

CVFR appointments

CVFR Consolidation is building its sales team to support agents across the country, with Miranda Melbin recently named as State Sales Manager for WA.

The company has also appointed Mick Loo as National Sales Manager - Onshore & Offshore Markets, with Loo joining CVFR from Sabre with a remit to manage CVFR's GDS relationships and assist in growing the recently announced Asia Travel Network (TD 23 Jun).

Group CEO Ram Chhabra said the company now has an even stronger sales team.

"Our focus has always been to put our agents first and we want to ensure we deliver the very best of service to our agents from sales, operations & technology.

"Change may be constant in our industry, but our agents can be confident that CVFR is stable & proudly independent, and is in the strongest position for many decades to come".

Domestic spend beats '19

AUSSIERS are spending more on domestic travel than they did before the pandemic, splashing out \$9.9 billion in Apr - a rise of 29% compared to Apr 2019.

The latest Tourism Research Australia figures show that spend was up for all travel purposes, with holidays hitting \$5.6b for the month, up 38% on Apr 2019, while VFR travel was up 26% to \$1.9 billion and business travel rose by 9% to reach \$2 billion.

Interestingly, domestic trips, nights and spend levels were all slightly down on Apr 2022, with Aussies spending 11% less on holiday travel and 6% less on travel on VFR, but business travel however was up 55%.

Interstate travel enjoyed the strongest Apr result for visitor numbers since the start of the pandemic, with a 30% increase in spend compared to Apr 2019, despite a 5% drop in the number of overnight trips.

Results were similar for intrastate travel, with spend in Apr up 28%, but alongside a 5% decrease in the number of overnight trips.

When it comes to day trips, Apr saw a 27% increase in spend and 15% drop in trip numbers compared to the equivalent pre-COVID period, but experienced growth in both categories, up 19% and 3%, respectively.

QF's Swift uplift

QANTAS has added over 60 flights to and from SYD and MEL to cater for a spike in demand for from travellers to see Taylor Swift.

More than 11,000 extra seats will be offered between 15 and 27 Feb 2024 on a range of routes, while QF will also upgauge some trans-Tasman services to A330s.

QF cited a 15-fold jump in domestic bookings last week after the concert tickets went on sale.

AFTA ATO webinar

THE Australian Taxation Office will present at a special webinar for Australian Travel Accreditation Scheme (ATAS) members, as part of its continuing professional development offering - **CLICK HERE**.

Taking place from 4pm AEST next Tue 11 Jul, ATO Audit and Compliance Officer Matthew Walsh will explain tax deductions, record keeping and more.

The session is free for ATAS Accredited Businesses, AFTA Corporate Partners and Allied Members, while non-members can register for \$50 per person by emailing afta@afta.com.au.

"Tax deductions are a hot topic for ATAS Accredited businesses, particularly now it's tax time," said AFTA CEO Dean Long.

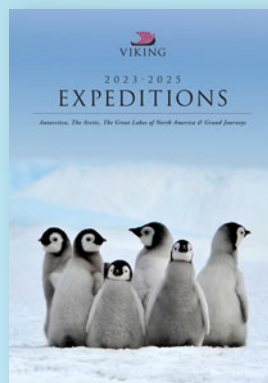
Today's issue of TD

Travel Daily today features eight pages of news, including our **Corporate Update** page and a photo page from **Viking**.



NEW EXPEDITION BROCHURE

Our new 2023-2025 Expeditions brochure is now available to order from TIFS.



VIEW ONLINE



Say hello to Hong Kong

EXCLUSIVE

THE Hong Kong Tourism Board (HKTB) is confident a recent upgrade in the recovery of the destination's air connectivity by the International Air Transport Association (IATA) will bolster the confidence of local travel agents.

While still trailing many tourism markets around the world, a new IATA forecast this week suggests the market will reach pre-pandemic volumes by the end of 2024, buoyed by strong airline demand and a new Hong Kong Govt scheme to shore up its staff shortage by importing 6,300 workers from Mainland China.

Speaking with **TD** this week, HKTB's Regional Director, ANZ, Karen Macmillan, said the more optimistic forecast by IATA is music to the ears of Hong Kong's battered visitor economy.

"Reinforcement within the Australian travel industry of IATA's

new projection for Hong Kong's recovery, along with the tourism board's education and marketing of the destination, we hope will boost agents' confidence to sell Hong Kong as a popular direct route for those seeking city breaks, cultural immersions, food-centric travel experiences and a great layover option," she said.

Macmillan also revealed that more agent famils are scheduled for later this year, both for leisure and corporate advisors, while a growing number of registrations for its monthly webinars also shows the trade is keen to be more informed about HK.

Meanwhile Cathay Pacific told **TD** that it is rebuilding its capacity as "quickly as is feasible", with the carrier confident of operating 70% of pre-pandemic passenger flight capacity by the end of 2023.

The trade can learn more about better selling Hong Kong **HERE**.

MEL baggage reno

MELBOURNE Airport will complete the installation of a new baggage processing system in 2027, helping to reduce the number of lost bags on flights.

The new system is able to track bags throughout the journey, and also see luggage checked in earlier than current systems.

NSW entertains you

THE NSW Government has announced plans to develop the state's first dedicated cultural and creative industries' strategy in almost a decade, with a new tourism plan to push arts and entertainment harder than previous campaigns.

The next phase will see six weeks of consultation and roadshows to determine where funding priorities should be, with NSW Arts Minister, John Graham, a vocal critic of how Destination NSW had largely excluded the arts in previous campaigns.

Newcastle secures upgrade funding

A FEDERAL Government funding agreement is now formally in place for upgrades to start at Newcastle Airport's Int'l Terminal.

The \$55 million election commitment to make the NSW city a major overseas travel hub will see the International Terminal increase its capacity and efficiency, with plans in place to finalise the works by next year.

"We understand how important tourism is to the Hunter and these upgrades will connect the region, and its incredible products, to the rest of the world," Prime Minister Anthony Albanese said this morning.

The latest tranche of funding follows a significant \$240 million injection from the Commonwealth Bank in Apr (**TD** 11 Apr), with Newcastle having designs on positioning itself as a major player in the int'l travel market and beefing up tourism.

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CANADA

A third find trouble

A NEW study from Finder has revealed that almost one in three (28%) Australians have experienced a travel mishap while overseas in the past 12 months.

The survey, which included 1,110 respondents, showed that one in seven (14%) endured travel delays; 8% lost personal items; 5% were scammed while travelling overseas; 3% were the victim of theft; and 3% ended up in hospital.

The research also found that young travellers were more likely to get into trouble overseas, with nearly half (44%) of gen Z and 41% of gen Y reporting a travel mishap in the past 12 months - a stark comparison to only 18% of gen X and 11% of baby boomers.

Finder Travel Insurance Expert Gary Hunter said the numbers are “concerning”, and highlight the necessity of travel insurance.

COMO Singapore

COMO Hotels and Resorts has announced the newest addition to its global portfolio, COMO Metropolitan Singapore, which will have a soft opening in Sep as the first hotel in its home country.

The property will offer 156 luxurious rooms across 11 floors in COMO Orchard, the brand's newest “immersive experience” building in the heart of Singapore.

There will also be a rooftop pool bar, three dining venues, a wellness centre, and two floors' of fashion retail - room rates start from approx \$696.

AAT Kings celebrates NAIDOC



AAT Kings Group held a NAIDOC Week event on Wed to shine a light on the importance of ongoing support for Indigenous tourism experiences.

Hosted by AAT Kings Group CEO Ben Hall at the company's headquarters in Alexandria, the event was attended by key Indigenous tourism advocates, who were invited to speak with the AAT Kings team.

Dunghutti -Djirrinjah Elder and Aboriginal tourism pioneer Aunty Margret Campbell delivered a Welcome to Country, and spoke about her journey into tourism and how the industry has provided her with a platform to share Aboriginal voices.

She also participated in a Q&A session with Tourism Australia's Head of Indigenous Affairs, Phil Lockyer, to highlight the need for ongoing support for growth in the Indigenous tourism product

sector within Australia.

Lockyer, a Noongar man, also shared his story and background in working in corporate Indigenous affairs, and discussed how he is helping drive growth in the diversity of new Aboriginal tourism experiences through his role with Tourism Australia.

Pictured: Phil Lockyer, Aunty Margret, and Ben Hall.

MSC turbo incentive

AGENTS now have the chance to earn a \$25 gift card for every deposited booking made on an MSC Cruise departure between 05 Jul and 30 Apr 2024.

All guests booked on a departure between the promo dates will also receive \$100 of onboard credit per cabin.

The three top selling agents will secure a spot aboard a MSC *Euribia* famil taking place in Nov.



Window Seat

ANY trip to a far-flung destination is exciting to visit, but imagine for a moment you are being accompanied by legendary director James Cameron and Hollywood action hero Arnold Schwarzenegger.

In a recent interview, Arnie revealed that during a trip with Cameron to the Amazon, the director warned him not to expect the same reaction to his fame in the remote village they were about to visit, an attempt to cool the Hollywood megastar's expectations and not to have his “ego too bruised”.

On the plane, Schwarzenegger joked that his ego would be bruised either way, however upon landing, the airstrip in the rainforest was surrounded by locals eagerly chanting “Arnold, Arnold, Arnold”.

“Jim Cameron was like freaking out, he says, ‘Well, I guess I was wrong for the first time in my life’, you know, Jim has a big ego...that was really funny,” Schwarzenegger recalled.

The colossal *Terminator* star also remembered being led to a hut after landing where they had a poster of him inside.

“As I was looking at this poster, this huge snake dropped down from the tree that almost killed us...and a wild boar was running around, and it was all these animals there - it was crazy”.

A STAR ALLIANCE MEMBER

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Travel Daily

Friday 7th Jul 2023

77% Viet discounts!

VIETJET has announced a massive 24-hour flash sale, with up to 77% off fares for 07 Jul.

Visit the airline's website [HERE](#) or log on to the Vietjet Air app and enter the code 'SUMMER77' when booking flights between 01 Aug 2023 and 31 Mar 2024.

Stones thrown at Rex

CITY of Whyalla Mayor Phill Stone has hit back at Rex Airlines, claiming the disgruntled carrier should stop using his Council as a "scapegoat" for why it pulled air services from the area.

Stone's pushback arrives after Rex claimed that the Council was "foolishly currying favour" with Qantas (**TD** 05 Jul) by not allowing Rex to use its airport via an unscreened gate.

"Rex continue to use emotive statements to cast Council in a defamatory manner while ignoring the facts of the situation," Stone said.

"This is not about favouring one airline over another, quite the opposite in fact - we passed on the Federal Aviation safety screening costs to both airlines evenly, Rex chose to exit without trying to implement the increased costs, while Qantas has demonstrated its commitment to the Whyalla community by maintaining and increasing its local services," he added.

Busselton resort sold

THE Busselton Beach Resort in Western Australia is under new ownership, following the completion of a 40-year timeshare arrangement.

The coastal resort will continue to operate as an accommodation facility, featuring 32 two- and three-bedroom self-contained villas with kitchen, living and dining areas, plus a whole host of leisure amenities.

Keep up to date with Travel Daily on the go



Travel Daily



New Qld itravel members



ITRAVEL MD Steve Labroski has welcomed two new affiliate members to the group, travelling to Far North Queensland to catch up

with Stefania Scuderi from Jetsetter Travel (**pictured above**) and Rane Reguson of Reguson Travel & Cruise (**inset**) in Townsville.

itravel's "link affiliate" model is a low-cost unbranded partner program under which independent travel agencies can access preferred commissions and be rewarded for their sales through override payments.

Reguson said "it's a new



beginning for us, and the itravel support team has been amazing", while Scuderi commented that she was "looking forward to collaborating with fellow professionals who share my vision".

JetBlue, AA over

JETBLUE Airways has announced the termination of its Northeast Alliance partnership with American Airlines in the northeastern USA, after a court ruled that the pact was anti-competitive earlier this year.

JetBlue said it would instead focus on its acquisition of low-cost carrier Spirit.

However American Airlines has previously said it would appeal the judge's decision.

The Chat with Jenny



Conversations with Women in Travel

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Sailing with the Viking spirit!

VIKING held its biggest Vor event ever, as over 250 agents gathered at Swissotel Sydney last week for an unforgettable training night.

Agents were showered with over \$70,000 worth of Viking voyages and Rewards by Viking points.

"I have to say, having been in the industry for over 40 years, it was hands down the best function I've attended as a training/information session; I learnt so much and laughed even more," said TravelManagers' Karen Stock.

This nationwide Viking Vor tour is scheduled to visit a further four cities across the country.

Agents are encouraged to secure their spots early for the upcoming Canberra, Adelaide, and Newcastle events before they fill up.

Perth agents are asked to please join the waitlist as this event is already sold out.

People can click on their preferred location below to register: **CANBERRA; ADELAIDE; PERTH** (waitlist only); and **NEWCASTLE**.



EVERYONE getting into the spirit of Vor Night and posing for a quick photo.



AGENTS were treated to a delicious three-course dinner inspired by Viking's famous restaurants on board their ocean ships.



IT WAS a full house with over 250 agents in attendance and not a spare seat in sight.



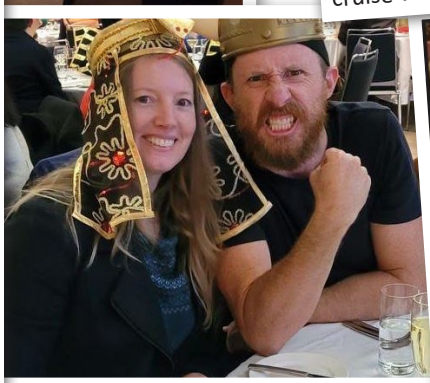
DEBORAH EYERS, Flight Centre Narellan and Jennifer Jones, TravelManagers proudly showing off their eight-day European river cruise vouchers they won on the night.



WINNERS, winners and more winners!



WINNERS of the quiz! Kate Turner, Flight Centre Bridgepoint; Matthew Foreman, Helloworld Drummoyne; and Maddison Maile, Flight Centre Eastgardens have all won an eight-day Viking ocean voyage for two people.



HATS off (or on) to a night of fun and laughter!

CORPORATE UPDATE

Gray Dawes rebrands MP

THE second phase of UK-based Gray Dawes Group’s expansion push in Australia has been completed, with the company announcing the rebrand of its TMC MP Travel business, acquired earlier this year (**TD** 19 Jan).

The rebrand under the Gray Dawes name formally brings MP Travel’s operations into the UK multinational’s fold, a move it said would add “greater alignment and a richer global client experience”.

“Our expansion into Australia was the beginning of our global, ‘follow-the-sun’ strategy, with the core objective to provide our clients and their travellers with a consistent experience whenever they could possibly need us,” Gray Dawes Group CEO Suzanne Horner said.

“We’re always on, and always available, and the rebrand of

MP Travel to Gray Dawes Travel tightens that proposition even further, making for a clearer, more cohesive end-to-end client experience,” she added.

The announcement followed the strategy team from Gray Dawes’ UK headquarters recently visiting the Australian offices to fully understand local processes, to ensure system alignment and promote a seamless rebrand.

Joint MP Travel Managing Director, Kerri Primrose, said the brand integration has been made easier by virtue of the many synergies the two companies already enjoyed.

“By being part of the Gray Dawes brand we’re even stronger and we’ll be able to deliver a more cohesive experience to our staff and clients alike,” she said.

New BCD chief

BCD Travel’s long-time CEO John Snyder has stepped down, to be replaced by the company’s former CFO Stephan Baars (**TD** yesterday), who was previously at BCD for over a decade before heading up the private investment company of BCD founder John Fentener van Vlissingen.

Baars said he aims to meet with as many people as possible throughout the organisation, in all regions and at all levels, reaffirming BCD’s long-term goal to be the “world’s most trusted, innovative and sustainable travel management company”.

GBTA APAC board

THE Global Business Travel Association (GBTA) has expanded its Asia-Pacific presence with the appointment of Maura Geertsma as its interim Regional Director.

A new regional advisory board has also been named, including representatives of McDonalds, Workday, SAP Concur, BCD Travel, Accenture, J&J, Synergy Global Housing, Festive Road, FCM Travel, UOB Bank and EY, in the lead-up to the approaching regional GBTA APAC Conference in Singapore on 19-20 Sep.

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ATMC meets in Sydney



THE Association of Travel Management Companies (ATMC) enjoyed the hospitality of Sydney’s recently-opened Porter House Hotel at its monthly catch-up last week.

Presenters included VA’s Neil Ager, while AFTA CEO Dean Long also provided a confidential update to the corporate travel industry representatives led by ATMC Chairman, Tass Messinis.

Lounge partners

GLOBAL airport lounge operator Plaza Premium Group has announced a new partnership with on-demand workspace operator Letswork, with the pact giving access to Plaza Premium’s 70-strong lounge network.

Letswork members can check into lounges by using credits on the Letswork App, while new users can either purchase a monthly subscription or a \$35 day pass to the lounge of their choice.

Arinex acquired

ARINEX, the largest Australian-owned business event management company, has been acquired by event technology platform Joyn, which last year rebranded from its former name of Delegate Connect.

The combined organisation will be called The Arinex Group, and will focus on “creating modern, innovative and technology-led event experiences around the world”, according to an announcement yesterday.

Arinex CEO, Nicole Walker, who took over the business from founder Roslyn McLeod in Apr 2020, will become Group CEO, while the Joyn co-founder and CEO will be Executive Chairman.

The Joyn tech platform will rebrand as Arinex Live, while its flagship event technology product will relaunch as Arinex One and continue to serve and focus on the association sector.

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*New members only who join by 7/8/23 & fly on eligible flights within 30 days. Virgin Australia Business Flyer T&Cs apply.



australia business flyer



Aviation is good but can be better

OPINION

Government relations specialist Simon Westaway is a former senior airline and tourism executive.

Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.



SPEAKING as a past senior executive in both Australian tourism, but particularly aviation, I continue to find one of the easiest theatre sports is to take pot shots at the airlines.

The reality is there are few service experiences which replicate what occurs around a simple flight, with its myriad of customer touchpoints.

From the booking rules for travel, to the airport experience of check-in, security clearance, pre-departure and boarding.

To the incessant stuffing of too many bags by too many in overhead bins, take off, the in-flight experience, to landing, disembarkation and baggage retrieval.

A lot can go right, less optimal, yet sometimes things can go very, very wrong.

Sydney Airport and Australia's east coast hasn't been conducive to easy flying these past days.

Due to severe crosswinds and inclement weather and the impact of Sydney's hard 11pm curfew, there have been many flight cancellations and major passenger disruptions.

All carriers have been impacted, with each taking a turn in sharing the negative daily headlines.

After all, it is the Jul school holidays, the timing couldn't be worse and there's plenty of sad flying stories on show.

But the fact is, Australia's domestic industry has been the envy of the aviation world.

Highly efficient, airlines and airports profitable, fantastic safety metrics, but also very

competitive.

The long-term regulatory framework has been conducive to its sustainability.

Government and industry backed it collectively, rightfully, during the height of the pandemic-induced lockdowns around borders and travel movement.

This is because Australian aviation is a foundation of our economy and modern society.

Today, there's still mostly big profits, underpinned by high fares and resilient flyer demand.

Despite more competition and investment on the ground and in the air, we are currently lucky to have three out of four domestic flights run technically on time - even in great flying conditions.

“
We simply must do better now that the ravages of COVID are a bygone memory to most
”

Flight cancellations, whilst recently improving, can still account for 5% of schedule and the trouble is the poor trend lines around these important metrics.

Our carriers appear stretched around maintaining full crewing resources and having enough support functions in place at both airports and customer service centres.

A number of routes have been halted and one airline has even made a public virtue of achieving a reduction around a regional airport security requirement to save a flight connection.

I'd argue many airports are becoming increasingly choked at vital bottlenecks, this includes security, taxi ranks, as well as customer amenity, leading to many terminals looking

increasingly tired.

I rate our collective Australian aviation industry and we are historically amongst the best in the world, I say this as a regular flyer for decades across domestic and regional sectors and internationally.

But we simply must do better now that the ravages of COVID on our industry are a bygone memory to most.

Some are calling for fresh government inquiries and tougher measures on airlines and airports to get their attention.

Others say an aviation ombudsman would whip the industry into shape, along with a chorus believing regulated penalties, like in the US, must be considered for customer failures.

This screams 'costly process' and competition inhibiting regulation that will surely lead to higher fares and charges and obtuse operational behaviour - is this what we really want?

The Albanese Government's current Aviation White Paper process is well underway.

Its timing could not be more important and we as a collective visitor economy industry need to be engaged during its important final stages.

The White Paper's pitch is to 'set the long-term policies to guide the next generation of growth and innovation in the aviation sector', with a set aim to 'appropriately deliver aviation services for the Australian public out to 2050'.

No argument there and the Aviation Green Paper, the next step in its process, is expected to be released 'in mid-2023'.

Now that domestic pax volumes are back to pre-COVID normal levels, our airlines and airports and we the travel industry need to collectively address some of the genuine issues and challenges we know the sector is facing.

Because we know the present status quo is not working.

Pandaw bonus \$\$\$

AGENTS who book a seven-night Classic Mekong cruise for travel until Apr 2025, or a seven-night Lower Ganges cruise for travel before Apr 2024 through Creative Cruising will score their clients a free drinks package.

As an added incentive, advisors will also earn bonus 5% commissions on the cruise fare, valid until 31 Aug.

But the incentives keep on coming, with solo travellers to benefit from a No Single Supplement promotion on select sailings - call 1300 362 599.

BA summer treats

BRITISH Airways is offering ice cream and other treats to customers as part of its "British original" summer offering.

Seasonal menus also include sparkling wine and more.

Batik lands in ADL

BATIK Air, Malaysia has launched its first non-stop service between Kuala Lumpur and Adelaide today, which will run three times a week (**TD** 01 May).

Adelaide Airport Managing Director, Brenton Cox, said Batik's arrival will help boost the South Australian market, aiding travellers to connect with other destinations throughout South East Asia, China, Japan and India.

The airline previously operated a one-stop service via Bali under its former Malindo Air banner.

EK lifts Montreal

EMIRATES touched down in Montreal for the first time earlier this week, kicking off a new direct daily service to Quebec's culture capital (**TD** 26 Apr).

The flight is operated by a Boeing 777-300ER, and complements the carrier's seven weekly services to Toronto, allowing travellers to Canada to connect via Dubai from points such as Lebanon, India, Iran, Vietnam, Malaysia, Thailand and South Africa.



SPECIALS

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Cunard is offering summer voyages with prices starting from as little as \$111pp per night through its Sail into Summer Sale offer on selected 2023/24 itineraries. Cruises include the seven-night Sporting Greats & Wellness Voyage departing 13 Feb 2024, and the 14-night New Zealand sailing on 03 Dec 2023. Book before 21 Jul **HERE**.

To celebrate the upcoming Shell Pacific Megarando, **New Caledonia Voyages** has released a five-day Megarando Bike Travel Weekend Package between 01-05 Sep. The discount package includes return airfares to Noumea with Aircalin, four nights at the Sheraton New Caledonia Deca Spa & Golf Resort with daily breakfast for two, as well as entry to Megarando and more. Email res@ncvoyages.com.au to book.

Valid until the end of Jul, **A-ROSA** is offering 20% off 2024 river cruises on various ships sailing both the Rhine and Danube. The cruise operator has also extended the end of its 2023 cruising season until 31 Jan 2024 from the previous 11 Jan date. Visit www.arosa-cruises.com/au or email aunz.sales@a-rosa.com for more information.

Solo travellers can enjoy the special savings with **Lindblad Expeditions'** Travel Solo, Not Alone deal when bookings are made by 31 Aug. Savings of up to 30% are available on select tours such as the Galapagos, Wild Galapagos Escape and Wild Galapagos and Peru Escape tours, as well as having the solo premium waived on the Extraordinary Adriatic: Croatia and Slovenia Under Sail package. **CLICK HERE** to see all offers.

Royal Caribbean is offering discounts of up to 30% on select 2023 sailings, with an additional \$250 in instant discounts for kids from \$29 per day on select *Quantum of the Seas* and *Ovation of the Seas* sailings. Ending on 31 Jul, prices start from \$799 for itineraries such as the seven- and eight-night sailing to the South Pacific - learn more **HERE**.

Savings of up to \$750 per cabin are available with **Virgin Voyages'** limited time Jul offers. The special promotion also includes up to US\$600 of onboard drink credit on the 11-night Maori & Australian Shores journey, priced from \$5,410 per cabin. A four-night Mel-Burnie Getaway from \$846pp is also on offer, as well as a five-night Melbourne to Hobart (return) from \$1,085pp. Offer ends 24 Jul - book **HERE**.

Cruise Traveller is offering a fly, sail and rail package on the new *Explora* / cruise to Hawaii & Canada to celebrate the vessel's maiden voyage. The 20-night trip includes the nine-night cruise to Vancouver, where they will spend four nights, before a Rocky Mountaineer train to Banff. Deal is available for \$19,995pp until 31 Jul. Call on 1800 507 777 for more.

Quest celebrates 35 years



QUEST Apartment Hotels is this year marking 35 years of "making corporate stays effortless", with the serviced apartment operator's 159 hotels making it perfectly positioned to capitalise on the growing hunger for value and reliability among business travel buyers, according to MD David Mansfield.

There are also 13 more properties currently under development, six of which will open by Jun 2025, bringing the group's tally to over 9,400 serviced apartments nationally.

Quest is also accelerating its purpose-led partnerships with the Sony Foundation's You Can Stay program, which has so far provided over 13,000 room nights at no cost to families of regionally-based youth with complex cancers who require ongoing treatment in capital city hospitals.

Mansfield paid tribute to Quest's partners, clients, guests and local business owners.

"Our people and culture are

key to Quest's success...the local knowledge and inherent intuition of Quest local business owners means they continue to provide elevated services our guests expect," he said.

"That hasn't changed in 35 years...a sense of community is precisely what we all want from post-pandemic travel, and with authentic local experiences top of mind for guests, Quest is perfectly positioned to meet this demand through our spacious serviced apartments," he added.

Mansfield is pictured above at right with some of Quest's business owners, back row: Bianca Tachdjian, Quest Ivanhoe; Cat Mapperson, Quest St Kilda Rd & Quest on Dorcas; Teresa Arcuri, Quest Moonee Valley; Gazal Kamali, Quest Watergardens; Natalie Bui, Quest Caroline Springs; and Amy van de Ven from Quest Orange.

Front row: Stephanie Robertson, Quest Collingwood; Sophie Sun, Quest Griffith; and Liz Galea, Quest Preston.

Got a confidential tip? Contact Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**