completed the shortfall bookbuild component of its two for one pro rata right offer, with the scheme seeing NZ\$1.2 billion raised, which will be used to repay its loan to the Crown, improve liquidity, get its balance sheet in order and better position the carrier for a post-COVID recovery.

2023 Battle tours

MAT McLachlan Battlefield Tours has launched its latest collection of 2023 Western Front & Gallipoli explorations, offering departures of both four- and 10day group Western Front Explorer adventures from Apr to Nov.

The tours offer travellers the opportunity to walk in the footsteps of the ANZACs and take in the emotion of Dawn Service with the people of Flanders at Polygon Wood.

Call 1300 880 340 for details.

Travel Daily e info@traveldaily.com.au t 1300 799 220 w www.traveldaily.com.au page 3

Thursday 5th May 2022



Window Seat

VIRGIN Australia's shrewd boss Jayne Hrdlicka hasn't always enjoyed the most favourable press when it comes to employee relations, but there is at least one worker prepared to sing her praises for life.

Footage of VA baggage handler "Chad" went viral after he was filmed comforting a fairly apprehensive dachshund named Cooper on to a Melbourne flight, earning the canine-lover two Business class tickets directly from VA's boss.

So impressed with the worker's kindness, Hrdlicka decided to make a special trip to Perth to thank Chad in person for treating the pooch well, handing over the precious tix.

"[The two tickets] obviously gives you the ability to bring along a friend," Hrdlicka quipped, adding that she was already aware he had "lots of offers" from amazing women around the world to join him.

Chad is **pictured** with his own best friend Murphy.



Three queens in Oz

CUNARD has revealed that all three of its Queens will be visiting Australia during its newly unveiled 2023/24 itineraries.

The bulk of local sailings will be undertaken by *Queen Elizabeth*, which will homeport Down Under for 105 days between 27 Nov 2023 and 10 Mar 2024.

Elizabeth's highlights will include a series of short roundtrip voyages from Melbourne and Sydney, new Queensland voyages from Sydney to Brisbane, Airlie Beach, Cairns and Port Douglas, as well as an inaugural South Pacific voyage from Sydney.

Meanwhile *Queen Mary 2* will stop by Australia during its 108-day World Voyage on 17 Feb 2024, while *Queen Victoria* will do similarly on her global voyage, calling in Sydney on 03 Mar 2024.

Win an NT road trip

TOURISM NT has partnered with TripTech company CamperMate to offer Aussie travellers the chance to score a seven-day motorhome adventure through the Northern Territory, as well as \$500 spending money.

CamperMate's app will offer travellers guides, recommendations, and planning tools to assist in curating road trips, with the Top End's hidden natural wonders, swimming holes, secret gardens, and indigenous cultures all to be highlighted throughout the innovative campaign.

To enter the comp, **CLICK HERE**.

Cheers to a brighter future



THE formation of the new Link Travel Group (see p1) marks a seismic shift for the industry, with the organisation aiming to "work closely with carefully selected independent travel businesses who are highly regarded in the premium leisure and corporate travel sector in Australia".

The Joint Venture between Goldman Travel Corporation, Spencer Group and Flight Centre will have an independent board, as well as an additional advisory board consisting of members who join in the early stages.

Penny Spencer noted that after two very challenging years travel was once again starting to show signs of recovery.

"Our goal is to help travel businesses realise their commercial ambitions by offering highly attractive commercial returns, technology, support and strong leadership in the market," Spencer said.

Anthony Goldman said Link was "also about working with recognised specialists in the industry to create better ways of doing business".

"Access to strong hotel and

tour programs for the corporate and leisure markets, online booking tools for advisors and consumers, online travel advisory tools, advanced airline booking channels and relationship management programs are some of the instant benefits that are available to our members."

Flight Centre's Danielle Galloway said "Link will create change in the Australian travel industry".

"As invitation-only partners, businesses will benefit by leveraging Australia's largest travel agency group, while maintaining their own powerful brand identity and independence," she said.

Galloway also welcomed the appointment of Scott Darlow as the JV's inaugural GM.

"He is highly regarded nationally by both suppliers and agents alike, and with high level experience across multiple agency business models, he knows which ones work the best for all parties," she noted.

Darlow is **pictured** with Anthony Goldman, Danielle Galloway and Penny Spencer raising a glass to the new Link Travel Group.





Thursday 5th May 2022

Ready to say hello again

AFTER multiple delays, TravelManagers' 13th National Conference will finally take place in Sydney on 08 and 09 Sep, the first time the event has gone ahead since the company's last gathering in Perth in 2019.

Executive GM, Michael Gazal (pictured), said that despite the significant setbacks that COVID has inflicted on the travel sector, the upcoming conference would serve as an optimistic inflection point for its home-based agents to look forward to a brighter future ahead.

"The theme for our 2020 conference, which was intended to take place in Hamilton Island but was cancelled due to COVID, was 'Together'," Gazal said.

"Although the world has changed more than we could have possibly imagined over the last two and a half years, our people have proven their resilience. & the conference will



be a time to celebrate how we have worked collaboratively to build Australia's largest and most successful home-based travel network and to explore how we can continue to grow," he added.

Although the identities of this year's guest speakers remain top secret, Gazal hinted that the previous high calibre of celebrity guests should provide some very keen anticipation this year.

"Previous years have seen the likes of Turia Pitt and Adam Gilchrist address a captivated audience," Gazal said, adding the people the company has lined up will set the tone for an exciting and uplifting weekend.

Time to fly and learn

AIR New Zealand is highlighting the country's indigenous Maori culture and values within its latest onboard safety video.

The story follows Tiaki, a young man who boards a waka rererangi (flying canoe) and sets off on an amazing adventure across Aotearoa (New Zealand).

View the video online HERE.

Club Med celebrates

CLUB Med is celebrating the return of Bali & Phuket holidays with a massive sale.

The string of offers on lastminute holidays includes Bali & Phuket Air Package discounts, a Phuket interconnecting room promotion, and a 10% increase of credit value for Bali future travel credit holders.

There are also five \$300 gift cards up for grabs for the highest selling travel advisors, as well as double loyalty points for agents booking the deals.

WA hits the trail

A NEW website will put Western Australia's world-class trails on the map for travellers.

The new website, which features curated content and downloadable maps, has been launched by Trails WA, and features downloadable maps for more than 800 of the states most popular treks.

There are also food & wine maps on offer, as well as a gaming component to increase connections within the walking community.

The state's trail industry has experienced significant growth during COVID-19, with more than \$21 million invested through WA Recovery Plan funding.

"Western Australia has quickly become a must-see destination for people seeking naturebased recreation and active experiences, with some of the world's best trails right," said WA's Minister for Recreation David Templeman.

Ciao, I'm back in Australia!



IT WAS all smiles for Italian Dream Incorporated (IDI) owner Filippo Curinga (pictured with The Hotel Connection Director Sarah Whitty) yesterday, who has returned to meet with luxury travel agents Down Under after a more than two-year hiatus.

IDI is a Virtuoso on-site company, offering travellers 360° luxury travel experiences in Italy, France and Morocco.

Curinga told **TD** it was very gratifying to meet up with the Aussie trade after so much time had passed to discuss the latest products he has to offer.

"It was like meeting up with old friends, to catch up with everybody and see all of the different offices and movement in the business and things are blooming everywhere," he said.

Curinga also noted that the Australian market has been bouncing back nicely for his IDI product over the last few months in particular, so much so it is "like a slap in my face", he explains.

"There has been big interest, we have gone from zero to 100 in a second and the quality of the bookings is absolutely amazing... clients now are coming for a longer period and want more and more experiences," Curinga said.

When asked what types of experiences are proving most popular with Aussies, the Italian entrepreneur said the iconic sites are always high on the list.

"The most popular places are always Paris, then the south of France, as well as Venice, Florence and Rome, and people most often want to do walking tours, but when we really want to impress them, we open up every type of private house or museum like The Louvre or the Arc de Triomphe for exclusive tours.

"One of my personal favourites is the private archive of Michelangelo which is never open to the public but we can open this up for our clients," he beamed.

Loyalty adds wings

LUFTHANSA'S low-cost subsidiary Eurowings has announced that its passengers will soon have access to its parent company's loyalty scheme Miles & More from Jul.

The move will see Eurowing's bonus program, the Boomerang Club, discontinued from 30 Jun, however members of the soon-to-close initiative will be able to transfer miles into Miles & More points, as well as earn miles to redeem a Eurowings rewards flight for the following 12 months.

Lufthansa's loyalty restructure is designed to position its budget brand as a stronger competitor in the highly competitive LLC European market by offering travellers greater bonus rewards.

Perth resumes early

DESPITE the war of words between WA Premier Mark McGowan and Qantas CEO Alan Joyce over border controls, it appears the relationship is finally thawing with news the carrier will bring forward Perth to London flights from 23 May.

Originally scheduled to resume on 19 Jun (*TD* 15 Feb), Qantas has in recent times being flying from the east coast to London via Darwin instead in a bid to ply pressure to the WA Government to open up sooner.

When the Perth to London route first launched in 2018, it was the only non-stop service between Australia and the UK, something that will change when Project Sunrise starts in late 2025.

business events news

Thursday 5th May 2022

businesseventsnews.com.au

CEDAR BUYS EVENTS SPECIALIST

CEDAR Mill Group has continued its foray into the events industry, adding Australian security and event services company Secure Events and Assets (SEAA) to its growing list of assets this week.

Purchasing the company from its owners Jim and Tara Fidler, the Winarch Capital-owned Cedar significantly bolstered its credentials in key events services via the acquisition, with SEAA specialising in site and asset protection, crowd control, concierge, cash handling, Responsible Service of Alcohol management, and access control and VIP management.

The Fidlers will remain with the company following the formal takeover, which takes Cedar's ability to manage large-scale live events to a new level, with SEAA capable of providing 500 security staff to any one event.



The buyout follows the previous acquisitions of Humm Events in 2021, and the purchase and \$107 million redevelopment of Cedar Mill Hunter Valley last year (TD 24 Aug 2021), which it plans to open as a major live events and tourism precinct in 2023.

The Newcastle project will include a 22,000-person concert venue, a 100-bed hotel, and wine museum, with ambitions to bring an extra 68,045 visitors to the region every year.

MEANWHILE Cedar Mill Group has also announced a new division called Cedar Mill Productions, offering premium audiovisual solutions to clients, led by respected cinematographer and director Andy Gallagher.

Wellington enjoys the spoils

MORE than 60 conferences are already planned to take place at the new Wellington Convention and Exhibition Centre, which is scheduled to open its doors in mid 2023.

Takina is capable of accommodating up to 1,600 delegates, offering event planners two divisible plenary halls on separate levels which can be joined.

The venue will also offer a 1,800m² exhibition hall with adjacent space to boost capacity, meeting rooms, and fully integrated best-in-class AV and ICT systems.

"Takina will add purposebuilt conferencing capability and capacity to our already excellent suite of venues," **Business Events Wellington** Manager Irette Ferreira said.

Ready, Set, Melbourne!

THE Melbourne Convention Bureau (MCB) has launched a new digital suite to assist business event professionals, with the interactive video planning tool Ready. Set. Melbourne being introduced to the market this week.

Described by MCB as being a cross between a video show reel and a choose-your-own-adventure book, the new digital tool integrates clickable options for event planners to access information about Melbourne's and regional Victoria's various attractions.

interaction points to provide an in-depth local knowledge to help plan the most appropriate event possible. Ready. Set. Melbourne can

be accessed HERE.

All videos have embedded

Adelaide scores

MORE than 1,200 delegates are in Adelaide this week to attend the Australasian **Hotel Industry Conference** and Exhibition (AHICE), which is being held for the 14th straight year and is now the largest hotel conference in the world outside of the US.

"We are of course looking forward to again experiencing the diversity of South Australia with the South Australian Tourism Commission showcasing local food, wine and beers," Accommodation Association CEO Richard Munro said.

AHICE is hosted by Travel Business Media, HM (Hotel & Accommodation Management) and organised by Interpoint Events, and includes 50 panel sessions and keynote speeches examining the rebound of the hotel sector.

What a Guy: ICC sells tickets fast



WHILE he may be testifying against his former manager in court this week, Australian pop royalty Guy Sebastian (pictured) has also kicked off his national tour which will see five shows take place until early Jun at the ICC Sydney.

The concerts are attracting around 25,000 patrons to each show inside the Aware Super Theatre, making Sebastian's T.R.U.T.H Tour the highest selling entertainment event at the venue to date.

ICC Sydney CEO, Geoff Donaghy, said the return of entertainment events across its theatre venues since restrictions eased in Feb signified a critical point in the revitalisation of the city centre.

"We congratulate Guy Sebastian on the success of the T.R.U.T.H. Tour and look forward to welcoming Sebastian and Bella Taylor Smith to the Aware Super Theatre stage for the last show of the tour on 04 Jun," Donaghy said.

Travel Daily e info@traveldaily.com.au

Thursday 5th May 2022

VIKING is once again a proud partner of Universal Pictures on the release of Downton Abbey: A New Era, the next instalment in the much-loved Downton Abbey franchise. To celebrate the partnership, Viking treated a number of key media and industry partners to a Downton Abbey-inspired dining experience at Nel restaurant on Mon, followed by a private screening of the movie.





GUESTS Megan Catterall & Dee Jaswal from itravel.







Viking; Fiona Dalton, Virtuoso; Danielle Galloway, Travel Associates, and Quentin Long, Australian Traveller.



experience, complete with



of smoked salmon for entree.





Thursday 5th May 2022

Qantas loses latest appeal

QANTAS has failed in its bid to overturn a previous Federal Court decision that found the carrier had breached the Fair Work Act when it outsourced 2,000 ground and baggage staff roles in 2020.

The Federal Court yesterday upheld its original decision despite pleas from Qantas that it had acted "based on lawful commercial reasons in response to the unprecedented impact of the COVID crisis".

"Prior to the pandemic, Qantas was actively recruiting into its ground handling function and investing in new equipment - a sign that we had no intention of outsourcing," the airline said.

The Transport Workers Union (TWU) hailed the latest legal win a "huge victory" for the workers

who were sacked by Qantas.

"Today those workers have been heard, vindicated, and celebrated for their courage," National Secretary Michael Kaine said.

"After a horror 18 months having lifelong careers savagely and illegally ripped away from them, workers stood tall and took on one of the harshest and most powerful companies in the country," he added.

Kaine also claimed the ruling in favour of the sacked airline workers should now result in senior Qantas executives removing themselves from the business altogether.

Qantas noted that despite its second appeal being dismissed, it planned to appeal the latest judgement.

Ponant's Paspaley pride



LAST night's announcement of the local deployment of Le Ponant for the 2023 Kimberley Season (see p1) took place during a special event at the upmarket Paspaley Pearls boutique in Sydney's Martin Place.

The 32-passenger ship's itineraries will be created in partnership with Paspaley, and include an exclusive scenic private flight on board one of the pearl producer's vintage Grumman Mallard flying boats.

Guests will also have private access to Paspaley's pearling operations in Kuri Bay.

The event was attended by the Ponant team as well as a number of key industry partners.

Pictured above are Ponant Asia

Pacific Chairman, Sarina Bratton with Cruise Lines International Association MD Joel Katz and Maxime Farreng, CFO and GM Operations APAC.

Inset is Deb Corbett, Ponant GM Sales & Marketing with Charles Boutet, Director of Marketing; and **below** are Brett and Louise Dann, Hunter Travel Group; Julie Rogers, Director of Sales; Danielle Galloway, Flight Centre; and Deb Corbett.

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.

Nanuku Resort, Fiji has recruited Marine Scientist Kelly-Dawn Bentley as its Sustainability Manager. The Fijian resort has also enlisted highly regarded Misiwata Namali to the delicious role of Head Chef.

The International Association of Antarctica Tour Operators has appointed **Tudor Morgan** to its new role on the executive committee. Morgan is Vice President Government & Industry Relations at

Mark Burns has taken the helm at Pullman Cairns International. He is

BKB Holidays has announced the appointment of Jamie O'Brien as its new International Product Manager. O'Brien will be spearheading international activities for BKB, and brings with him tremendous industry experience, having notably headed Product Management at Asia Escape Holidays for almost 15 years.





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