

New Entire BDM

ENTIRE Travel Group has appointed Roberta Abbondanza as its new Business Development Manager, an internal promotion from her former roles within CIT Holidays which became part of Entire Travel Group about four years ago (**TD** 23 Apr 2018).

Abbondanza is responsible for reaching out to travel advisors to bring them up to speed with Entire's post-COVID business model which focuses on pre-designed, independent holiday packages, bookable 24/7 online.

Entire Sales & Marketing Director, Greg McCallum, said many agents were unaware of how much the business had changed over the last three years, with the introduction of its ground-breaking new website, online booking engine, multiple new destinations and the Peace of Mind booking plan.

More appointments on **page 8**.

Sylvia Earle arrives

AURORA Expeditions today officially took delivery of its second vessel, *Sylvia Earle*.

The handover took place in Singapore, with her first revenue voyage scheduled to depart Ushuaia, Argentina on 10 Dec.

CEO Michael Heath said "we are beyond thrilled to announce our newest ship...is in the water and on her way to Antarctica".

"We cannot wait to introduce her to our loyal trade & consumer partners worldwide, and of course, a new generation of global expeditioners in search of adventure, discovery and extraordinary, life-changing experiences," he said.

More in today's **Cruise Weekly**.

LH, SQ JV set to expand

THE current joint venture allowing coordination of operations between Singapore Airlines and Lufthansa is expected to soon provide significantly more connectivity between Australia and Europe, with LH Senior Director of Sales for South East Asia & Pacific, Sabrina Winter, last night confirming the pact is due for a "major expansion".

The agreement between the carriers was first approved by competition authorities six years ago (**TD** 23 Nov 2016), allowing SQ and LH to coordinate their activities between "home markets" including Australia, Indonesia, Malaysia and Singapore on the SQ side, and Germany, Austria, Switzerland and Belgium in Europe, where Lufthansa Group airlines operate.

However last year a revised application was lodged with the Australian Competition and Consumer Commission (**TD** 27 Oct 2021) seeking to expand joint activity to a much broader range of countries across Europe - 34 in total - including the UK, Spain, Netherlands, France, Iceland, Ireland and Italy.

In Feb this year, the ACCC approved the expanded deal, which also includes three additional unnamed "Singapore Home Market" countries.

Fare products under the revised authorisation are set to roll out shortly, with Winter saying "we are looking into expanding the flow of passengers and having more countries included, and a more harmonised offer".

Currently the JV product is corporate-focused, but Winter confirmed there were advanced

discussions on boosting the leisure offering, including the introduction of special open-jaw cruise fares.

MEANWHILE during a VIP event in Sydney Winter also showcased Lufthansa's "Allegris" cabin product (**TD** 17 Oct) - including hard-shell Premium Economy seats plus new First and Business class suites - which will appear across the fleet from next year.

She also highlighted the faster than expected local recovery for LH, which has seen Australia as the airline's second top performing market regionally and a return to almost 2019 frequencies in Southeast Asia via its Singapore and Bangkok hubs to Frankfurt, Vienna, Zurich and Munich - more on **page four**.

Today's issue of TD

Travel Daily today features eight pages of news.

PER-CGK waiver

QANTAS has published a new commercial policy for customers impacted by the cancellation of QF-operated services between Perth and Jakarta (**TD** 20 Oct).

The services had been set to launch later this month as part of the Western Australian government's Reconnect with WA package, but the launch has now been suspended, with rebookings to alternate routings via Sydney offered for any ticketholders set to travel on QF53/54 through until 30 Sep 2023.

Passengers can also opt for a credit, rebooking to QF and GA/SQ or 3K via PER and SIN or opt for a refund using code '499350'.

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Travel Daily en route to Doha, Qatar

Today's issue of *TD* is coming to you courtesy of **MSC Cruises**, ahead of the naming ceremony of **MSC World Europa** this week.

TRAVEL Daily is today en route to Doha thanks to Qatar Airways, ready to board MSC's trailblazing new flagship *MSC World Europa*.

Ready to be named this coming weekend, agents and industry partners from across the globe are converging on the coastal city for a huge event, which coincides with the ramp up of excitement around the FIFA World Cup this month.

Over the next few days guests will experience the ground-breaking features of this newbuild, including next-level entertainment, luxury staterooms and revolutionary environmental design.

Shore power fast-tracked

THE NSW Govt has confirmed its pursuit of renewable energy shore power at White Bay in Sydney will be completed earlier than expected.

Originally anticipated to be ready for use by the middle of 2025, the project, which aims to significantly lower the emissions of cruise ships docking in the Harbour City, is now on track to be completed by the end of 2024.

The NSW Minister for Transport, David Elliott, said the expedited progress was a big win for the cruise sector & the environment.

"This is an exciting step forward and another significant milestone the Port Authority has achieved for the highly complex power project and moving towards net zero by 2040," he said.

Aside from the obvious benefits of lowering carbon emissions, the shore power infrastructure will also ease the impact of cruise ship arrivals on the surrounding

community of White Bay via reduced noise pollution.

Port Authority CEO, Phil Holliday, said the quick pace of the project was an important moment in achieving government ambitions of net zero emissions.

"Our net zero targets will prevent the same amount of carbon...as planting more than 90,000 trees every year," he said.

Meanwhile CLIA Australasia MD Joel Katz highlighted the increasing number of cruise ships able to utilise shore power and switch off engines while at berth.

"Right now, 40% of global cruise line capacity is fitted to operate on shoreside electricity where facilities are available, which is a 20% increase on last year," he said, adding that of the CLIA member new-build cruise ships due by 2028, 98% will either be fitted to use shoreside electricity or be configured to adopt shoreside power in the future.

Pelikin hits milestone

PELIKIN, the first digital travel money card to hit the Australian market, has reached a milestone of 100 travel agency affiliates since the launch of its partner program in Mar (*TD* 23 Feb).

The travel money product has been gaining traction due to its simple sign-up process for agents and no requirement for formal accreditation, ID checks or taking money in store.

"A five-minute discussion or a 30-second email to a client and they could be earning commission on every dollar their client spends overseas by signing up via their personalised affiliate link," Pelikin CEO and Founder Sam Brown said.

"Working with Evolution Travel Collective (ETC) has helped us achieve this exciting milestone from travel agencies across Australia and we look forward to continuing to grow that number with our ongoing partnership," Brown added.



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Bonza's grouse new tucker

FROM craft beer to a "snag in a bag" and banana bread waffles, Bonza has revealed its new "all-Aussie" menu for the first time.

The carrier will feature more than 40 products from small- to medium-sized producers across Australia, with the menu unveiled today at Your Mates Brewing Co on the Sunshine Coast, nearby to Bonza's headquarters, with all food and beverage items to be progressively introduced on all of the airline's 27 routes.

Suppliers include social enterprises and part-charities, such as Ballistic Beer Co, which donates to helping injured turtles in the Whitsundays, and Spinifex Brewing Company, which commits a percentage of profits to the mental health of veterans.

Bonza also revealed there will be no trolleys on board, meaning travellers will have their food delivered to their seat after ordering on the Fly Bonza app. The move means those in the

latter rows no longer have to wait until last, and risk missing out on their food preferences.

View the full menu [HERE](#).

Port closure shock

THE operators of Brisbane's Portside Wharf are believed to have made the decision to close its cruise terminal.

Sources have informed **TD** that clients have had their cruises due to dock at the port cancelled, with CLIA expressing its disappointment at the news.

"We understand affected cruise lines are working on alternative arrangements, including discussions with the Brisbane International Cruise Terminal on any remaining berth capacity," a spokesperson for CLIA said.

"Any last-minute changes to itineraries will cause disruption to thousands of guests and adversely affect the cruise industry as it strives to restore Australia's cruise economy."

Bleisure branded

MARRIOTT International has launched Apartments by Marriott Bonvoy, a new brand catering to the growing 'bleisure' market.

Accommodation will feature separate living room and bedroom, kitchen, and in-unit washer and dryer, but will be differentiated from Marriott's existing extended-stay brands by eliminating services such as food and beverage, meeting spaces, and retail offerings.

Initial plans for the new upper- upscale/luxury brand will focus on the United States and Canada, leveraging experience gained from its Marriott Executive Apartments division, which has operated globally for 26 years.

"Travellers planning holidays and long business trips today are seeking more choice in accommodation, and the introduction of Apartments by Marriott Bonvoy responds to those trends while offering developers a premium product," President Stephanie Linnartz said.



Window Seat

THE Parkes Elvis Festival attracts visitors from across Australia and the world each year, and things are starting to get 'all shook up' in the lead up to the 2023 event.

Finalists have now been chosen for the marquee Parkes Ultimate Elvis Tribute Artist Contest, which will take place during the four-day musical extravaganza in Jan.

Not only are all the states being represented (sorry NT and ACT, you didn't make the cut), but two Elvis diehards will fly into town from the UK and Japan to take part.

It's now or never for artists to tap their blue suede shoes on the stage and unchain their melody for a chance to be always on the mind of Elvis fans - thank you very much!

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Travel Daily

Scenic night dive

GUESTS aboard Scenic *Eclipse's* submarine on 05 Oct witnessed the rarely seen Diel Vertical Migration in the waters of Mexico, marking the first commercial night dive for any expedition ship.

CLICK HERE to watch the video, which shows the adventurous guests witnessing the largest vertical migration on Earth.

Brand USA speed dating event

BRAND USA has opened up registrations for its online speed dating event, offering the opportunity for one-to-one business meetings for buyers and travel agents.

The pre-scheduled virtual meetings will take place over two days on 08-09 Dec, with attendees able to select both their preferred attendance days and times - **CLICK HERE** to find out more details.

Munich long-haul recovers

LONG-HAUL flights to and from Munich Airport are now showing 3% more passenger movements compared to 2019 - despite the ongoing impacts of China's closure and European unrest, according to the airport's Director of Route & Passenger Development, Florian Poetsch.

Speaking to trade partners at a special event in Sydney last night (see **p1**), Poetsch said 95% of the European destinations which were in place prior to the pandemic are back - with the obvious exceptions of ports such as Moscow, St Petersburg, Lviv and Kiev due to the current Ukraine conflict.

He noted ongoing recovery, including the expected 2023 return of non-stop flights from Hong Kong to Munich with Lufthansa, as well as LH services to the German city from Osaka.

Lufthansa is also planning to station its Airbus A380 fleet

exclusively in Munich from mid-2023, he suggested, but destinations have not been decided at this stage.

Poetsch also highlighted MUC's VipWing Premium Terminal, an exclusive enclave which can be booked by the luxury and high-end segment and which features spacious lounge facilities, baggage and customs clearance, passport control and limousine service to the aircraft.

MEANWHILE the Bavaria region is also seeing a surge in post-pandemic popularity, with the Munich Tourist Office reporting that Jul 2022 was the city's second best month ever in terms of visitation.

From Jan-Aug this year more than 40,000 overnight stays were generated by Australian visitors in Munich, Poetsch noted - adding that did not include the perennially popular Oktoberfest period last month.

Avani Maldives

MINOR Hotels is preparing to debut its Avani brand in the Maldives with the opening of Avani+ Fares Maldives Resort in the second quarter of 2023.

Located in the Baa Atoll UNESCO Biosphere Reserve, the newbuild marks the first hotel opening in this area of the Maldives for more than three years.

The resort will offer a range of accommodation, including beach pool villas and four-bedroom beach pavilions, as well as the Avani house reef, containing marine life like turtles & dolphins.

Finch flies away

QF'S Andrew Finch has officially departed Helloworld after announcing his immediate resignation following Qantas selling its remaining shares in the company (**TD** 09 Nov).

Finch has been a Non-Executive Director for Helloworld for the past six years.

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LH & MUC on top of the world



LAST night Lufthansa and Munich Airport hosted some of their key Australian trade partners at a VIP event at Sydney's Shangri-La Hotel, with a stunning evening providing the perfect vantage point to view the harbour from level 36 during pre-dinner drinks.

The gathering included informative presentations from

Lufthansa Group's Singapore-based Senior Director of Sales, South East Asia & Pacific Sabrina Winter (see **p1**) and Munich Airport Business Division Aviation Director of Route & Passenger Development, Florian Poetsch (see **p3**), who are both **pictured** in Sydney with Anil Rodricks, Lufthansa Group Country Manager Australia.

New CX CEO

CATHAY Pacific has announced the appointment of Ronald Lam as its new CEO, stepping up from his current position as the airline's Chief Customer and Commercial Officer.

Lam will take over from current CEO Augustus Tang after he retires on 31 Dec, with Cathay Pacific Group Chair Patrick Healy saying Tang's tenure "has encompassed the most turbulent period in Cathay Pacific's more than 75-year history".

"We are now a more focused, efficient and competitive organisation, due in very large part to the skill and wisdom of the CEO," Healy added.

Lavinia Lau will take over from Lam as CX Chief Customer & Commercial Officer, while her current role as Director Customer Travel will be taken on by Erica Peng, currently CX GM Planning.

Alex McGowan will also be appointed Chief Operations and Service Delivery Officer.

WTTC keynote

THE World Travel & Tourism Council (WTTC) has announced that former United Nations Secretary-General, Ban Ki-Moon, will be a major speaker at the organisation's upcoming Global Summit in Saudi Arabia.

Scheduled for 28 Nov-01 Dec, other confirmed presenters at the Riyadh gathering will include Abercrombie & Kent Chairman Manfredi Lefebvre, CLIA President & CEO Kelly Craighead, Hilton CEO Christopher Nassetta, former Etihad chief James Hogan and Tourism WA MD Carolyn Turnbull.

First Tao Hotel

TAO Group Hospitality, the company behind nightclub and entertainment brands such as TAO, Hakkasan and Marquee, has announced its first hotel.

TAO Hotel will be a resort-style property in Orlando, Florida as part of a new US\$1b mixed-use development called O-Town West.

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Spotlight on Cairns

MORE than 420 delegates have registered to take part in the more than 4,500 business meetings and the comprehensive conference program at Australian Tourism Export Council's Meeting Place later this month in Tropical North Queensland.

The event will focus on Cairns, as the Australian travel industry marks the return of export tourism, with the program designed to reinvigorate and inspire tourism of the future.

There will be more than 30 speakers covering contemporary issues affecting the export tourism industry, with the keynote address to be given by The Demographics Group Director Simon Kuestenmacher.

Explore site returns

AUSTRALIAN Community Media has confirmed the relaunch of its "flagship" Explore Travel brand, which has been brought in-house after previously being outsourced to Big Splash Media (**TD** 05 Mar 2021).

The relaunch will see new Explore travel content expanded across publications such as *The Canberra Times*, *The Newcastle Herald* and Ballarat's *The Courier*.

There's also a new dedicated website at exploretravel.com.au which offers the ability to book holidays directly.

The operation is led by Head of Content Kate Cox, while Sarah Maguire is Editor of the Explore team and Akash Arora, ex *Qantas Magazine*, is Deputy Editor.



SOME of Australia's top selling luxury travel agents travelled to Munich last week for this year's Virtuoso Chairman's Event, which saw the network's high achievers invited to a gala celebration.

The event included a very special photo activation where participants were able to feature on a mocked-up cover of the new *Virtuoso: The Magazine* (**TD** 15 Aug) which is also being offered in a dedicated Australia/NZ edition.

Aussie participants **pictured** included Virtuoso Senior VP Michael Londregan and Fiona Dalton, Virtuoso GM Australia and New Zealand, along with Mike and Mandy Dwyer from Queensland's Main Beach Travel, Roland Howlett from Frontier Travel; Carole and Alan Smethurst from Bicton Travel; Sharyn Kitchener and Mike Goodall from Mosman Travel; and Gary and Caryn Reichenberg from Connections Group.

Canada route debut

FLEDGLING Canadian leisure airline Canada Jetlines has announced its first route into the USA, with plans to operate non-stop from Toronto to Las Vegas effective 19 Jan 2023.

The carrier operates a growing fleet of A320 aircraft, with initial routes including Toronto-Calgary and Toronto-Vancouver.

New Thai Radisson

RADISSON Hotel Group has expanded its "Radisson Individuals" brand in Thailand, with the signing of the 100-room Lewit Hotel Pattaya as a member of the affiliate network.

The brand caters to a rising demand for authentic, individual hospitality while also meeting the requirement from owners and small chains for global scale and support, without losing their independence.

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GCCEC appoints

THE Gold Coast Convention and Exhibition Centre (GCCEC) has announced the appointment of Sally Hein as its new Director of Sales.

In addition to establishing her own events company in 2019, Hein has worked at GCCEC in multiple roles over the years, with her other experience including Director of Sales at Surfers Paradise Marriott Resort and Spa.

Illuminate shines

ADELAIDE'S newest winter event, Illuminate, generated \$44.8 million for the state's economy, contributing to SA's strongest Jul on record.

Now in its second year, the celebration of art, light, music and technology attracted a record 1.2 million attendance, including over 50,000 visitors to the festival's regional events, with a total of 19,594 visitor nights generated.

NSW LEANS ON EVENTS FOR GROWTH

NEW South Wales has boosted its events calendar, with the state dedicating \$8 million for 21 major cultural festivals and events run by local councils across Sydney, the Hunter and Newcastle, and the Illawarra.

Fifteen local councils across the state's six cities regions will receive up to \$500,000 a year for two years to host major multicultural events and festivals in partnership with the NSW Government.

Minister of Multiculturalism Mark Coure said the funding will allow the councils to take their events "to the next level".

"To have 21 different multicultural events hosted by 15 councils across the state's Six Cities regions is a testament to NSW's rich cultural and religious diversity," he added.

The funding recipients include the Motherland African Cultural Festival in Liverpool, the Lunar New Year in Cumberland, the DancePlant Festival in Wollongong, the Living Smart Festival Weekend



in Lake Macquarie, Ramadan Nights Lakemba in Canterbury Bankstown, and many more.

To help shine a spotlight on the state's events offerings, the NSW Government launched the 'The Sydney Side' campaign under the Feel New Sydney brand earlier this week, promoting the Harbour City as the place to be for major sporting and cultural events.

The campaign's first two films, *Sydney Side of Sport* and *Sydney Side of Entertainment*, were released on Mon, with four more films to roll out in early 2023 focusing on the city's natural beauty and beach lifestyle, food

and nightlife, family fun and Aboriginal experiences.

"These films shine a light on Sydney as the ultimate tourism and events destination and will inspire visitors to come to Sydney to experience 'The Sydney Side' for an unrivalled major event experience," NSW Minister for Tourism Ben Franklin said.

Sydney also isn't slowing down when it comes to hosting conferences, with Business Events Sydney recently securing the International Mining and Resources Conference, set to bring in more than 7,500 international delegates next year.

Events drive NT

NEW independent research has revealed the major role that events play in drawing visitors to the Northern Territory, with six NT Major Events Company (NTMEC) events generating a combined gross expenditure total of \$117.7 million in 2021-22.

The six major events attracted a combined total of 135,441 attendees in 2021-22, with 55,530 of those saying they were motivated to travel to the region specifically for the event.

The events, which included Red CentreNATS 2021 and BASSINTHEGRASS 2022, were collectively responsible for delivering 276,239 visitor nights.

The survey showed that 95% of respondents agreed that the NT Government should continue to invest in events.

Expertise changes

AUSTRALIAN company Expertise Events has undertaken several structural changes, including the promotion of Zac Fitz-Roy to the role of General Manager.

"As a family business our succession is being consolidated and cemented with our oldest son, with Zac taking the lead to assume the running of the business," Founder Gary Fitz-Roy said.

The company has also given its employees new role titles to "better position the staff and the future needs of the business", which saw Event Coordinators relabelled as Success Planners, while Sales has become known as Business Multiplier.

Net Zero roadmap

THE Net Zero Carbon Events initiative will unveil its roadmap at the UN Climate Change Conference (COP27) in Egypt tomorrow.

Launched in Aug 2021, the initiative is the events industry's global campaign to achieve net zero carbon by 2050, and now has over 400 supporting organisations across 55 countries.

The roadmap launch event will include presentations, panel discussions and Q&A sessions covering the role of the events industry for societies and economies as well as the implementation of the roadmap in months to come - click **HERE** to register to watch the event online.

ICCA honours Roslyn McLeod

THE International Congress and Convention Association (ICCA) presented Roslyn McLeod, founder of Australian conference organisation Arinex, with an Honorary Membership at the 61st ICCA Congress in Krakow, Poland.

McLeod's lengthy list of achievements include serving as a Board Member of the ICCA; Director of the Business Events Council of Australia; President of both Meetings and Events Australia and the Rotary Club of Sydney; and serving on the Boards of the Sydney Convention & Visitors Bureau.

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Travel Daily



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.

Hannah Baynes has been promoted to the role of Senior Marketing Manager at Carnival's **Holland America Line (HAL)**. Baynes first joined the HAL team in 2019 in the role of Retail Marketing Manager.

Pro-invest Hotels has announced the appointment of **Shin Ching** to the role of Hotel Manager at **Holiday Inn Express Melbourne Little Collins**, which performed strongly in its first six months of operation. Ching has over a decade of local and international experience in senior management roles at Hilton Glasgow, Stanley Hotels & Suites - Port Moresby, Hilton Cairns and most recently at Stamford Plaza Melbourne.

Jake Hilbert has joined the team at **Helloworld Travel** as the new Account Manager - VIC, where he will represent retail, wholesale and Air Tickets. Most recently, Hilbert was previously employed as the Business Development Manager at Collette.

Nicole Tingey has recently been elected president of the **Society for Incentive Travel Excellence (SITE)** Australia and New Zealand. Tingey takes over from Colette Bains, who has wrapped up a two-year term. Tingey was most recently SITE ANZ VP of Sponsorship, which saw her work with other board members to successfully deliver the inaugural SITE ANZ Conference in Sydney in 2022.

Confidence flying again

TRAVELLERS across the Asia Pacific (APAC) region are feeling confident about flying again, according to Inmarsat's 2022 Passenger Experience Survey.

Australians were among the most confident in air travel at 79% alongside Singapore (also 79%), sitting behind India which topped the list at 88%.

Overall, 75% of travellers across the region demonstrated a renewed zest for air travel - a dramatic rise from last year's figure of just 6%, with the figures showing South Korea trailing other nations with only 53% of its residents confident of flying.

The survey, which included 4,000 people across the APAC region who have flown in the past 12 months, identified connectivity

as a key factor when it comes to travellers' choice of airline, with almost three-quarters (74%) saying it is important to connect to wi-fi when flying.

The demand for connectivity is so strong that 85% of flyers said they were willing to "do more" to ensure they receive quality wi-fi connection, including paying more for a ticket, spending loyalty points, watching advertisements, and even giving up in-flight alcoholic drinks.

Four in five APAC passengers also believe that wi-fi should be free on long-haul flights, with cost identified as the single biggest barrier across all markets, particularly for Australians, with over half (56%) of Aussies feeling strongly about the issue.

Thailand warms up

THE Tourism Authority of Thailand (TAT) launched a new tourism marketing campaign at World Travel Market (WTM) 2022, which kicked off in London earlier this week.

The 'Always Warm' initiative targets countries like the UK who are entering the winter season, enticing visitors to experience Thailand's warm weather and welcoming hospitality.

During WTM, the tourism authority also debuted the concept of 'Meaningful Travel: Responsible and Sustainable Tourism', demonstrating its commitment towards a more green approach to travel, as well as inclusive tourism and biological and cultural diversity.

Fred Olsen sailings

FRED Olsen Cruise Lines has announced two new short sailings to India and Singapore or Japan, USA and Mexico, as part of its Around the World in 80 Days cruise next year.

Borealis will set sail from Southampton on 23 Feb to follow in the footsteps of fictional explorer Phileas Fogg in the Jules Verne novel, *Around the World in Eighty Days*.

Guests now have the option to enjoy part of the adventure, with the choice of a 26-night journey from Southampton to Singapore on 23 Feb, or a 53-night sailing from Singapore to Southampton on 21 Mar.

Bookings open tomorrow - **CLICK HERE** for more details.

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