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Travel Daily First with the news

Tuesday 5th Dec 2023





Today's issue of TD

Travel Daily today features seven pages of news including our Sustainability page, plus a front cover wrap from Silversea and a full page from A Force for Good Events.

Bonza lacks Flair

REGULATORY issues regarding Bonza's aircraft leasing deal with Flair Airlines is behind a recent move to drop all Dec flights on the planned Darwin-Gold Coast route, the airline's CEO Tim Jordan has told Travel Daily.

"That process is progressing but is not yet complete and as a result, we've had to make the regrettable decision to defer some flights," Jordan said, adding that 02 Jan is now the target date.

Impacted customers are being provided with a full refund, with 1,100 so far provided an option to board a flight to/from Sunshine Coast, while another 500 are still being assisted.

CATO bolsters accreditation

THE Council of Australian Tour Operators (CATO) has detailed the next phase of its Accreditation program (TD 06 Mar) that it said will further enhance its credibility and recognition in the industry.

Key elements of the upcoming phase include the introduction of an external and independent assessment of member financials. which will start from 01 Apr 2024 as part of the 2024/25 membership renewal cycle.

Accounting expert Moore Australia has been enlisted to carry out the rigorous checks, with the new collaboration to see the launch of a secure online portal for the assessment of member operations.

CATO added that members who elect not to participate in the new financial assessment will still be able to retain their CATO membership status, however to obtain full Accreditation status from 01 Apr next year, members



will be required to complete the financial checks.

"CATO's Accreditation program was developed to address the specificities of the land supply sector within the Australian travel market," CATO Managing Director Brett Jardine (pictured) said.

"Our move towards an annual financial health assessment is a direct response to sustained industry growth, increased government relations, and our commitment to nurturing a vibrant land-supply ecosystem."

Member privacy will be upheld during the process by using "strict confidentiality protocols", CATO said, ensuring sensitive data is inaccessible to CATO staff. AB

Silversea enriches

SILVERSEA is promoting its "richest offer ever", allowing cruise-goers to save a whopping \$6,000 per suite for bookings made on its All-Inclusive Door-to-Door fares by 29 Feb 2024.

The new offer, which can be applied to Silversea's global collection of voyages from Jan 2024 through to Apr 2026, also includes a 15% refundable reduced deposit - see cover page.

Airwallex chosen

KRIS+ by Singapore Airlines has selected Airwallex to extend its lifestyle rewards app to Australia (TD 21 Nov).

More than 1.3 million KrisFlyer members Down Under are now supported with miles earning and redemption capabilities through Kris+'s integration with Airwallex's payment solution.

The application combines dining, retail, entertainment discounts, and more.





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Travelport boosted

TRAVEL tech company Travelport has received US\$570 million in new equity financing from existing equity holders and new investors.

The major capital boost will allow for greater spend on its tech platforms and help pave the way for "other innovations".



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Link adds WA sports leader



THE ranks of Link Travel Group have grown again this week, with the prominent joint-venture announcing the addition of Perth agency Travel & Sports Australia (TASA) to its collective.

Family-run TASA, headed up by Paul and Terrel Ramsay, has established a respected reputation in Western Australia and across the country after 35 years of operation, earning the business a spot in the Link Travel Group network from this month, where the agency will have access to a wider array of suppliers and innovative technology.

"Travel & Sports Australia...is a perfectly balanced blend with a strong presence in sporting and entertainment travel, corporate travel and leisure travel, and it was always going to be a perfect fit for Link," Link's General Manager Scott Darlow said.

"I have personally known Paul and Terrel Ramsay, Joint

Managing Directors of TASA, for quite some time and I know their personal values and business principles match up with Link's core values and there are countless synergies that they share with Link members."

Reflecting on his agency's move to join Link, Paul Ramsav said he was "very humbled" to sit alongside such a great list of respected agencies.

"Our entire team were engaged in our decision to join Link, and they are all excited to now have access to Australia's widest range of supply, future industry leading technologies and a clear and common focus on the industry and its future," he said.

Link is an invitation-only joint venture between Flight Centre Travel Group, The Goldman Group and Spencer Group of Companies. AB

Pictured: Darlow flanked by the founders of Link's new member, Paul and Terrel Ramsay.

EY Big Apple boost

ETIHAD Airways has announced it will operate its A380 doubledecker aircraft on one of two daily Abu Dhabi-New York JFK flights from 22 Apr 2024.

The superjumbo, which features the world's only three-room suite in the sky, will significantly boost Etihad's capacity in the US.





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Israel's Oz warning

ISRAEL has issued a warning to its citizens who are considering travelling to Australia, stating they could face threats of anti-Semitism while in the country.

Australia was among a list of 80 nations listed by The Israeli National Security Council.



Uniworld's massive 2023



UNIWORLD'S win for Most Popular **River Cruise Operator** in the 2023 National Travel Industry Awards topped off a huge year for the company, which last night welcomed some of its key partners to help celebrate.

An event at Rockpool Sydney included an exclusive Bordeaux wine tasting experience, courtesy of Aussie couple Frank and Glenda Kalyk, who happen to own a winery in the famed region and treated attendees to a taste of their unique tipples.

The evening also saw Travel Daily's Bruce Piper inducted into La Commanderie de Bordeaux in Australia, an exclusive fraternity for industry leaders which also includes Uniworld MD Alice Ager and Atout France emeritus Patrick Benhamou (pictured inset).

Ager highlighted Uniworld's S.S. Bon Voyage, which sails

from Bordeaux and underwent a complete transformation in 2018.

Evoking the French countryside, the stylish river ship boasts a top deck infinity pool, while passengers are also treated to local cuisine and delicacies and, of course, plenty of the local wines as they sail through the iconic countryside. BP

Guests last night included the group pictured above, from left: Sophie Treasure, Virtuoso; Alice Ager, Uniworld Boutique River Cruises; Danielle Galloway, Flight Centre Travel Group; Allie Sparr, Flight Centre Travel Group; and Jen Pagett, Uniworld.

SAA resumes Lizzy

SOUTH African Airways will late next week reintroduce non-stop flights between Johannesburg and Port Flizabeth in South Africa. GDS screens indicate the service will operate twice daily from 15

Dec using a SunExpress Boeing

737-800 aircraft.

itravel



LEESA MCNALLY itravel Mobile, NSW

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Igniting interest in Virgin Voyages



THE enthusiastic team from Ignite Travel Group (pictured) took to the high seas yesterday in Sydney Harbour to welcome the kick-off of the Australian season

New voco for NSW

IHG Hotels & Resorts is set to launch its seventh voco property in Australasia in early 2025, after partnering with Sydney developer ALAND to open voco Gosford on the NSW Central Coast.

The hotel will be part of Archibald by ALAND, a mixeduse development precinct overlooking Brisbane Water, which will also feature 320 residential apartments, dining venues and an outdoor pool with a swim-up bar.

Offering 130 rooms, voco Gosford will also include a streetlevel pub and pizzeria, a rooftop sky bar and lounge, a signature restaurant, a wellness centre, and conference and events facilities.

Guests staying at the hotel will be well-positioned to stroll along Gosford's waterfront, enjoy sport or entertainment at Industree Group Stadium, and visit Sydney CBD, which is just under an hour's drive away.



for Virgin Voyages' Resilient Lady. Ignite hosted key trade partners aboard the Ghost 2 supervacht, which cruised out to see the near-new vessel initially appear as a dot on the horizon before sailing triumphantly through the

Shane Riley, Virgin Voyages VP of International Sales, paid tribute to Ignite's initiative in developing a strong partnership with the cruise line, a close rapport established as soon as borders opened 18 months ago.

heads and down the harbour.

The momentous arrival was a commemoration of a long-time partnership between Ignite and Virgin Voyages, which has seen the Flight Centre offshoot sell more than 15,000 berths during the season - including over 700 who were on board segments of the repositioning from Europe.

Virgin founder Richard Branson was also on Sydney Harbour, welcoming the vessel's arrival in characteristic fashion from a luxe wooden speedboat, before later climbing the Sydney Harbour Bridge with Virgin Voyages' Aussie CEO Nirmal Saverimuttu as the ship entered the Overseas Passenger Terminal.

Today Branson will make further appearances including at a media conference ahead of a trade celebration this evening aboard the ship, which will sail to Melbourne on Thu for its first revenue departure. BP

#TRAVELINSPO Doha

Click here for museum highlights

NOTES:

- Museums
- Culture



InterContinental Syd's **Botanic bonanza**

INTERCONTINENTAL Sydney and Royal Botanic Garden Sydney have teamed up to offer a series of events for guests and the wider community to enjoy.

Marking the new partnership, InterContinental Sydney has introduced the Botanic Gardens Package, which includes a stay in one of the hotel's luxurious East Harbour rooms with views overlooking the Gardens.

The offering also features 'The Tree of Life' cocktail for two people in the Treasury, breakfast for two in The Conservatory, and a choice between four guided Garden Walks.

The package starts from \$629 and is available for stays from 01 Dec - learn more HERE.

QF sleighs the deals

QANTAS Frequent Flyers who jump aboard two special Christmas-themed aircraft during Dec will earn double points.

QantasLink Q400 'Dasher-8' and 737 'Roo-dolph' will join the carrier's fleet for the festive season, flying to a number of destinations across its domestic and regional network (sadly, not the North Pole).

Travellers can also take advantage of domestic Economy fares starting from \$109 one-way, as part of Qantas' Christmas sale, available until 12 Dec for travel between Jan-Sep 2024.

See more details HERE.

Window Seat

THINGS got a little hairy at Western Sydney International Airport (WSI) last month, with the under-construction hub painting a giant moustache on the runway in tribute to Movember, Men's Health Awareness Month.

Many of the airport's staff, as well as its contractors, grew a moustache for the entire month of Nov to help raise money for charities which support men's mental health issues, suicide, prostrate cancer and testicular cancer.

"A number of staff at WSI and our contractors grew a moustache for the entire month of Nov and stepped up to take part in this amazing fundraiser," WSI General Manager Finance & Planning Wayde Harnett said.

"Others ran, cycled, walked or rowed 60km over the month to represent that we lose 60 men to suicide each hour, every hour across the world," he explained.









AA at the Gates

AMERICAN Airlines has partnered with two USbased start-ups to expand its decarbonisation activities.

Both businesses - Infinium, an emerging producer of SAF, and Graphyte, a carbon removal and storage company - are backed by Breakthrough Energy, the climate action investment group established by tech billionaire Bill Gates.

From early 2025, American Airlines will purchase 10,000 tons of carbon removal credits from Graphyte.

The carrier also signed a "definitive" offtake agreement with Infinium, with details of the deal yet to be revealed.

FLOODS OF RESPECT FOR TRAVEL SHOWING

THE global travel and tourism industry has reduced its water usage, according to a new report, despite being one of the fastest growing sectors in the world.

The newly launched Water Roadmap for Travel & Tourism report from The World Travel & Tourism Council (WTTC) shows that the industry's water usage ranged between 3.5% and 5.8% of global available fresh water, in 2021 and 2019 respectively.

Although this is a lower share than other key sectors, the report argues there is still more work to be done, highlighting that water scarcity is one of the biggest challenges for sustainable development.

The research also outlines opportunities for the sector



to further reduce its water footprint, through a series of actions and sustainable water practices that can be implemented globally.

"Water scarcity is a pressing global issue that requires collective action," WTTC President and CEO Julia Simpson said.

"Travel and tourism, with its

unique influence and global reach, is perfectly positioned to play a pivotal role in fostering sustainable water practices."

"With this report, we aim to inspire a transformative journey toward responsible water use and a regenerative future, accelerating progress towards achieving SDG 6," she added. JM

Turtle takes off

NRMA Parks and Resorts has commenced development of a new eco-accommodation experience at Mon Repos' Turtle Sands Nature Retreat, which it acquired one year ago (TD 13 Dec 2022).

The \$28 million project includes new glamping tents, eco-cabins and camp sites, plus a central guest area and guided nature tours which offer educational encounters with the nesting turtles.

Turtle Sands is slated to relaunch in Jul 2024.

Intrepid offers eco-boost to suppliers

INTREPID Travel has teamed up with the World Travel & Tourism Council's (WTTC) Hotel Sustainability Basics Program, offering the green initiative to its suppliers - making it the first global travel company to do so.

The internationally recognised sustainability verification program assists hotels in starting their journey toward more sustainable operations, regardless of their size or resources, and consists of a three-year evaluation process.

Upon completion, hotels graduate holding the

internationally esteemed Global Sustainability Tourism Council (GSTC) certification.

Intrepid will launch a trial with a pool of its accommodation suppliers in Nepal and Bhutan in Jan 2024, before pulling the trigger on plans to expand the program to other hotels across its global supply chain.

The program will help participating hotels appeal to climate-conscious travellers and industry partners, while at the same time improving the performance of Intrepid's overall supply chain.

SAF growth 2030

THE global Sustainable Aviation Fuel (SAF) market is expected to grow from US\$1.1 billion in 2023 to US\$16.8 billion by 2030, with the growth driven by regulatory initiatives and mandates, according to a new market report.

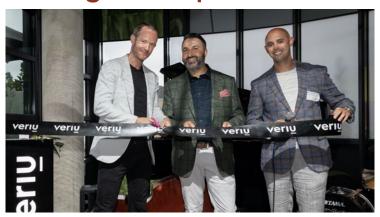
The SAF market is projected to expand particularly fast in the Middle East, as well as in the rapidly emerging unmanned aerial vehicles (UAVs) segment, due to the increasing adoption of drones for various applications.



Travel Daily

Tuesday 5th Dec 2023

Collingwood ups cool factor



AROUND 80 people gathered last Fri to celebrate the official opening of Veriu Collingwood, which marks Veriu Group's second property in Victoria (TD 08 Jun).

The company's Chief Executive Director Zed Sanjana and Tim Gurner, who heads up luxury property developer Gurner, led the celebrations, which included a ribbon-cutting ceremony.

"The property has now been up and running for several months and we're really pleased with how well it has performed so far, in line with our expectations," Veriu Group CEO Zed Sanjana enthused.

"We know this apartment hotel is going to satisfy the growing demand of both corporate and leisure travellers searching for boutique, design-driven flexible accommodation options in a location not currently well served in terms of hotels and serviced apartments," he added.

Located in the Collingwood Arts Precinct, the 95-key property offers three different suite types, all featuring kitchen and in-room

Bike around Changi

TRANSIT passengers using Singapore's Changi Airport can now take advantage of free two-hour bicycle rentals, allowing them to easily explore the city while they wait for their connecting flight.

Available until Nov 2024, the initiative is open to pax with a layover of between 5.5-24 hours, and an outbound boarding pass.

laundry facilities, balconies (in most) and fast wi-fi.

Guests can enjoy the rooftop pool and bar, which provides views across the city, as well as conference and meeting facilities, an in-house restaurant, gym, and secure parking.

More announcements about the opening of new Veriu and Punthill apartment hotels at are expected from the Veriu Group in the coming months. JM

Greyhound bought

ENTRADA Travel Group, which operates a range of transport and tourism brands including New Zealand-based passenger transport operator InterCity, has acquired national coach company Greyhound Australia.

Entrada Travel Group CEO John Thorburn said the group plans to take Greyhound to "new heights" and "further invest in and enhance the business while respecting the rich history of the brand".

All staff will be retained, with the Greyhound Australia name and services to remain the same, Entrada said, also revealing plans to significantly ramp up Greyhound's fleet expansion program over the next five years.



ATIA UPDATE

from Richard Taylor, Director of Membership Experience

WITH the office party season well underway, 'it's beginning to look a lot like Christmas' around the travel industry. Last week

I was lucky enough to go along to itravel Carlingford's annual party for their top 50 clients. It's not often I get an opportunity to speak to the actual travellers that part with their dollars, and what stood out from these conversations was their love and appreciation for the people that take care of their travel.

Now listen - I don't want to get a reputation of being one of 'those' people who turns up to the opening of an envelope, but this week I'm attending *Travel* Daily's Bon Voyage 2023 party on Wednesday and then CATO's Christmas Lunch on Thursday.

They of course will be industryfocused events, celebrating what we might come to look back on as 'The Year of Bloody Hard Work'.

The only other party will be our office gathering on the 21st. For that we've been asked to come up with two things that have made us proud during the year - one related to ATIA itself and the other about our own individual contributions to the industry.

The first one is pretty straightforward. I joined what was then AFTA in Jan, having been assured that the association was on a pathway to become more inclusive in terms of the industry voices that it listened to and engaged with.

This was something hugely important to me and it's therefore really pleasing that we've 'walked the walk' by changing our name to better reflect our organisation's diverse membership.

Establishing an option for anyone to join the association as an individual, launching an ATAS Advisory Committee made up of a genuine cross-section of the industry, introducing a forum for members via the Travel Exchange, bringing in an equal voting structure and commencing our caucus meetings that allow anyone with an interest in various elements of our industry to have their voices heard.

And that's before we talk about our Women in Travel Summit, the multiple high-quality submissions to government, our industry webinar content, the opportunities we've created for members to meet government decision makers and, more recently, exhancing the NTIAs to make them more memorable for our finalists.

For me personally, well it's frankly been a year of understanding my place in the world.

When I joined in January I promised I'd offer an outsider's, warts-and-all view about what the peak body was all about.

I think I've managed this, and I've also found this is an outlook worth holding onto if we're to continue moving forward.

I have a dream that in a few years everyone will be proud to be a member of this association, whether they're a butcher, a baker or candlestick maker... alright, alright, they're not eligible but you get the idea - everyone in our universe.

I'd like to sign off 2023 by thanking everyone for the good wishes and support I've received throughout the year.

If the travellers I've been talking to are any gauge of how well we've managed the year as a collective industry, I think we've done okay.

Fiji capacity issues

FIJI Airways has announced its Pacific Islands turboprop services will operate at reduced capacity due to "prevailing seasonal weather conditions" which are expected to last into Jan 2024.

Payload limitations mean some guests and checked bags may be turned away, the airline warned.

VA crew strike vote

VIRGIN Australia cabin crew have voted 99% in favour of 24hour strikes unless an agreement can be reached to improve pay, job security and work-life balance.

No walkouts are yet in place, but the result means staff can now take protected industrial action with three days notice to VA.





MONEY

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

AU\$1 = US\$0.662

THE Aussie has receded from several months of highs ahead of the busy Christmas travel period, dropping back by small margins against the greenback and other key currencies.

Meanwhile, some travellers may be concerned about the monetary policy decision about to be handed down by the RBA today, which only sees a 5% chance of a back-to-back hike. Wholesale rates this morning.

\$0.662 UK £0.524 N7 \$1.074 Euro €0.611 Japan ¥97.43 Thailand ß23.32 ¥4.711 South Africa 12.44 Canada \$0.896 Crude oil US\$82.83

Win a way to the Brits

TRAVEL Money Oz and Mastercard are giving Aussies the chance to win a free London trip worth \$20,000 to attend the BRIT Awards next year.

The prize includes return flights to London for two, four nights' accommodation, tickets to the music awards & official after party, and spending money.

To enter, travellers must buy or reload \$500 worth of foreign currency on a new Travel Money Oz Currency Pass in store or online before 20 Dec - details HERE.

From the East to the West



EIGHT lucky itravel advisors were recently whisked away on an exclusive famil trip to the USA, which was hosted by United Airlines and Penny Brand & David McMahon from Gate 7.

The group was divided into two, with one exploring the East Coast while the other traversed the West Coast.

The East Coast group started by checking out the art, food and history district of Philadelphia, before enjoying a scenic rail ride to Virginia, partaking in a wine tasting at Stone Tower Winery, and then heading to Williamsburg for a fun Halloween event.

Meanwhile, the West Coast group kicked off their journey in West Hollywood with a welcome dinner and massage, before experiencing the highlights of Palm Springs and then making their way to the beach city of San Diego. JM

Pictured in the West Coast: Irene Potgieter, Vector Travel; Joanne Rothwell, itravel Mobile; David McMahon, Gate 7;

Benjamin Lord, Expert Class Travel; Kristy Sharpe, itravel Mobile; and Benjamin Eastman, San Diego Tourism Authority.

MH370 proceedings

COMPENSATION proceedings for Malaysia Airlines flight MH370 have begun in a Beijing court, almost a decade after the Boeing 777-200ER went missing in 2014 with 239 people on board.

More than 40 families have filed compensation claims of between US\$1.4 million and \$11.2 million against Malaysia Airlines, Rolls-Royce, Allianz Insurance and Boeing, as well as making calls for a renewed search for the plane.

More than 100 families have already reached settlements for between US\$300,000-\$400,000, according to Chinese media, with the case expected to wrap up later this month.

The world is still no closer to finding out what happened to the doomed flight, which also had six Australians on board.



Win 1 of 50 family passes to see Migration

With thanks to Universal Pictures & Solomon Airlines, Travel Daily is giving 50 readers who answer the below question a family pass to see the new Illumination film, Migration.

Solomon Airlines in collaboration with the film's release have just launched new livery on their A320 - keep a look out in the skies!

To enter tell us what is the newest Solomon Islands destination that Solomon Airlines flies direct to from Brisbane?





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