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Bonza pledges agent support

E X C L U S I V E FLEDGLING Australian lowcost carrier Bonza Airlines has confirmed that travel agents will play a key role in its distribution strategy - particularly in the regional communities the carrier

is targeting for its launch routes. Speaking today in Sydney at the Mumbrella Travel Marketing Summit, Bonza Chief Commercial Officer Carly Povey highlighted the recently launched agent portal (*TD* 20 Oct) which makes advisors the only third-party way to book, complementing Bonza's unique "app-first" strategy.

Asked whether Bonza planned to remunerate agents for bookings, Povey told **TD** that "while it won't be the traditional commission model", the airline plans to work with agents and their local communities to define what their service fees are.

"From our perspective, it's about saying to an agent that we'll make an easy way for you to be able to book us, because an app isn't realistic in that environment," she said. While it's still early days and the airline is yet to take to the



Enjoy no booking fees when booking with Rail Online! skies, Povey said Bonza was also considering how it would enable agents to handle other requirements such as groups.

"To be frank, what we're trying to do is keep it simple, but we are also trying to recognise how critical it is from day one that we give the agent community the ability to actually help people in their local towns who want to fly."

Povey also traced the Bonza journey, with the carrier strongly focusing on public feedback in terms of developing its product offering and even its network.

The carrier's first Boeing 737 "Shazza" is currently undergoing certification, and will shortly be followed by "Bazza" while Povey promised **TD** that "Bruce" was a strong contender for the name of the third Bonza aircraft.

Today's issue of TD

Travel Daily today features eight pages of news including Business Events News, plus a cover page from Ponant and full pages from Scenic Luxury Cruises & Tours and the Still, Still Standing celebration.

Iconic Kimberley

TRAVELLERS can explore the remarkable and expansive Kimberley region in 2023 with Ponant's new 10-night Iconic Kimberley journey from Broome to Darwin, which visits King George River, Twin Falls, Collier Bay, and more.

There are 22 departures available between Apr-Oct 2024 aboard *Le Laperouse* or *Le Jacques-Cartier,* with a 30% discount on early bookings - see the **front cover** page.





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Sustainability now crucial

A STRONG majority (90%) of consumers now look for sustainable options when travelling, while half of them would be willing to pay more for sustainable transportation, activities and lodging options.

The figures were released as part of a presentation at this morning's Mumbrella Travel Marketing Summit in Sydney, during which Expedia Group Media Solutions' Michael Brennan revealed some of the key data points from the company's global network of travel sites.

Interestingly the top areas that consumers were willing to pay extra for, if sustainability is part of the offering, included food (55%), activities & experiences (53%), transportation (51%), lodging





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

(51%), personal purchases or gifts (47%) and even travel agencies or providers (44%).

Consumers are also willing to make some sacrifices to be a sustainable traveller, Brennan noted, with 50% saying they would put up with inconvenience such as walking rather than a vehicle transfer, and similar proportions willing to compromise on lodging comfort, convenience and travel time.

The report also found 70% of consumers "feel overwhelmed by starting the process of being a more sustainable traveller," creating opportunities for the travel sector to make it easier for passengers to understand the sustainability options on offer - such as recommendations for locally owned businesses, transport with lower impact and engagement with local cultures.

Brennan also noted consumers want an "authentic commitment to sustainability", with 70% saying they have avoided a destination or travel option due to skepticism that a commitment to sustainable practices wasn't genuine.



CATO urges more work on training

THE Council of Australian Tour Operators (CATO) has welcomed the continued focus on support for the travel and tourism sector in the Federal Budget handed down in Canberra this week.

MD Brett Jardine acknowledged that the Government had fulfilled its pre-election commitments, including measures to address the sector's labour and skills shortages through free TAFE and vocational educational places.

"We however believe there is much more to be done in this area, to provide more support towards relevant business and skills-based training, as well as a re-positioning strategy towards long term careers in our industry," Jardine said.

CATO will continue to work to "ensure outbound leisure travel is recognised as a valuable contribution, supporting inbound tourism by underpinning aviation capacity," Jardine added, with the Council seeking further ways that the sector can "benefit from the travel and tourism funding to ensure a sustainable future".

Scenic earlybirds

SCENIC'S European River Cruise earlybird offers for the 2023 season will finish on 31 Oct, with agents urged to remind clients about deals such as included Economy class flights, Business class upgrades from \$3,995pp, and extra savings of \$1,000pp for payments in full - see page nine for more info.

Zurvas to Asia

VARIETY Cruises' Jarrod Zurvas has relocated to Bangkok for the next six months, tasked with introducing the small ship specialist to the Asian market.

Zurvas was previously based in Athens, having relocated to Greece from Australia to join Variety last year (TD 06 Sep 2021) - more appointments on page 8.

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QF international back on top

QANTAS was the biggest international carrier operating in Australia during Aug, according to new figures released by the Bureau of Infrastructure and Transport Research Economics.

The monthly update noted that international scheduled passenger traffic in Aug 2022 was 1.970 million - down 45% on the same period in 2019, with operations "continuing to be severely impacted by the COVID-19 pandemic".

However the Aug figures saw some sort of normalisation in market share, with Qantas' 16.7% followed by Singapore Airlines at 13.2%, Jetstar at 12.9%, Air New Zealand with 9.7% and Emirates with 8.7%.

Other airlines in the top ten included Qatar Airways at 5.1%, Scoot with 4.5%, Malaysia Airlines with 2.6%, Fiji Airways with 2.5% and Virgin Australia at 2.3%.

Total seats made available were

2.438 million, with Aug 2022 showing an overall seat utilisation of 82% - a massive improvement compared to the same time last year when passenger caps saw just 10.1% of seats filled.

The overall Qantas Group accounted for 29.6% of total international passenger carriage during the month - compared to just 0.5% in Aug 2021 and 26.4% in Aug 2019.

Low cost carriers including Cebu Pacific, Indonesia AirAsia, Jetstar, Jetstar Asia and Scoot Tigerair accounted for 18.3% of the Aug 2022 total - compared to 14.4% in pre-pandemic Aug 2019.

The top five city pairs were Sydney-Singapore, Melbourne-Singapore, Perth-Singapore, Sydney-Auckland and Melbourne-Denpasar, while Sydney had the largest share of passenger numbers at 40.9% followed by Melbourne with 27.9%, Brisbane at 14% and Perth at 10.5%.



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SA terror warning

SMARTRAVELLER has issued a new South Africa update, noting the US Government has received information on a possible terror attack in Johannesburg.

The government agency has advised that terrorists may be planning to conduct an attack on large gatherings in the Sandton area of Johannesburg on 29 Oct, with Smartraveller suggesting travellers stay away from crowds in that area over the upcoming weekend of 29-30 Oct.

Rosewood to Milan

ROSEWOOD Hotels & Resorts has announced a new management contract for the Rosewood Milan which will open in 2025 in the heart of the city.

The new property will be the fourth Italy Rosewood, following the recent additions of Rosewood Rome and Rosewood Hotel Bauer in Venice, along with Rosewood Catiglion del Bosco in Tuscany.





RUSHING between terminals to make a tight connection may be a thing of the past - at least for some lucky high-tier United Airlines passengers.

The carrier has just announced gate-to-gate transfers in a new electric Jaguar I-Pace vehicle, in a partnership with the car brand initially rolling out at Chicago O'Hare which is likely to expand to Denver, Houston, Newark, Washington DC, San Francisco and Los Angeles.

The new ground transfer service is a "surprise benefit for select Premier MileagePlus members with tight connections," United said, with qualifying lucky fliers greeted personally on landing and escorted to their vehicle.





Arizona+Colorado+TTJ



THE Travel Junction (TTJ) yesterday partnered with Arizona Tourism and Colorado Tourism (both represented by Linkd Tourism) for an event to celebrate their ongoing collaboration.

TTJ's Kevin Looney said the campaign had seen the creation of curated itineraries to make it super easy for agents to book, with commissions of up to 12% available on bookings via the HELiO platform.

Looney also highlighted the

availability of wholesale airfares on offer in conjunction with TTJ product, telling attendees "we're talking significant savings... worth a look for us to make some significant margins for yourself when selling your clients to Arizona and Colorado".

Pictured at the event are, from left: Nick Hawkesly from The Travel Junction; Millie Browne of Linkd Tourism; Kevin Looney from The Travel Junction; and Linkd Tourism's Chris Catanzariti. Looking for Rail Tickets and Rail Plus? RAILEUROPE has you covered.

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Onefinestay portal

ACCOR'S private rental brand onefinestay has added a new partner portal, offering travel agents a new web page where they can access training and B2B marketing materials including how-to-book details, home tours, webinars and frequently asked questions.

The concept is designed to streamline the process of travel partners requesting information on an ad hoc basis, making this material accessible on demand and enabling them to learn about the brand and promote it to their clients.

The company noted the portal will not operate as a booking platform, but Sophie Howse, Director of Sales at onefinestay said "we are constantly looking at ways to innovate and develop as a brand and offering this easily accessible service will continue to strengthen our relationship with our associates".

See onefinestayportal.com.

RAILEUROPE

Globus domestic new to brand

THE pandemic-induced development of new domestic products by the Globus Family of Brands brought a significant new cohort of customers to the brand, according to the group's marketing chief Chris Fundell.

Speaking this morning at the Mumbrella Travel Marketing Summit in conversation with GTI's Sarah Anderson, Fundell said the group had undertaken research to create the program.

Tasmania, the Kimberley, the Top End and the Red Centre were found to be popular, with the study also feeding into the trip styles and durations which ultimately formed the program.

He said sales targets had been exceeded, with 74% of domestic clients new to the brand and 11% of those having gone on to make further bookings - and the newly developed products are also now being sold globally by Globus.





Sustainability in the air

AIR New Zealand has released details of how the airline is tracking on its sustainability targets, with CEO Greg Foran and Board Chair Dame Therese Walsh noting that sustainable aviation fuel (SAF) is "the single biggest decarbonisation lever we can pull".

The carrier is seeking to reach net zero emissions by 2050, nicknaming the target 'Flight NZO', and has set an interim 2030 target of a 28.9% reduction in carbon intensity from a 2019 base.

Air New Zealand hopes to be using 1% SAF by next year and 10% by 2030.

Currently there is no SAF produced in New Zealand so the airline will have to source it from elsewhere in the interim, however it is partnering with the government to scope the feasibility of domestic production.

Another keystone of the carrier's 2050 target is to operate zero emissions aircraft, with Air New Zealand releasing its Zero Emissions Aircraft Technology Product Requirements Document (PRD) which sets out the requirements for introducing these type of aircraft into the fleet, as well as partnering with Airbus to research hydrogenpowered planes.

From this Oct the airline will be using more sustainable serviceware on its international flights, with less single-use plastic items in its Economy cabin and less weight in Premium cabins.

Currently the airline is on track to remove 50% of forecasted single-use plastic by 2023 on a 2021 baseline.

From an employee wellbeing perspective, Air New Zealand's employee engagement score according to the Glint index was 68, just outside of the top 25% of global companies at 79.

The full Air NZ sustainability report can be viewed **HERE**.

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Accor, Avis extends

ACCOR has extended its partnership with Avis car rentals across Australia and New Zealand to provide Accor Live Limitless (ALL) members with extra rewards when they make car rental bookings.

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ALL members can now earn 125 Reward points per day on rentals of up to six days, and 150 points per day for rentals of more than seven days.

Accor Pacific CEO, Sarah Derry, said the partnership offers its members "even greater benefits and privileges, and enhances the guest experience beyond our hotels".



QTIC survey

THE Queensland Tourism Industry Council (QTIC) is asking all tourism and hospitality professionals to fill out a new survey, which will inform a Tourism Workforce Strategy to aid recovery from COVID-19 impacts.

Insights from the survey will help inform the Governmentfunded *Queensland Tourism Workforce Crisis Resilience & Recovery Plan*, which is now in its second-year,

Findings from the survey, which takes around 17 minutes to complete, will be shared via QTIC's channels in the coming weeks - **CLICK HERE** to fill it out.

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Experience Co seeing recovery

LISTED activity specialist Experience Co yesterday issued a trading update, saying it expects international market conditions to improve as aviation capacity increases into Dec this year.

Addressing the company's Annual General Meeting, CEO John O'Sullivan said the Adventure Experiences division was seeing more resilient trading compared to Skydiving, which is more sensitive to the weather including the "elongated La Nina cycle" on the East coast.

"When conditions allow normalised volumes for Skydiving and Reef Unlimited we expect to see improvement in profitability and cash flows relative to prepandemic," he said.

O'Sullivan said consumer demand and yield had continued to be robust where conditions allow, with the Christmas period the next key test of sentiment.

Management is also continuing to build a pipeline of target acquisitions in the "more rational M&A environment" which is currently emerging, he said.

Chimu seeks squid!

CHIMU Adventures has announced a partnership with Kolossal, an ocean exploration and conservation non-profit to launch the world's first scientific expedition to look for the colossal squid, *Mesonychoteuthis* hamiltoni.

The Ocean Endeavour's Complete Antarctica 14-day charter features special guest, Aussie media personality and mathematician Adam Spencer, and is also the pilot voyage for Kolossal's three-year search for the giant undersea creature.

Chimu MD Chad Carey said the company was excited to be part of the project, which will have "such a strong element of citizen science for our travellers".

Using innovative technology, Kolossal will deploy special cameras into the deep Antarctic waters throughout the 2022/23 season and beyond, with the aim of locating and filming a colossal squid by 2025 - the centenary of the creature's first discovery in 1925 when a specimen was found in the stomach of a sperm whale. The Colossal Squid is the largest

invertebrate on the planet.

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Walk for Wellness hits Aus



NORWEGIAN Cruise Line's Walk for Wellness initiative has reached a major milestone, with participants racking up a combined 100,100kms and 'docking' in Australia, as they seek to travel across a map covering *Norwegian Spirit*'s inaugural Australia and NZ season which kicks off in eight weeks.

Last week's challenge saw participants on a scavenger hunt to find six objects spelling out SPIRIT, with Rhona Rodgers from MTA Travel (**top**)

taking out first prize, a pair of BOSE noisecancelling headphones for her bird-themed offering.

Sharon Ward from TravelManagers took home a Garmin sports watch for her eye-spy (middle) and Christy Morony from Helloworld Sefton Park won herself a \$100 lululemon voucher for her contribution (bottom).



This is the final week of the challenge, and extra bonus prizes are up for grabs, in addition to the Week 4 Halloween theme, where



participants have to take a walk in their best spooky accessories and snap a creative photo of their get-up to win.

Special bonus prizes are for the most improved between this week and last, most steps this week and daily top stepper from 26 Oct onwards, with each taking home a \$200 Prezzee gift card.

Vivi business events news

Thursday 27th Oct 2022

businesseventsnews.com.au

ICC maps it out

ORGANISERS planning an event at the International Convention Centre (ICC) Sydney can now explore the venue virtually thanks to a new tool on the ICC website. The Interactive Venue Map includes 3D floorplans of every level and space across the venue, alongside 360/VR and standard images, capacity and room information, all in one location.

OzAsia takes off

ADELAIDE Festival Centre's 15th OzAsia Festival attracted 66,000 visitors during its first four days of performances and events across the Riverbank precinct.

The family-friendly program, which celebrates Asian and Asian-Australian culture with live music, theatre, cuisine, comedy, visual arts, literature, and workshops, will run over two weeks until 06 Nov.

New CEO for SITE

THE Society for Incentive Travel Excellence (SITE) has announced Annette Gregg as the new CEO for both SITE and SITE Foundation, effective 14 Nov.

Gregg joins from Meeting Professionals International, where she worked as Chief Revenue Officer.

Her appointment comes as the global professional association prepares to enter its 50th year.



AUCKLAND BUSINESS EVENTS BOOM

BUSINESS events are set to boost Auckland's economy by NZ\$75.5 million over the next few years, the Auckland Convention Bureau (ACB) predicts, after securing 102 events during the 2021/22 financial year.

Between now and 2028, a potential 305 business events could see over NZ\$140 million injected into the region's economy, along with more than 300,000 visitor nights - the equivalent of filling 8,000 CBD accommodation rooms for 38 days.

Business events deliver high value visitors to the region, with an international delegate spend of around NZ\$2,000, a domestic delegate spend of around NZ\$1,000, and a local delegate spend of around NZ\$600.

Additionally, ACB recorded a total of 1,794 referrals to Auckland industry partners, up 18% on the previous year - an achievement that demonstrates the city's global reputation as a business events destination. "Our team has worked

incredibly hard to research

Marriott offer

MARRIOTT International is offering a series of special deals for business events booked in Brisbane by the end of the year.

Available at four of its leading Brisbane hotels, the packages include upgrades, room discounts, extra Marriott Bonvoy rewards points and added special experiences.

Brisbane Marriott Hotel, The Westin Brisbane, Four Points by Sheraton Brisbane, and W Brisbane offer a collective 27 indoor and outdoor event spaces complete with tech savvy facilities and catering.

CLICK HERE to take advantage of the deal using the code 'BNE2022'. new opportunities, bid for international conferences, and secure business events for Auckland," Head of ACB, Ken Pereira, said.

"Delegates need to eat and sleep somewhere plus they love to explore the region they visit so our hospitality and accommodation sectors and transport, retail and tourism operators are all benefitting."

Major wins include the Federation of Asia Oceania Pest Management Associations Pest Summit Conference, which will attract 2,500 delegates to the New Zealand International Convention Centre (**pictured**) in 2026.

Also in the pipeline are the 2022 Conference on Robot Learning, the Computer Applications and Quantitative Methods in Archaeology Conference in 2024, and the 8th International Teaching Games for Understanding Conference in 2024.

There's no sign of slowing down for Auckland's business events sector, particularly after it was named the number one city to

Hong Kong BE

THE Hong Kong Exhibition & Convention Industry Association (HKECIA) has welcomed the govt's new measures to support the region's convention & exhibition industry.

The existing industry subsidy scheme, which was set to expire at the end of the year, has been extended to 30 Jun 2023, after which the govt will launch a new HK\$1.4 billion scheme to subsidise more than 200 exhibitions over three years.

HKECIA Chairman, Stuart Bailey, said the measures will "help ease financial burdens on the organisers who can therefore get ready for the industry revival".



visit in Lonely Planet's Best in Travel 2022 along with winning the World MICE Awards' Best MICE Destination in Oceania for two years in a row.

MEANWHILE, Sam Holdich has been appointed to the board of Business Events Industry Aotearoa (BEIA) as its Silver representative.

Holdich, who leads the Weta Workshop Unleashed in Auckland as Area Manager, replaces Jake Downing, who has assumed a new role at Takina Events in Wellington.

Holdich's "skills and experience will be invaluable to our business events sector as we move into the next phase of New Zealand's high-growth future," BEIA Board Chair Steve Armitage said.

MCEC Trust

INDUSTRY leaders Peter Jones & Virginia Lovett have been appointed to the Trust that manages the Melbourne Convention & Exhibition Centre (MCEC), as well as the yet-to-be-built Geelong Convention & Exhibition Centre (**TD** 12 May).

Jones has over 30 years' experience delivering major events across the country and is also the Managing Director of Peter Jones Special Events.

Lovett is the Executive Director & Co-CEO of the Melbourne Theatre Company as well as President of Arts Projects Australia and an Executive Councillor for Live Performance Australia.



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.

Nick de Bois has been appointed as the Chair of the British Tourist Authority for a period of three years, beginning o1 Nov. De Bois has been VisitEngland Advisory Board Chair since his appointment on o1 Jun 2020, during which time he led the government's review into the funding and structures of England's destination management organisations.

Meliá Hotels International has named **Ada Jian** as the General Manager of its new Kuala Lumpur property, INNSiDE by Meliá Kuala Lumpur Cheras. A seasoned hospitality professional, Jian has been at the helm of INNSiDE by Meliá Zhengzhou for the last two years.

Flight Centre Travel Group's **FCM Consulting** division has selected **Florian Mueller** as its new Aviation Practice Lead. Mueller, whose previous positions include GM of the Americas for Austrian Airlines, is also a member of GBTA's Global Aviation Committee.

The Pacific Asia Travel Association (PATA) has announced the appointment of ecotourism industry leader Megan Epler Wood as its Special Advisor on sustainable tourism development for destinations, business, and civil society. During her 30-year-long career, Wood founded the first-ever sustainable tourism NGO in the world.

Aussies seek Japan

AUSTRALIANS are eager to travel to Japan now that the country's borders have reopened to international visitors, according to a new YouGov survey commissioned by Airbnb.

More than half of the Aussies surveyed intend to travel Japan, with 63% of those saying they will visit "when they're next able to" and one in four (27%) placing Japan at the top of their travel wish-list, while 17% say they want to combine work and travel.

Of those who want to travel to Japan, more than 60% intend to visit major cities, with Tokyo, Osaka and Fukuoka topping the list, while around 40% said they would like to see destinations outside of the major cities.

Well Traveller TV

TROPICAL North Queensland will be showcased in this week's episode of Australia's first wellness travel show, *Well Traveller TV*, which premiered on Sun on Network 10.

Hosted by world surfing champion Layne Beachley, the new show features the top wellness retreats, destinations, and experiences across Australia.

Tourism Tropical North Queensland CEO Mark Olsen said wellness travel was a perfect fit for the region, which has the highest concentration of ecocertified operators in Australia.

The episode will air this Sun at 4pm, and coincides with the launch of the Well Traveller website.



Qantas serves up 25 years



QANTAS has partnered up with Australian chef Neil Perry to reintroduce a selection of its most popular inflight and lounge menu items from the past 25 years, in celebration of its silver anniversary.

The anniversary also marks the longest partnership of its kind between a chef and an airline, with Perry first signing on with Qantas Airways in 1997 as Director of Food, Beverage and Service.

Throughout Nov, the Flying Kangaroo will serve a selection of menu classics, includng duck ragú with pappardelle and Torta di Verona, with First Lounge guests also able to indulge in a Negroni Sbagliato cocktail, which was featured at the opening of the London Lounge in 2017.

Guests visiting the airline's Australian domestic and international Business lounges can also try a range of Perry's favourite dishes, including BBQ prawns and a meatball sandwich.

Perry said the airline has constantly evolved its food and beverage offering to meeting the changing tastes of Australians.

"What has stayed the same is the airline's commitment to showcasing premium Australian produce and Qantas customers' willingness to experience new cuisines inflight and in lounge."

Pictured: Neil Perry eager to dig into the anniversary cake.

Qatar bins Ehteraz

FROM 01 Nov, arrivals to Qatar will no longer be required to pre-register with the country's contact tracing app, Ehteraz, prior to arrival.

Since May, it has been mandatory for visitors without a Qatar ID or Qatari passport to submit an application through the platform at least three days prior to entering the country.

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