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Today's issue of TD

Travel Daily today features 10 pages of the latest industry news including a photo page from **Malaysia Airlines**, an **NTIA** photo page, **Business Events News**, plus a full page from **Helloworld**.

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Bonza unveils agent portal

BONZA has announced a tweak to its 'app-first' approach to selling, revealing the launch of a travel agent portal for the first time (**TD** breaking news).

Travel agents will be the only non-direct way for Australian travellers to book with the airline, with Chief Commercial Officer Carly Povey admitting that travel advisors occupy a very important space in Australia's sales system.

"We fully understand some customers will prefer to book through a friendly and trusted face at a local travel agency and we want to support the travel trade community by investing in this portal," she said.

"The importance and value of local travel agents shouldn't be understated, especially in recent times - after all, agents are often the heartbeat of a community."

Agents can register from today **HERE** and will need to enter their details to activate their account

via a confirmation email.

Bonza also confirmed advisors will be required to share client contact details with the airline for the purposes of communicating possible changes to travel plans.

"Our app-first strategy will allow us to send notifications and SMS updates to customers directly in real time to minimise disruption," Povey said.

The carrier is also keen to remind agents to ensure their clients have the Fly Bonza app so they can enjoy the full Bonza experience, including check-in, food and drink ordering, and important updates.

QF pauses PER tix

QANTAS has temporarily paused selling tickets on its upcoming Perth to Johannesburg and Perth to Jakarta services, citing issues to be worked on with Australian Border Force and other government departments on the Customs and Biosecurity requirements for the flights.

It is not clear whether the launch dates will go ahead as planned, which included Johannesburg taking off on 01 Nov and Jakarta on 30 Nov.

A spokesperson for the airline told **Travel Daily** that Perth flights to London, Singapore and Rome are all operating and available for booking as normal.

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ANOTHER Brilliant EXPERIENCE

Gate 7 hires two big guns

A FLURRY of new client wins has seen travel and tourism marketing agency Gate 7 make two significant hires to keep pace with the volume of work.

Vanessa Fletcher has returned to the agency to serve in the newly-created position of Head of Strategy, while former American Airlines ANZ Marketing Manager Laura Stephenson also joins in the role of Director Tourism Development and Events.

Commenting on the arrival of the powerful duo, Gate 7 Managing Director Jo Palmer said it was great to have such talent return to the business as the travel sector bounces back from the pandemic.

"As the Australian market has rebounded, it's so heart-warming to welcome back clients and grow our team again," she said.

"We are thrilled to be once again ramping up the services we have long provided, while also investing significant resources in making sense of our new world and creating new opportunities for our clients - I'm excited for our new chapter," Palmer added.



Prior to coming on board, Stephenson boasted seven years of experience in travel and tourism, holding senior marketing roles with both American Airlines in Sydney and AirAsia in Malaysia.

Meanwhile Fletcher will work closely with Director of PR and Content Tori Goddard at the agency, and boasts an impressive resume which includes stints as Managing Director for Contiki Holidays in Sydney and an Account Director Australia & New Zealand role for Visit California.

The Gate 7 team has now grown to 17 people with two more arrivals to join by the end of year.

More appointments on **page 10**.
Pictured: Managing Director Jo Palmer flanked by her new hired guns Fletcher and Stephenson.

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MH boosts SYD/MEL

MALAYSIA Airlines has announced additional flights between Kuala Lumpur and the Australian ports of Melbourne & Sydney in line with growing demand over summer.

From 8 Dec until 03 Feb 2023, two new weekly flights will operate between MEL and KUL, bringing the total number of frequencies to 16 flights weekly. On the SYD/KUL route, services will be increased from 30 Dec until 03 Feb 2023 by two flights to total 15 flights weekly.

The additional Sydney flights will be operated by A330-300 and A330-200 aircraft, while services between Melbourne and KL will see A350-900 planes deployed.

EK loyalty promos

EMIRATES' Skywards loyalty program has unveiled a range of new ways to earn thousands of miles with every flight, hotel stay, car rental and shopping spree between 18 Oct and 18 Nov.

Promotions on offer include earning up to 14,500 miles per night with more than 400,000 hotels, as well as double miles when staying with Jumeirah Hotels & Resorts, Intercontinental Hotels & Resorts, Holiday Inn and Crowne Plaza Hotels & Resorts.

Skywards members can also earn up to 5,000 bonus miles on car rentals worldwide with Avis, Hertz and SIXT.

To find out more about the latest promotion, **CLICK HERE**.

Seeking NZ nature

SPECIAL guest speakers from Kapiti Island Nature Tours and Franz Josef Wilderness Tours will be briefing agents about off-the-beaten-path destinations in New Zealand - register **HERE** for the session on 03 Nov at 11am.

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WINNERS of the “Sell your way to the USA” incentive have been announced, with 15 travel advisors now preparing to back their bags for the United States.

The incentive saw American Airlines partner with DMOs representing five US destinations - Anchorage, Utah, Nevada, DC, and Grapevine.

Trip winners for Utah are Bruce Hayward (Flight Centre), Meg Blakey (Jetsetter), and Pippa Vann (Travel Partners); DC are Lisa Crawford (House of Travel), Oliver Thompson (House of Travel), and Alexandra Orchard (My Travel Seed); Nevada are (Abbey Shannon (Flight Centre), and Silvana Gottini (World Travellers); Grapevine are Jade Austin (Orbit World Travel), Cathy Crawford (Bucket List Travel), Kim Mildon (Travel Managers), and Tania Paul (Flight Centre), and Anchorage are Alfina Maugeri (Flight Centre), Alice Fisher (Flight Centre), and Cory Edmonson (ecruising).

Mitchell takes MD role

INTREPID Travel has announced that Brett Mitchell will return to the role of Managing Director ANZ following the impending departure of Sarah Clark (**TD** breaking news), who is leaving the business to take up a CEO role with Tourism Tasmania.

Mitchell will move into the new position in Nov from his current role as Chief Sales Officer, bringing with him more than 10 years of experience with Intrepid.

Mitchell will take charge of the operator’s direct and industry sales and marketing strategies in Australia and New Zealand, in addition to leading the development of investment companies such as Haka, ANZ Tours, JOOB and CABN.

“I’m thrilled to welcome Brett back into this role, his operational expertise and knowledge, along with his tenure within our business, allows him to lead our team with clear direction and will

play a pivotal role in delivering sustainable and responsible travel experiences across Australia and New Zealand,” Intrepid CEO James Thornton enthused.

Reflecting on his new appointment, Mitchell said he would be focused on significant growth opportunities in the sustainable travel space.

“It is my firm view that we are still in the early stages of a significant growth period in sustainable travel and I look forward to working with all of our partners to grow this category and ensure Intrepid’s ongoing leadership in this space,” he said.

As part of the reshuffle, Mitchell also takes up a seat on the board of Chimu Adventures.

Clark departs after close to five years with the business, and will now lead the peak tourism body in her home state of Tasmania after being appointed to the board late last year.



Window Seat

THEY really should make a movie about this incident.

Business class passengers on board a United Airlines flight from Florida to New Jersey were jolted out of their luxurious seating this week, when a slithering snake made an unexpected appearance.

Thankfully, the reptile was a harmless variety of garter snake and Port Authority police officers were standing by at the gate when the plane arrived to remove the cheeky stowaway before it was released back into the wild.



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Scenic Rim adds trail

SPICERS Retreats' Scenic Rim Trails program has added a new 2022 summer walk offering departure dates from Dec 2022 to Mar 2023, including one which coincides with New Year's Eve.

The small group itinerary includes three nights of accommodation, 2.5 days of guided hiking, all meals and select beverages, all safety equipment, and luggage transfers.

In small groups with a maximum of 12 people, the new trail adventures in Queensland offer guests the chance to hike deep through the rainforest, staying each night in a different eco camp, including hidden treehouse-style cabins and private cabins, with the itinerary is priced at \$3,297pts.

Okura Resort in '27

HOTEL Okura Co announced it will open Okura Resort & Spa Phu Quoc in 2027 on Phu Quoc Island in Vietnam, set along the 20km-long white sandy Long Beach and located 20 minutes' drive from Phu Quoc International Airport.

The new hotel will offer 200 rooms, 65 villas, five dining facilities and lounges including a Japanese restaurant, as well as a fitness centre, outdoor swimming pool, spa, and three banquet and meeting rooms.

Marriott purchases mid-scale brand

MARRIOTT International has signed a \$100 million agreement with Hoteles City Express to acquire the City Express brand portfolio, which comprises 152 hotels across 75 cities in Latin America.

Marriott will also gain franchise rights to five under-construction projects in the pipeline on the South American continent, representing an extra 676 rooms.

The deal will expand Marriott's presence in the region by 45%, and marks its 31st brand and entry into the affordable midscale segment, an area in which it sees "significant potential".

Blue Mountains Tourism Exchange

TOURISM businesses in the Blue Mountains region will be showcased at an industry expo at Hotel Mountain Heritage in Katoomba on 06 Dec from 2pm to 5pm AEDT.

The Blue Mountains Tourism Exchange (BMTE22) is an opportunity for local attractions and business operators to promote their product/experiences with potential buyers, industry influencers, travel media and local peers.

Register for the event [HERE](#).



THE CEO of the Australian Travel Careers Council (ATCC) Rick Myatt was on hand at a recent boardroom luncheon hosted by Business Sydney yesterday to push the employment agenda forward for the sector.

The gathering saw the recently appointed Managing Director of TAFE NSW, Stephen Brady, speak about his three-year strategic plan to business owners and industry representatives, highlighting the ambitions for TAFE NSW to engage more with the industry to create courses to cater for skills & social needs.

"It is encouraging to know

that TAFE is strengthening itself going forward, particularly in beefing up its industry & community connectivity by a flexible approach to cater to all demographics' lifelong learning," Myatt said.

Brady also addressed concerns that some parents hold in select communities that TAFE and the VET education opportunities offer less value than university pathways, dispelling the economic myths amid an extra 180,000 free TAFE places in 2023 as promised by the Albanese Government.

Pictured: Brady and Myatt.

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Aussies share in Airbnb comp win

FOUR lucky Australians are set to receive up to US\$100,000 each after being named the recipients of Airbnb's \$10 million dollar USD OMG! Fund.

The competition saw tens of thousands of aspiring designers, architects, and DIYers submit their guest experience designs, with 100 winners from 23 countries able to use the funds to bring their designs to life.

New Celeb portal

CELEBRITY Cruises has overhauled its agent portal, The Celebrity Commitment, which now boasts updated features and improved functionality, including new selling guides and toolkits, and a new brand campaign.

Celebrity is offering a luxury cruise to the top 10 agents who claim the most points through Celebrity Rewards - **CLICK HERE** for more details.

Turo enters the market

THE world's largest peer-to-peer car sharing marketplace has announced plans to launch in Australia later this year, with the brand keen to take advantage of the busy summer travel season.

Turo revealed its expansion plans Down Under this week, which allow private car owners to lease their vehicles to travellers via its digital platform.

Holding the ambition of making transport for travellers more "convenient, accessible, economical and fun", Turo is headed up locally by former Uber Head of Growth in Retail & New Verticals ANZ, Tim Rossanis, who is now the Managing Director Australia for the business.

The service will be available in all major cities, including Sydney, Melbourne, Perth and Brisbane, with Rossanis revealing Turo will be flooding the local market with millions of vehicle leasing options upon its launch.

"Turo plans to put the 20 million registered cars in Australia to better use and expand access for local car owners to a global network of guests," he said.

"We're excited to provide local hosts with an entrepreneurial opportunity to supplement their income, while helping to meet the increasing demand from both Aussies and international visitors during peak travel season around the country," Rossanis added.

Turo claims a lofty mantle for its hosts as well, suggesting that in other markets car owners using its platform earn around A\$19,112 annually, which will be driven largely a rebounding domestic tourism market, as well as an increasing appetite for fly-drive holidays.

The company has launched a waiting list for car owners **HERE**, with plans to introduce its vehicle sharing services nationally in the next couple of months.

Qatar WC events

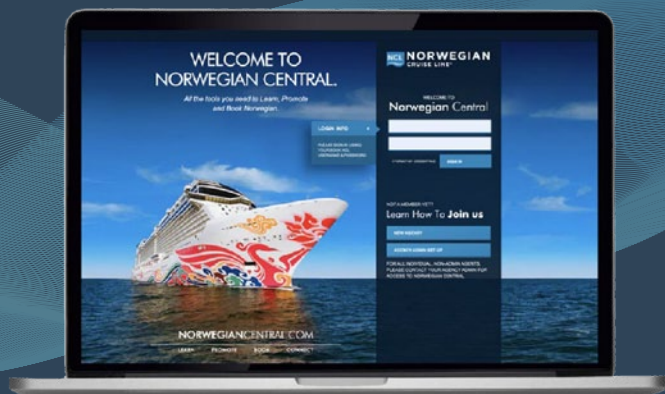
QATAR Airways Group and Qatar Tourism have unveiled a major events line-up in the lead-up to the Qatar World Cup, as well as announcing the development of beach clubs, fan zones and theme parks.

Football fans can expect world-class entertainment at Qatar Live with daily concerts from the likes of Black Eyed Peas, David Guetta, Maroon 5, J Balvin, Post Malone, Robbie Williams and more, taking place across multiple venues.

Passengers flying with Qatar Airways can also enjoy a FIFA Onboard Experience, with limited edition FIFA themed amenity kits, souvenir cushions, headphones, dining menus and football jersey-styled loungewear, as well as young traveller packs replete with cute plush toys.

The Official Airline Partner for FIFA World Cup Qatar 2022 will also soon introduce Qatar Sky House, a pavilion at Al Bidda Park offering family-friendly activities.

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Agents woo younger gen

MILLENNIAL and Generation Z travellers are now more likely to rely on a travel agent for budgeting, insurance and entertainment plans, according to new data released by News Corp this morning.

The *News Travel Network Trend Forecast* examines likely travel behaviour between Jan and Jun next year, finding that Millennials in particular will be a crucial battleground for brands to grow market share, with 87% of the demographic confident in international travel and more likely to be planning a round the world trip.

Suggestions in the report for increasing the chances of capturing sales for younger Aussie travellers included pitching at the growing humanitarian holiday segment, which puts inclusivity and sustainable practices at the forefront of trips.

Meanwhile, Gen Z specifically are more likely than any other demographic to search out self-care retreats and sabbatical style holidays, also preferring to travel in groups and be less concerned

about monetary value.

Gen Z are also more likely to turn to travel influencers, online friends and viral videos for travel content, reviews and suggestions, meaning the leveraging of social platforms is far more crucial to reach the high-value segment.

On a more general outlook, 78% of travellers are now confident in international travel.

A&K opens Colombia

ABERCROMBIE & Kent (A&K) has expanded its luxury network in Latin America to offer a 14-day Colombia Revealed itinerary.

Following the opening of its new office in Colombia (**TD 06 Oct**), A&K is inviting travellers to “journey through Colombia’s ecological, cultural and gastronomical treasures” on the two-week adventure.

Priced from \$8,995pp, highlights include navigating the underground Salt Cathedral of Zipaquirá, sampling home-made brews at Hacienda San Alberto, and a community cooking class in Medellín - **CLICK HERE** for more.

NCL steppers take 3 for the sea



THE Norwegian Cruise Line Walk for Wellness challenge to Take 3 for the Sea (**TD 13 Oct**) was enthusiastically supported by the now more than 1,070 participants in the industry mental health initiative, with Amanda Powell from Purser’s Travel Group taking out the weekly prize for her trash collection (**pictured**), which she was horrified to say was collected on just a five-metre stretch of beach.

Amanda has won a robot vacuum for her



entry, while second prize of a cleaning voucher went to enthusiastic rubbish collector Rachel Heelan from Ross and Turner Travel Associates who captioned her cute pic (**above**) as “Taking three for the sea with my mini me”.

There were also lots of walks hosted by NCL BDMs, including the trio at **left** of Angela Middleton from NCL during the line’s VIP Partners Retreat with Our Vacation Centre’s Noriye Oto and



Celeste Ryall from House of Travel New Zealand.

And stepping out at **right** is Melbourne’s NCL BDM James McCullagh with Roland Kautzky from Travel Associates at Home and Olivia Kipman of Flight Centre Collins Street.

With the overall Walk for Wellness group having now passed the halfway point with almost 75,000km trekked, this week’s challenge is a scavenger hunt to find six objects spelling out SPIRIT, with prizes including BOSE noise-cancelling headphones, a Garmin sports watch and a \$100 Lululemon voucher.

Hosted BDM walks are taking place all across Australia and New Zealand - join in the fun at market.ncl.com/walkforwellness2022.



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Sarawak Tourism Board Roadshow

AS OVERSEAS travel bounces back, Sarawak, located in Malaysian Borneo, is keen to be one of the top Malaysian destinations for Aussie travellers.

Delegates, consisting of hoteliers and travel agents, took the opportunity to network with over 200 agents in Brisbane, Sydney, Melbourne and Perth from 11 to 17 Oct.

Four lucky agents took home the grand prize of flights for two to Sarawak on Malaysia Airlines!

Pauline Lim from Sarawak Tourism Board said it was great to meet Aussie agents in person again after three years.

The roadshow was a perfect occasion to revisit what Sarawak has to offer and highlight the new

attractions/tours available.

This was held in collaboration with Malaysia Airlines, who are currently operating 38 weekly flights from Australia/New Zealand and on track to increase to 54 weekly flights by Dec.

SITI Hadijah (Caddy), Deputy Director of Tourism Malaysia Sydney; Pauline Lim, Assistant Manager - Marketing (Europe & Oceania) for Sarawak Tourism Board; Sarawak Delegation and representatives from Malaysia Airlines and Tourism Malaysia Sydney on 12 Oct.

PRIZE winners Anoop Karnik, CVFR; MD Islam, Sohag Travel; Pauline Lim, Sarawak Tourism Board & Nansi Gidiess, Malaysia Airlines on 12 Oct in Sydney.

GILES Gilbert & Rohan Hepworth, Malaysia Airlines; Kevin Nila & Pauline Lim, Sarawak Tourism Board; Alice Fong, Brighton Travel; Elsie Boon, Hemisphere Corporation; Mok Venia, Cat City Holidays; Patrick Ling, Greatown Travel on 13 Oct in Melbourne.

MELBOURNE agents at the Sarawak Tourism Board Roadshow on 13 Oct.

MALAYSIA Airlines Regional Manager ANZ, Giles Gilbert with prize winner Mo Zafra from BD TRS Travel on 13 Oct in Melbourne.

SYDNEY agents at the Sarawak Tourism Board Roadshow on 12 Oct.

PERTH agents at the Sarawak Tourism Board Roadshow on 17 Oct.



BRISBANE agents at the Sarawak Tourism Board Roadshow on 11 Oct.



PRESENTATION By Hemisphere Corporation at the Westin Brisbane on 11 Oct.



PRESENTATION by Sarawak Tourism Board on 17 Oct in Perth.



AFTA thanks NTIA VIPs for support

AFTA hosted key travel industry supporters at an exclusive cocktail party last Sat afternoon, just before the doors of the Sydney International Convention Centre opened to the wider sector for the hotly anticipated National Travel Industry Awards. Attendees were treated to a collection of canapes, cocktails and other refreshments as AFTA Chairman, Tom Manwaring from Express Travel Group, thanked them for their support.

It wasn't just about the NTIAs, with Manwaring recounting the journey the industry has been on over the last two years.

"The overall groundswell was really something to behold," he said, hailing how everyone from mum and dad travel agencies to major corporations pressed the case with Governments for support.

"We managed to convey the message that every single one of you - and the other 1,100 that are coming into this room, collectively representing about 5% of all the people in travel, really have driven and are driving tremendous businesses," he said.

"The politicians in Canberra now know that travel is up there with mining and agriculture... all of you need a round of applause," he said.

More of our exclusive NTIA winner interviews are live at travelbulletin.com.au, and more pics are at facebook.com/traveldaily.



JULIE and Tom Manwaring with Jane and David Padman during the pre-NTIA VIP drinks.



VIC Naughton from Air Canada with Discover Qatar chief Steve Reynolds.



AFTA CEO Dean Long with Michelle Black from Viking Cruises and James Kavanagh of Flight Centre Travel Group.



LANCE Batty from Amadeus with former Magellan Travel Group chief and NTIA judge Andrew Macfarlane.



ANDREW Millmore from Travel the World with Royal Caribbean VP and MD APAC Gavin Smith.



ABERCROMBIE & Kent's Graham Wood and Deb Fox.



MARGY Osmond from TTF Australia with NTIA judge Simonne Shepherd.



RACHEL Kingswell of Travel Associates with Astrid Richardson from Flight Centre Independent.



CATHY and Ari Magoutis, Express Travel Group Executive GM.



Big events back

THE recovery of Australia's conference and events sector is being spearheaded by large corporate events, according to Discovery Conferences and Events, who has seen a big uptick across its portfolio.

Large corporate events are up by around 40% on the FY22, along with a 40% increase in room nights booked as part of multi-day corporate events.

MCEC gets hip

MELBOURNE Convention Exhibition Centre (MCEC) has added TikTok and Pinterest to its social media suite to "push content to the most relevant audiences".

Head of Marketing Liz Kozmevski said MCEC will use the channels to provide tips to customers in the early stages of event planning, as well as showcase the scale and versatility of the venue's spaces.

\$19M ADELAIDE VENUE ON THE WAY

A NEW \$19 million conference and events centre in South Australia is a step closer to reality, with construction to kick off shortly and completion slated for the second half of 2023.

Located at Adelaide's Morphettville racecourse, the new venue will cater to 1,150 guests and will be used for events ranging from boardroom lunches to large corporate events, race day functions and weddings.

The upcoming Morphettville Event Centre (MEC) (pictured) will replace the Gerard Pavilion, which was demolished last year and only offered half the capacity of the new venue.

The venue's design will offer panoramic views of the racecourse, city and Adelaide Hills, and will be able to fit 300 seated guests on the ground floor and up to 600 seated guests on the upper level.

"Careful design has ensured we are maximising the available space to create what will arguably be the largest and most modern conference, function and event



facility west of the CBD," SAJC Chief Executive Grant Mayer said.

"We are committed to re-energising and modernising Morphettville through strategic investment for the benefit of our members, the state and local community, and the Morphettville Event Centre is a key pillar of that vision.

"The venue will not only strengthen Morphettville's position as a leading racing and entertainment destination but will also play a valuable part in supporting South Australia's major event and tourism economy."

The new facility is part of the South Australian Jockey Club's two-stage \$500 million plan to overhaul the racecourse, which includes the construction of a 120-

room hotel.

Sprawled across 25 hectares, the Morphettville Racecourse is situated 15 minutes from Adelaide CBD, and five minutes from the beachside suburb and tourist hotspot of Glenelg.

GC new venue?

THE Gold Coast needs more convention space, according to Mayor Tom Tate, who suggested a new \$200m venue in Surfers Paradise.

Tate, who said he was "tired of waiting" while the events industry boomed, proposed a 50/50 funding split between Gold Coast City Council and the state for the Home of the Arts (HOTA) project, which was initially flagged in 2019 but quashed during COVID.

The project involves expanding HOTA, which houses an arts theatre, gallery, two cinemas and function rooms, to include conference facilities.

New Zealand biz events appointments

CHRISTCHURCHNZ Business Events has announced Jeanette (Jen) Henshaw as its new Business Development Manager - New Zealand.

Henshaw joins from Business Events Industry Aotearoa (BEIA), and prior to that was Marketing and Business Events Services Manager at Auckland Convention Bureau for six years.

"We are immensely grateful to Jen for all her exceptional work during the last two challenging years," BEIA Chief Executive, Lisa Hopkins, said.

Chris Peak (pictured) will take over from Henshaw at BEIA as the new Events Manager, where he will deliver the organisation's key events including the annual MEETINGS exhibition.

Peak brings over 10 years of



industry experience, including his latest role at The Conference Company in Auckland.

MEANWHILE, Te Pae Christchurch Convention Centre has gained a new Centre Manager, with Kirstie McNulty to oversee the new facility and manage its relationship with the venue operator, ASM Global.

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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.

Andre Moten has been promoted by Helloworld Travel to be its new Group GM - Helloworld Business Travel and Magellan Travel, moving up from the Chief Commercial Officer - Corporate at the company. Previous roles include Chief Operating Officer of Corporate Travel Management.

Tripadvisor has announced the appointment of **Mike Noonan** as Chief Financial Officer and Senior Vice President from 31 Oct. Noonan takes over from Ernst Teunissen, and brings over 30 years' experience in various corporate finance and capital markets roles. His most recent role was Chief Financial Officer at digital health company, Noom.

Flight Centre Travel Group has rolled out the welcoming mat for **Tim Holden**, who was recently named as the new Global Partnership Leader. Based in Queensland, Holden is an experienced supplier relationship manager, and has worked in various roles at FCTG since 2014.

Hyatt's Andaz Pattaya Jomtien Beach has unveiled its senior leadership team ahead of its grand opening later this year. The beachfront retreat will be led by **Ranjeet Y. Rajebhosale**, who will be supported by Executive Assistant Manager - Rooms, **Anna Rhee**. **Sunny Yu** was named Director of Sales & Marketing, **Alexis Movio** as Director of Food and Beverage, and **Vincenzo Gatti** as Executive Chef.

The Government of Western Australia has named four new appointees to the **Zoological Parks Authority Board**, including **Tully Carmady** as Deputy Chair, along with **Professor Kris Warren**, **Vanessa Martin**, and **Ronald Hurst**. The new board members will be responsible for overseeing the implementation of Perth Zoo's 20-year Master Plan.

Tara Clifford has been welcomed as **Norwegian Cruise Line Holding's** latest team member. Clifford, who has been with Norwegian since Aug 2021 in the role of Marketing Manager Asia, now falls under the title of Senior Manager Consumer Marketing for the APAC region.

CATO Korea series wraps up



LAST night marked the third and final event of The Council of Australian Tour Operators' (CATO) education seminar series, which wrapped up in Sydney at the Royal Exchange.

Run in partnership with the Korea Tourism Organization Sydney Office (KTO), last night's event was emceed by CATO Vice-Chair **Lisa Pagotto**, who donned a traditional Hanbok dress and spoke about her personal connection with the destination.

Attendees at the Sydney event were treated to a Korean-style banquet and a demonstration of making Somaek, a traditional Korean beer cocktail.

Collectively, more than 120 members attended the trio of networking events, which also took place in Melbourne and Brisbane (**TD** 20 Sep).

At each of the events, members gained deeper insight into South Korea, with Brisbane attendees hearing from Intrepid co-founder **Geoff Manchester**, while Melbourne attendees heard from

Alissa O'Connell, Global Head of People and Culture at Flight Centre Travel Group.

"These events have provided some incredible education and insights for our members as support whilst they recover from the pandemic and rebuild their businesses," CATO Managing Director, **Brett Jardine**, said.

"We will continue to provide more of these initiatives, which combine education and valuable networking opportunities, and I would like to thank KTO Sydney for their wonderful support."

CATO's next event is the Industry Christmas lunch on Thu 08 Dec at Sydney's Ivy Ballroom - **CLICK HERE** to register.

Pictured enjoying the evening was: **Brad McDonnell**, Entire Travel Group; **Brett Jardine**, CATO MD; **Insook Lee**, Korea Tourism Organisation; **Lisa Pagotto**, Crooked Compass; **James O'Donnell**, The Travel Corporation; **Julie King**, Julie King and Associates; and **David Walker**, ITC Pacific/Sno n' Ski.

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