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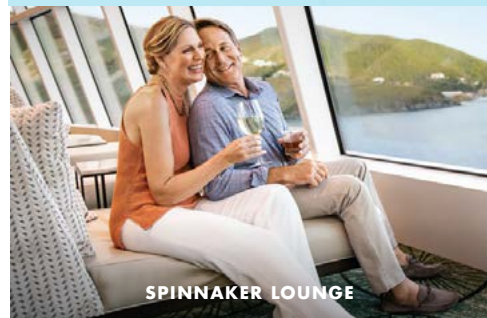
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INDEPENDENT HOLIDAY PACKAGE EXPERTS

Today's issue of TD

Travel Daily today has seven pages of news plus a cover page from **Norwegian Cruise Line**, as well as a photo page from **Collette** and a full page from **Travelmarvel**.

Simplified bookings

AZAMARA has announced that it will partner with software company **Versonix Seaware** to launch a new booking platform by early next year.

The new Seaware platform is expected to simplify the overall booking process, using updated technology platforms to make it "as seamless as possible" for Azamara's travel advisors and guests to book its experiences.

Azamara said it will provide comprehensive training and new personal log-in details to its travel advisors before the new system goes live next year.

Comm cuts slam Webjet

WEBJET Limited has confirmed that the loss of overrides and commissions on international flights will cost it between \$10 million and \$12 million, with the company's annual results (**TD** yesterday) providing the first public indication of how severely the reductions in base commissions paid by airlines are likely to impact the industry.

The figure was revealed in an investor presentation, which Ord Minnett Senior Research Analyst John O'Shea described as "setting the benchmark for disclosure" in contrast to other listed travel companies such as Helloworld Travel Limited, Corporate Travel Management and Flight Centre Travel Group, all of which have so far downplayed the impact of the commission cuts led by Qantas.

Webjet plans to mitigate much of the hit to its revenue by

reducing local marketing spend, but "it raises questions over the quantum of the impact on other competitors within the segment," O'Shea said yesterday.

With the OTA being a relatively small player in the overall Australian outbound market, "if this is the impact of lower commissions on Webjet, imagine the impact on Flight Centre, Helloworld, etc," he added.

The respected analyst said he expected Webjet's mainstream flights business to emerge as a longer term structural winner from the pandemic.

"In our view, domestic travel agents have little choice but to increase focus on the fee for service component of their offering," O'Shea said in a research note to clients.

"The Webjet online B2C offering is already a fee for service model, and we expect the division to continue to build on the market share gains (offline to online) delivered during the pandemic," he predicted.

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.

IT'S been a great week as we explored the four main islands of Hawaii.

Guests have enjoyed fantastic dining offerings, a luxurious spa and many entertainment options - and that was just aboard *Pride of America*.

Our last full day provided a memorable visit to Nawiliwili with an afternoon departure providing sunset views of the Na Pali Coast, its towering sea cliffs showcasing the majestic landscape of Hawaii.

Morning sees arrival back into Honolulu, and *Pride* getting ready to take another seven night trip around the Hawaiian Islands.

See pics from our journey at facebook.com/cruiseweekly.



Regional Sales Manager - Southern Australia

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We are now hiring for multiple roles in Sales and Marketing.

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Sail NZ and save!

THE modernised *Norwegian Spirit* is gearing up to cruise the waters of New Zealand.

To celebrate the return, Norwegian Cruise Line is offering travellers up to 35% off sailings, in addition to a range of free bonuses.

Itineraries available include 12-day voyages of Australia and New Zealand leaving Sydney from 22 Dec, with multiple departures on offer.

For more information on the NZ sailings, see the **front page**.

Outback extends Earlybird sale

JOURNEY Beyond's 4WD tour operator Outback Spirit is still giving travellers the chance to save on 2023 trips, extending its earlybird sale up to 10 Jun.

Couples can save up to \$1,500 across 25+ itineraries exploring the Australian wilderness, like the 13-day Arnhem Land Wilderness Adventure, the 13-day Cape York Wilderness Adventure, and the six-day Red Centre & Field of Light tour - **CLICK HERE** for more info.



DISNEY DAYS 2022

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Window Seat

SOME of us are already a little afraid of flying, but how would we react if we knew our pilot was the guy who once stomped all over Oprah's couch with unhinged gusto?

Well this is the scenario that recently confronted actress Jennifer Connelly, who was put through her aerial paces at very high speed with Tom Cruise at the controls on the set of *Top Gun: Maverick*.

Although she plays a character that keeps her feet firmly on the ground, Cruise insisted all of the main actors notch up some flight experience prior to filming.

"I didn't really like it because I wasn't a huge fan of flying, so for everyone who knows me it was kind of funny," Connelly recalled, adding that she was initially suspicious when Cruise questioned her about whether she had ever done any high-octane plane stunts.



Fly now and pay later

QANTAS has added more incentives for travellers to book with the carrier directly, revealing a new fly now, pay later option when customers elect to book via [qantas.com](https://www.qantas.com).

In a first for the airline, Qantas' new payment option allows travellers to book domestic and international flights on its website and pay at a later date using deferred payment provider Zip.

The agreement also offers Frequent Flyers the ability to earn more Qantas Points when they sign up and use the service.

Loyalty members will earn 3,000 points when they sign up and link their Zip account and complete a transaction, while 500 points or a \$20 cashback bonus will be awarded each time a member reaches their Zip Rewards goal, and one point will be given for every \$3 spent on eligible flights on [qantas.com](https://www.qantas.com) with Zip.

"The option to buy now, pay later through Zip gives our customers more choice in how they pay for their flights," Qantas Loyalty CEO Olivia Wirth said.

"With Zip they can spread the cost over time choosing flexible repayments, and also earn Qantas Points on the payment as well as the flight itself."

Reflecting on the new agreement, Zip ANZ Managing Director, Cynthia Scott, said the option would give Aussie travellers added flexibility in being able to plan future trips.

"By giving customers access to

Zip's fair, flexible and transparent payment solutions, travellers can sit back and enjoy their trip knowing they're in control of their finances when they get home," she said.

"We are also giving freedom and choice back to customers by giving them the option to pay for their trip before they go, or when they get back," Scott added.

According to Zip research, the option of deferred payment is more likely to make Aussies travel in the next 12 months in contrast with those who pay upfront.

Three quarters of Zip's own customers revealed they intend on travelling in the next year.

Learn more about Zip [HERE](#).

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Selina makes debut

UP-AND-COMING hospitality and experiential brand Selina has made its debut in Australia, with two new Melbourne properties designed to appeal to Millennial and Gen Z travellers.

Both properties cater to the "digital nomad lifestyle", with shared and private room options starting from \$30 a night, and co-working and recreational spaces.

Selina Central Melbourne is positioned opposite Flinders Street Railway Station and features HOWM Basement Bar, an underground speakeasy and listening lounge.

Selina St Kilda is only a stone's throw from St Kilda Beach and offers a cafe, rooftop bar and "summer wellness deck".



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Sales Director

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START TRAINING



The icing on Collette's cake



DELEGATES at this week's Collette Forum in Cairns (**TD** yesterday) were last night treated to an encounter with Australian Olympic gold medal-winning speed skater Stephen Bradbury. Bradbury, also famed as a contestant in *Australian Survivor*, was a special guest at the

conference gala dinner which took place at the Crystalbrook Flynn hotel, sharing his story and hobnobbing with the guests. He's **pictured** with Collette CEO Dan Sullivan and Head of International Business Christian Liebl-Cote - more pics from the Collette event on **page five**.



With more major players in Australian aviation than ever before, the competition to fill seats is heating up. Plus more industry news in the May issue of *travelBulletin*.

travelBulletin

40 holidays on offer

FLIGHT Centre is giving travellers the chance to score one of 40 free holidays to celebrate its 40th birthday.

"Forty lucky customers will each win a holiday from a total prize pool of up to \$400,000 in our first global competition that is bigger than any prize draw we've run before," Flight Centre's Global MD Andrew Stark enthused.

Customers can either enter in-store, online, or by pre-registering for the company's Travel Runway 2.0 virtual experience, which will return for 2022.

"Our 40th birthday is all about Flight Centre maturing into a global entity, so the scale of our prize draw and the launch of our bolder Travel Runway 2.0 virtual experience has been designed to reflect that," Stark said.

Flight Centre is also putting every frontline employee into a draw to win a holiday in appreciation of their hard work - the draw opens 25 May.

Supermarket tour

A SUPERMARKET in South Australia has launched in-store gourmet food tours, treating visitors to a hands-on insight into local produce.

Backed by the South Australian Tourism Commission, the weekly tours run by Foodland Pasadena will offer tourists experience in blending spices, chocolate-making, and wood oven cooking.

The tour will also include tastings, glasses of wine, and an optional Chef's Table Lunch at Pasadena's flagship restaurant, Mr Nick's Kitchen.

Indo cans pre-PCR

FULLY vaccinated travellers to Indonesia no longer require a pre-departure PCR test, local authorities have confirmed.

Travellers who have not had any COVID jabs will still need a pre-departure PCR test, undergo quarantine, and must take out a COVID-19 insurance policy.

Help your customers let their business fly

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Fintech investment boom

TRAVEL companies are planning a “fintech investment boom” to capture rebound as COVID-19 restrictions lift around the world, according to data from Amadeus.

To improve the traveller experience, the industry has an opportunity to harness advances in fintech, Amadeus believes, and as stated by new research from the company, four in five businesses will surpass or match their 2019 fintech investment levels this year.

According to Amadeus’ *Travel fintech investment trends report*, fintech and payments were viewed as a “high priority” by nine out of 10 respondents.

When asked what is driving fintech investment, the top objective was “improve the traveller experience”, closely followed by “increase revenue through payments”.

Respondents were also asked to rank their fintech investment priorities for this year, revealing a main priority of businesses were existing capabilities, such as alternative payment methods (61%); strong customer authentication (46%); and fraud (44%).

Meanwhile, a second group of “emerging” priorities also scored highly, with payments in NDC (47%); buy now pay later (36%); multi-currency pricing (34%); and chargeback management (31%).

Accepting cryptocurrency payments was a priority for the fewest number of firms, with just 14% planning to invest in the capability this year.

“Fintech stands out as an area of the travel business where you can provide new value-added services that bring revenue, whilst also improving the traveller experience,” said Executive Vice President of Payments David Doctor.

“That’s why businesses are channeling scarce resources in this direction and Amadeus is investing heavily too.

“We expect to double the people in our payments team by the end of next year compared to 2021.”

Doctor said travel brands are embracing innovations like “buy now pay later” and “multi-currency pricing” to deliver a more flexible digital experience.

Download the *Travel fintech investment trends report* **HERE**.



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It's getting hot with NCL in Hawaii



THESE industry partners aboard Norwegian Cruise Line's *Pride of America* this week experienced some steamy sensations as they visited the majestic Kilauea Volcano on Hawaii's Big Island.

The shore excursion is one of more than 70 options offered to guests as they journey around the islands of Hawaii over the seven-day itinerary which departs Honolulu each Sat.

Voyages operate year round, visiting four islands over seven days, including overnight stops in Maui and Kauai to allow more time for exploration.

Pictured on the rim of the

volcano are, from left: Magda del Rosario, Norwegian Cruise Line; Jess Wagner and Josh Duncan from Flight Centre; and Neil Brodie of Norwegian Cruise Line.

Back to pre-COVID

FOR the first time since the pandemic caused a travel shutdown, global leisure and business flight bookings have surpassed pre-pandemic levels, new figures from the Mastercard Economics Institute has revealed.

The report contends that the outlook for the APAC region is “optimistic”, and if flight booking trends continue at the current pace, an estimated 430 million more passengers will fly in the region compared to last year.

Australia was found to be the second most popular travel destination for APAC travellers, while data also showed that Aussies are now spending more on experiences than “things” in Australia by two percentage points, aligned with global findings that have revealed spending on experiences is roughly 34% above 2019 levels.

In further findings, Australian flight bookings to New Zealand have increased almost 200% since Jan 2022, bookings to Indonesia are up close to 400% in the last two months, and domestic flights have spiked more than seven-fold since Jan.

Accor kicks a goal

ACCOR has been named the official partner of the A-League All Star Game.

An “Accor Live Limitless”-branded jersey will be worn by the A-League All Stars when they take on Barcelona on 25 May at the newly named Accor Stadium in Sydney (**TD** 26 Nov 2021).

“We are very excited to be supporting this incredible match and the A-League All Stars,” enthused the company’s Pacific Chief Executive Officer Sarah Derry.

“This partnership expresses our support for tourism, hospitality, events and travel, which play a vital role in our culture.”

Collette convenes the community

THE pandemic forced its postponement five times, but Collette's Travel Forum finally took place this week in Cairns, and according to the fortunate attendees, was well worth the wait. About 100 industry partners including travel agents, suppliers, destinations and other stakeholders spent time networking, catching up and discussing the future, with the event including formal panel sessions, discussions, case studies and interviews. Themed

"The Bounce Back - from isolation to inspiration", delegates shared their pandemic war stories,

encouraging one another to build the industry back better as the inevitable post-pandemic recovery continues. As well as a welcome event sponsored by Tourism Ireland, the day wrapped up with a gala dinner thanks to the support of suppliers such as Delta Air Lines, Rocky Mountaineer and a host of destinations including Montana, Memphis, the Port of Seattle, Switzerland, Colorado, Oklahoma and Utah.



COLLETTE CEO Dan Sullivan with Operations Manager Jessica Donohoe, who coordinated the event.



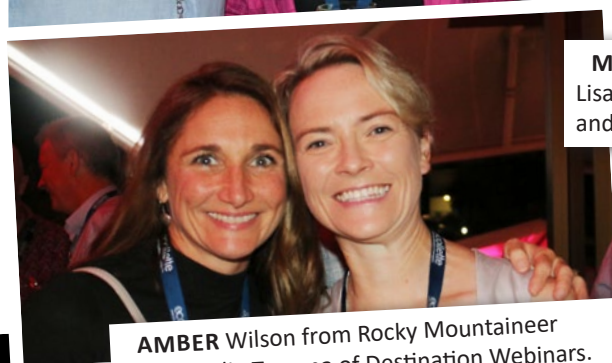
COLLETTE Head of International Business, Christian Leibl-Cote with TravelManagers GM Michael Gazal; Cola Mauriere, GM itravel Darwin; Steve and Vicki Labroski from itravel; and Lauren Howard, itravel Port Macquarie.



MICHAEL Gazal, TravelManagers; Lisa Pagotto, Crooked Compass; and Brett Jardine, CATO.



MIRA Yates from TourRadar; Hunter Travel Group CEO Brett Dann; and Nicole Bennett, Delta Air Lines.



AMBER Wilson from Rocky Mountaineer with Charlie Trevena of Destination Webinars.



MERCEDES Gonzales, Mercedes Gonzales Travel; Amanda McCoy, Linkd Tourism; and Kylee Kay, Linkd Tourism.



PETE Williams from Phil Hoffmann Travel with Collette CEO Dan Sullivan.



DAVID Lyons, Horizons Cruise & Travel; Matthew Coyle, Melbourne Travel Project; and Campbell Wilson, Global Journeys.



RICHARD Taylor, the Travel Community Hub with Anna and Iain Shannon, Travel Agent Finder.

CORPORATE UPDATE

FCM Th!nks of the future



FLIGHT Centre's FCM Travel Solutions has hosted about 1,500 audience members from across the globe who tuned into the TMC's inaugural Th!nk event for

CWT Serko deal

SERKO Limited has announced a new agreement with CWT to offer the Zeno platform as a globally preferred travel booking tool.

The pact will see Zeno offered to CWT customers as a seamless experience within the myCWT platform, with CWT's SVP Global Supply Chain Partners, Vince Chirico, saying "we are delighted to be expanding CWT's partnership with Zeno by Serko".

"Together, we are building a very exciting proposition, and one which we believe our corporate customers will find to be truly market defining," Chirico said.

Teams from both companies have begun working together to provide a "consumer-grade booking experience", including Zeno's integration with CWT's RoomIT hotel reservation proposition, which provides over one million accommodation options spanning 73,000 destinations across the globe.

Zeno by Serko has also been integrated into CWT's global servicing framework which provides follow-the-sun support for multi-regional customers.

The first global CWT launch customer, a "high-profile Fortune 500 company" has already gone live under the partnership.

live and on-demand sessions about the future of corporate travel.

Participants included Flight Centre Travel Group MD Graham Turner and Global Corporate MD, Chris Galanty (**pictured**) who presented an "unfiltered interview on dealing with the turbulence of COVID, making the tough decisions, and coming out the other side future fit in a world ready for 'revenge travel'."

The online gathering was convened from Athens by FCM Global MD Marcus Eklund, who said the need to encourage open conversation and positive action across the wider travel sector was long overdue.

"Having navigated through the upheaval of the last two years, our industry faces renewed disruption in the years ahead.

"Th!nk was conceived to bring difficult, but essential conversations to the fore."

Key topics included digitalisation, sustainability and purposeful travel, with the Global Business Travel Association partnering by providing a preview of new research findings on how technology is changing the role of travel managers.

As well as live content, a 24-hour program of region-specific segments from across EMEA, the Americas, Asia, Australia and NZ also shared insights while covering market-specific topics.

For a limited time videos of the key sessions are available to view on demand by **CLICKING HERE**.

INTRODUCING

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New Chair for ATMC

THE Association of Travel Management Companies (ATMC) has rolled out the welcoming mat for its newly elected chairperson, Tass Messinis, Managing Director for BCD Travel Australia.

Messinis, **pictured**, is a Member of the Australian Institute Company Directors (MAIDC), and served as a board member of the Australian Federation of Travel Agents (AFTA), Association of Corporate Travel Executives (ACTE) and CT Partners Australia.

"I'm honoured to represent the ATMC and its members who collectively represent a significant share of corporate travel expenditure in Australia," Messinis enthused.

"Disruption intensified during the pandemic and continues to confront our members during the recovery phase.

"While we tackle these challenges within our individual organisations, many issues require us to function as a united, cohesive front with one voice to drive positive outcomes in the pursuit of sustainable growth".

Messinis will take over from outgoing Chairperson, Rob Dell, whose leadership and guidance



was acknowledged by ATMC.

ATMC Executive Director, Oliver Tams, said, "we are really looking forward to working with Tass and benefiting from his broad experience and knowledge".

GBT profit upgrade

AMERICAN Express Global Business Travel (GBT) has released its financial results for the three months to 31 Mar, with revenue up 179% to US\$350m.

The net loss totalled US\$91m but the company raised its full year 2022 revenue guidance to US\$1.75 billion, and forecast a profit of up to US\$85m as the travel recovery gains momentum.



Marketing Executive - Trade

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Changi braces for change

SINGAPORE'S transport department has confirmed plans to reboot the development strategy of Changi Airport's Terminal 5 (T5) after being halted by the disruption of COVID-19.

The proposed new terminal at one of Asia's busiest airports is designed to future-proof the hub by ensuring Changi has the capacity and facilities to handle an anticipated rise in demand for air travel to the country.

Boasting a passenger capacity of 50 million people, the massive terminal expansion is now expected to kick off construction in the next two to three years and be ready by the 2030s.



The country's transport department said it had used the last two years to further enhance the design and make it even more sustainable, as well as make it more flexible in the face of changing travel environments.

Pictured: A render of what the giant T5 facility will look like.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Cruisers who book with **Oceania Cruises** before 04 Jun can take advantage of an Exclusive Upgrade Sale, which offers a complimentary upgrade of up to four stateroom categories plus one free amenity (beverage package, up to eight shore excursions, or up to US\$800 onboard credit) on one of 48 itineraries. The deal includes an Upfront Bonus Commission incentive of an ANZ \$150 gift card for new to brand applicable sailings - see [HERE](#) for more details.

Adventure Canada is offering a 15% discount on all 2023 Arctic, Atlantic Canada, and North Atlantic Europe expeditions with its Early Booking Bonus promotion. Valid for bookings made before 31 May. Email info@adventurecanada.com.

Sydney's newest boutique hotel, **Aiden Darling Harbour**, is promoting 15% savings on accommodation bookings until 31 Aug. Rooms start from \$211 per night. Visit www.aidendarlingharbour.com.au for details.

Nomadic Knights is offering Aussie thrill-seekers an exclusive US\$500 discount on the Roof of India tour, a 14-night motorcycle journey through the Indian Himalayas that starts on 03 Sep. Book by 03 Aug using code 'ROOF500' when booking - www.nomadicknights.com.

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Travel Daily



Ultra-long-haul innovation



QANTAS has offered a sneak peek inside its planned "wellbeing zones" (render **pictured**), which will be available to travellers on ultra-long-haul Project Sunrise flights to exercise and rehydrate.

The innovative space will feature digital displays to provide passengers with movement recommendations, as well as provide travellers with self-serve snacking station.

In a first for the Aussie carrier, Qantas CEO Alan Joyce said the area would be a "very important" benefit to ensure its ultra-long-haul flights offer its customers the best experience possible.

The sentiment has been backed up by a recent consumer survey which suggested 57% of air travellers desire products or services that impact their health and wellbeing, and either "always" or "often" influence their purchasing decisions.

The report from GlobalData also showed that 54% of respondents described themselves as either

"extremely" or "quite" concerned about their physical fitness and health, while close to half noted they were also "extremely" or "quite" concerned about their mental health.

"We have witnessed airlines partner with various companies in the health and wellness space to enhance in-flight experiences, such as mood lighting, wellness cuisines, meditation techniques and stretching exercises, Qantas' wellness zone aims to further this, allowing the airline to become a health and wellness leader in long-haul travel," the report observed.

MCEC video series

MELBOURNE Convention and Exhibition Centre (MCEC) is letting us peek behind-the-scenes into its 'home of the unconventional' brand campaign with a new video series.

The first episode focuses on MCEC's five-year sustainability strategy - view the video [HERE](#).

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



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