

EMERALD CRUISES

Emerald Azzurra, the first luxury yacht from Emerald Cruises, sets sail!

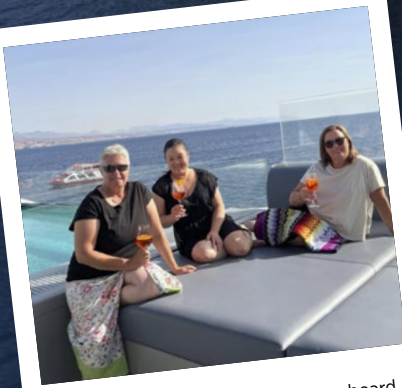
Set to the backdrop of the Jordanian city of Aqaba, Emerald Cruises' first oceangoing luxury yacht, *Emerald Azzurra*, departed on its inaugural sailing on the 12th of March. On board were top-selling agents from around the globe, including agents from Helloworld, Flight Centre, and Travel Associates.

With just 100 guests in 50 deluxe staterooms and suites, agents experienced the intimate yacht on the eight-day Best of the Red Sea itinerary. The luxury yacht called at the Egyptian resort towns of Hurghada and Sharm el-Sheikh, and Eilat in Israel, before returning to Aqaba for a guided tour of UNESCO World Heritage-listed Petra.

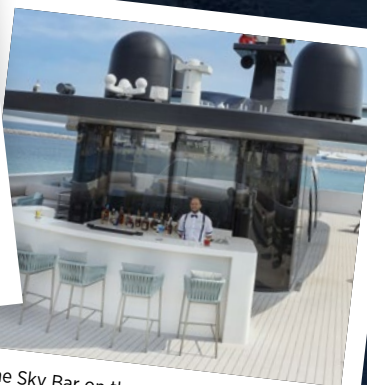
Agents shared their delight at being among the first to sail on board *Emerald Azzurra*. Angus Crichton, Director of Sales, Marketing & Product, Emerald Cruises said, "The sleek luxury yacht design of *Emerald Azzurra* provides a unique experience which has been warmly welcomed by Australians. Earlybird offers are still available on a selection of cabins for the second half of 2022 while 2023 is selling fast."

The new yacht will be joined by sister yacht *Emerald Sakara* in 2023, with all itineraries to the Seychelles, Red Sea and Middle East, and the Mediterranean on sale now.

[VIEW BROCHURE](#)



Some lucky agents enjoying life on board



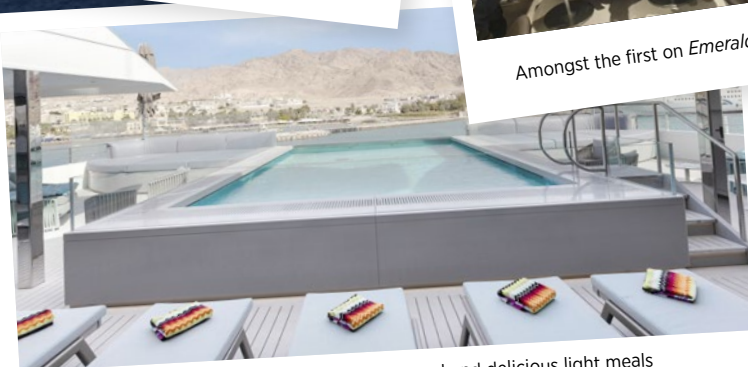
The Sky Bar on the Sky deck is the perfect place to enjoy the Mediterranean sun



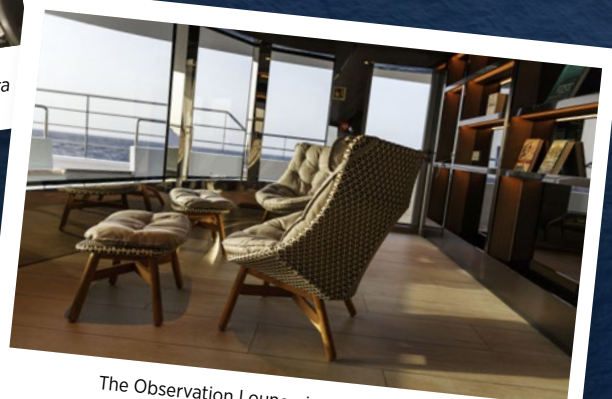
Agents were in awe when visiting UNESCO site Petra



Amongst the first on *Emerald Azzurra*



Aqua Pool & Café offers an infinity pool and delicious light meals



The Observation Lounge is the perfect place to relax and take in the ocean views

For more information and to book, please check 24/7 live availability in Expressbook

Azzurra sets sail

EMERALD Cruises is today showcasing the very first voyage of its *Emerald Azzurra* which departed from Aqaba, Jordan in early Mar, with passengers including top selling travel advisors across the globe.

Aussie agents on the Best of the Red Sea itinerary included representatives from Helloworld, Flight Centre and Travel Associates - see the **cover page** for more details.

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Aeronology Amadeus live

EXCLUSIVE

AUSTRALIAN travel tech firm Aeronology has gone live with a link to the Amadeus GDS platform, with the move described as a "significant development for Amadeus users".

Aeronology CEO Russell Carstensen said Amadeus was now embedded into the firm's 'middleware' offering, giving Amadeus users "a simple, web-based user interface that is intuitive, fast, dynamic and easy to use".

"The wait has been well worth it; building a multi-content and air distribution booking engine that anyone can use is extremely difficult," he said.

"We believe Aeronology has created a world class product, especially when the engine can be installed within days of Amadeus webservices access."

Carstensen said the system was so easy to use that some of Aeronology's TMC customers were planning to give access

Swiss enlists PR

THE Brandman Agency Australia has picked up two more Swiss hotel clients, being named PR agency of record for the luxury Kulm Hotel St. Moritz and the Grand Hotel Kronenhof, Pontresina.

Today's issue of TD

Travel Daily today has six pages of news including **Business Events News** plus a cover page from **Emerald Cruises** and a full page from **Tourism Australia**.

to the tool for their corporate/ government and education customers to use, with no impact on the fees charged, while lowering the cost of sale for the travel management company.

"Aeronology's application fills that void between a corporate booking tool and a native GDS... it allows the user to do up to 90% of the requirements without calling their TMC," he said.

The development is particularly relevant given the massive skills shortage currently being experienced across the industry.

"The travel industry is losing skillsets and a travel advisor is now needing to be multi-GDS trained, whereas Aeronology provides a world class online multi-air distribution booking engine for everyone to use."

Cruise moves on NZ

THE easing of New Zealand's maritime borders and other COVID-19 restrictions from Aug (**TD** yesterday) has been hailed by the cruise sector, which can finally start planning with certainty to operate the 2022/23 trans-Tasman season.

A number of cruise lines this morning confirmed they would now be able to operate previously planned itineraries, including Celebrity Cruises and Norwegian Cruise Line, while Carnival Australia President Marguerite Fitzgerald said "P&O Cruises Australia can also look forward to again homeporting in Auckland, enabling our New Zealand guests to sail from their doorstep".

For the full story read today's issue of **Cruise Weekly**.

AFTA Tehan talk

AFTA will tomorrow welcome Tourism Minister Dan Tehan for a special webinar, which will see him give an update on the outlook for Australia's travel and tourism sectors.

The online event is free to attend, and will take place from 9.30am on 13 May, with regos now open by **CLICKING HERE**.

Questions for the Minister can also be emailed through to events@afta.com.au.

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VA gets draft tick for UA

AUSTRALIA'S consumer watchdog has granted Virgin Australia preliminary permission to sign a codeshare pricing arrangement with United Airlines (TD breaking news).

Following hot on the heels of a strategic partnership formed with Qatar Airlines earlier this week (TD 11 May), the proposed agreement will see Virgin Australia able to put their code on passenger flight services operated by UA, with the terms of deal to allow United Airlines to set the fare prices for VA to sell, regardless of whether they are sold as a standalone itinerary or as part of an itinerary that includes flight segments operated by Virgin Australia.

Despite Qantas recently raising concerns over VA's ACCC application to allow it to directly promote fares offered by a proposed network of international Partner Carriers,

the ACCC Commissioner Stephen Ridgeway said its draft decision to approve the tie-up was based on the belief it would be in the best interests of travellers and local airline competition.

"The ACCC's preliminary view is that this proposed codeshare arrangement with United Airlines is likely to result in a public benefit as it will help Virgin Australia re-establish its international network," he said. "Currently, it appears that VA is unlikely to be able to operate its own long-haul international services in the short term."

"These arrangements are not likely to lessen competition as there is no operational overlap on any routes between Virgin Australia and United Airlines and there are other airlines operating on the routes," Ridgeway added.

The ACCC is now seeking feedback on Virgin Australia's full codeshare application.

Aqua-Aston returns

HONOLULU-BASED hospitality company Aqua-Aston has re-engaged marketing agency Linkd Tourism to represent the brand in Australia.

The company has been absent from the local market for more than two years due to the shutdown, with the company stating it was excited to show agents all of the fresh updates that have been made across its portfolio of boutique hotels, full-service resorts and condominium retreats located in the Hawaiian Islands of Oahu, Maui, Kauai and the Island of Hawaii (Big Island).

A new website for the trade has also been created [HERE](#), where advisors can access images, property fact sheets & webinars.

High-profile properties Aqua-Aston manages include the new five-star Espacio The Jewel of Waikiki, as well as the popular family-friendly resorts of Aston Waikiki Sunset and Aston Kaanapali Shores.

Travel Daily on location in Denarau Island, Fiji

Today's issue of TD is coming to you courtesy of Tourism Fiji, which is this week hosting its Fijian Tourism Exchange on Denarau Island.

TRAVEL Daily is still in Fiji for the highly anticipated Fijian Tourism Exchange, which is now taking place at Denarau Island Convention Centre.

To begin the official proceedings of the conference, Tourism Fiji will launch its corporate plan, which will feature a word from Chief Executive Officer Brent Hill, before a full day of sessions from some of the best industry suppliers in the country.

Tonight, attendees will enjoy a casual evening at Port Denarau Marina, which offers gorgeous views over Nadi Bay.



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INDEPENDENT HOLIDAY PACKAGE EXPERTS



Jetstar feels the heat

A RECENT fare promotion launched by Jetstar (**TD** 03 May) has rankled a number of travel advisors, who have expressed disappointment that the deal excluded the trade.

The Qantas-owned low-cost carrier introduced the special 48-hour sale to celebrate its 18th birthday, offering travellers free return flights from destinations such as Bali, Phuket, and Hawaii.

However, the exclusion of agents in the fine print resulted in at least one advisor leaving his clients thousands of dollars out of pocket, and unable to obtain a refund so they could book direct.

"We only want the best for our clients," the agent told **TD**.

"We bring millions to [airlines] coffers every year by promoting them to our clients - why can't it be mutual?"

In response, a spokesperson for Jetstar stated "travel agents get access to various sales throughout the year, however our 'Return For Free' campaigns are always exclusive to jetstar.com", adding agents also had access to a recent sale to promote two new Canberra routes (**TD** 09 May).

Fiji reopens ADL services

FIJI Airways Managing Director & CEO Andre Viljoen has announced his airline's plans to resume twice weekly direct services to Adelaide commencing on 04 Jul.

After three years of no flights between Adelaide and Nadi, FJ's fourth Australian destination will join Sydney, Brisbane and Melbourne, Viljoen revealed to the Fijian Tourism Expo (FTE) opening ceremony last night.

"We're delighted to relaunch our fourth Australian route [operating Mon and Thu], which will allow us once again to bring our unique Fijian hospitality to South Australia, as well as offer local residents the opportunity to use Fiji as a gateway to other int'l destinations," he said.

Viljoen also announced the commencement of a flash sale, which kicked off last night, which will see return Economy airfares starting from FJD\$899 per person, and return Business from FJD\$2,399 per person.

Wearing his other hat as Tourism Fiji Chair, Viljoen said at the country's current stage

of recovery, the most important quality is being open for business, as the next six months of business approach pre-COVID levels.

"We are so proud to see Fiji's tourism readiness, becoming as world renowned as the country itself," he said.

"The measures we've taken to reopen Fiji's borders have sent us ahead of dozens of competing destinations.

"Across the tourism industry in Fiji, we are flying out the gates of recovery more committed, more competitive, more service-obsessed, and also more mindful than ever before of tourism's importance to our country."

Viljoen was joined on stage by President of Fiji Wiliame Katonivere and Minister for Tourism Faiyaz Koya to welcome delegates to the first in-person FTE in two years - more info Fiji's recovery on **page six**.

Utah names winners

SIX agents have walked away with a spot on a fam to Utah after winning the Utah Office of Tourism's trade incentive.

Skye Kirne from Skye Travel, Jodie Garner & Alice Fisher from Flight Centre, Vicki O'Dea from Travel Managers, Vanessa Tokatly from Travel Associates, and Sally Mallory from House of Travel all secured places on the big trip.



Window Seat

A **RYANAIR** flight was hijacked by an ad hoc comedian this week, with the cheeky passenger taking control of the plane's PA system to entertain his fellow passengers with some unusual banter.

The man, who is believed to be from County Donegal in Ireland, started waxing lyrical with travellers about his life before proudly announcing his sister was pregnant.

"I've good news, my sister's having a baby," the man proclaimed, news that was met with a loud cheer of applause from the passengers.

"I'm going to be a dad," he added, garnering a much more subdued reaction.

It's only one of a spate of bizarre stories on board the Irish carrier in recent weeks, with a woman recently complaining that her relaxing window seat experience was disrupted by a fellow passenger who reached across her lap to film out the window with her iPhone for the entire journey.

If only the passenger with the window seat was Mike Tyson, we suspect the filming would've been sharply cut short.

Position Vacant

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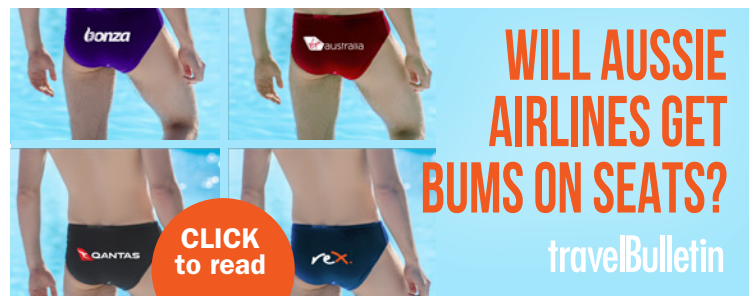


JIVARO

With the continuing resurgence of the industry, we are currently undertaking a search for the following roles on behalf of several of our clients across Australia.

- Strategic Account Manager (SYD or MEL)
- Airline Account Manager (SYD or MEL)
- Events Manager (SYD)
- Payroll Officer - Asia Pacific (BNE)
- Travel Consultants (SYD/BNE/MEL)

If you are interested in any of these roles please contact
Neil Ager neilager@jivaro.com.au or
Lindsay White lindsaywhite@jivaro.com.au



Airbnb to take AirCover

AIRBNB has announced what it claims to be the “biggest change” to its business model in a decade, revealing expanded protections for guests, as well as new categories and split stay options.

Labelling it “the most comprehensive protection in travel”, Airbnb’s new AirCover guarantee means its customers are now always protected across four key areas of their stay.

This includes booking protection that offers a refund or alternative accommodation in the event a host cancels a booking within 30 days of check-in, as well as the same pledge if a traveller is unable to check-in due to an issue the host cannot resolve.

Further consumer protections come in the form of the “Get-What-You-Booked Guarantee”, which offers guests who think the accommodation they booked hasn’t lived up to advertised expectations with

either alternative lodging or a full refund, while AirCover also provides safety protection for guests via access to trained safety agents, day or night.

“AirCover has been designed directly into the Airbnb app and website, making it easy for you to contact an agent and resolve issues quickly,” Airbnb said.

Meanwhile the accommodation platform has also confirmed guests can now split their trips between two homes, with the Split Stays feature automatically appearing in searches across 14 categories, enabling longer trips.

Airbnb has also expanded its categories search function using machine learning tech to offer 56 segments that organise homes based on their style, location, or proximity to a travel activity.

Airbnb Categories organises homes by uniqueness, which helps people discover places they wouldn’t have otherwise found.

HA eco investment

HAWAIIAN Airlines has invested funds into aviation start-up Regent, the proposed operator of the 100-pax, electric seaglider known as the Monarch.

Regent plans to launch to the market in 2028, offering a zero emissions transport alternative between coastal cities, flying only metres above the ocean for up to 800km using battery technology.

QF back to Santiago

AN UPDATE to Qantas’ timetable shows that flights to the Chilean capital of Santiago from Australia will resume from 31 Oct, operating three times a week on board its Boeing 787-9 Dreamline aircraft.

The route was previously part of a small group of int’l services which remained blocked when the carrier initially flagged a resumption of bookings to overseas destinations back in Jan last year (**TD** 05 Jan 2021).

Good travel travels

MARRIOTT International has expanded its Good Travel with Marriott Bonvoy program in the Asia Pacific, offering guests an increased range of experiences that promote cultural understanding and sustainability.

In Australia, experiences have been added at Sheraton Grand Mirage Resort Port Douglas, Sheraton Grand Mirage Resort Gold Coast and the JW Marriott Gold Coast Resort & Spa.

Voco Auckland live

NEW Zealand’s first voco hotel has opened its doors this week, with voco Auckland City Centre forming part of a dual tower development which will also house a Holiday Inn Express hotel when it opens later this month.

The joint-property development is the result of a partnership with Pro-invest Hotels and IHG Hotels & Resorts, offering a combined 465 rooms to visitors.

AIRFARES & TICKETING CONSULTANT (FULL TIME — AUSTRALIA WIDE)



We are looking for **TWO Airfares & Ticketing Consultant** superstars to join the Viking team.

The talented candidates will be responsible for liaising with travel agents and travellers to schedule and ticket airfares sold in conjunction with a Viking cruise. While we would love for you to join us in our Surry Hills office, we are also open to interstate candidates with the option to work from home. Thorough and current knowledge of Sabre GDS would be ideal, however training will be provided to those moving from a different GDS.

What does our ideal candidate look like?

- Certificate in Travel including fares and ticketing 1 & 2
- Knowledge of international fare construction and airline routing principles
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Applications close 25 May 2022



GCEC update

THE Melbourne Convention and Exhibition Trust has been announced as the operator for the upcoming Geelong Convention and Exhibition Centre (GCEC), set to open in 2026 (**TD** 02 May 2018).

The \$294m project will be developed on the Geelong Waterfront precinct as part of the Geelong City Deal.

The Trust is the current government operator of convention and exhibition services in Vic and also manages the Melbourne Convention and Exhibition Centre (MCEC).

Outgoing MCEC Chief Executive, Peter King, said the GCEC “will expand Geelong’s annual events offering and provide extraordinary experiences to the community and wider

NZ OPEN FOR BUSINESS IN AUG

IN WELCOME news for the business events industry, New Zealand will open its borders to international visa holders from 1 Aug, NZ Prime Minister Jacinda Arden recently announced (**TD** breaking news yesterday).

Chief Executive of Business Events Industry Aotearoa (BEIA), Lisa Hopkins said, “New Zealand is really starting to gear up for the future and the announcements today help support this.”

Hopkins believes the news will position New Zealand as a conference, meeting, or incentive destination choice for international event organisers.

“We will have the infrastructure, the talent and the connections, which will make the decision easy to win international conference and incentive travel business.

“The opening of New Zealand’s maritime border will have a positive impact for business



events too. Cruise ships, particularly luxury ships, do provide options for the incentive market, but also reinvigorate ports of call with the injection of people and activity.”

According to Hopkins, the “last piece in the puzzle” will be the removal of pre-departure testing, slated for 31 Jul, which has been

highly anticipated by customers.

“Today’s announcement is the result of mahi (work) undertaken by many across the events, tourism, cruise, and hospitality sectors with support from Minister Stuart Nash. It is a good news day,” Hopkins concluded.

Pictured: Business visitors meeting at Boomrock, Auckland.

WA Tourism Conf

REGISTRATIONS are now open for the 2022 Perth Airport WA Tourism Conference, which will be held on 21-22 Jun.

The conference will focus on opportunities for professional and business development, networking and engagement with industry colleagues, and critical industry issues.

The industry-leading speaker line-up includes Experience Strategist & Former Global Manager, Social & Content Tourism Australia, Jesse Desjardin, and Tourism WA Managing Director, Carolyn Turnbull.

Conference delegates can take advantage of the early bird rate **HERE**, and take advantage of an exclusive 10% discount on the best available room rate at Parmelia Hilton Perth **HERE**.

MC industry loss

THE conference industry is mourning the loss of Toby Travanner, Melbourne-based professional corporate speaker, trainer and MC.

His colleague Andrew Klein described Travanner as “super intelligent, quick-witted and always great fun, he was loved and respected by clients and countless events industry colleagues.

“He was simply one of the warmest, upbeat and most generous professionals.”

BEV’s new look

BUSINESS Events Victoria (BEV) has unveiled its new branding, including an updated logo and a website refresh, with improved search functionality and a more tailored user experience.

To complement its updated branding, BEV has rolled out new marketing and industry collateral.

Accor says events investment needed

DESPITE growth in occupancy across its network of 66 hotels (10,200 rooms) in Victoria, Australia’s largest hotel group Accor has revealed its city and suburban properties throughout the state are continuing to be affected by the slow recovery of business and meetings travel.

Accor has attributed reduced occupancy in most Melbourne CBD hotels to the slow return of workers, with the city’s office occupancy sitting at 32% capacity, compared to Sydney’s 41%, Brisbane’s 48% and Adelaide’s 61%.

Accor Pacific Chief Executive Officer, Sarah Derry, said, “Corporate and business meetings are slowly resuming, but there is a long way to go.”

Derry also stated that big events such as the Formula 1 racing and Melbourne Comedy Festival had a positive effect



on CBD hotel performances, and said “It is critical that investment in sports, arts and cultural events continues, as it creates jobs and supports local businesses.”

The significant investments that have gone into upgrading existing and building new hotels over the past five years meant that “active and positive government support” is required “at all levels”, Derry emphasised, particularly while the events industry continues to tackle “major challenges and is a long way from returning to pre-COVID levels”.

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.

Matt Goldberg has recently been named as the Chief Executive Officer of **TripAdvisor**. Goldberg takes over from Stephen Kaufer, co-founder and long-time CEO of the online travel company.

Park Hyatt St. Kitts has enlisted **Richard Elliott** to be its new GM. Elliott brings 17 years of experience to the role, including leadership positions with Hyatt Centric, Grand Hyatt and Andaz properties.

Jumeirah Bali, a new contemporary luxury resort in Uluwatu, has appointed **Ram Hiralal** as its General Manager. Hiralal most recently acted as General Manager at COMO Shambhala Estate Bali resort.

Natasha Grootemaat has been appointed by Flight Centre to be an Account Manager at its **FCM Travel Australia**. She was previously the National Sales Manager for Comfort Inn & Suites Robertson Gardens.

Houston IT upgrade

HOUSTON Airports, which manages services at George Bush Intercontinental, IAH, and William P. Hobby, HOU airports, has announced the hubs will be migrating across to Amadeus cloud infrastructure.

The move will see passengers transiting the airports benefit from improved biometric check-in desks, bag drops and boarding gates across 230 check-in positions, which airlines can now achieve through a single integration to Amadeus.

Tourists harassed

A DOZEN teenage boys have been arrested in Egypt after they were accused of harassing two female tourists visiting the Giza Pyramids near Cairo.

A tour guide filmed a video of the incident, claiming the group of boys were "verbally and physically" harassing the women, who can be seen trying to escape.

Euro masks going?

THE European Aviation Safety Agency (EASA) has recommended the removal of compulsory face masks on board flights in markets where the mask mandate has already been relaxed for other forms of transport.

The shift in policy reflects the high levels of vaccination, natural immunity levels, and the removal of domestic restrictions in many European nations, IATA observed.

A Fabled MGallery

MALLERY has added Canterbury's five-star Fable Terrace Downs Resort, now renamed as Fable Terrace Downs by MGallery, to its collection of luxury hotels in New Zealand.

The recently rebranded hotel offers one-, two- and three-bedroom villas, plus a golf course, clubhouse, restaurant, and conference and event facilities, with Mount Hutt and the Southern Alps as its backdrop.

Night one of FTE "blue" us away!



TOURISM Fiji is this week hosting its Fijian Tourism Expo (FTE), its first face-to-face exhibition since the pandemic.

Running from 11-13 May at Denarau Island Convention Centre at the Sheraton Fiji Beach & Golf Resort, the country's premier tourism industry event brings international trade, media and local tourism suppliers into one location to showcase the variety of tourism products available.

The opening ceremony was held last night, which saw President of Fiji Wiliame Katonivere and

Minister for Tourism Faiyaz Koya address the Expo, and Tourism Fiji Chair/ Fiji Airways Managing Director & Chief Executive Officer Andre Viljoen reveal Adelaide as the latest destination his airline will be returning to.

Sheraton Fiji also put on welcome cocktails for attendees, with the big "bula" welcome also featuring a delicious spread of food, as the Fijian tourism industry reconnected with the world after a long two years.

Pictured, the team from Fiji Airways and Tourism Fiji catch the right kind of blues.

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