



Today's issue of TD

Travel Daily today features nine pages of news and a full page from Destination Canada.

USA fines airlines

SEVEN carriers which have been recalcitrant in providing refunds to US customers have been forced to repay more than US\$700 million as well as pay millions of dollars in penalties, under a new order by the US Department of Transportation.

Offenders include US carrier Frontier Airlines, as well as international operators Air India, TAP Portugal, Aeromexico, Avianca and El Al Israel Airlines.

Transportation Secretary Pete Buttigieg noted that the carriers had owed more than US\$600 million worth of refunds since the onset of the pandemic, with more fines expected under ongoing investigations into the issue.

As well as making refunds the airlines were fined US\$7.25m.

WoAG TMC tender open

THE Federal Department of Finance overnight released the highly-anticipated Request for Tender (RFT) documents ([CLICK HERE](#)), seeking to engage a provider of Travel Management Services for the Whole of Australian Government (WoAG).

The move follows a consultation launched earlier this year (TD 26 Aug) seeking feedback from industry and other stakeholders on the existing arrangements which are held by the former Helloworld Travel Limited corporate division now owned by Corporate Travel Management.

The new RFT requires the successful tenderer to provide an "all-inclusive travel management service" including a 24/7 customer service centre, high-quality booking services for simple and complex domestic and international air travel, car rental, accommodation and ground transport, as well as specialised

booking services for charters, groups, "sensitive travellers" and "sensitive goods".

A wide range of domestic and international air and accommodation inventory must be provided through multiple sources including GDS, NDC channels, direct connections with suppliers, aggregators and online travel agencies, and the tender specifies availability of "modern, functional and user-friendly systems" which enable travellers to make, change and cancel any bookings and also process ancillary requests such as baggage & seating requirements.

The documents indicate that for the nine months to 30 Sep 2022 the volume of bookings transacted by the Government included \$166 million in domestic air, \$134 million in international air and \$120 million in domestic accommodation spend.

More on the tender on [page 7](#).

Travel Daily on location in Antarctica

Today's issue of TD is coming to you courtesy of Viking Cruises, which is hosting key industry partners on a voyage aboard its *Viking Polaris* in Antarctica.

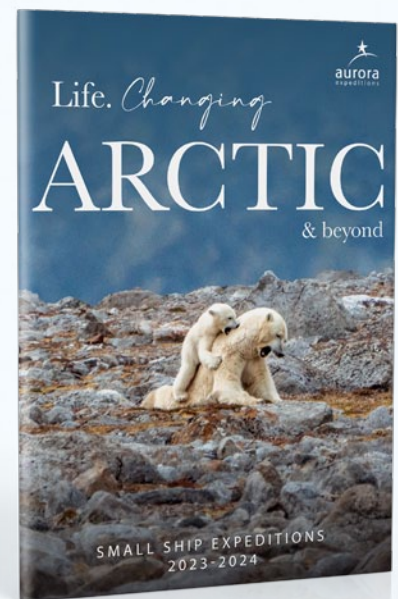
VIKING Polaris is Viking's newest expedition ship and is currently undertaking her maiden season with a series of voyages to the White Continent.

Carrying about 370 passengers, the first day of our voyage is seeing us cross the Drake Passage southward from Ushuaia, after a charter flight from Buenos Aires where guests were hosted for a pre-cruise night at the centrally located Hilton Buenos Aires.

Alongside mandatory briefings, the Viking team will tonight host an onboard reception for the Aussie guests.

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The training program includes new modules, selling tools and much more - see **page 10**.

AAGH swoops on big buy

AUSTRALIAN Adventure Group Holdings (AAGH) has announced the purchase of a number of key tourism assets from Discovery Adventure Group Holdings and Imperium Tourism Holdings.

The list of acquired brands include tour companies Adventure Tours Australia, Outback Tour Services, Discovery Fraser, and Dingos Fraser, as well as travel agencies Peterpans Travel, Backpackers World and Student Uni Travel, and travel technology brands Adventium Technology and Website Travel.

Backed by Melbourne-based investors, EBM Capital and Whitford Capital, the move sees AAGH significantly expand its portfolio in the tourism sector, as well as appoint a new board of directors to manage its growing list of assets.

Former Regional General Manager, Southern Australia for Qantas, Ken Ryan, has been appointed as AAGH's Chairman, bringing extensive experience in the tourism and logistics

Japan cruise back

THE Japanese Government has announced that cruise ships can return to the country following a two-and-a-half-year ban.

Schedules are still being shored up, but early indications are that Japanese sailings will resume from next month, after local authorities said new anti-virus rules makes a return possible.

sectors, having also held a senior executive role at Toll Holdings.

"We are thrilled at the acquisition of these iconic brands and look forward to investing in their return to market-leading operations," Ryan said.

AAGH also confirmed that all existing permanent staff will be retained under the acquisition.

Some of Imperium Capital's assets were purchased from Intrepid Travel in 2019 (**TD 20** Dec 2019), only about a month before the pandemic struck, with the deal including the purchase of Outback Tour Services and Queensland's Fraser Island.

Where's the beef?

A **NEW** Qantas Club has opened in the beef capital of Australia, with Rockhampton Airport welcoming today's debut of the carrier's expanded lounge.

Rockhampton Qantas Club has double the capacity of the previous lounge, now seating up to 65 guests, while the facility also boasts dedicated work areas with high tables, high-speed wi-fi, & a range of food & drink options.

The Club will open one hour prior to each Qantas service until the last departure.

Rockhampton's Qantas Club was forced to close in early 2020 due to the travel shutdown.

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Pearls of wisdom in Doha



GUESTS invited to the naming ceremony for the ground-breaking MSC Cruises *World Europa* have also had the opportunity to venture out in Doha and enjoy some of the major tourism drawcards.

Some of the guests were able to explore The Pearl, an artificial island spanning four kilometres that offers visitors a range of accommodation, restaurants and entertainment options.

Guests in town to welcome MSC's *World Europa* will remain on the ship for another few days

so they can check out of the ship's full suite of features.

Pictured enjoying The Pearl are: Bhavna Thapar, Flight Centre; Lisa Teiotu, MSC Cruises; Nathan Harding, Discover Australia; Pauline McLennan, House of Travel; Michelle Warren, MSC Cruises; and Noriye Oto, Our Vacation Centre.



Window Seat

VIRGIN Australia has upped the stakes of its recently launched middle seat lottery promotion (**TD 24 Oct**), revealing today that four unique bar carts are now on offer for lucky winners.

The fully refurbished collector's items have been revived from a former life on board Boeing 737 aircraft, such as the below **pictured** disco-themed prize, featuring a disco ball, smoke machine and cocktail shaker.

Other themed carts include a luxurious day spa cart offering plush robes and slippers, a cinema cart complete with popcorn maker and movie projector, as well as a sports bar prize, boasting a removable esky and Yeti coolers to keep drinks ice cold, & a pop-out basketball hoop.

CLICK HERE to find out how to be in the running to win.



Airline smart tech

BRITISH Airways has become the first UK airline to trial the use of biometric technology for international flights, enabling pax taking part in the trial to travel through the airport without having to show a passport.

MEANWHILE Air New Zealand's customers were among the first to experience biometric verification at the boarding gate following a successful trial at Los Angeles Airport.



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Australian Government
Department of Finance

REQUEST FOR TENDER – FINTravel22-RFT

Travel Management Services for the Australian Government

The Department of Finance has published a Request for Tender for Travel Management Services for the Australian Government

For further information [CLICK HERE](#)



Capella locks in Mar '23

THE highly-anticipated opening of the luxury hotel Capella Sydney finally has an opening date, with the owners declaring the accommodation will open its doors to guests in Mar 2023.

The launch will reside within the iconic heritage-listed Department of Education Building in Sydney, and marks the debut of the Capella Hotels and Resorts brand in the country.

On offer for guests will be 192 rooms and suites spanning eight levels, three ground-level food and beverage venues, six meeting and event spaces, in addition to a wellness facility, fitness centre, yoga platform & swimming pool.

“Capella Sydney is...an open invitation for discerning travellers from all around the world to visit Australia and experience the magic of this place,” General Manager Marc von Arnim said. “Capella is synonymous with

luxury, excellence in the craft of hospitality and cultural immersion,” he added.

The hotel will also ensure its history is blended with modernity, balancing storied architectural features with a contemporary design aesthetic throughout its interiors.

Capella Sydney will open for online reservations from mid-Dec. More luxury travel news on **P8**.

Free Norfolk tours

TRAVEL agents are being invited to take advantage of free tours of Norfolk Island and complimentary airport transfers when they request a brochure from Baunti Tours.

The offer is only valid for bonafide agents actively selling Norfolk Island, and the brochure must be requested by 30 Nov and redeemed by 31 Mar.

Email **HERE** to find out more.

Carnival board move

CARNIVAL Corporation & plc has announced the appointment of former Dun & Bradstreet Corp CEO Sara Mathew as a new Independent Director.

Mathew joins the Carnival Boards effective immediately.

The company also confirmed the retirement of Sir John Parker, who has decided not to seek re-election to the Carnival Boards at its upcoming 2023 Annual General Meeting, with Chairman Micky Arison hailing his long contribution as a Carnival plc Director for more than 20 years.

The new changes, along with the recently announced retirement of long-time Board member and former Carnival Corporation CEO Arnold Donald, sees the group's Board comprised of 12 members from Apr 2023, “ten of whom are independent directors, four of whom are female and one is ethnically diverse”, the company noted.

New luxury outdoor resort brand

AMERICAN glamping specialist Under Canvas has announced the introduction of ULUM, a new “safari-inspired” outdoor resort brand which will begin welcoming guests in Mar 2023.

The first location is ULUM Moab in Utah, promising sophisticated comfort and unprecedented design to “offer guests a fresh perspective on outdoor exploration”.

The resort offers expansive views of Canyonlands National Park, with all-suite accommodation tents including dipping pools, upscale dining and wellness-focused programming such as complimentary yoga, stargazing, onsite hiking, live acoustic music and evening s'mores - while local operators will offer world-class white water rafting, rock-climbing, favourite local hikes and guided national park tours - ulummoab.com.

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Average int'l spend \$7k

AS PART of its collaboration with Star Alliance on a new branded credit card (**TD** 15 Nov), HSBC Australia revealed internal data which showed the average overseas spend for an Australian traveller next year will be \$7,000.

The same report also revealed that given the increase in inflation and rising cost of living, Aussies are concentrating efforts on budgeting more effectively for trips, with 88% of those surveyed admitting being budget-conscious is important for overseas travel.

Two-thirds of respondents also conceded they would likely need to dip into the savings they have accrued throughout the pandemic to fund overseas travel in 2023, while half of all travellers indicated they would place an emphasis on shopping around for flight and accommodation deals, in a bid to make their money stretch further while on holiday.

Interestingly, 25% of people said

they would pay for flights with credit card rewards and points, and an overwhelming majority revealed they would be looking to source any "tips or tricks" they could find to help keep the overall cost of a trip down.

Just over half of Australians over the age of 18 are planning on taking an international trip next year, with the primary concerns listed as airport chaos (52%) and cancelled/delayed flights (49%).

MEANWHILE, while launching its partnership with Star Alliance yesterday, Managing Director - Star Alliance Australia Renato Ramos told **TD** that "conversations are being had every day" about adding a local Australian carrier to its group.

"Even though conversations are happening, we are very happy with our current 26-member group," Ramos qualified.

Air NZ is the closest member geographically to Australia.

Aeronology nod

AERONOLOGY has been named one of the "Hot 25" Startups at the *PhocusWire* Annual Travel Tech Conference.

"Aeronology is extremely proud to be selected in the *PhocusWire* Top 25 Startups 2023," Chief Executive Officer Russell Carstensen said.

"It's a prestigious award by a world-renowned travel technology publication."

Qantas legal fight

QANTAS is facing damages of up to \$600k after criminal proceedings were initiated in the District Court of NSW, with the company accused of violating the *WHS Act* by failing to provide proper cleaning equipment to employees.

Former Qantas aircraft cleaner Theo Seremetidis, who claims to have been wrongfully terminated in 2020, is one of the key people implicated in the case.

Check out Antarctica

QUARK Expeditions is inviting agents to a screening of BBC's *Antarctica 3D* narrated by Benedict Cumberbatch at IMAX Cinemas in Carlton, Victoria.

Taking place on 30 Nov, agents can bring a client and includes free cinema snacks - details **HERE**.

Pitcairn increases

PITCAIRN Island has extended its shipping schedule to 2024, responding to unprecedented demand for the destination.

The group of four volcanic islands has significantly increased passenger services aboard supply ship *Silver Supporter*, which will operate 23 return trips from Mangareva through to Apr 2024.

Voyages are timed to directly connect with the weekly Tue flight from Tahiti.

In a boost to Pitcairn's rebound, travel vloggers Yes Theory recently visited Pitcairn, releasing a video viewed 3.7 million times.

Information Sessions

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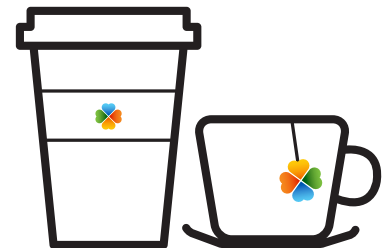
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- Perth

Can't make the above sessions? Other dates and locations including regional, are available by appointment. All sessions are confidential and obligation free.

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Travel Daily



NZ most popular in Sep

AUSSIES are embarking on a rising number of overseas trips, the latest figures from the ABS has revealed, with a total 1,040,550 departures recorded for the month of Sep - an uptick of 10% on Aug.

Although outbound travel is bouncing back, there is still a long way to go until it returns to pre-pandemic levels, with Sep figures remaining 36% lower than the same period in pre-COVID 2019.

New Zealand was the most popular destination for Aussie travellers, accounting for 90,400, or 14%, of all outbound trips, followed by Indonesia (90,390) and the UK (55,020).

The United States is also becoming more enticing to Aussie travellers, with a 15% rise in trips to the US in Sep compared to the previous month - conversely, travel to the UK slumped by 5%.

NSW residents were the most eager for an overseas getaway, taking the most short trips at 212,180, while the Northern Territory recorded the fewest at a meagre 4,240.

When it came to visitor arrivals

into Australia, there was a 6.5% rise in numbers during the month compared to the preceding Aug, with New Zealand accounting for 22% of all arrivals, followed by the UK and Singapore.

However, visitor arrivals are still trailing behind the pre-COVID level by 46.5% in Sep 2019.

NSW retained its crown of being the most popular destination for inbound tourists in Sep, recording 128,980 trips, followed by Victoria with 90,290, and at the bottom of the ladder was Tasmania, lagging behind with just 3,030 visitors.

Ormina on the hunt

AUSTRALIAN luxury tour operator, Ormina Tours, is currently recruiting for a Reservations Consultant to manage the company's bookings across its various segments.

Ideally, the candidates will have good product knowledge of Europe - particularly Italy.

The role is primarily work-from-home and offers flexible working arrangements - for more details and to apply, [CLICK HERE](#).

Adventure World gets its bearings



THE Travel Corporation's (TTC) local team came together this morning for a breakfast at the Australian Museum to celebrate the much-hyped launch of Adventure World's partnership with charity Animals Asia.

The cooperation will kick off with Adventure World's new Animals Asia Bear Sanctuary Visit, which will see guests pay a call to the bear rescue centre in Vietnam, in an experience exclusive to the brand's guests.

Spread over an area of 11 hectares, the centre has almost 30,000m² of semi-natural outdoor enclosure space, housing 200 bears confiscated from wildlife traders or poachers.

Staying in the Sofitel Legend Metropole Hanoi, the \$1,539 four-day itinerary includes a daily breakfast, two lunches, one dinner, all transfers & tours in an air-conditioned vehicle, as well as English-speaking guides

throughout.

Adventure World Managing Director, Neil Rodgers, described the new itinerary to *Travel Daily* as a deeply moving experience which brings both sides of the bile bear industry together to bring a stop to the practice.

"It's inclusive, we don't alienate economies or the people, we don't shame them, it's about changing the message," he said.

"It makes a real difference to be able to witness it first-hand, and it's really powering the conversation" - for more information, [CLICK HERE](#).

Pictured are AAT Kings Group Chief Executive Officer Ben Hall, local Managing Director of TTC's Touring Brands Toni Ambler, Rodgers, Animals Asia founder & Chief Executive Officer Jill Robinson, Uniworld Boutique River Cruise Collection local Managing Director Alice Ager, and TTC Director David Hosking.

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Travel Daily

On Board: Viking Polaris

The Laboratory

Viking has an extensive onboard science program, with "citizen scientist" passengers able to assist dedicated researchers in their ongoing projects which include monitoring water quality, weather studies and wildlife observations. Guests can tour the fully equipped laboratory and gain an understanding of the work which is done in partnership with leading institutions.



WoAG commission clawback

COMMISSIONS and overrides paid by suppliers to the successful tenderer for the Whole of Australian Government (WoAG) TMC contract (see p1) must be reported to the Department of Finance on an annual basis, and if they exceed an agreed baseline amount by over 10%, may be used to reduce the total fees paid under the contract.

Where possible, the contractor must source airline, car rental and accommodation inventory that is net of commissions, and “must actively promote and offer travel options that maximise value to the participant and meet the traveller’s needs, irrespective of commissions,” the newly released tender documents confirm.

Where commissions cannot

be removed from inventory, the contractor is permitted to retain these earnings - but must be fully disclosed, with excess receipts also potentially reinvested to improve any services, or to provide additional benefits to the government.

Briefing in late Nov

AN IN-PERSON industry briefing on the Whole of Australian Government TMC tender is scheduled to take place in Canberra during the week commencing 28 Nov this year.

Attendance is optional, with the date, location and time to be provided via an addendum to the formal Request for Tender, with any potential tenderers to also be provided with a copy of the presentation and answers to any questions asked in the session.

The tender timeline indicates that any queries relating to the documents must be finalised by 13 Dec, while submissions are due by 12 noon on 21 Dec.

The new Whole of Australian Government TMC arrangements are expected to be in place by May 2023 or earlier.

No loyalty points

TRAVELLERS with bookings made under the new Whole of Australian Government TMC tender will not be able to earn loyalty program points, with rewards schemes specifically excluded from the program under a clause in the documents.

The successful tenderer “must use reasonable endeavours to prevent travellers from accruing loyalty reward program points for bookings,” the papers note.

Automated processes must be established with other travel service providers including airlines, accommodation and car rental providers “to suppress the accrual of loyalty reward program points by travellers,” the tender specifically notes.

MTA agents are all white



ATAS vital for WoAG

THE Whole of Australian Government (WoAG) TMC tender released overnight includes a stipulation that participants must “either directly or indirectly, be a travel agent accredited under the Australian Travel Accreditation Scheme (ATAS) administered by the Australian Federation of Travel Agents”.

Tenderers must also be a legal entity recognised under Australian law, including partnerships.

THE recent Club Med Mega Famil in Bali took 50 Aussie travel advisors to Club Med Bali in Nusa Dua in partnership with Jetstar.

Participants included five MTA Mobile Travel Agent members (**pictured**): Paula Haldane, WA; Susie Casalis, Vic; Kathy Thomaidis, Vic; Susan Anderson, Vic; and Debra Johnston, WA, who said the absolute highlight of the gathering was a special White Night experience dining under the stars on the beachfront.

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Virtuoso On Tour

LAST week Virtuoso held a series of its “On Tour” events in Sydney, Melbourne, the Gold Coast and Auckland, seeing 18 of the luxury network’s ocean, river and expedition cruise partners showcased to over 350 Virtuoso advisors.

The series wraps up Virtuoso’s extensive event schedule for the year, which comprised a total of 17 in-person gatherings across Australia and New Zealand.

“2022 certainly has been the year of revival, and as a team, we set out right from the start to ensure we put the spotlight on the two stakeholders in our Virtuoso community: our advisors, many of whom came back into their roles full-time earlier in the year looking to upskill and reconnect, and our preferred partners committed to rebuilding their business through those same advisors,” said Fiona Dalton, Virtuoso GM Australia & NZ.

“As a result the Virtuoso team here in the region is proud to have delivered many opportunities for advisors to elevate their expertise and consolidate their relationships with preferred partners.”

AUSTRALIAN MARKET KEY FOR EXPLORA

THE Australian source market will form a vital component of the passenger make-up for Explora Journeys, according to the fledgling luxury line’s CEO Michael Ungerer.

Speaking to industry partners aboard the new *MSC World Europa* in Doha earlier this week, Ungerer (**pictured**) confirmed “the Australian source market is quite important to us”.

Referring to Nicole Costantin (**TD 06 Jul**), he said “as you know, we have just recently appointed a Head of Sales and we have also started what we call an Experience Center, which is our service centre,” he said.

“So we have dedicated team members in your market as well”.

Ungerer also shared plans to include Australia in future itineraries as the fleet grows.

Explora has six vessels on order, the first of which, *Explora I*, is now scheduled for her inaugural voyage on 17 Jul 2023 from Southampton in the UK.



The ship will have capacity for just over 900 passengers, with 14 decks, nine restaurants and expansive spa and fitness facilities.

It will be the first of six newbuilds delivered to Explora on an annual basis, with Ungerer committing that Australia will be on the map as the fleet grows.

“We will add your beautiful area of this world to the itinerary, absolutely, [but] we need the ships to do it...so this will be a few years down the road, but

definitely we will come and visit you,” he promised.

MEANWHILE Ungerer also stressed sustainability as a key part of Explora’s mission.

“We are committed to delivering inspiring and sustainable tourism...and we also strive to leave less of a footprint, or even a positive footprint,” he said.

Future newbuilds will be powered by LNG, with vessels five and six to also be fitted with hydrogen technology, he noted.

Spicers addition

THE Private Collection by Spicers has added the Villa Aman in Port Douglas to its portfolio of upmarket holiday properties, after a stylish refurbishment which was completed in Aug this year.

Yacht Club bigger and better on *World Europa*

MSC Cruises’ newly named *MSC World Europa* features the brand’s largest ever Yacht Club luxury enclave, including the first-time introduction of ultra-spacious Owners Suites.

Showcased in Doha, Qatar last weekend during the ship’s naming ceremony, the reimagined Yacht Club aboard *World Europa* features a two-storey sundeck including a grill, a private pool, cabanas and whirlpool which can be enjoyed away from the hustle and bustle of the rest of the ship.

The two Owners Suites total more than 150m², including spacious indoor areas and a private balcony with its own spa bath, alongside a large bedroom incorporating a walk-in wardrobe and a separate living-dining area.

There are also double-balcony Duplex Suites covering two storeys, with a dining area, lounge and powder room downstairs and the main bedroom upstairs.

Yacht Club guests have access to exclusive massage rooms in the MSC Aurea Spa, as well as unlimited use of the thermal area to “pamper the days away,” the cruise line said.

The Yacht Club is accessible via exclusive keycards, with a private lounge serving unlimited complimentary drinks and gourmet canapes, plus a private fine-dining a-la-carte restaurant open for breakfast, lunch and dinner.

Each stateroom includes a 24-hour butler and there’s also a dedicated concierge to cater to guests’ every whim.

Travel Daily On Board: *MSC World Europa*



Top Sail Lounge

Exclusive to MSC Yacht Club guests, the Top Sail Lounge is just one of the exquisite private facilities in this ‘ship-within-a-ship’. Serving complimentary beverages and gourmet bites throughout the day, this sumptuously furnished lounge is the perfect place for guests to relax in peace and privacy. With panoramic views from the prestigious foredeck of the ship, it is the perfect place to enjoy a drink as the sun goes down.

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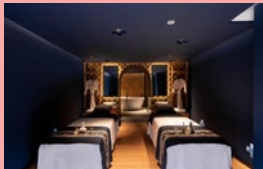


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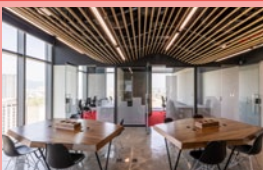
WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Thailand's **Meliá Chiang Mai**, which opened in Apr, has unveiled its YHI Spa, offering an extensive menu of treatments for women, men and children. Featuring seven treatment rooms in an underwater theme and a Thai herbal sauna and steam, guests can head to the spa for massages, body scrubs and wraps, facials, hydrotherapy, manicures and pedicures. The spa also offers a "kids therapy session" for six to 12 year olds.



The first-ever **Nobu by the Beach** is set to open at the highly anticipated **Atlantis The Royal** early next year to offer a unique pool and beach club experience. Nobu by the Beach will offer sweeping views of the Palm Island and Dubai skyline, and will feature a lagoon pool, a Nobu restaurant, and an expansive outdoor bar and terrace overlooking the ocean. Guests can relax on the day beds or one of Nobu's luxury air-conditioned cabanas.



Wink Hotel Danang Centre in Vietnam opened yesterday, with the hotel following on from the success of the brand's flagship in Saigon. The brand has now brought its lifestyle offering to Vietnam's beach destination Da Nang, with the hotel strategically located in the city's downtown entertainment district. The hotel plans to add a "trendy interpretation" of affordable luxury for younger demographics.

Howzat for booking travel!



FOR the first time ever, a lucky cricket fan and their guest had the once-in-a-lifetime opportunity to watch the ICC Men's T20 World Cup 2022 from the comfort of Booking.com's Unforgettable Legends Lounge.

With uninterrupted views of the Melbourne Cricket Ground (MCG), not only did the winning guest get to wake up to breakfast on one of the most iconic greens in Australia, they were also pampered with a pre-game massage, had an on-demand

butler and personal chef, return Economy flights from their home destination to Melbourne, and a gift pack and personalised cricket merchandise.

Langham in fast lane

THE Langham, Gold Coast has partnered with Porsche Gold Coast to offer guests new booking packages featuring "surprise and delight" Porsche services, as well as transfer services for customers in the luxury sports vehicle.

"Porsche Centre Gold Coast is thrilled to partner with The Langham, Gold Coast as their exclusive vehicle partner, offering two luxury Porsche Cayenne E-Hybrids as the hotel's preferred transfer mobility solutions," Porsche Centre Gold Coast Dealer Principal Damien Holley said.

"Earlier this year, The Langham Gold Coast worked with Porsche to curate a special pink vehicle for its opening, and this now sits outside the hotel.

To find out more details about the Porsche services, see **HERE**.

Specialty apps

THE Terraces and Mangoes Hotel Group has launched in-house information apps for its two luxury resorts in Vanuatu, in order to elevate the guest experience and limit touchpoints.

Available for Android and iOS, each property's app allows guests to find out more about their stay and surroundings, with room guides, travel tips from insiders, the ability to book private dining experiences and massages.

LOT Polish codeshare

LOT Polish Airlines has expanded its codeshare deal with fellow Star Alliance member, TAP Air Portugal.

The agreement will see four new destinations added to the Polish flag carrier's network for the Northern hemisphere 2022 winter season, including Malaga and Sevilla in Spain, and Ponta Delgada and Terceira in Azores, as well as additional intermediate points for pax travelling between Warsaw and Lisbon.

Oceania in the spirit

OCEANIA Cruises is preparing to debut a series of rum and whisky programs across its fleet in 2023, with offerings including a mobile cart featuring Macallan's premium single-malt whiskeys.

Guests can learn how the whiskey is made by partaking in the Macallan Flight Program, as well as indulge in a Macallan chocolate pairing experience.

Other experiences include Brugal Rum & Tea at Sea, and Ice Cream and Brugal Cocktails.

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