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## Today's issue of TD

Travel Daily today features six pages of news plus a cover page from Tourism NZ.

## Be an NZ specialist

**TOURISM** New Zealand is today inviting Aussie travel advisors to boost their knowledge of the destination, which is very much in focus as border restrictions continue to ease.

The online certified 100% Pure New Zealand Specialist Program is free, giving agents the training, tools and inspiration to make Kiwi travel dreams come true - see the **cover page** for more details.

## Abu Dhabi self-famil program

**TRAVEL** industry staff wanting to experience Abu Dhabi can now access special packages in a new partnership between Etihad and the Department of Culture and Tourism (DCT) Abu Dhabi.

The partnership allows travel agents, industry members and a friend or family member to travel for \$850 in economy on weekdays, \$1,000 for weekend travel or a \$3,500 business class fare (plus taxes).

A variety of hotels are taking part in the scheme, with "exceptional accommodation offers" to be provided after each application is approved.

Participants must have also completed the Abu Dhabi Specialists training program - to apply for the scheme **CLICK HERE**.

## Mayo confirms retirement

**TRAVEL** industry legend Barry Mayo has announced his retirement after working in the sector for over six decades.

Currently Chair of House of Travel Australia, encompassing TravelManagers and Hoot Holidays, Mayo's stellar career has seen him as the former head of Harvey World Travel Limited when it was publicly listed, as well as more than a decade as Director and later Chairman of CT Partners.

Earlier roles included positions with various airlines including Qantas, Garuda, KLM, Pan Am, Alitalia and Ansett, and he was also MD of Insight International Vacations Australia in the 1990s.

Mayo is also a past Chairman of IATA's Australian Travel Agency Program, and has also held various official roles with the Board of Airline Representatives Australia and the American Society of Travel Agents.

He had intended to retire in 2020 after turning 75 in late 2019, but decided to postpone his departure during the COVID-19 pandemic.

"Everyone is aware of how stressful the past few years have

been, and my greatest concern was for my colleagues and our TravelManagers' morale and wellbeing," he said.

"The last thing I wanted to do was walk away from the industry I have loved and people who have been such an important part of my life, at a time like that."

However now that the industry is showing strong signs of recovery, "the time is right for me to commence the next phase of my life," he said.

Mayo will step down as chair of House of Travel Australia and TravelManagers, with House of Travel NZ CEO Bruce Parton taking over from 30 Jun.

He'll continue to consult to the company and complete projects currently under way, with House of Travel Australia CEO Joe Araullo paying tribute to Mayo's longstanding contribution.

"His experience and knowledge are unprecedented, but when you combine those two aspects with his immense commitment to the travel industry, he is indeed a legend," Araullo said.

## New Club Med BDM

**MICHELLE** Nickelson has been appointed as Business Development Manager - Qld for Club Med.

Brisbane-based Nickelson started her new role this week, bringing over 30 years of experience including her most recent work with Alliance Airlines.

## New Cal agency

**EVIL** Twin PR has been appointed as the press office for New Caledonia in both Australia and New Zealand, working alongside representatives Nouvelle Vague Marketing.

## Travel Daily on location aboard Pride of America

Today's issue of TD is coming to you courtesy of Norwegian Cruise Line, aboard *Pride of America* cruising around the Islands of Hawaii.

**THE** eastern side of the Island of Hawaii offers a different port experience with guests using tender boats to disembark.

Once onshore the town of Kona offers guests some great historical offerings including visiting the locale where James Cook first visited, and ultimately found his demise.

In and around Kona are plenty of shops to explore, providing both local and more traditional shopping offerings.

Tonight, we are looking forward to watching the *Lights, Camera, Music!* show, with its nod to the greatest musicals, both old and new.

## Fiji Airways adopts

**FIJI** Airways has implemented Amadeus' booking engine Digital Commerce and front-end touchpoint solution Amadeus Reference Experience, to help the carrier improve both booking and self-service check-in flows.

"We are working towards being a true airline retailer with a mobile-first approach, offering flexibility in the booking journey to our customers," FJ said.

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## The Uber of the skies

**SOON-TO-LAUNCH** Australian airline Bonza has confirmed the only place to book flights when it launches will be via its FlyBonza App, adopting a similar model to ridesharing platform Uber.

Revealed in an open letter penned by the airline's Chief Commercial Officer Carly Povey today, the app will serve as a one-stop-shop for bookings, with all payments, management of flights and customer communications to be handled directly with travellers through the digital portal.

Povey argued the benefits of eliminating its own website and third party sites from the bookings cycle would mean customers enjoy a simpler and more time-effective way to travel.

"[The app means] spending more time at the pool, less time in the airport," Povey said, adding a single-app gateway would also be better for the planet by making the airline paperless.

Povey also revealed the app would allow travellers to research their destination before they arrive, communicate directly with staff, order food and drinks to their seat, and provide the airline with valuable feedback.

Meanwhile the letter also revealed Bonza now has a firm date about when its first aircraft will touch down in Australia, conceding it was "slightly later than first expected", but ultimately provides the carrier with the clarity it needs to map out the logistics of its launch plan.

This delay means that Aussies shouldn't "wait for us to lock in your essential Jul and Aug travel plans", Povey advised, adding the airline is now "recruiting hundreds of Bonza legends, progressing through the regulatory process, and taste-testing our all-Aussie menu".

The Bonza app can be download via Apple and Google platforms.

## ATAC partnership

**THE** Australian Travel Agents Co-Operative (ATAC) will deliver "designer travel" to agents in a new partnership with Designer Journeys.

As part of the collaboration ATAC travel advisors gain access to Designer Journey's quality network of vetted 'Local Travel Designers' in more than 70 countries; access to Designer Journeys' travel customisation & enquiry management platform; more than 2,000 customisable, itineraries; and dedicated support Designer Journeys' teams, which support agents at each step of the experience.

"ATAC is thrilled to partner with Designer Journeys...ATAC agents are unfailing in the pursuit of delivering excellent customer service and tailoring itineraries to suit their clientele's individual needs," said the Co-Operative's General Manager Michelle Emerton.

## EU to drop masks

**THE** European Union has confirmed that from next week it will no longer require masks to be worn at airports and on planes amid the easing of COVID travel protocols across the bloc.

The decision also took into account rising vaccination rates.

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## ANA rebooking

**ONE** free change of a traveller's All Nippon Airways ticket will now be permitted on itineraries that include flights from, to, or within Japan.

The new rebooking period stipulates all new travel must be completed by the end of Nov, subject to the same booking class seat availability.

Flight credits are not available, but a refund is for unused coupons with travel dates until the end of Jul.

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## New fuel in 2030s?

**QANTAS'** Chief Sustainability Officer Andrew Parker has revealed that synthetic fuel could start replacing traditional petroleum and plant-based biofuels by the mid-2030s.

Speaking with *The Financial Times* this week, the carrier's head of sustainability claimed that manufacturing synthetic hydrocarbon fuel by extracting carbon from the air and hydrogen from the water could prove to be a much better prospect than crop-based biofuels.

Parker also pointed out that hydrogen and battery-powered planes will likely fly short-haul routes for the foreseeable future, arguing the energy would not have the range for longer flights.

## Travellers Choice widens

**INDEPENDENT** travel network Travellers Choice has expanded its TC One online booking system to include a much wider access to car rental locations, activities and transfers, which can be booked by members alongside accommodation options.

The larger inventory features more than 24,000 car rental locations globally, 345,000 attractions and activities, and in excess of 3,000 transfers at airports, stations and ports, adding to a platform which already offers agents rooms delivered via 84 bedbanks around the world, including Above & Beyond, Expedia and Booking.com.

The TC One platform is also providing members with direct negotiated pre- and post-paid room rates, and for a limited time, agents can receive US\$1 cash back for selected post-paid room night bookings, and an extra A\$5 cash back for completed pre-paid hotel bookings.

Travellers Choice Managing Director Christian Hunter said the ability for agents to have more control and flexibility was more important now than ever before in a recovering sector.

"It goes without saying that independent travel agents of all sizes need technology solutions that enable them to book a comprehensive suite of products, at prices that will not be beaten and with 24/7 access," he said. "The integration of all of these features into one simple platform is what makes TC One such an important tool in helping our members stay ahead of a complex trading environment."

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

## Austria rolls it back

**AUSTRIA** has decided to allow all travellers to enter the country restriction-free, with proof of vaccination/recovery or a COVID test no longer required.

Travellers are also no longer required to fill out the pre-travel clearance form, wear face masks or present special passes to enter tourist attractions or events.



## Window Seat

**WOW** that little pooch can run!

A small white puppy has caused very large headaches for airport staff at Miguel Hidalgo y Costilla International Airport in Mexico after escaping from its holding bay and ripping around the tarmac at lightning haste.

The cheeky pooch gave staff the literal run-around for more than half an hour as it played hide and seek around the major aviation hub before eventually being rounded up by some very puffed ground crew.

Video of the incident was filmed by a waiting passenger, with audible laughter heard from fellow travellers who were clearly amused and impressed with the cheeky canine's dogged determination to avoid capture.

Many comments on social media derided the airport staff for not using food to lure the doggy in, with one user claiming "they clearly don't own a dog".

View some of the tongue-wagging action via a post of the video on Twitter [HERE](#).



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### Sales Director

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## NCL says aloha to Hawai'i!



**NORWEGIAN** Cruise Line (NCL) is this week hosting some of its key industry partners aboard *Pride of America* as the ship cruises in Hawai'i.

NCL is the only cruise line to offer year-round seven-day inter-island voyages, taking in four islands over a week with no sea days - and allowing guests to explore Maui and Kauai in depth with overnight stays.

The cruises depart Honolulu each Sat, with a total of more than 70 shore excursions to choose from exploring the destination's scenery, coastlines, hospitality and warm customs

and culture.

Those on board this week include Michael Middleton, GM Cruise at Ignite Holidays and Ignite founder Randall Deer, who are **pictured** above with NCL Director of Sales Australia and New Zealand, Damian Borg.

NCL CEO Harry Sommer is also hosting the group, and told **TD** that Australia is the second largest source market for the Hawai'i voyages which are already seeing local demand exceed 2019 levels.

Borg said the NCL Hawai'i offering is "unbeatable" - more details in today's *Cruise Weekly*.



### Marketing Executive - Trade

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## AFTA UPDATE

from Dean Long, CEO



**LESS** than a week out from election day we have now seen the policies presented by both sides.

The Nationals and the Liberals have provided targeted additional assistance to attractions and have a strong commitment to Thrive 2030, their visitor economy strategy.

The Labor Party this week released a statement suggesting significant support for Australia's accommodation sector and a \$10 million employee attraction program to help industry businesses with the critical issue of staffing.

Importantly, both policies do acknowledge the importance of travel agents, wholesalers and tour operators which is a first for both parties.

Post this election AFTA will

engage with both political parties, on improving the traveller pathway - to make it easier for Australians to travel internationally, while also making it easier for tourists to arrive in Australia.

We will also be working hard as the new skills/training framework combined with new employment pathways are developed and announced.

There will be new partnerships to be forged with a returned Liberal Government or a newly minted Labor Government.

Government and industry must work more closely to learn from the impacts of the pandemic but also recognise that some of our challenges are over 20 years in the making.

This election represents a positive evolution in that both polices recognise the importance of the travel sector's contribution to a healthy and robust visitor economy.

### Aqua webinars

**JOIN** Aqua Expeditions for its *Aqua Blu* global webinar on 31 May at 9am AEST.

The online educational session will cover Aqua's long-range explorer yacht and its destinations, including the Maluku Islands, Komodo National Park, Raja Ampat, and more - register **HERE**.

### Tripadvisor refresh

**TRIPADVISOR** has launched a new self-service advertising tool, Tripadvisor AdExpress.

The new instrument is a rebranding of the previously named Tripadvisor Media Manager, which has been updated with new features, allowing businesses total control over their cross-platform advertising on the website.

The intuitive tool allows customers to define the audience, budget, and advertising formats which best suit their business, and upload creative assets.

AdExpress introduces a raft of new features and product enhancements for self-service customers, including a full creative refresh, enhanced insights, a creative library, multi-user accounts, and more.

### EK hunts cabin crew

**EMIRATES** is currently embarking upon a major hiring offensive for cabin crew as it cranks up operations, with its recruitment team travelling to 30 cities in six weeks to find candidates.

The hiring spree will include stops in Sydney, Melbourne, Brisbane and Perth, a tour that will continue until the end of Jun.

"Following the opening of Australian borders, ramp up of international travel and increase of services, Emirates is delighted to commence recruiting outstanding talent nationwide.

Australians have an innate desire to travel and experience the world, it is this type of passion that attracts Australians to explore a career with the Emirates cabin crew team," EK said - apply online **HERE**.

### ATE on the GC in 23

**THE** Australian Tourism Exchange (ATE) has announced that its 2023 event will be hosted in the Gold Coast.

The Tourism Australia event was held in Sydney this year and brings together key stakeholders to exchange ideas about how the sector can grow and prosper.



## Viagogo ruling upheld

**THE** Full Federal Court has dismissed Viagogo's appeal on misleading representations it made, and its penalty of \$7 million for breaches of Australian Consumer Law (**TD** 06 Oct 2020).

Just over three years ago (**TD** 23 Apr 2019), the Federal Court found Viagogo had made misleading claims on its website relating to the reselling of tickets to live music and sports events, in proceedings brought by the Australian Competition & Consumer Commission (ACCC).

The Full Court today upheld those findings made in 2019 that Viagogo had falsely represented itself as the "official" seller of tickets to particular events.

Also upheld was the finding made by the primary judge that from 01 May 2017 to 26 Jun 2017, Viagogo's website drew consumers in with a "headline price", but failed to sufficiently disclose additional fees or specify a single price for tickets, including a 27.6% booking fee which applied to most tickets.

## Two new big parks

**BIG4** Holiday Parks has announced two new additions to its network, including BIG4 Ocean Shores Holiday Park in Manning Point, on NSW's mid-north coast.

The new park, which is dog-friendly, offers easy access to the coastal village's various waterways, and a selection of cabin accommodation, including beachside villas, plus shaded caravan and camping sites.

Facilities include a resort-style swimming pool, games room, jumping pillow and BBQ area.

The second addition is the BIG4 Hidden Valley Holiday Park in Darwin, NT, set among tropical gardens and featuring cabins as well as motel-style rooms in the Pandanus Lodge.

The dog-friendly park has an on-site cafe, pool, playground, BBQ areas, and caravan and tent sites.

The Full Federal Court stated "had Viagogo made it clear that it was operating a ticket resale site, then there would have been no misapprehension by consumers".

"Viagogo misled music lovers, sporting fans and other consumers who were hoping to get tickets to a special event," ACCC Commissioner Liza Carver declared.

"This case was about bad behaviour by an international ticket reseller that deliberately misled thousands of Australian consumers about the price they would have to pay for tickets and falsely represented that those consumers were purchasing tickets from an official site."

## Nancy-Bird signs on its first hotel

**COURTYARD** by Marriott Western Sydney Airport will be the first hotel to open at Western Sydney International (Nancy-Bird Walton) Airport, in the Aerotropolis hub.

The \$70 million project, to be developed and owned by 1990 Developments Pty Ltd, is expected to reach completion in 2026, around the same time as the airport opens, and will feature 200 rooms, an all-day dining restaurant, cafe and bar, a fitness centre, and meeting and ballroom space.

Sean Hunt, Area Vice President, Australia, New Zealand and Pacific for Marriott International said the hotel chain "is placing an important focus on expanding our footprint in greater Sydney".



## Brushing up on key skills



**FLIGHT** Centre's Head of Marketing, Clinton Hearne (pictured far left), was recently invited to Google's YouTube Works Summit to learn how the video sharing site can accelerate the growth of the travel sector.

The sessions focused on improving the methodologies of digital marketing, with a special guest talk from marketing guru Mark Ritson.

"It was a cracking two days," Hearne said.

"Never underestimate how

important it is to get out of the business to work on it and the importance of true partnerships."

But that wasn't the end of Hearne's whirlwind week, with Flight Centre's marketing chief also attending the company's own retail senior leaders conference.

"[These were] very productive days with the smart, amazing people who make a difference to our customers every day.

"I can't describe how important the role of an agent is and we have the best," Hearne said.



## Regional Sales Manager - Southern Australia

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## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



**AC by Marriott Melbourne Southbank** officially opened its doors last week, marking the brand debut of AC Hotels by Marriott in Australia. The new hotel features 205 guest rooms and suites, modern co-working and meeting spaces including the brand's signature AC Lounge, signature dining including breakfast restaurant Sorolla and the freestanding Triana Bar, plus an infinity pool and cocktail bar that offers sweeping views of the city.



**Six Senses Ibiza** is introducing new restaurant and bar The Beach Caves to its property this month. The oceanfront venue will overlook Xarraca Bay, and will feature a private dining room, a speakeasy-style cocktail bar, a nightlife venue, a recording studio, a retail kiosk/gallery, and six Beach Caves suites. The Beach Caves will host an annual program of events and activations, including live performances, art installations, and a series of talks and workshops.



Located in Bali's Uluwatu region, Jumeirah Group has announced the opening of its new resort **Jumeirah Bali**. The property includes 123 one- and two-bedroom villas, as well as a four-bedroom Royal Water Palace, each with ocean views, and a private pool and outdoor living area. There are three signature restaurants and bars, including the MAJA Sunset Pool Lounge, and the brand's signature Talise Spa. The resort also runs yoga classes and guided meditations.

## US eases Cuba rules

**THE** US Government has rolled back some of the travel restrictions enacted by the former Trump administration.

US President Joe Biden confirmed his country would expand flights to Cuba and allow scheduled and charter flights to locations beyond Havana.

"With these actions, we aim to support Cubans' aspirations for freedom and for greater economic opportunities," the US State Department said.

## Plaza in Scotland

**PLAZA** Premium Group has announced the opening of the new Plaza Premium Lounge at Edinburgh Airport, marking the brand's debut in Scotland.

The lounge features a first for Plaza Premium, a gin bar created in collaboration with the award winning Edinburgh Gin.

Further amenities include large screens showing live sports and entertainment, a games areas for the kids, as well as its signature bar and dining areas.

## Ready to welcome back luxury



**EARLIER** this week, the team from Oceania Cruises and Regent Seven Seas Cruises hosted a Great Cruise Comeback celebration on Sydney Harbour.

Around 100 travel advisors boarded *Starship Aqua* for a two-hour cruise taking in some of the Harbour's iconic sights.

Senior Vice President & Managing Director Asia Pacific Steve Odell thanked advisors for their support over the past couple of very challenging years.

Odell paid particular mention to the huge effort by Cruise Lines International Association to support the industry, and the work CLIA MD Joel Katz put toward the reopening of

Australia's maritime border.

He enthused Australia will "welcome back luxury" when both cruise lines return their ships to Sydney, starting with the arrival of Oceania's *Regatta* on 12 Dec, followed later that month by RSCC's *Seven Seas Explorer*.

The news was greeted by a round of applause and cheers from those present, who enjoyed a night of generous hospitality, including ever-flowing bubbles, accompanied by a beautiful culinary offering.

**Pictured** are RSCC's Director of Marketing Asia Pacific Matthew Vince and Vice President & General Manager, Australia & New Zealand Lisa Pile with Katz.



### PR Lead

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