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Today's issue of TD

Travel Daily today features five pages of news, including our **Corporate Update** plus a product update from **Collette**.

Travel Daily on location in Portofino, Italy

Today's issue of *TD* is coming to you courtesy of Rail Europe, who are helping us travel around Italy this month.

AFTER a lovely few days exploring northern Italy, we are today spending a final morning in Portofino, ahead of taking on the hikes of the Cinque Terre.

Portofino is known as the heart of the Italian Riviera, a coastal town where many a celebrity is known to escape to.

As we leave Portofino we will cruise on board a ferry to the nearby Rapallo where we will board a Trenitalia train to Corniglia, one of the five towns of the Cinque Terre.

Find out more about Rail Europe's offerings **HERE**.

"Big two" dominant as ever

EXCLUSIVE

ALTHOUGH there are more airlines operating in the country now than previously, the domination of the "big two" of Qantas Airways and Virgin Australia is as entrenched as ever, Bonza CEO Tim Jordan believes.

Speaking to *Travel Daily* in the wake of the final Australian Competition & Consumer Commission (ACCC) *Airline Competition in Australia report* (TD 05 Jun), Jordan said the control the big two exert calls into question why the regulator is wrapping up its oversight of the industry now.

"Yes, we have more airlines operating in Australia, but the scale of the influence of the two largest players in the market is as large as it has always been...it really has not dissipated," he said.

"Ninety-four percent of the market is centralised with two operators...that is very damning for our industry, and I think sets the context for why oversight should continue.

"That doesn't seem to align with

a more competitive environment going forward."

Although the ACCC claims the entry of Bonza and expansion of Rex Airlines has created an opportunity for the domestic airline industry to enter a more competitive period, Jordan said realistically, such an environment may not be apparent for a number of years.

He said in particular the strength and the market penetration of incumbent carriers is a significant barrier to entry for the domestic market.

"It does take time for new entrants to build sufficient scale," Jordan explained.

"There are barriers to entry slots at the number one airport in the country, and those types of barriers to entry are significant".

Pressed on another way to provide greater competition around Australia, Jordan stressed more multi-airport cities is what the country should strive for.

"It's no coincidence Melbourne is the only capital city Bonza has chosen to fly to," he said.

"We fly to both airports in that single location, and it's the only capital city we currently service.

"The more that we as an industry can encourage multi-airport cities, the better for competition, and the better for airport access."

Charlie returns

INTREPID Travel has appointed Charlie Riewoldt as its Key Partnerships Manager to look after the Victorian and Tasmanian markets, marking his return to the company after a year working in the United States.

He will be based in Intrepid's Melbourne office and travel frequently to regional centres, taking charge of strengthening partnerships and driving sales through key partnerships.

A very royal break

JUST a reminder that *Travel Daily* will not be published on Mon due to the Monarch's Official Birthday public holiday being observed in all states and territories except Western Australia and Queensland.

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EXPLORE MORE

Retailing with a point



VIRGIN Australia will tomorrow host a one-day pop-up shop at 565 Chapel Street South Yarra, Vic (**pictured**), at which members of its Velocity Frequent Flyer Program will be able to redeem a host of items for just one point. Taking place for 24 hours

from 9am (or until sold out) the initiative allows Melburnians to be the first in the country to take advantage of Velocity's first-ever 1 Point Rewards (TD 05 Jun).

As well as flights, the stunt will offer Dyson hair dryers, Apple AirPods, Weber BBQs and more.

Hydrogen alliance

AUSTRALIAN aviation organisations and green hydrogen industries teamed up to launch the Hydrogen Flight Alliance (HFA) at Brisbane Airport (BNE) yesterday, outlining a bid to guide the aviation industry's transition towards net-zero by 2050.

The new body will initially focus on enabling Australia's first commercial emission-free hydrogen-powered flight between BNE and Gladstone Airport in 2026, which will be operated by Skytrans Airlines using a Stralis B1900D-HE aircraft.



Window Seat

THOSE of us with fond memories of playing Monopoly can now experience the beloved board game brought to life via a new theme park in Melbourne.

Currently in the late stages of construction, Monopoly Dreams Melbourne is set to open on 01 Nov along with a dedicated Monopoly store and cafe.

The attraction, which already exists in Hong Kong, will be located on the ground floor of Melbourne Central, with the Monopoly city to feature all the familiar elements of the game, including a jail where you can get your mugshot taken!



Hot spots for solos

THE most popular destinations for Aussie solo travellers are Perth, Fiji and Auckland, according to an analysis from Explore Worldwide on two years' worth of search data.

The study also showed that Zurich, Switzerland and Nice have seen the biggest jumps in interest among Europe's solo travellers, while Asian cities, including Hanoi and Taipei, are new hotspots for solo travellers worldwide.

Webjet expands offsets

WEBJET has expanded its Sustainable Traveller carbon offset program with the addition of hotel bookings, becoming the only Australian OTA to offer carbon offsetting for flight, hotel and holiday package bookings.

Webjet customers can now choose to offset their hotel bookings when checking out, with carbon calculations taking into account each room night spent in the accommodation, as well as hotel location, star rating and actual room size.

Once the booking has been offset, Webjet will purchase the equivalent number of carbon offsets to equalise the customers' share of emissions.

All offset contributions made by Webjet customers support independently verified projects that fight climate change, protect wildlife and benefit communities, such as Indigenous fire abatement in the Northern Territory and native forest conservation in Africa.

"The continued success of Sustainable Traveller proves that small contributions can make

a big impact," Webjet OTA CEO David Galt said.

"So far, the response and feedback from customers has been fantastic," he added, also revealing rising demand for the program as whole, with more than 1,600 hotel nights already offset since Webjet soft-launched hotels in Mar.

Webjet's carbon offset bookings were up 63% between Mar 2022 and Feb 2023, compared to the same period last year.

VietJet insures it

TRAVELLERS across all cabin classes who fly on VietJet's international services will now be covered by a comprehensive insurance package called Sky Care.

The package includes reimbursement of medical expenses incurred due to accidents or illnesses (including COVID-19), flight-related problems (including flight delay, baggage delay, loss or damage, lost travel documents), and 24/7 global travel and medical support.

Greece is definitely the word



THIS group of Travel Associates advisors have wasted no time getting to know Mykonos and its surrounds on a famil hosted by La Collection.

The group travelled by boat "2,000 years back in time" to the island of Delos on their first day - home to the largest archaeological site in the country, and a 30-minute boat trip from Mykonos.

Travel Associates are staying at the legendary Myconian

Ambassador, and will visit the other properties within the Myconian Collection group this week as part of their visit.

Pictured from left are Esther Lee of Low & James Travel Associates; Annabel Tidmarsh, Noller & Turner Travel Associates; local guide Amaryllis Grypari; Susan McDonald, Connelly & Turner Travel Associates; Melita Boyle, Gannon & Turner Travel Associates; and Melanie Heaphy, Travel Associates Balgowlah.

Hidden Swiss trails

DISCOVER the many breathtaking Swiss walks with Collette through its amazing 11-day Switzerland: Hidden Trails & Majestic Peaks itinerary, stopping off in popular destinations such as Bern, Lake Geneva, Mount Stanserhorn, and the Museum of Vine and Wine.

The small group tour also features scenic train trips and hiking opportunities - see the **back page** to discover more.

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ENTRY DETAILS

Sell 1x Formula 1 Singapore Airlines Singapore Grand Prix package by 14.7.23 to go in the draw (if not sold out prior). Write in 25 words or less why you would like to attend the Formula 1 Singapore Airlines Singapore Grand Prix and email it to events@kpt.com.au with the subject line: Take me to Singapore!



Uber Green launch

AUSTRALIAN travellers can now choose zero or low-emissions rides through Uber Green, which has now formally launched in the local market.

Rides can be booked in either a full battery electric vehicle or a hybrid, and will be at no extra fee above what a standard Uber X car ride would normally cost.

QF dresses up new

A REQUIREMENT by Qantas for female staff to wear make-up, heels and hosiery has been scrapped under a new update to be more inclusive.

The carrier has also eliminated the designated 'male' and 'female' uniform determinations, as well as "some" grooming rules.

"Fashions change and so have our style guidelines over the years," Qantas said.

Employees will still be required to wear specific uniform pieces together and cover up tattoos.

Cali targets Aussie consumers

VISIT California has approved US\$20 million in international marketing over the coming 12 months, including direct-to-consumer brand advertising in Australia which is ranked as one of the organisation's "highest-tier source markets" alongside China, Canada, Mexico and the UK.

President & CEO, Caroline Beteta, said the organisation's Board of Directors had approved an overall US\$184 million work plan including the "increased international marketing investments to continue fuelling the tourism industry's recovery".

Beteta noted that while overseas visitors are returning to

California in greater numbers, the US\$17 billion they spent in 2022 was still only 60% of the pre-pandemic peak figure.

Current forecasts indicate a return to 2019 levels next year - more than a year earlier than initial projections.

Even though China is only expected to return to 30% of its 2019 peak this year, "even at that level China would still be the number one overseas market in visitor spending," Beteta said.

QF shutdown Mon

THE Qantas Agency Connect and Group Travel teams will operate with reduced staff next Mon during the King's Birthday Holiday in some states.

Phone enquiries will only be taken from travel agents based in Western Australia and Queensland, with normal operations to resume on 13 Jun.

Nepal makes change

AUSTRALIAN travellers no longer need to complete a pre-departure COVID-19 (PCR) test or show a vaccination certificate on arrival in Nepal, DFAT has advised.

Agoda boosts SA

THE South Australian Tourism Commission (SATC) has enlisted global digital travel platform Agoda to help drive tourism bookings in the state during the off-peak winter months.

The Winter Escape campaign, which runs until the end of the month, draws on Agoda's network to promote the Festival State to domestic travellers.

Visitors will be enticed with exclusive state-wide offers, including 12% savings on properties booked through Agoda's app or website.

Aranui discounts

ARANUI Cruises has discounted five voyages in Jul and Aug, offering savings of up to \$2,000.

The special applies to cruises including the 12-day roundtrip voyage from Papeete to the Marquesas Islands, with children (aged three to 17) able to board for a set price of \$1,982.



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For more information visit - www.travelindustrymentor.com.au

CORPORATE UPDATE

Expense report headache

THE biggest pain point for business travellers is the time spent creating expense reports, according to a recent BCD Travel survey of 1,349 business travellers worldwide.

More than half of the respondents (63%) identified expense reports as the biggest headache when it comes to expenses, with collecting paper receipts named as another significant obstacle (54%).

Other expense challenges include collecting receipts in different formats (52%), keeping receipts after the trip is over (51%) and expensing complex categories, such as hotel stays with meals and other incidentals paid separately (50%).

The most valuable features for business travellers are all

related to process automation, the survey found, including travel receipts automatically attached to their expense reports (76%).

Credit card transactions automatically matched to their trip expenses (72%) and expense reports automatically pre-populated with trip data when booking their trip (67%) were also listed as helpful features.

Looking at payment methods, 79% of business travellers said they use a corporate credit card, with one in six admitting they've fallen victim to credit card fraud on a business trip, despite security measures taken.

AA links with Accelya

AMERICAN Airlines (AA) has partnered with global travel software company Accelya to offer TMCs a "breakthrough" ticket exchange solution.

The initiative enables AA to make unused EDIFACT tickets exchangeable through New Distribution Capability (NDC)-based connections.

AA and Accelya said the new functionality provides a solution to a challenge commonly reported by TMCs, which is the inability to exchange unused GDS EDIFACT tickets.

This inability acts as a "key barrier for TMCs wanting to leverage the benefits of NDC-based distribution", which in turn has "complicated NDC adoption across the industry".

Snow falls in Oz

GLOBAL travel tech firm Snowfall is expanding into the Australian market with its multimodal travel sourcing and booking platform, Junction, which allows TMCs and corporates to offer business travellers "greater choice, control and confidence".

Snowfall has already secured several agreements Down Under, with global TMC Traveltrust, which launched operations in Australia earlier this year, and Gray Dawes Group's recent Aussie acquisition, MP Travel, to provide Junction One as a booking solution for their corporate clients.

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AF unveils new Business seats



AIR France unveiled its new A350 Business class seats at the Aircraft Interiors Expo in Hamburg earlier this week.

The new long-haul Business class seat features a widebody design and a fully-flat, almost two-metre long bed with a sliding door for privacy and full aisle access for every passenger.

The seats will be located in the centre of the cabin, and will be equipped with a central panel that can be lowered by pressing it down to enjoy a flight with a companion.

"This new business seat will offer our customers the highest standards of comfort and technology on board our future A350 fleet," Air France Senior Vice President of Customer Experience Fabien Pelous said.

The new seats (**pictured**) will debut on the carrier's 21 new A350 aircraft, which are set to join its fleet from next month.

Amadeus AF-KLM

AIR France-KLM Group has become the first airline partner to add the Amadeus Cytric portfolio to its offering for corporate customers.

The deal will see the French carrier use Amadeus tech - including Cytric Travel, Cytric Expense, Cytric Easy and Cytric Care - for its online corporation solution, BlueConnect.

As a result, the airline's direct corporate customers will be able to access more dynamic and personalised booking options.

MEANWHILE, CWT has begun using Amadeus' Cytric to offer its global customers access to Air France-KLM's NDC content.

"CWT key corporate customers will now benefit from our exclusive NDC content, including continuous pricing and ancillaries, along with personalisation, through dedicated corporate bundles," said AF-KLM distribution VP Stephane Ormand.

Clients need a reason to join? Give them a thousand.

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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.





TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Stay four nights for the price of three at **Adina Apartment Hotel Brisbane**, with prices starting from \$186 per night. The deal is conditional on staying a minimum four nights. Cancellation is possible one day before the arrival date without extra charges. Book **HERE** now.

Enjoy savings of up to 50% with **Hurtigruten Norwegian Coastal Express'** signature Classic Coastal Voyages as part of its End of Financial Year Sale. Set sail on the six-day Classic Voyage South through Norway's fjords, picturesque villages, and unique landscapes. Prices lead in from \$1,286pp, down from \$2,572pp, **CLICK HERE** to enquire.

Mandarin Oriental, Paris is offering a Make Paris Yours accommodation package that includes a credit of €150 (AU\$241) per stay when booking a room. Clients can score double the credit amount when booking a suite and members of its loyalty program, Fans of M.O., can snatch additional benefits. Valid until 31 Aug, learn more **HERE**.

Save up to 20% off on domestic and international parking at **Sydney Airport** this winter. Book using the code 'WINTER23' before Sun 11 Jun for entry until 30 Jun (excluding 08, 09 and 10 Jun) to score the discounted price for your next escape. T&Cs apply, reserve **HERE**.

Closer to New Cal

NEW Caledonia is inviting Australian and New Zealand travellers to 'Get Closer to What You Love' in its new campaign, which showcases the tropical destination's array of attractions and unique offerings.

The promotion targets a range of traveller profiles, including solo travellers, couples, families and friend groups, with the key message being the emotional connection that travellers develop with the nearby destination and their loved ones during their stay.

The latest campaign will roll out in several phases throughout the year via digital ads, billboards, radio spots, media coverage, and, of course, plenty of influencer engagement.

Tassie hears you

TOURISM Tasmania has partnered with the Vacayit app to offer 50 audio guides in the state help blind and low-vision travellers better plan their upcoming Tassie holidays.

The guides combine real-voice sensory descriptions and storytelling with helpful travel info.

Tick-tock at sea

EXPLORA Journeys' guests on board *Explora I* will be able to purchase Rolex products at its boutique store opening on 17 Jul.

The new 'Rolex at sea mono brand store' brings the luxury shopping experience to the ship's guests, offering an extensive range of models and styles from the Swiss luxury watchmaker.

Fun & games for serious cause



HOLIDAYS of Australia & the World raised more than \$300K for three children's charities at its annual fundraising event, Unite 4 Kids, which took place on Wed at Adelaide Oval (**pictured**).

Around 650 people attended the sold-out event, with the proceeds going to Childhood Cancer Association, the Clown Doctors - The Humour Foundation, and the Starlight Children's Foundation.

Holy smokes!

TRAVELLERS heading to large stretches of Canada and the north east coast of the United States should be prepared for heavy smoky conditions, fuelled by hundreds of forest fires burning uncontrollably across Canada.

There are blazes burning in 10 of Canada's provinces and territories, causing smoke to drift south and cause hazardous air quality across the eastern third of the United States.

Enter the Qverse!

QATAR Airways has expanded its Qverse offering, with the immersive 'metaverse' experience now including its new Business class suite and Economy class seats in the Boeing 787-9, as well as Qsuite and Economy class option in the Airbus A350-1000.

Qverse users will also be offered the chance to save up to 10% on Premium and Economy tickets - try the experience **HERE**.

BA raises a glass

BRITISH Airways has unveiled plans for an exclusive Whispering Angel Rose Bar at Heathrow Airport, which will allow customers to enjoy premium French wine before boarding.

The bespoke bar will open "soon" in the airline's lounge at Terminal 5, and will coincide with a refresh of the lounge, including an updated layout.

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



Hidden Swiss Trails with Collette

Collette's "Switzerland: Hidden Trails & Majestic Peaks" small group Explorations tour is perfect for travellers who love exploring beautiful landscapes. Nestled between four countries, they'll discover a world of pastoral splendour, striking mountains, and crystalline lakes.

The 11-day experience sees travellers make their way across Switzerland by train with many stops, allowing them to dive into the nation's natural beauty. Day five of the tour features the opportunity to hike amongst the Swiss Alps, exploring the famous mountains' surrounding areas. On top of that, the tour has plenty of room for travellers to explore on their own

cities like Zermatt, Vevey, Lucerne, and more. Each traveller embarking on the tour receives a Swiss Travel Pass granting them entrance into all of Switzerland's 500 museums.

Tour Highlights

- Walking Tour of Neuchâtel's Historic Quarter
- Museum of Vine and Wine
- Bern
- Zermatt
- Lake Geneva
- Vevey
- Lavaux Terraced Vineyards
- Wine Tastings
- Lucerne
- Mount Stanserhorn

TOUR INCLUSIONS

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