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### Today's issue of TD

*Travel Daily* today features five pages of the latest news, plus a front cover wrap from **Virgin Australia**.

### Full velocity value

**VIRGIN** Australia is highlighting the value of its Virgin Velocity frequent flyer program, with clients able to earn points fast to redeem on flights, car hire, hotels and more - see the **front page**.

### AWA adds AYANA

**SPECIALIST** travel public relations agency Anne Wild & Associates (AWA) has added AYANA Estate and AYANA Komodo Waecicu Beach to represent their exclusive resorts in Bali and Komodo respectively.

AWA has been tasked with building brand awareness and driving sales in both the consumer and trade markets in Australia, and encouraging travellers to embrace Asian travel.

## Aeronology consolidator

EXCLUSIVE

**MELBOURNE-BASED** travel technology firm Aeronology has today announced the launch of a so-called Global Ticket Centre Solution which co-founder Russell Carstensen claims will be "transformational for the travel industry".

Dubbed AeroTickets, the cloud-based platform will enable all travel businesses to manage their ticketing services, "whether in one or 100 countries", pulling all requirements into a single system regardless of the source.

AeroTickets will feature GDS content alongside NDC and LCC fares, promising full IATA ticketing (including Airline Ticket Stock), BSP connection, private fares compatibility and PCI DSS and GDPR compliance.

"There are numerous global travel businesses that must handle their ticketing services in different locations on different

platforms," Carstensen said.

"Aerotickets pulls all ticketing requirements via Amadeus, Sabre, Travelport, TravelSky, NDC and LCC onto one 'rules based' ticketing and full-service platform," he said, along with major cost savings and an up to 98% reduction in ADMs.

The new system also has the ability to connect to back office systems as well as global CRM products such as Salesforce.

"AeroTickets will become a global marketplace for ticket services, via models like 'Consolidation/Wholesale', additionally allowing global cruise, tour operators and retail buying groups to control their air contracts, no matter if on GDS, NDC or LCC, Carstensen added.

The move follows the recent shock split between Aeronology and Express Travel Group (**TD** 26 Jun), with Carstensen confirming the tech firm had exercised an option to cancel the deal effective from the start of this month - just after the announcement that Helloworld is set to take over ETG in a \$70 million deal (**TD** 22 Jun).

The launch of AeroTickets sees the Peter Lacaze-backed Aeronology take control of its own future, with Carstensen noting that with IATA targeting 80% of ticketing to be conducted via NDC in 2026 "it is critical for businesses to prepare themselves with the largest transaction transition in travel history, all expected within three years".

### GJNZ's 1st incentive

**GREAT** Journeys New Zealand (GJNZ) has launched its first-ever incentive, giving agents the chance to win a trip on one of its new Signature Guided Tour experiences, worth up to almost NZ\$14,000.

Agents will get an entry into the draw by selling any GJNZ touring product, with those who sell five passengers and end up as the winner, scoring an extra \$500 credit towards their airfare to NZ to join the tour of their choice.

Agents have until 08 Sep to get their entries in - to learn more, email [info@evolutiontc.com.au](mailto:info@evolutiontc.com.au) or see the T&Cs **HERE**.

### CI adds SYD flights

**TAIWAN'S** China Airlines has announced extra flights from 12 Dec 2023 to 28 Jan 2024 between Sydney and destinations in Europe and North America, including London, Paris, and Los Angeles, & are on sale from \$1,968 - for more, **CLICK HERE**.

### Radisson rides on

**RADISSON** Hotel Group has seen robust growth during the first half of 2023, with more than 100 hotel openings and signings in APAC and EMEA.

The company added 8,000 rooms across different brands in key EMEA destinations, including Greece, Germany and the UK, while also welcoming the addition of 60 hotels to its APAC portfolio in Vietnam, India, Thailand, Philippines, and China.

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## CTM shuffles exec deck

**CORPORATE** Travel Management (CTM) today unveiled a new global executive structure, which will see Chief Operating Officer Laura Ruffles take on a new role as CEO of Australia/NZ/Europe and Asia, as well as heading up the company's ongoing technology development.

Ruffles, who is also an AFTA Director, remains on the CTM Board, and will lead the company's regional CEOs in ANZ, EU and Asia as well as the Global Chief Technology Officer.

CTM noted that Ruffles' new responsibilities encompass regions that "in totality now exceed the entire size of CTM in 2019", with her deep knowledge of the industry enabling "a clear focus on organic growth and developing our technology to continue to deliver ROI to CTM customers, while leveraging the company's vastly larger scale".

Eleanor Noonan, who joined

CTM as Global Chief of Staff about a year ago, has taken on Ruffles' former role as Global Chief Operating Officer, while Kevin O'Malley continues his role as CEO North America.

Cale Bennett, the company's Global Chief Financial Officer, will be leaving CTM to join ASX-listed TechnologyOne, and will be replaced on an interim basis by James Patterson, currently the company's Group GM of Finance.

Patterson, Ruffles, Noonan and O'Malley will all report to MD Jamie Pherous.

### QF A380s MEL-SIN

**QANTAS** is set to ramp up capacity between Melbourne and Singapore later this month, with the temporary deployment of Airbus A380 services on the route.

The superjumbo will operate three of QF's 10 weekly MEL-SIN flights, instead of A330 aircraft.

## A famous survey

**CELEBRITY** Cruises is inviting agents to take part in its 2023 trade survey, with all participants to receive \$20 as thanks through the cruise line's agent loyalty program, Celebrity Rewards - complete the five-minute survey **HERE** before 31 Aug.

## Singapore slings CNS

**SINGAPORE** Airlines has boosted its Cairns service from three to five flights a week using Boeing 737-8 aircraft, to cater for increased demand of visitors travelling from Europe and Asia.

"In Jun, our international traffic had returned to 77% of pre-COVID traffic so this capacity helps to further get back towards 100%," Cairns Airport's Manager of Aviation Business Development David Nye said.

"The flight timings are perfect for European connections during their peak summer holiday period," he added.



## Window Seat

**A TIKTOK** user has been praised for refusing to yield her window seat on a flight to allow a vocal mother to sit next to her two children.

Tammy Nelson, who is the Chief Executive Officer of jewellery brand CONQUERING, recently boarded a Delta Air Lines flight from Cincinnati to San Jose, California, when she noticed her assigned window seat was already taken by a fellow passenger.

When Nelson brought it to the woman's attention, the seat thief asked if she could stay so she could sit next to her kids, but after learning she had moved from a middle seat allocation, Nelson declined the offer and asked her to vacate.

The decision has been met with mostly support on TikTok.



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## TA kicks goal with FIFA fever

**TOURISM** Australia has kicked off a new football-themed instalment of its global Come and Say G'day campaign ahead of the FIFA Women's World Cup 2023, which is being held in Australia and NZ from 20 Jul until 20 Aug.

The Holiday Highlights campaign will showcase Australia's unique travel destinations and experiences to key international audiences, including the UK, US, Canada, Germany, Japan and South Korea, as they tune in to watch the tournament.

The 15- and 30-second broadcast ads features Ruby the souvenir kangaroo and rising stars from Queensland Indigenous Football's young women's team.

"Major events, such as the Women's World Cup, provide us with the opportunity to showcase Australia's incredible tourism experiences to billions around the world and encourage people to plan and book an Australian holiday," Tourism Australia MD Phillipa Harrison said.

"This tournament comes at a crucial time, with Australia's tourism industry steadily



rebuilding from the impacts of the global pandemic."

**MEANWHILE** VisitBritain is also getting into the sporting spirit, launching a football tourism campaign in Australia today, which will run throughout the tournament, shining a spotlight on football-related experiences and attractions across Britain.

The marketing push includes digital billboards, social media activity and short films exploring Britain's football cities.

## QF bolsters Asia growth

**QANTAS'** Senior Vice President for Asia, John Simeone, has been redeployed from Sydney to Singapore as the carrier looks to accelerate its recovery in Asia.

In his new office location, Simeone has had his remit expanded to include looking after the growth of the Japan, India and South Korea markets, while he will also continue to work with trade partners on the rollout of the Qantas Distribution Platform to sellers in Asia.

The news of his relocation also coincides with the addition of more flights from Asia to Australia later this year, including the doubling of weekly services from Japan to Australia from 14 to 28, Shanghai-Sydney resuming for the first time in more than three

years, Delhi-Melbourne services increasing from three to six per week over the peak Australian summer season, and Hong Kong-Melbourne flights moving from four per week to daily.

From 31 Mar next year, the Singapore-Melbourne route will also increase from 10 to 14 per week from 31 Mar, while Singapore-Sydney will rise from 14 to 15 per week.

"Asia is an incredibly important region to QF, both geographically and commercially and with international travel rebounding so strongly, our teams are focused on reconnecting with our key partners and customers across the region," Simeone said.

## Heatwave mayhem

**SOARING** temperatures in both Europe and the United States have caused major disruptions for travellers at tourist attractions in multiple locations.

Southern Europe has been the most heavily impacted by the rising mercury, with Greece, Italy and Spain all bearing the brunt of the heat, with the Italian Health Ministry issuing a 'Red Alert' for 16 cities across the country, including Rome and Florence.

Greek authorities were also forced to close the Acropolis to tourists and first-aid workers were drafted in to treat visitors suffering effects of the 48°C heat.

Travellers entering Spain on the weekend were also warned to stay away from beaches as temp closed in on 50°C, while in the United States, some more nihilistic travellers still made the trip to Death Valley in California, despite the high of around 53°C on Sun, close to a world record for the hottest temperature ever reliably recorded.

Visitors to Texas, Florida and Arizona are also been warned to brace for more extreme temps.

## MEL flight delays

**DOMESTIC** flights were temporarily grounded at Melbourne Airport this morning after a bag with a laptop inside was not checked due to an error.

The incident, believed to be caused by human error, sparked delays for travellers while screening was paused for 40 mins at Qantas' domestic terminal.

Airport security reportedly used CCTV to track down the passenger for rescreening.

## Ovolo in Sydney listed for sale

**THE** Woolstore 1888 by Ovolo, which occupies one of the oldest-surviving sawtooth roof woolstores in Sydney, has been listed for sale.

Listed by TriO Capital, the hotel is being offered on the basis that Ovolo retains the management rights to the property once the sale is settled, *The Property Tribune* reports.

The hotel is located only a short walk from the ICC and the Fish Market, with the sale coming as the Ovolo brand is set to grow, having tripled its room count over the past five years.

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## VV changes afoot?

**WHILE** brushing away speculation that a visit to Australia by Virgin founder Richard Branson later this year is related to a potential IPO, a VA spokesperson said the visit was in fact related to Virgin Voyages.

No further details about the visit are known at this stage.

## Klook links up with Webjet



**WEBJET** has forged a new partnership with experiences platform Klook, allowing users to more easily book activities with tourism operators.

Adding to its breadth of flights and accommodation inventory, Webjet said the new deal offers travellers over 530,000 activities in more than 1,700 destinations

via Webjet's Things To Do platform, all powered by Klook, with activities ranging from theme parks to sporting events.

"Our new partnership with Klook has supercharged the choice of experiences on offer, so travellers can tick off all kinds of bucket list experiences with ease, all while accessing great deals on flights and accommodation," Webjet OTA CEO David Galt said.

**Pictured:** Klook General Manager Henry Hooper shakes hands with Webjet's David Galt.

## Wheelchair push

**ACCESSIBLE** Accommodation has renewed calls for Australian airlines to allow wheelchairs on planes, via a campaign that highlights the challenges faced by individuals with physical disabilities when travelling by air.

Backed by a petition with around 31,000 signatures, the campaign emphasises that there are already designs available allowing wheelchair users to wheel directly onto flights, including a Delta Air Lines Flights Products prototype that was demonstrated at the Aircraft Interiors Expo last month.

## Kids eat for free

**A SPECIAL** Kids Eat Free offer is now available for stays at Kakadu's Cooina Lodge for the months of Sep and Oct.

The promo includes free breakfasts and dinner for up to two children each day of their stay, including over school holidays, with the discount valued at \$50 per room per night.

The offer ends 31 Jul - see **HERE**.

## Le Passage to India appoints local rep

**LE PASSAGE** to India will be represented locally by SLC Representation Australia, as part of a new partnership.

The pact will cover trade representation in the Australian market for the DMC, which prides itself on its in-depth product knowledge and range of services offered, with offices in Nepal, Bhutan, Sri Lanka, and the Maldives.

## Silversea \$200 cash

**TRAVEL** advisors who book a Suite Upgrade Offer with Silversea Cruises through Creative Cruising can earn a \$200 e-gift card for all bookings made and deposited between 10 Jul and 31 Aug - read more in today's **Cruise Weekly**.

## Pilots unhappy

**ONGOING** air traffic control staff shortages are leading to frequent and lengthy delays, according to the Australian Federation of Air Pilots (AFAP).

A survey of 5,500 AFAP members found almost a third were experiencing air traffic delays several times a month due to airspace restrictions.

"The AFAP calls on Airservices Australia to immediately put robust procedures in place to manage the airspace with the current staffing levels while it continues to increase air traffic controller numbers," AFAP President Louise Pole said.

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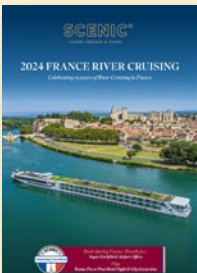
THIS week's Brochures of the Week is brought to you by  
**Tikka Tours.**



### Tikka Tours - India, Sri Lanka & Nepal

Tikka Tours has released its 2023/24 brochure showcasing the best of India, Sri Lanka & Nepal. Offering a range of luxury fully & locally escorted small group journeys, the tour operator also provides guests with private tailor-made travel options. Savings of \$500pp are available with earlybird discounts for all small group journey departures. Founder, Claudia Wolf, is a destination expert with 35 years of experience and offers a

highly personalised service. Please contact: [claudia@tikkatours.com.au](mailto:claudia@tikkatours.com.au) for more or visit [www.tikkatours.com.au](http://www.tikkatours.com.au).



### Scenic - 2024 France River Cruising

Coinciding with the cruise line's 10th anniversary of river cruising in France, Scenic has unveiled its 2024 France River Cruising itineraries. Embracing a decade's worth of achievements, the brochure showcases the beauty of Bordeaux to the dazzling delights of Paris through a series of culinary explorations and a range of expeditions. With prices and departure dates included in each itinerary, guests can better select their favourite

holidays, including the popular 11-day Spectacular South of France and the 11-day Beautiful Bordeaux from \$7,895pp. Earlybird offers are available on select journeys with savings of up to \$800 per fare.



### APT - Africa 2024

Keen travellers can now explore Africa with APT's classic journeys, small group journeys and tailor-made journeys featured in its newly released Africa 2024 brochure. Guests are treated with luxurious dining experiences and extravagant accommodation, as well as personalised services and signature experiences throughout their journeys on the continent. Popular itineraries include the 24-day Contrasts of Africa, which is

priced from \$31,295ppts, with up to \$3,000 savings per couple. The 12-day East Africa Safari is priced from \$16,295ppts, offering savings of up to \$1,400 per couple.

## TM expresses love over lunch



**TRAVELMANAGERS'** Business Partnership Managers (BPMs) expressed their appreciation for partner supplies via a series of lunches at Greek restaurants in Adelaide, Perth, Melbourne, Brisbane, and Sydney last month.

The events were an opportunity to thank partner suppliers for their continued support of TravelManagers, as well as a chance to get together and network while enjoying mouth-watering food.

**Pictured** at Greca Restaurant at Brisbane's Howard Smith

Wharf Precinct are: Kelly Lachker, Qatar Airways; Fiona Lawless, Cathay Pacific; Kat Nitariski, On The Go Tours; Miriam Musgrave, Airline Rep Services; Simone Barnett, Discover the World; Janis McDonald, Air Canada; and Michelle Nickelson, Club Med.

## Sri Lanka needs help

**SRI** Lanka needs to develop an aviation blueprint in order to strengthen its aviation industry, the International Air Transport Association (IATA) has implored.

"We urge the government and all industry stakeholders to collaborate on developing an aviation blueprint to strengthen the aviation industry's competitiveness and bring greater prosperity to Sri Lanka," IATA Regional Vice President for Asia Pacific Philip Goh said.

Speaking at Aviation Day Sri Lanka, organised by IATA and the Civil Aviation Authority of Sri Lanka (CAASL), Goh said the blueprint should address growth, safety, and sustainability to get things back on track.

## Alliance wind-down

**AMERICAN** Airlines has begun winding down its Northeast Alliance with JetBlue, with sale of the codeshare flights to cease 21 Jul, marking the first step of the wind-down process after a court ruled the collaboration to be anti-competitive (**TD** 07 Jul).

Customers will have until 20 Jul to update any existing American booking with a TrueBlue member number or an existing JetBlue booking with an AAdvantage member number.