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## It's Choose-day!

**TRAVELLERS** Choice is inviting independent travel agency owners to "choose a new future for your business" after recently scoring an unprecedented 100% satisfaction rating from its existing membership - more info on the **cover page** and **page four**.

## 20% off Uniworld

**UNIWORLD** Boutique River Cruises is offering unprecedented discounts of 10% on almost all of its 2024 portfolio, and 20% off for guests who book 2024 trips this month and pay in full - for details see the **last page**.

## Be an NT expert

**TOURISM** NT is inviting travel advisors to a live webinar to find out more about its upcoming 'Summer done differently' promotional campaign, with a prize trip to the Territory on offer - more info on **page seven**.

## Bonza adds 11 GC routes

**THE** stationing of two Bonza jets at Gold Coast Airport (**TD** breaking news) will see the carrier expand its network by adding flights from the popular holiday destination to 11 existing Bonza ports in Qld, NSW & Vic.

CEO Tim Jordan said the move would provide a "huge boost for the economy, and allows people in our existing destinations to book an affordable flight to Gold Coast Airport and take a much-deserved holiday or long-awaited visit to friends and family".

"New routes from the Gold Coast also mean locals from South Brisbane down to Northern NSW regions like Ballina and Byron Bay have the chance to explore their own backyard with low-cost flights to regional locations like Mildura, Bundy and Townsville, to name a few," Jordan said.

The initial Gold Coast rollout includes flights to Melbourne Tullamarine, Melbourne Avalon,

Albury, Bundaberg, Cairns, Gladstone, Mackay, Mildura, Rockhampton, Townsville and the Whitsunday Coast.

However Jordan also flagged the addition of further flights from the Gold Coast which "will be revealed when the time is right...we continue to welcome conversations with airports around the country as we fulfil our mission to connect communities".

The partnership between Gold Coast Airport and Bonza will create over 100 direct jobs, with recruitment to start imminently.

However Bonza will also initially in the short term wet lease aircraft to operate flights over the peak school holiday & Christmas periods "at a time when global aircraft supply is challenged".

The new Gold Coast flights will go on sale soon, with Queensland Airports Limited CEO Amelia Evans estimating a \$100 million annual economic impact.

## Moss back at HLO

**ROHAN** Moss has returned to a senior role at Helloworld Travel Limited, having been appointed as Group General Manager - Consolidation.

Moss had been with HLO and its predecessors for decades before moving to Corporate Travel Management last year with the acquisition of QBT (**TD** 01 Apr 2022), with his role including oversight of the AOT Hotels Accommodation Program which was part of the WoAG contract.

Moss is now in charge of the Air Tickets business as the company integrates its new Express Travel Group acquisition.

## Today's issue of TD

*Travel Daily* today features six pages of news including our **Sustainability** page plus a cover page from **Travellers Choice** and full pages from:

- Tourism NT
- Uniworld

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## BESydney appoints

**BUSINESS** Events Sydney (BESydney) has welcomed Judith Crompton and Deborah Zimmer to its board of directors.

Crompton joins as Independent Director incoming Chair of the Finance, Risk and Audit Committee (FRAC) from 01 Sep, replacing Marlene Kanga, who is stepping down after six years.

Meanwhile, Zimmer, who is the CEO of BridgeClimb, has been appointed as a Member Director to the Board.

## TIME for Ange's role

**SENIOR** Manager Sales ANZ at Norwegian Cruise Line, Ange Middleton, has been appointed to the board of professional development group TIME.

Her arrival on the board follows 10 years of being a mentee at the organisation, later becoming a member of the TIME Committee from 2015 to 2018.

"I look forward to working closely with Penny and the other Directors to shape the future of the TIME prog," Middleton said.



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## Trading Britain for Bali

**IN A** worrying trend for the industry, new research from NAB suggests two-thirds of Australian travellers have either cancelled or delayed their overseas holiday plans over the last three months.

The *NAB Q2 Consumer Sentiment Survey* pointed to a rising cost of living as the main factor behind the behaviour change, with 40% of Aussies during the same period opting to pivot their international trips for more affordable domestic travel.

Inflated travel prices were also listed as a reason to scrap plans, with 66% of 2,000 households stating they felt travel and holidays had become too expensive in the current economic environment.

"Just like grocery bills and filling up the car have become more expensive, Australians think holiday plans have become much harder to budget for and they've made considered changes to prioritise spending," NAB Retail Customer chief Tara Hartley said.

## Rex compromised?

**REX** Airlines has revealed that its data may have been compromised as a result of a cyber attack on its client's lawyers, HWL Ebsworth Lawyers.

The airline believes that its passengers' details have not been impacted, but nonetheless has requested evaluation of the stolen documents to determine if its interests have been damaged.

"Around 40% said they had scaled back travel plans, with some opting to holiday at home instead...to save money - [Aussies] might be swapping the Med for Maroochydore or Bali," she added.

Hartley's assertion is supported by recent ABS data which showed that Australia's neighbour Indonesia had rocketed to the top of the list as the preferred destination for Aussie travellers in May (*TD* 13 Jul).

## Brand USA head goes

**THE** chief of the United States' most important destination marketing organisation will retire from his role on 31 May 2024.

Brand USA's long-standing CEO Chris Thompson announced his plans overnight, a move that will end a tenure which started way back in 2012.

During his time leading the body, Brand USA said that Thompson had played a "pivotal role" in promoting the US and achieved increased international visitation and enhanced global awareness of its tourism appeal.

"I am immensely proud of what we have accomplished together, and I am confident that the organisation will continue to thrive under new leadership," Thompson noted.

A search for a replacement has now been launched, with no date given as to when a successor will be formally named.

## Rail Europe



Unlock European Trains with Grant Robertson

### Budget-friendly Spain

♦ **Ouigo Spain Network:** OUIGO's low-cost offers apply to two types of train services - the *OUIGO Grande Vitesse* and the *OUIGO Train Classique*. The *OUIGO Grande Vitesse* TGV trains will take you to 50+ destinations throughout France. Then there's the family and budget friendly *OUIGO Classique* trains serving 14 cities including Paris, Nantes and Lyon.

♦ **Interesting Fact:** OUIGO is a low-cost rail service company established in 2013 as part of the SNFC group. They offer a 2nd class product, but have recently introduced *OUIGO PLUS*, which gives customers access to an XL seat (33% bigger than standard seats) for just a few dollars more.

♦ **Expert Tip:** The booking horizon for some trains (particularly those in Spain and Italy) can vary depending on the type of train, route and season. For e.g. some trains in Spain can be booked two months in advance (60-62 days), others much longer (120 days).

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## SYD to close runway

SYDNEY Airport has confirmed plans to temporarily close its east-west runway as it prepares to undertake a number of new capital works projects that were delayed by the pandemic.

From Oct, the airport confirmed in a letter to affected residents that it will shut the runway for 10 weeks, shifting more air traffic onto its two north-west runways.

“Depending on which of SYD’s flight paths are being used, the increase will be between one and six flights in total between 6am and 11pm, equating to 4% uptick,” airport management said.

The work being carried out at Sydney Airport will see two new taxiways constructed, an existing taxiway extended, and six new aircraft parking bays created.

Approval for the major \$169 million upgrade was ticked by Federal Government in 2019, with a view to catering for a predicted increase in travel demand through to 2029.

## Intrepid renews agent push

INTREPID Travel has unveiled a new Agent Hub which launches exclusively to agents across Australia and New Zealand today before rolling out to the operator’s global network by the end of 2023.

Featuring a fresh look, the mobile-friendly platform offers updated training modules, marketing tools and social media assets, incentives, regular updates, and more.

Agents will also be able to access short training modules on the hub at any time, in addition to a library of branded images they can use for their own social channels and EDMs, invitations to exclusive agent events and fundraisers, plus incentives.

“Our agents remain busier than ever, so we’ve put a lot of thought into ensuring our new Agent Hub provides them with the content and support they need to work more efficiently,”

Intrepid GM Sales & Partnerships ANZ Yvette Thompson said.

She added that the overhauled hub offers improved accessibility, with agents able to access the platform in-store or on-the-go from their computers or phones by simply using their Agent Portal logins.

To coincide with the announcement, Intrepid has also launched a new ‘Sell 10, Get 1 Free’ incentive, giving advisors who sell 10 Intrepid trips the opportunity to experience one of the operator’s small group adventures first hand, with the ability to choose their trip from a growing list found on the hub.

Agents can access the new hub **HERE** and sign in using their Agent Portal logins, or email [partners@intrepidtravel.com](mailto:partners@intrepidtravel.com) for more information.

For ‘hot tips’ on how to use the new platform, visit Intrepid’s agent Facebook group **HERE**.



## Window Seat

TRAVELLERS wanting to avoid the scourge of turbulence while flying have been given the advice this week by a UK travel guru to choose seats at the front of the plane.

Speaking with UK media, travel influencer Sandra Thomas said the front of the plane is less susceptible to movement, while seats at the back of the plane tend to be the most impacted.

Thomas also derided the back of the plane for being noisier, in addition to having to get up more for passengers who want to stretch their legs near the galley kitchens.



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## It's time to Choose us

**TRAVELLERS** Choice has revealed its national network is on the hunt to recruit its first Network Development Manager - a Sydney-based role which will focus exclusively on building the brand & acquiring new members.

The announcement coincides with the launch of 'Choose Day', the independent travel agency network's new recruitment campaign aimed at attracting more members to its business.

Managing Director Christian Hunter said that with the retail travel sector continuing to evolve, the time is perfect for independent agents to review current consortia arrangements.

"Every independent agency owner should now be asking themselves whether they are really enjoying the kind of control, freedom, flexibility and support they need and deserve, if you are not getting all of these, start a conversation," he said.



"Changing groups sounds like a daunting thing to consider, but as all of our newest members will tell you, it's really not...embrace Choose Day and you'll never look back," Hunter added.

Another aspect of the campaign is to more broadly lift the profile of Travellers Choice, which Hunter concedes has resulted in some independent travel agents still knowing little about his company.

"We are hoping to change that by inviting agents to take time out during Choose Day to learn more about Travellers Choice and the benefits we offer independent agents" - see **front page** for more.

## AFTA UPDATE

from Dean Long, CEO



**WITH** planning underway for NTIA and over 1,700 nominations received, NTIA 2023 is on track for being one of the most

competitive nights in the past decade. This overwhelming response has meant we're holding off opening the submission portal until we've checked that everyone has been nominated in the correct category, to ensure nobody is disadvantaged and can be recognised for their efforts in the last 12 months.

I know from the feedback from last year's event that there was a strong desire - some might say 'demands' - that we bring back the afterparty.

The afterparty has always been the place to let your hair down and catch up with fellow finalists and friends, and we're delighted to be bringing it back this year.

We are currently finalising the arrangements with a wonderful partner that's planning to take

the afterparty to the next level, so stay tuned on this!

Last week I also had the opportunity to attend the goth birthday celebration of P&O in Australia. P&O was the first cruise company to sail to our shores and is still the largest cruise brand in Australia.

Many Australians, particularly within our industry, were introduced to the world of cruising with a trip on a P&O liner and the goth birthday bash was befitting of such an iconic brand.

It was great to see so many ATAS travel agents and tour operators represented, and I am sure all of us felt an immense sense of pride when the first words from the President of Carnival Australia, Marguerite Fitzgerald, were to acknowledge the immense contribution of the company's travel agent and advisor partners. This collaborative approach has been one of the reasons the Australian cruise industry became such an economic force in Australia, and our agents and advisors can rightly be proud of playing such a critical part in its success.

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### Carey joins eco Committee

**CHIMU** Adventures Managing Director Chad Carey has joined Int'l Association of Antarctica Tour Operators (IAATO) Climate Change Committee.

Carey was elected to a one-year term following IAATO's annual general meeting in Apr, with the Committee's first step to collect a baseline for fuel emissions.

"I want to get involved because I want to change the conversation," Carey said.

### TTC's big impact

**THE** Travel Corporation (TTC) recently released its second annual global Impact Report, tracking the company's progress against its five-year sustainability strategy How We Tread Right (HWTR), launched in Sep 2020.

HWTR's 11 sustainability goals are anchored to the United Nation's 17 Sustainable Development Goals across all brands.

Highlights include TTC replacing its objective of carbon neutrality by 2030 with the goal of net zero by 2050 instead, and increasing local organic food products in its supply chain by 2025.

## JETSTAR HAILS ECO GAINS OF ITS NEOS

**JETSTAR** is marking one year of its "gamechanger" Airbus NEO fleet, which has signalled a new era of improved sustainability and growth for the Qantas subsidiary.

Since taking delivery of its first A321neo LR in Melbourne last year, Jetstar has built up its NEO fleet to a total of nine, reducing the airline's overall emissions by more than 16,000 tonnes.

The NEO's CFM Leap A1 engines burn up to 20% less fuel than Jetstar's A321 aircraft, in addition to being 50% quieter, meaning reduced noise pollution during both departure and arrival, as well as delivering 99.8% better mechanical reliability.

"These longer range, highly fuel-efficient aircraft help us achieve our Qantas Group emissions reduction targets while also



delivering great low fares to more destinations," Jetstar Group CEO Stephanie Tully said.

"And our customers love them...they are 50% quieter, have huge overhead bins, wider seats and customers can stream entertainment on their own device," she enthused.

The longer-range, more eco-friendly aircraft, which fly both domestic and international routes, have enabled Jetstar to fly to new destinations and add capacity and

frequency on its most in-demand services, including Bali.

Jetstar also attributes its improved performance to the NEO fleet, which it says has helped it achieve the highest on-time arrival rate of the major domestic carriers in Jun, with its cancellation rate dropping to 3.7% and its on-time performance rising to 66.2% (*TD* 24 Jul).

The carrier will add five LRs and 15 A321neo XLR aircraft (extra-long range) to its fleet by 2029.

### Sigh of re-Reef

**AUSTRALIA** has gained a reprieve on the threat to the Great Barrier Reef's World Heritage status from governing body UNESCO, following the government's upgraded climate target.

UNESCO recommended against an immediate "in danger" rating for the Reef, however its status has been put on probation.

The Organisation said Australia "should be required" to demonstrate Reef protection progress.

### UA visionary call

**UNITED** Airlines has become the first American carrier to add braille to the interiors of its aircraft cabins.

The new tactile signage and navigational aids will help passengers with a visual disability better identify their row number, seat assignment, and lavatory locations.

United Airlines' first braille-equipped aircraft is now flying, with the carrier expecting to outfit its entire mainline fleet by 2026.

### Taylor appointed

**WESTERN** Australian Indigenous Tourism Operators Council Chief Executive Robert Taylor has been appointed to the Ecotourism Australia board.

A proud Nhanda Yamaji man, Taylor brings almost 40 years of tourism industry expertise to the board, having owned and managed a number of businesses across a range of sectors.

There will be a further three positions open at Ecotourism's Oct AGM.

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## Geelong to wear new Crowne



IHG Hotels & Resorts (IHG) has revealed plans to bring its Crowne Plaza brand to Geelong in 2026 in partnership with Plenary Group.

The planned 200-room Crowne Plaza Geelong (render pictured) will form part of the Geelong Convention and Exhibition Centre precinct (**TD 27 Jul**) and broader development of the region.

Expected to include spacious suites, an extensive restaurant and bar offering, and multiple pools and gym areas, the property will be connected to the upcoming 1,000-seat convention and exhibition centre.

“The addition of Crowne Plaza to Geelong would help capture visitation from both corporate and leisure travellers alike and serve as a strong endorsement to the pipeline of growth opportunities we’re currently experiencing throughout metropolitan and regional markets,” IHG Director of Development for Australasia and Pacific Cameron Burke said.

“With the opening of Holiday Inn & Suites Geelong also imminent, we’re excited at the prospect of becoming the largest global operator in Geelong and

maintaining our accelerated growth trajectory across Australia,” he added.

A collaborative plan between the Fed Govt, the Victorian Govt and the City of Greater Geelong is aiming to transform the region into a major tourism hub.

## SYD opens forecourt

SYDNEY Airport has announced the opening of a new arrivals forecourt at the T1 International terminal, which will offer an enhanced tourism experience to visitors arriving in NSW.

Created in partnership with Indigenous-led non-profit organisation, Wildflower Gardens for Good, the area offers over 3,000m<sup>2</sup> of new green space, featuring more than 12,200 native plants, 31 new seating benches, an extra cafe-style seating zone with eight tables and 32 chairs, as well as improved signage to help pax find their way to ground transport.

The new forecourt is part of the airport’s 2039 Masterplan, a \$3 billion investment which aims to improve customer experience and enhance sustainability.

## Accor Plus adds more

ALL new and renewing members of Accor’s loyalty program, Accor Plus, will receive a permanent bonus of 20 Status Nights under a new revamp in APAC by the hotelier.

Under the changes, members will also gain automatic qualification for Elite status in ALL - Accor Live Limitless, Accor’s global lifestyle loyalty program when they join/rejoin before Dec.

The bonus Status Nights will be credited to Accor Plus members’ accounts within a month of joining or renewing.

## 100 bad Bali tourists

OFFICIALS in Bali have revealed its new taskforce cracking down on unruly travellers will target the fines and/or deportation of at least 100 tourists a month.

The hard-line KPI follows Bali recently launching a special hotline to do in tourists behaving badly (**TD 28 Jul**).

## Luxury is now cheap

LUXURY river cruise brand Heritage Line is offering travel agents in Australia and NZ discounted rates on board its new vessel *Heritage Line Anouvong*.

A three-night sailing along the Upper Mekong departs from Laos on 27 Aug and can be booked by advisors for the heavily discounted price of \$990pp (A\$1,475pp), with tickets including a welcome champagne reception, complimentary daily sunset cocktails, bar and lounge snacks, and cheaper spa visits.

To take advantage of the exclusive offer, agents must pay in full and book before 11 Aug - reserve a spot on board **HERE**.

## MONEY

WELCOME to Money, *TD*’s Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.672**

THE Australian dollar was weaker this week, affected by the impending interest rate announcement from Reserve Bank of Australia’s decision later today, with most pundits believing the rate will increase by another 0.25%.

The currency dropped to three-week lows against the greenback at US\$0.663, but recovered by mid-morning, gaining a full cent back.

Wholesale rates this morning.

US	\$0.672
UK	£0.523
NZ	\$1.082
Euro	€0.611
Japan	¥95.61
Thailand	฿23.00
China	¥4.799
South Africa	12.01
Canada	\$0.886
Crude oil	US\$84.99

## Alliance extends

ALLIANCE Airlines has extended its aviation contract with mining company Santos, renewing its air services with the company for another five years.

Services in the Cooper Basin will continue to be operated by the regional carrier, flying mining workers between Adelaide, Moomba, Brisbane, and Ballera, equating to 22 services a week.

Alliance has held the contract in Qld since 2006, adding South Australian services in 2016.

### EDITORIAL

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