

Today's issue of TD

Travel Daily today features five pages of news, including our **Corporate Update**, plus full pages from:

- Hurtigruten
- Collette

Collette benefits

THERE are plenty of reasons why travel agents love working with Collette, including an upfront guaranteed commission of \$100 for every per person deposit paid and an industry-leading travel protection plan - see **back page**.

Vale Kevin Arnold

THE Australian travel and tourism sector is mourning the death earlier this week of Kevin Arnold at the age of 85.

A pioneer of inbound travel, he had a long association with the Tasmanian Government Tourist Office, working in Hobart, Sydney and Los Angeles - eventually leading to a dedicated North America office for the agency.

A memorial service will take place at 10.30am, 04 Jul at The Coast Chapel in Sydney's Little Bay.

TA China launch

TOURISM Australia has today officially launched its \$125 million *Come and Say G'Day* global campaign in China, with a delegation showcasing brand ambassador Ruby the Kangaroo in Shanghai (**TD** 26 Jun).

Federal Minister for Trade & Tourism, Don Farrell, said "as Australia's leading visitor market, China will play a critical role in the industry's continued recovery".

Although the campaign formally launched in Oct, it's the first time it has been showcased in China.

The TVC has been viewed more than 100m times, while the campaign collateral has racked up 855m views.

Prior to the pandemic, Australia welcomed 1.4m Chinese travellers annually, who collectively injected \$12.4b into the economy.

NSW Govt hotel tender

EXCLUSIVE

THE NSW Government has issued a Request for Proposals from accommodation providers wanting to be appointed to deliver domestic hotel services.

The process is being facilitated on behalf of NSW Treasury by FCM Consulting, which has been tasked with assessing whether properties meet the "initial eligibility criteria of being in close proximity to our high volume accommodation cities and towns".

The tender documents note a strategic focus on regional and remote NSW, including the Far North Coast, Mid North Coast, New England, Central Coast, Hunter, Central West, Orana/Far West, Riverina/Murray, Illawarra and Southern Highlands districts.

Also included is suburban areas in Northern Sydney, Inner West, South East Sydney, South West Sydney, Cumberland/Prospect and the Nepean.

Tender specifications were only issued earlier this week, with a submission deadline of 14 Jul.

Prospective suppliers must lodge applications via the CVENT platform - and those without access to that system only have until close of business today to email nswg.hotel sourcing@fcmtravel.com.au to express interest in participating.

"This will allow you to have access to the tool and lodge your proposal accordingly," the tender details note.

The domestic hotel program covers 2023-2025, with FCM appointed to source, negotiate

Intrepid agent deal

INTREPID Travel has announced half-price Antarctica sailings for travel agents, as well as 35% off for travel companions.

The offer applies to four 2023 departure dates - 02 Nov, 11 Nov, 20 Nov and 09 Dec - for more details email marineteam@intrepidtravel.com.

and audit the scheme and manage hotel providers.

The NSW Government business travel program includes travellers from across all of the state's agencies, departments and other statutory bodies, as well as some public and community clientele requiring NSW Government support services.

Corporate travel bookings are made through FCM Travel in Sydney, with hotel tenderers required to provide gross commissionable year-round room rates fixed for 24 months.

Details at tenders.nsw.gov, with more of the latest corporate travel news on **page four**.

QF Singapore boost

QANTAS has scheduled an additional weekly Airbus A380 service on the Sydney-Singapore route over the period 15 Jul through to 28 Oct.

The extra superjumbo frequency will operate as QF81/82 departing Sydney on Sat and Singapore on Sun, in addition to QF's daily A380 SYD-SIN-LHR service.

Sea Zero is coming

HURTIGRUTEN Norwegian Coastal Express is today showcasing its revolutionary zero-emissions *Sea Zero* vessel which is set to debut in 2030 - for details see **page six**.

Travelmarvel USA

TRAVELMARVEL has opened its 2024 North America range for sale, with a comprehensive 92-page brochure covering Canada, Alaska and the USA.

The program includes itineraries from 14 to 23 days as well as Great Rail Journeys in the USA and touring in Eastern Canada.

Earlybird savings of up to \$2,400 per couple are on offer for bookings made by 30 Nov, as well as \$600 extra discount per person for groups of six or more.

Swiss webinar

SWITZERLAND Tourism will offer prizes during an agent webinar in partnership with the Swiss Travel System next month.

Two sessions will take place at 2pm and 4pm AEST on Wed 12 Jul - to register free **CLICK HERE**.

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Travel Daily on location in Rarotonga

Today's issue of *TD* is coming to you courtesy of Jetstar and Cook Islands Tourism, who are celebrating the launch of direct flights between Sydney and Rarotonga.

AUSSIE travellers wanting the perfect island escape now have another great option from Sydney, with Jetstar last night flying its first direct flight to Rarotonga in the Cook Islands.

The service will operate three times a week using the fuel-efficient Airbus A321neo LR aircraft, the widest single-aisle plane on the market.

TD was lucky enough to be aboard the first milestone journey, which will also include an amazing tour of what the Cook Islands has to offer tourists, including a Raro Buggy Tour through the hills and plantations, a catamaran cruise, snorkelling, swimming and much more.

JQ to Seoul daily

JETSTAR has announced it will increase from three weekly return Sydney-Seoul services to four weekly from 05 Feb 2024, providing an additional 30,000 seats on the route every year.

On top of the three new weekly flights from Brisbane announced last week (*TD* 21 Jun), the boost will see JQ operate daily services between Australia and Seoul.

JQ cooks up 30-year feat

THE wheels of Jetstar's new Airbus A321neo LR touched down in Rarotonga in the early hours of this morning, becoming the first Aussie carrier in 30 years to fly directly to the Cook Islands.

The inaugural Sydney to Rarotonga flight was marked with plenty of cultural flare on both sides of the route, with traditional Cook Islands dancing and singing serenading travellers hopping aboard the milestone flight.

"Now just a five-hour flight from Sydney, our new service will make the Cook Islands the next



hot holiday spot for Australians seeking a tropical island escape to relax and unwind - especially during cooler months," JQ CCO Alan McIntyre said.

The inaugural flight is supported by an exclusive Jetstar five-day sale, from \$249 for travel on select dates between Aug & Nov.

The last Aussie airline to operate a service between Australia and the Cook Islands was Ansett, with the now defunct carrier's subsidiary flying with Cook Islands International and Polynesian livery, ceasing services in 1990.

Pictured: Sydney Airport came alive last night through joyful Cook Islands celebrations.

Hassan says G'day

DAVID Hassan has taken a new role as the Chief Technology Officer for the fast-growing G'day Group, with the company's CEO Grant Wilckens saying Hassan will bring vital expertise as G'day "looks to unlock its growth potential through ongoing digital transformation".

Hassan is well known to the sector through a variety of previous roles including positions at Helloworld Travel, Qantas and Virgin Australia, followed by a more recent senior stint at recruitment firm Hudson.

He'll be based in Sydney, and play a key role in G'day Group's ambitions to grow to a \$2.5 billion company in the next five years, Wilckens said.

TTJ agent focus after ETG axing

THE Travel Junction (TTJ) says it will continue to support individual Express Travel Group (ETG) agencies, after the abrupt termination of the wholesaler's network-wide preferred deal with the Helloworld Travel takeover (*TD* breaking news yesterday).

TTJ GM James Whiting said the business is committed to supporting any and all agents with the wholesaler's wide array of products and packages.

"We are excited to continue to work on our plans for the upcoming year, and our focus remains on helping and supporting our agents to grow," he said, committing to continuing to offer the "best product in the world for their customers".

ETG's cancellation of the TTJ agreement came just a week after the announcement of Helloworld's proposed \$70m acquisition of Express' businesses in Australia & NZ (*TD* 22 Jun).

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Window Seat

WITH perhaps pessimistic expectations of a meltdown in American aviation next week during the busy Independence Day 04 Jul holiday period, a restaurant group is offering free margaritas to anyone whose flight gets cancelled.

Caribbean food chain Bahama Breeze's "Flight for a Flight" deal will be available in Las Vegas, Orlando, Miami, Tampa and Washington DC, with disrupted travellers able to show proof of cancellation from the airline in order to redeem a "flight" of three different margaritas.

While disruption in travel is often inevitable, drinking three free margaritas will probably help ease the pain.

This year's Fourth of July weekend is expected to see over four million Americans flying.

More than a slump

THE hospitality and tourism sectors fell across average employment growth in May, according to figures released in the latest *Employment Hero's SME Index*.

Growth was down 0.1% when compared to Apr, while median hourly wages also dropped by 1.3%, as did median hours worked, which declined by 4.7%.

Median hours worked in tourism and hospitality also declined compared to a year ago (-1.2%), suggesting the drop is more than just a seasonal slump.

SYD cancellations

TRAVELLERS at Sydney Airport are facing cancelled and delayed flights this morning, as the airport braces for strong winds, with gusts of up to 70km/h expected.

More than a dozen Qantas, Jetstar and Virgin services have been scrapped, with the airport operating only one runway today.

Don't just settle for Seattle!



SEVEN lucky Australian travel advisors went wild earlier this month in Washington, and its largest city, Seattle.

The advisors and their Brand USA and Hawaiian Airlines hosts explored the Seattle Center, home to the iconic Space Needle, the Museum of Pop Culture, and the Chihuly Garden & Glass, before eating their way through the colourful Pike Place Markets, home of the original Starbucks.

The team then took to the road to explore Mt Rainier National Park, with its namesake mountain providing the perfect backdrop for a snow-shoeing adventure (pictured).

"The [Pacific Northwest] is a unique destination; we felt like we weren't even in the USA," Helloworld Toowoomba Range's Olivia Nicolle said.

"It's a shame we didn't have more time in Seattle as I would like to have explored more, but

we certainly packed in a lot in the time we did have there."

The group's time in the Evergreen State and the Emerald City was the first leg of their Brand USA Mega-Fam itinerary.

Air NZ reacts swiftly

AIR New Zealand has added more than 2,000 new seats to Sydney and Melbourne to cater for the "Swifties surge" following the announcement of Taylor Swift's Australian tour dates.

The airline will operate new return flights from Wellington, Christchurch and Auckland, along with additional seats on existing flights, to fly Kiwi Swifties to Australia for the Eras Tour concerts taking place in Feb 2024.

"Fans hoping to secure their flights will have to act fast, we expect the additional capacity will sell out swiftly," Air NZ Chief Customer and Sales Officer Leanne Geraghty said.

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CORPORATE UPDATE

On the ground with Amex GBT

AMERICAN Express Global Business Travel has published its 2023-24 Ground Monitor report, looking at trends in car rental, rail and commuter patterns across the globe.

The paper finds significant car rental price increases will continue in major business destinations this year, but may level off during 2024.

The rise of electric vehicles is incessant, yet corporate travellers appear reluctant to rent them, while the report also analyses the challenges and opportunities of growing corporate rail travel to support sustainable objectives.

“As a core element of managed travel programs, ground transportation plays a key role in



the end-to-end journey and has significant impact on the traveller experience,” said Gerardo Tejado, Amex GBT Senior VP of Professional Services.

He said the report aimed to support the corporate travel sector with data-driven insights and advice, particularly for those wanting to make programs more sustainable - view report [HERE](#).

Amadeus+Emburse

AMADEUS and expense management provider Emburse have announced a partnership which will see them offer a “fully integrated solution” between the Amadeus Cytric booking system and Emburse’s Chrome River.

The deal will “really take things to the next level” to enable deeper traveller analytics, integrated card programs & more.

R&M carbon calcs

REED & Mackay’s proprietary R&M/Book platform now provides “next-level carbon calculation” across air, rail and ground travel components.

The information is offered via R&M’s new partnership with Squake, which delivers “enhanced CO2 data” as the first of several sustainability focused enhancements to the system.

Users are able to sort search results by cost, preference and now carbon emissions, comparing travel segments alongside clear policy markers to go “beyond the generic calculations that are currently the norm in the market,” according to R&M Global Director of Product, Fahim Khan.

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MEL hails Hainan return



MELBOURNE Airport welcomed the return of Hainan Airlines yesterday, with the Chinese carrier re-launching its twice weekly services to Haikou.

The flights, operated by an Airbus A330, will provide an additional 1,200 seats on the route every week.

“Before the onset of COVID-19 the Chinese market was Victoria’s

biggest inbound market and the resumption of Hainan Airlines services will help rebuild our tourism and education sectors,” Melbourne Airport’s Chief of Aviation Jim Parashos said.

The announcement marks the return of seven of the eight mainland Chinese carriers that operated out of Melbourne prior to the pandemic.

Serko affirmation

SERKO Limited has reiterated its previous guidance, telling attendees at the company’s annual general meeting yesterday that it still anticipates total FY24 income of NZ\$63m-\$70m, alongside total spending of NZ\$86m-\$90m.

The company is well-capitalised with NZ\$88m in cash and no debt, and is “continuing to focus on cost discipline and operational efficiency as it tracks towards positive cashflow for the FY25 financial year,” according to a spokesperson for the firm.

BTTB regos open

THE first 150 buyers to register for the upcoming BTTB Business Travel Conference & Awards will attend the event free, with organisers planning a “jam-packed two days of leading content” on 15-16 Aug at Sydney’s Royal Randwick venue.

It’s the 23rd year that the conference has been held, with nominations also open for the Travel Buyer-Supplier Relationships Award.

Registrations can be confirmed now via the website at procurementandsupply.com.

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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

One week left until **Chimu Adventure's** Flash Sale ends, with discounts of up to 50% off on its Antarctic and Arctic adventures. Valid for the expeditions over the next 12 months, the promotion includes the Penguin Safari: South Georgia and Antarctica itinerary and the eight-day Antarctic Express: Fly the Drake trip, with more offers available [HERE](#).

StayWell is highlighting its Escape the Winter Blues deals and FIFA Women's World Cup campaign across the country this winter. Available until 31 Jul, StayWell is offering a discount rate of up to 30% off stays at selected hotels including the Lesiure Inn Penny Royal, Leisure Inn Spires, and more. [CLICK HERE](#) to secure your bookings.

Ending on 31 Jul, **Cruise Traveller** is offering free Business class flights on its ultra-luxurious, three-month Grand Africa package that sails on 28 Nov 2024. Priced from \$58,399ppts, the offer also includes up to \$1,500 credit and more. Call them on 1800 507 777 for more.

The Park Lane Hong Kong is offering two exclusive deals until 15 Sep. Guests staying in Deluxe and Premium Deluxe rooms can receive a complimentary breakfast - book [HERE](#). Additionally, guests who book more than 10 rooms can book a function room for free - click [HERE](#).

Marriott training

MARRIOTT International has partnered with the International College of Management Sydney (ICMS) to bring five-star career paths to life.

The first-of-its-kind, four-year Hotel Degree Apprenticeship program will offer young hospitality students the chance to begin their career with Marriott.

Students who enrol in the program will have the chance to combine their ICMS studies with a diversified learning experience comprising of rotations across a different hotel each year, allowing them to gain experience across Marriott's portfolio of brands.

The program will commence in 2024, with just one spot available every year.

BWH expansion

BEST Western Hotels & Resorts (BWH) is continuing its global expansion with the addition of properties in North America, Europe, Africa, and Asia.

BWH is continuing its growth across chain scale segments and soft brand hotel collections.

Select hotels joining the portfolio include Georgian Court Hotel, WorldHotels Elite in Vancouver, and Tawaravadee Resort in Thailand.

Airbnb adds value

AIRBNB is enabling communities with no hotels to share the benefits of tourism, with almost 100,000 guest arrivals across Australia in no-hotel markets last year.

SeaLink links up in Auckland



SEALINK headed to Auckland this week to meet with key partners, and announce Tina Chaisuwan-Baker as the company's new Sales Manager New Zealand.

New Zealand is a key market for South Australia, Sydney Harbour, and the emerging destinations of Western Australia and K'gari (Fraser Island), SeaLink's GM Global Sales & Distribution, Richard Doyle commented.

Pictured: John Emmanuel, Active Retirees; Sam Cameron, Destination NSW; Dan Wright, Tourism Australia; Richard Doyle, SeaLink; Emma Robertson, Helloworld; Sincere Wong, Helloworld; Julia Bozich, House

Heritage summit

EARLYBIRD registrations are open for the first World Tourism Association for Culture & Heritage (WTACH) Annual Summit, taking place in Valencia, Spain in Sep.

The event, convened by WTACH founder Chris Flynn, will address how to better conserve and promote responsible cultural and heritage tourism around the world - [CLICK HERE](#) to register.

of Travel, Stu Freeman, Travelinc; Tina Chaisuwan Baker, SeaLink Sales Manager NZ; Melissa Plumb, DNSW; Vikki Bell, Supreme Tours; Shavourn Jones, Twilight Tours; Theresa Small, Supreme Tours; plus Emma Bradley and Katrina Maltais from First Light Travel.

WA projects backed

THE Government of Western Australia is investing \$330,000 in sustainable trails across the state, with 16 projects to be supported.

Trails are a significant contributor to Western Australia's visitor economy, with funded projects include planning for interpretative signage and infrastructure along a popular heritage trail in Fremantle, and a plan for a spur trail off the Munda Biddi Trail connecting to Harvey town.

MEANWHILE, the Carnarvon Heritage Precinct is set to be supported with \$200,000 from the Government of WA.

The funding will be used to update the key infrastructure to help drive visitation around the historic One Mile Jetty.

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



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<https://afta.com.au/Events/National-Travel-Industry-Awards/Nominations>