

Today's issue of TD

Travel Daily today features five pages of the latest news including our **Luxury** feature page, plus a full page from **A Force for Good**.

IATA inks oneworld

THE International Air Transport Association (IATA) has brokered a deal with oneworld that will see all 13 member airlines - which includes Qantas - contribute operational data to IATA's CO2 Connect emissions calculator.

IATA launched CO2 Connect in the middle of last year (**TD** 20 Jun 2022), mapping out the objective of using airline data such as fuel burn, belly cargo and load factors to provide per flight passenger CO2 emission calculations.

"Oneworld's decision underscores the importance of the objective of providing consistency and alignment," IATA's Senior VP, Sustainability Marie Owens Thomsen said.

Rex loyalty accepts points

JUST like the launch of the loyalty program itself (**TD** 03 Oct), Rex Airlines was late in delivering the second phase of its Rex Flyer loyalty scheme, which this week belatedly allowed members to use points to book flights.

Redemption of points for seats was initially flagged to go live from mid Nov, but the carrier only made the announcement late yesterday, with accrued points now able to be used on both domestic and regional services.

Rex loyalty members can now access seats across Economy and Business class cabins through three reward options: Anytime, Getaway and Ultimate.

The first Anytime option boasts no limits on seat availability and is the most flexible of the three, while the Getaway tier is described as the next best, offering greater availability and more flexible fare conditions than the lowest Ultimate option.

Travellers are able to take off from 6,900 points (not including taxes and airline charges), with members accruing seven points for every dollar spent and up to five points for money splashed on extras such as additional baggage and seat selection.

Rex this week confirmed that more than 60,000 travellers have registered to become members of the free Rex Flyer scheme over the last seven weeks.

Until 02 Jan, every new member will receive a 5,000-point sign-on bonus, while all bookings before the New Year will also earn double reward points.

Three tier status levels are available under Rex Flyer - Sapphire, Emerald and Diamond - requiring 1,500, 3,000 and 6,000 status points respectively to qualify for membership.

For more details on how many points are needed for select routes, **CLICK HERE**. *AB*

Share a million points

AUSSIES who have a Hoyts Rewards and Qantas Frequent Flyer account and catch a movie before 25 Jan next year will be in the running to score a share of one million Qantas points.

The special giveaway will see 10 Hoyts loyalty members win a massive 100,000 points each.

To be in the running, members will have to link both loyalty accounts online - more info **HERE**.

Reject Choice please

BUDGET hotel operator Wyndham Hotels & Resorts has encouraged its shareholders to once again reject Choice Hotels' latest takeover offer (**TD** 13 Dec), citing regulatory review of up to 24 months and lower valuation as the reasons to reject the deal.

"We are confident Wyndham can deliver long-term shareholder value well in excess of the US\$85 per share offered by Choice," Chair Stephen Holmes said.

Roses are red,
Santa is jolly,
Wishing you a
Merry Christmas,
with plenty of Bolly!

Thank you for your partnership,
loyalty and friendship in 2023.
Let's raise a glass to a wonderful New Year.

With kindness and gratitude,

**JOURNEY BEYOND**





LH's massive order

LUFTHANSA has purchased 80 planes from Boeing and Airbus this week, with the German carrier forking out US\$9 billion on a major refresh of its fleet.

The big buy includes 40 B737 MAX 8s and 40 A220-300s, to be delivered between 2026 & 2032.

Capitals lead domestic trips

AUSTRALIANS are increasingly choosing to take domestic holidays in capital cities rather than regional areas, with figures from Tourism Research Australia indicating an ongoing reversion to pre-pandemic travel patterns.

The *National Visitor Survey* results for the 12 months to Sep 2023 showed visits to capital cities accounted for 47% of domestic overnight spend, closing in on the 49% figure recorded for the year to Sep 2019.

That number had plummeted to just 34% in 2021, with COVID-19 lockdowns crushing visitation to Australia's capital cities.

The figures also showed large age-based differences in travel patterns, with trips and spending from older Australians jumping as much as 24% during the Sep 2023 quarter - while younger travellers spent up to 17% less.

The report suggested the differences were likely driven by cost-of-living pressures such as interest rate rises impacting age groups in different ways.

The overall results showed a strong recovery from the

COVID-19 impacted year ending Sep 2022, with improvements in overnight spend (up 24%) and trips (up 10%), while overnights also increased 7%.

Vic, SA, Tas and the ACT recorded increases in both overnight trips and spend, while the NT saw a decline and results were mixed for NSW, WA and Qld, which saw combinations of increased spending but lower trips and overnights, or vice versa.

The full report is now available online at tra.gov.au. BP

Pelikin how-to vids

TRAVEL money card Pelikin has launched a series of new screen-recorded videos designed to enhance the user experience for agents' clients in its app.

The videos cover topics like bill splitting, swapping money between wallets & cash loading.

Cancellation chaos

A NEW Choice survey has revealed that two in five Australians had a flight cancelled or delayed in the last 12 months.

The survey of nearly 9,000 people found that, of those who'd experienced a flight delay, 85% were not provided with accommodation or meal vouchers, and 63% of those who had flights cancelled were not given a reason.

Nearly half of travellers (47%) who attempted to get a refund received it within a month, but 20% waited for over six months before they got their money back.

In light of the troubling statistics, CHOICE and the Consumers' Federation of Australia are calling for new passenger rights in a joint submission to the government's *Aviation Green Paper*, including minimum compensation arrangements for delayed or cancelled flights, clearer rights to refunds, and more.

AirAsia X axes AKL

AIRASIA X will no longer extend its Kuala Lumpur-Gold Coast route across the Tasman, with the carrier confirming it will discontinue services to Auckland effective from 01 Feb 2024.

The on-again, off-again NZ route is currently operated daily via Sydney (TD 08 Nov).

“As we near the end of an incredible 2023 at ittravel, we send a huge thank you to our members and industry partners. We wish the extended Travel Industry a Merry Christmas & all the very best for a great 2024!”

MOBILE | FRANCHISE | LINK | LUXE

Bunnik Tours

Discover AFRICA

MAXIMUM GROUP SIZE 12

VIEW THE TOURS!

ENTIRE TRAVEL GROUP

Switzerland.

SWITZERLAND EXPERIENCE THE DIFFERENCE

14 Days *T&Cs apply

SAVE UP TO \$1,500* PER COUPLE

EXPLORE

SPEAK TO OUR TEAM OF EXPERTS TODAY.

India a "matter of time"

EXCLUSIVE

A DIRECT flight between Perth and India is at the top of the holiday wish list for Tourism WA, with the body's CEO recently telling **TD** that growth between the two destinations has been rising sharply in recent years.

Tourism WA's head Carolyn Turnbull said the low-hanging fruit in terms of adding air links is definitely a direct flight connecting the state to the world's most populous country.

"It's been a growing market since we opened our borders and it's gone from the eighth largest market to the third largest for WA in only that short period of time," Turnbull explained.

"Most of that capacity is coming via Singapore through Singapore Airlines or Scoot, or via Malaysia with Malaysia Airlines, and the growth has been extraordinary.

"We've put a lot of marketing dollars into India to ensure that we are demonstrating to the Indian airlines, and to Qantas for that matter, that we are growing the market with or without a direct flight - it really is only a matter of time."

Turnbull conceded that in the short-term, remaining restrictions on fleet availability from carriers like Air India and IndiGo are deterring airlines from servicing the route, but added she was "confident" that in time there will be airlines who capture the clear commercial opportunity.

The desire for an Indian link



would compliment a growing list of recently inked southeast Asian airline partners out of Perth, including Philippine Airlines flights to Manila (**TD** 08 Dec 2022), VietJet services between Perth and Ho Chi Minh City (**TD** 04 Sep 2023), and Vietnam Airlines' recent expansion to the state's capital via a new Ho Chi Minh City route (**TD** 08 Dec).

Turnbull added that she was also confident an upcoming China Eastern Airlines trial service between Shanghai over the Chinese New Year will pave the way for more permanent services to the Red Dragon.

If successful, the China Eastern flights would go a long way to replacing the void left by the departure of China Southern Airlines, which abandoned flights between Perth and Guangzhou when the pandemic hit in 2020.

"This will be a great opportunity for us to prove that connecting China to the western gateway of Australia not only demonstrates our strong trading relationship but also provides a great opportunity for travellers to explore the ongoing sophistication of the Chinese market that has evolved, as well as for Chinese travellers to explore something unique in Western Australia." **AB**

Travel & Cruise
Weekly

#TRAVELINSPO
Buenos Aires

Click here
for
highlights

NOTES:

- Cosmopolitan city
- Culture & history
- Food



BNE wins the Lotte

BRISBANE Airport Corporation (BAC) has extended its partnership with Lotte Duty Free, securing an additional 10-year lease for the Duty Free concession at Brisbane Airport.

The deal will see the current 2,795m² footprint across arrival and departure areas expanded to close to 4,000m² for a departures store, & a 1,056m² arrivals store.

The extra space will see technology, food and confectionary categories expanded for travellers to choose from, with a distinct focus on local brands and produce.



Back-Roads is back

BACK-ROADS Touring has reported rapid growth over the past year, with bookings up 34% year-on-year, bringing it in line with pre-COVID levels.

The UK and Ireland continues to be the operator's most popular region, with 'The Emerald Isle', 'Italian Indulgence' and 'A Scottish Journey' trips comprising its top three best-selling itineraries.

It has also seen a surge of demand for smaller tours, including the 'Norway: Fjords and Glaciers' itinerary, up 95% on 2022, and 'London to Paris via the Channel Islands', which shot up by 90% compared to last year.

Window Seat

WE ALL know that the *Barbie* movie was a hit at cinemas around the world, but did you know it was also hit with viewers in the skies?

The pink-themed epic starring Australian actress Margot Robbie was the most-watched film among Qantas passengers on its domestic and international flights in 2023, despite only being added to its entertainment collection in Nov.

Shows from *Down Under* also proved to be popular on Flying Kangaroo services, including *Australiana: Five Bedrooms*, which was the most-watched comedy, *The Australian Wars* as the most-watched documentary, and *Couples Therapy Australia* as the most popular reality show.

"Each year it's intriguing to see what keeps customers entertained as they travel and it's great to see Australian content was the big hit on Qantas flights in 2023," Qantas Executive Manager Product and Service Philip Capps said.

"Whether it was a movie star, comedy, documentary or audiobook, Aussies were seen and heard across the skies."

Overall, QF customers spent an extra 20 million hours using the in-flight entertainment - up from 60 million in 2022.

Merry Christmas & Happy New Year

From Business Publishing Group

Pharmacy
Daily

Travel
Daily

travel
Bulletin

CRUISE
WEEKLY

France leads luxury

THE South of France is proving increasingly popular among luxury-seeking travellers, according to new insights from onefinestay.

The luxury hospitality company has seen a 163% rise in guests per booking to the region, up from 3.5 guests on average to 9.2 guests - the biggest increase since the pandemic.

Italy has also attracted more people per booking - a rise of 31% from 2019 bookings - while bookings for the Dominican Republic also shot up by 73%.

Onefinestay noted big increases in the number of guests travelling to the British Virgin Islands and Saint Martin & Jamaica (up 56% and 38% & 26% respectively).

Travellers are also expressing more interest in visiting US mountain areas, with leads up by 53% since 2019.

EK offers chauffeuring

EMIRATES has announced the return of its Chauffeur-drive service for First and Business class customers travelling to and from Tokyo Haneda International Airport, from most parts of the city's metropolitan area.

The complimentary service offers a convenient, door-to-door experience for travellers, who are able to choose from a variety of premium vehicles.

LUXPERIENCE "RESOUNDING SUCCESS"

THE reboot of the Luxperience luxury experiential trade show under its new Flight Centre Travel Group ownership (**TD** 14 Nov) has cemented its reputation as "the most effective annual hosted buyer trade event in Australia and New Zealand", according to an update from the organisers.

The event returned to Sydney last month after a three-year hiatus, connecting about 75 suppliers with more than 120 luxury specialist travel advisors in 4,300 one-on-one appointments.

"Results from our post-show survey have found that 50% of buyers in total are expected to generate over \$12.5 million worth of bookings over the next 12 months as a direct result of their meetings with suppliers at Luxperience," said Event Director, Lynn Ormiston, who is **pictured** with Anna Burgdorf, Global Brand & Marketing Director for Flight Centre Luxury Leisure, and Travel Associates GM Rachel Kingswell. "Our buyers commended this



year's event for the outstanding calibre and diversity of suppliers, more than 50% of which were new to the event," she said.

Luxperience 2023 garnered strong feedback from suppliers, with 90% of them rating participation as "exceptional" in terms of return on investment.

About one in six of the suppliers in attendance expect to generate over \$500,000 in revenue over the next 12 months as a result of exhibiting in Luxperience.

With much more lead time than in 2023, next year's show will take place at ICC Sydney from 19-22 Nov, and will be enhanced with the addition of a one-day Business Development Summit preceding the personal appointment schedules.

Ormiston said the expansion would include high-profile panellists speaking on "topics that are top-of-mind for luxury travel and discerning travellers" - more at luxperience.com.au. *BP*

COMO Shambhala launches new global flagship

GLOBAL luxury wellness brand COMO Shambhala has debuted its largest-ever urban flagship, located in the new multi-floor lifestyle destination, COMO Orchard in Singapore.

Spread across 9,000ft², the new facility includes a gym with floor-to-ceiling city views and cutting-edge equipment, a

red-light therapy room with an infrared sauna and cold therapy ice bath, and two medical-grade AirPod wellness devices.

Guests can enjoy sessions in meditation, pranayama, and high-intensity interval training, as well as physiotherapy services, skin treatments and wellness programs.

Jumeirah to double

LUXURY hospitality company Jumeirah Group has revealed plans to double the size of its portfolio by 2030, including plans to grow its presence in the Asia Pacific.

Jumeirah will also revamp its brand in 2024, with the aim of becoming "a global leader in ultra luxury hospitality".

Connect with your clients and ramp up your social media content

Looking for ready-made social media content? *Travel & Cruise Weekly* have ready made agent toolkits featuring email signatures, images, and social media tiles to inspire your clients.

[CLICK HERE](#)

Travel & Cruise
Weekly

NOTES:

- Culture & history
- Lavender, vineyards
- Beautiful scenery



ACCOMMODATION

Send your accommodation updates to:
accomupdates@traveldaily.com.au



Pullman Melbourne on the Park has unveiled its state-of-the-art movement and recovery facility, Salt. Featuring cutting-edge technology, the new fitness space is open 24/7, and offers a sauna, steam room, magnesium spa, ice bath and showers, as well as compression recovery equipment. Salt's fitness zone includes synergy workout machines with ergonomic designs as well as Spivi cycling machines.



Accor's **Peppers Marysville**, located in Victoria's Yarra Valley, has announced the completion of its extensive property-wide refurbishment. Guests are now welcomed by a transformed entrance and reception area, revamped guestrooms, a completely reimagined day spa, new restaurants, and refreshed conference facilities. The 100-key resort has also added a new dedicated bike zone to cater for cycling enthusiasts.



Slated for opening in Sep 2024, **The Eve Hotel Sydney** will be brought to the harbour city's Redfern neighborhood. The new property will bring 102 well-appointed rooms to the lifestyle precinct of Wunderlich Lane. There will also be a retail space at the front to provide an opportunity for "moments of discovery", bringing guests the ultimate experience to explore the historic yet vibrant district.



The 88 guestrooms at **Best Western Carlisle South** in the US now feature new furnishings, including mattresses and flat-screen TVs, along with new mini fridges and microwaves. The hotel also comprises an outdoor pool, 24-hour fitness centre, hotel market, electric vehicle charging stations in the carpark, and a 45-person meeting room, as well as offering complimentary breakfast.



The 1,053-key **Sheraton San Diego Hotel & Marina** in the US will undergo a multi-million dollar renovation to elevate guest experience. The hotel will revitalise all of its guestrooms with new furniture and upgraded amenities. Guests are also invited to experience the revamped meeting space in the Marina Tower, and a new culinary venture led by renowned chef Marcos Sevillie.

Aussie hydrogen plane plan



AUSTRALIAN researchers have released details of a pioneering project to retrofit the country's first hydrogen propulsion system into an aircraft.

The initiative is the collective brainchild of Brisbane's Stralis Aircraft, QUT and iMOVE Cooperative Research Centre, with the group targeting a maiden flight in 2024.

A hydrogen-electric propulsion system (HEPS) will be integrated into a Beechcraft Bonanza A36 aircraft (**pictured**), with the technological breakthrough said to be a "crucial step in addressing the environmental challenges facing the aviation industry".

Stralis hopes to showcase the hydrogen-electric aircraft to world leaders if Australia is successful in its bid to co-host the

COP2026 global climate summit, and the company suggested the aircraft could also be used to transport athletes around Queensland during the 2032 Brisbane Olympics.

The group's roadmap also includes retrofitting a Beech 1900 aircraft as well as designing a new 50-seat plane, with more details at imoveaustralia.com. *BP*

Southwest penalty

SOUTHWEST Airlines has agreed to pay a whopping US\$140 million civil penalty over the meltdown of its systems 12 months ago during the peak holiday travel period (**TD** 03 Jan).

The US Department of Transportation said the fine provides a "strong deterrent" to help mitigate future disruptions.

About two million US domestic passengers were stranded due to the system failure, which led to almost 17,000 flight cancellations due to crew scheduling issues amid winter storms.

As well as a US\$35 million cash fine, Southwest will provide US\$90 million in travel vouchers to passengers who were delayed by at least three hours.

MSC on the grid

MSC Cruises has announced it will be the title sponsor of the Japanese Grand Prix and the Gran Premio dell'Emilia Romagna in Imola, Italy next year.

The race backing is in addition to MSC's usual track branding as part of its global Formula 1 sponsorship to the end of 2026.

EDITORIAL

Editor - Adam Bishop
Associate Editor - Myles Stedman
Journalists - Janie Medbury, Matthew Wai
Publisher - Bruce Piper
Editorial Director - Damian Francis
Associate Publisher - Anna Piper
info@traveldaily.com.au

ADVERTISING & MARKETING

Head of Sales & Marketing - Sean Harrigan
Advertising Operations - Nicki Harford
advertising@traveldaily.com.au

ACCOUNTS

accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.

A FORCE [≈]
FOR GOOD
hub

women



leaders

08.
11.
MARCH
2024
2024

When the industry comes together to inspire greatness on International Women's Day, glean wisdom from trailblazing leaders. Together, let's shift the needle for equality, diversity, and inclusion. Be the change you want to see in the world—Be A Force For Good.

DISCOVER MORE

www.aforceforgoodhub.com

Sydney - 8th March 2024 - Dockside Cocklebay, 8:00 AM - 5:30 PM
Auckland, New Zealand - 11th March 2024 - 8:00 AM- 5:30 PM