



# ICON OF THE SEAS



THE ICON OF VACATIONS  
ARRIVES 2024



[LEARN MORE](#)



## Saudi tourism in Oz

THE Saudi Tourism Authority (STA) will reportedly open an office in Australia next year, as part of a wider plan to target the APAC region for tourism.

STA has also revealed it will look to open offices in Singapore and Indonesia in 2023.

## Be "proud" to charge a fee

**EXCLUSIVE**

**AUSTRALIAN** Federation of Travel Agents Chair Tom Manwaring said he and Chief Executive Dean Long are "very firm" on the idea agents should be charging for their services, as customers flock to the sector in droves to unlock its expertise.

Speaking at the Express Travel Group Reconnect 2022 conference, Manwaring, the company's Chief Executive, told *Travel Daily* advisors should be "proud" to charge a fee for service, given the level of experience and care agents provide to consumers.

Asked whether or not the travelling public will be understanding of such a wholesale, sector-wide change, Manwaring said "absolutely."

"They're kind of in shock that we don't do it," he added.

Manwaring highlighted that the amount of time which goes into one booking extends far

beyond the reservation phase, and includes consultation, dealing with stuck passengers, schedule changes, aircraft movements, and a wide variety of other issues which advisors are not presently compensated for.

"You can't be doing the sort of volumes of refunds of tickets we're doing - and there's thousands - and then having commission revoked - it defies logic," he insisted.

"That's what needs to be worked on - it's as simple as simple - and some of the suppliers, the majority of them, are very supportive, and there's some common sense."

Manwaring expressed his pleasure regarding the number of Express-aligned advisors who now charge for their service, as unearthed in an exercise in his opening of the conference.

About three-quarters of attendees raised a hand when asked by Manwaring if they charge a fee for service.

"That is fantastic - three years ago I asked that question and there was about one or two".

## Aussie VP of Skal

**SKAL** International closed its 2022 World Congress in Spain by announcing its board for 2023, which includes Aussie Denise Scafton who has been made Vice President of the organisation.

The Melbourne-based Director of Global Tourism Sales was elected to the role alongside President Elect Juan Steta from Mexico and Senior Vice President Annette Cardenas from Panama.

## Today's issue of TD

*Travel Daily* today features six pages of news, including a photo page from **Express Travel Group**, plus a cover wrap from **Royal Caribbean**, a full page from **Destination Canada**, and a product update from **Collette**.

## An impressive Icon!

**ROYAL** Caribbean has unveiled many amazing details about its upcoming mammoth *Icon of the Seas*, which will debut in 2023.

The vessel promises to deliver cruise passengers with a new era in sailing, catering to all vacation types - see **front page**.

THE GHAN NORTHERN TERRITORY

## AN EPIC ADVENTURE

Different in every sense

RED CENTRE SPECTACULAR

11 DAYS  
FROM \$9,325\* PP

**FIND OUT MORE**

\*T&Cs apply

anzcro

## WIN KIWI KASH

CELEBRATE THE LAUNCH OF THE NZ BOOK 2022-2024 FOR YOUR CHANCE TO WIN UP TO \$1500 IN PRIZES

**FIND OUT HOW**

ENTIRE TRAVEL GROUP

PEACE OF MIND BOOKING PLAN EXCLUSIVE PACKAGES FREEDOM OF CHOICE

## BRITISH COLUMBIA

FIND YOURSELF **BOOK NOW**

FREE Day Tour in Vancouver | Book By 31 October 2022

INDEPENDENT HOLIDAY PACKAGE EXPERTS

SUPR. NATURAL BRITISH COLUMBIA CANADA

© Destination BC/Reuben Krabbe



agent.raileurope.com  
your dedicated Rail Partner

RAILEUROPE



## Window Seat

**VIRGIN** Australia CEO Jayne Hrdlicka surprised an entire flight of unsuspecting travellers flying from Melbourne to Adelaide today, popping up in the cabin to personally award all passengers in the middle seat with a Virgin Voyages voucher valued up to US\$5,999.

The move was part of a new promotion launching this week (see **page four** for more details), but to head off any possible mutiny on board from travellers who were seated near the windows and on the aisle, the VA chief also gave out 10,000 Velocity Points to every other passenger.

“Virgin Australia is an airline that’s doing things differently and we are having a lot of fun coming up with exciting new innovations to make every part of the travel experience more wonderful,” Hrdlicka said this morning.

We’re not sure if Jayne also served meals and drinks to pax - but we can dare to dream.



## Journey over for Egglestone

**EXCLUSIVE**

**JOURNEY** Beyond Chief Revenue Officer Peter Egglestone today confirmed his resignation from the business after almost four years, stepping down to take a “well earned break from corporate life”.

The move was announced internally, with Egglestone saying it was a “bitter-sweet occasion”, with the decision coming after overseeing significant growth.

“I am incredibly proud to have led the revenue generation function at Journey Beyond as Chief Revenue Officer and Chief Commercial Officer during an incredibly difficult COVID period,” Egglestone told **TD**.

“During the last four years we accomplished so much including a solid partnership with Qantas Frequent Flyer and being the first wholesale customer to adopt the state-of-the-art air booking portal with Aeronology,” he said.

Egglestone noted that at the start of 2019 Journey Beyond was a much smaller business, comprising rail products such as The Ghan and The Indian Pacific along with Cruise Whitsundays and Rottneest Express.

“We grew the business to 13 brands later that year - just before COVID hit,” he said.

More recently Journey Beyond has become part of US-based Hornblower Group (**TD** 13 Jan), with the group’s CEO Chris Tallent taking on a global role leading the business along with other

products such as American Queen Voyages in a new Overnight Division (**TD** 29 Sep).

Tallent hailed Egglestone’s contribution, including integrating the Eureka (now Melbourne Skydeck) business as well as being a “passionate advocate for all things Journey Beyond over his time with us”.

Egglestone’s last day at the company will be 01 Dec this year, with Tallent telling staff a further update on plans around Journey Beyond’s revenue leadership would be provided prior to his departure.

Egglestone thanked Journey Beyond’s distributors and suppliers across Australia and the world who have “made selling our awesome products much easier”.

“I am super proud of our wins, successes and achievements, and I look forward to seeing this continue under new leadership as I pass on the baton,” he said.

He said after his upcoming break he plans to “pursue new opportunities of interest inside and outside of the travel sector”.

## QDP showcase

**QANTAS** will host a Qantas Distribution Platform (QDP) Technology Partner Showcase at Novotel Sydney Central on Mon 21 Nov, with registrations now open for the full day event.

Places are limited, with RSVPs being accepted for the event by **CLICKING HERE**.

## Keep Oz Byrne-ing

**TOURISM** Australia is pulling out all the stops to lure more American tourists, with new vocal star of its Ruby the Roo campaign Rose Byrne going on the *Jimmy Fallon Show* this week to talk up the push and Australia’s credentials as a travel destination.

evergreen

# CANADA & ALASKA 2023

## EARLY BEAR OFFERS END 30TH NOVEMBER



Conditions apply\*

[VIEW 2023 BROCHURE >](#)

News TRAVEL NETWORK

Jan to Jun 2023

# TREND FORECAST

Discover what the future holds as the industry navigates the path to full recovery. For category insights for your brand contact your News Corp Australia representative today

[VIEW HIGHLIGHTS](#)

News Corp Australia





## Rex jets back into profit

REX Airlines has announced its domestic operations swung back into profitability in Sep, for the first time since resuming operations in Feb.

Oct is on track to be even stronger than Sep, Rex said, with passenger numbers on the jet network 16% higher for the first half of this month when compared to the previous.

Revenue for the carrier has also increased 35% so far this month, a result achieved on just 13% more flying.

In response to the strong demand, Rex is now actively looking for another two Boeing 737-800NG aircraft to expand its domestic services.

Executive Chair Lim Kim Hai said the result was foreshadowed in Jun, when Rex's agreements with travel agencies and corporates, finalised at the tail-end of the prior fiscal year, translated into strong pax and revenue growth.

"True to form, our domestic jet network passenger numbers for the first three months of this FY grew by 60%, 34% and 77% respectively when compared to Jun 2022," he said.

"Revenue growth has been even stronger at 84%, 47%, and 137% for the same three months, suggesting significant yield improvements.

"Rex's domestic jet operations only properly started in the month of Feb this year because of the shutdowns in 2021 due to COVID - to turn in a profit so soon after the restart of operations is truly unprecedented."

The airline also recently claimed to have struck an "Australian first", with the introduction of real-time bidding for Business class upgrades on its domestic jet services (**TD 05 Oct**).

The initiative sees Economy pax invited to bid for an upgrade a week before flying.

## AA scraps First class

AMERICAN Airlines has announced it will axe First class tickets on all international flights, with Chief Commercial Officer Vasu Raja admitting the carrier was not selling enough of the option to continue.

Updating the market about AA's Q3 earnings, Raja said that First class would be replaced by new premium Business class seats called Flagship Suite, which will be made available to passengers on its Airbus A321XLR and Boeing 787-9 planes from 2023.

AA added that it plans to increase Flagship Suite seating by more than 45% by 2026, with the airline noting a trend for leisure frequent flyers being prepared to pay more for Business class.

MEANWHILE American Airlines has settled a class action lawsuit from passengers in the United States, agreeing to pay US\$7.5 million for wrongfully charging baggage fees to a portion of travellers between 2013 & 2021.

## Le Jacques-Cartier to make local debut

PONANT has announced its newest Explorer series small luxury expedition ship *Le Jacques-Cartier* will make its Australian debut, joining *Le Laperouse* for the very first time in the Kimberley in 2024.

Both ships offer 92 staterooms - more details in **CW** tomorrow.

## PR training workshop

TOURISM marketers, operators and public relations executives can now enrol an online PR writing workshop run by Travel writer Rob McFarland, where attendees can brush up on pitching & press release writing.

The course takes place on 18 Nov and includes feedback on work travel editors and digital content creators from mastheads including *Traveller*, *Escape*, *The Australian*, *GQ* and *Vogue*.

The training costs \$450 - **CLICK HERE** for more details.







## Minor gets Costley

**MINOR** Hotels has appointed William Costley as its new Senior VP of Operations for Asia.

To be based in Bangkok, Costley will oversee all of the company's brands in the region including Anantara, Avani, Oaks, Tivoli, NH Hotels and NH Collection, with ambitions to expand the portfolio over the coming years.

He joins the business from Hilton Hotels after three decades with the hotelier, a tenure which saw him based in Singapore as Hilton's Vice President Operations for Southeast Asia and India for seven years.

## Cooking up cruises

**THE** Cook Islands is preparing to welcome back the cruise sector from 28 Oct after a long absence, when the first of several cruise ships arrives in Rarotonga.

Offering day-trip stops, lines returning include Paul Gauguin Cruises and Holland America Line.

## VA split down the middle

**A RANGE** of rewards for pax flying in the middle seat with Virgin Australia have been revealed as part of a new brand campaign launched this morning.

Traditionally the least favoured seat for travellers, loyalty members who book a middle seat with VA will go into a lottery to score prizes such as Platinum Velocity Frequent Flyer Status replete with one million Points.

Further incentives to book the middle seat include a chance of winning a Virgin Voyages Caribbean Cruise along with return Premium Economy flights to the USA with United Airlines, flights and tickets to AFL away games in 2023, and a helicopter pub crawl in Darwin.

To be eligible for the comp, travellers must book a middle seat on a VA flight by 23 Apr and enter via the VA app within 48 hours of the departure time.

The lottery is designed to

supercharge the launch of the airline's 'Bring on Wonderful' campaign, which has seen ads released designed to "challenge the status quo of the aviation industry", pushing themes of fun and optimism in the face of wider challenges to air travel.

VA CEO Jayne Hrdlicka hailed the airline for enduring a tough 24 months and the return to profitability this financial year.

"Confidence in our business strength and operation is at an all-time high, we have a strong balance sheet, some of the best management in the industry working on our ongoing business transformation and we're well advanced in returning to profitability," she said.

The campaign is also being marked with a sale on 800,000 tickets, starting from \$55 one-way on Economy Lite flights from Sydney to Byron.

Watch the new campaign [HERE](#).

## Disney adventures

**ADVENTURE** by Disney has unveiled a new expedition cruise itinerary for 2024, which will see Ponant ship *Le Bougainville* sail the Adriatic Sea.

The eight-day, seven-night round-trip departs from Venice, Italy and will stop at ports in Croatia and Montenegro, offering pax excursions include biking through vineyards and lavender fields of the UNESCO Stari Grad Plain, and discovering the underground labyrinth at Slovenia's Postojna Cave.

Bookings open on 27 Oct, with two departure dates available, 25 Jun and 02 Jul - for further information, [CLICK HERE](#).

## AV c'shares with ITA

**SOUTH** American airline Avianca and Italian flag carrier ITA Airways have signed a new codeshare agreement, which will see them fly an extra 1,000 pax between Colombia and Rome.

# Norway Early Bird Sale

Save up to \$1,200 per cabin\*



**HURTIGRUTEN**  
Norwegian Coastal Express

[Learn more](#)

\*Selected sailings, based on twin share. T&Cs apply.



# ETG Reconnects after three years

**EXPRESS** Travel Group (ETG) on Fri brought together member agents from across its four networks, as well as a number of its preferred partners, for the ETG Reconnect 2022 conference. Agents from Independent Travel Advisors, Independent Travel Group, italktravel & cruise, and Select Travel Group all convened on Melbourne for the full-day conference and networking event, hosted at the W Melbourne. Attendees were addressed by Chief Executive Officer Tom Manwaring, and Australian Federation of Travel Agents Chief Executive Officer Dean Long, who took part in panel discussions.



**NIB** Travel General Manager International & Global Partnerships Dylan Wilkinson, Partnerships Manager Julie Pratt, and National Head of Sales Matt Endycott.



**THE** Express team.



**EXPRESS** Head of People & Process Alisha Dopper, Head of Products & Events Amber Kelly, and Executive General Manager Technology & Innovation Ari Magoutis.



**COLLETTE'S** newest addition David Farrar with the unstoppable Angus Crichton, Evergreen Director – Sales, Marketing & Product.



**OCEANIA** Cruises Business Development Managers Ryan McPherson and Martine Nunes greeting some of the Express agents at the cruise line's elegantly appointed stand.



**AHOY** to the Creative Cruising team -General Manager Caroline Hitchen, Sales & Marketing Executive Viktoriya Shliazhko, and National Businesses Development Manager Lara Anderson.



**THE** Viking spirit is never far away with Lee Siefken and Nathalie Fagan around!

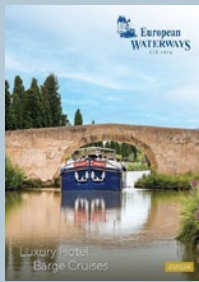


Travel Daily  
LEARN MORE ABOUT MONACO WITH TRAVEL DAILY TRAINING ACADEMY  
Click here to discover

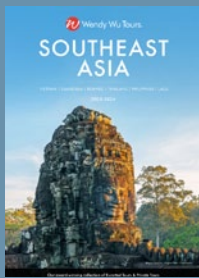


## BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



**European Waterways - 2023/24 Luxury Cruise**  
A colourful new brochure by luxury hotel barge cruising company, European Waterways, is packed with cruises, excursions and 'insider experiences'. Guests can enjoy luxury accommodation and gastronomic meals while sailing the scenic countryside of Europe and the UK. Guests on the eight-passenger *Anjodi* will savour a private wine tasting at Château Pech-Celeyran and a unique truffle hunting expedition, while guests on the eight-passenger *Scottish Highlander* will embark on a new private tour and tasting at the Dalwhinnie whisky distillery.



**Wendy Wu Tours - 2023/24 Southeast Asia**  
Wendy Wu's new touring program offers eight 'Classic Tours' within Vietnam, Cambodia, Laos and Thailand, as well as six 'Go Beyond Tours', which venture off-the-beaten track and explore the region's local communities and culture. The new brochure also includes five fully inclusive holiday and touring experiences, mixing three and four nights sailing the Mekong River. To celebrate Southeast Asia's fully reopened travel status, Wendy Wu is offering savings of \$250pp across the entire range of group tours featured in the brochure, such as the 18-day 'Classic Mekong'.

## Korean Air incident

**KOREAN** Air has confirmed there were no injuries after flight KE631 which overran the runway at Cebu International Airport at 11pm last night, local time.

All pax were safely evacuated from the A330-300 and escorted to three local hotels after the aircraft attempted to land twice in poor weather, and on the third attempt overshot the runway.

Korean Air said it is "currently identifying the cause of the incident", and is arranging an alternative flight for the 162 pax who were on board.

## Frontier mulls routes

**FRONTIER** Airlines is set to take delivery of 18 Airbus A321XLR aircraft in 2026, after which it will consider introducing transatlantic flights and long-haul flights to South America.

Until the delivery, the Denver-based carrier has only operated A320 aircraft, which do not have the range to cross the Atlantic.

The A321XLR "will enable us to fly to Europe, Hawaii and deeper into South America," Frontier Chief Executive Barry Biffle told the Routes World 2022 conference in Las Vegas.

## Flower power in full force



**PENINSULA** Hotels hosted its first roadshow in Australia since 2019 in Melbourne last night, to showcase its new London and Istanbul properties, which are opening early 2023.

The dinner, held at Society Restaurant, was attended by hoteliers from Beverly Hills, Tokyo and Hong Kong, along with industry partners including Kelly Gelfand from Tribe Travel, Kathryn Read from Jigsaw Travel and Cher Roscoe from Travel Call, pictured modelling the impressive flower arrangements.

## Bear joins Cunard

**CUNARD** has announced outdoor adventure personality, Bear Grylls, will join *Queen Elizabeth's* maiden 2023 Alaska voyage, a 12-night roundtrip out of Vancouver, on 08 Jun.

The best-selling author, TV presenter and adventurer will share his experiences with pax as they visit the Glacier Bay National Park, Tracy Arm Fjord and Hubbard Glacier, with port calls in Juneau, & Ketchikan, Sitka..

## Wild about Harry

**MARRIOTT** International has promoted Harry Singh to the role of Area Director of Operations for Australia, New Zealand & Pacific (ANZP) after more than 20 years with the company.

Singh kicked off his career with the hotelier in 2001 as a Management Trainee for The Renaissance Mumbai Hotel, before moving to Australia to take up a role at Sydney Harbour Marriott and being promoted several times since, including to Director of Operations at Melbourne Marriott.

## Caesars in Times Sq

**CAESARS** Entertainment has revealed plans to introduce a casino to New York City's Times Square, which would add to its portfolio of 50 casino properties in 13 US states and five countries.

Caesars Palace Times Square, which would include a Broadway Theater for *The Lion King*, is currently awaiting license approval from New York State.



**CANADA  
SPECIALIST  
PROGRAM** 

**Register now for your  
chance to win a spot on a  
winter famil to Vancouver  
and Whistler in Feb 23**

- Brand new online training modules
- CSP Webinars from our Canadian partners
- CSP E-Newsletters with the latest updates from Canada
- Access to the following:
  - Closed CSP Australia Facebook Group
  - Selling tools such as suggested itineraries, Canada content etc.
  - Canada famil opportunities
  - Regular training opportunities and much more...

PHOTO: GROUSE MOUNTAIN

Sign up today to our free online training program:

 **canadaspecialist.com.au**

**CANADA** 





# Small Group Explorations with Collette

Take the path less travelled with 49 of Collette's Small Group Explorations tours.

Delve into engaging, immersive experiences which are hard to replicate and impossible to forget. Settle into culturally reflective accommodation and linger longer with an average stay of 2+ nights per location.

Savour authentic, local cuisine. Absorb a destination's true culture with more built-in free time.

Explorations small group tours have between 14-24 travellers, who go beyond the beaten path. Stay under the Northern Lights in a glass igloo at Kakslauttanen, Finland.

Journey on Alaska Railroad's Snow Train from Fairbanks to Talkeetna.

Slow down and stay 4-nights in San Gimignano, to truly explore and enjoy Tuscany.

Cruise on a small ship for 4 nights through the fjords of Patagonia.

Meet the incredible Ama Pearl divers in Japan.

Stay in locations and accommodation that connect you to history, a culture, or the natural surroundings.

It's these opportunities to travel farther and deeper all over the world that unlock a sense of wonder and broaden perspectives.

## COLLETTE SMALL GROUP EXPLORATIONS

- ✓ Dates available to 2024
- ✓ Guaranteed departures
- ✓ Perfectly paced
- ✓ Cancel for any reason up to 24 hours\* (see [HERE](#))
- ✓ Great for groups – contact your BDM for a no obligation quote!



Phone: 1300 792 195

Website: [collette.com.au](http://collette.com.au)

Email: [AUSales@collette.com](mailto:AUSales@collette.com) to meet your local BDM

