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Australasia's largest and most established business travel conference returns for its 24th year

7-8 AUG 2024



Travel Daily First with the news

Thursday 1st Aug 2024



Today's issue of TD

Travel Daily today features eight pages of news including our Business Events News feature, a cover wrap from **BtTB Business Travel** Conference, plus full pages from:

- Silversea
- Luxury Escapes

Crystal's new engine

CRYSTAL has launched an updated booking engine for travel advisors, which the luxury cruise line said is now easier to use and offers more advanced features and robust support.

Enhancements include a more intuitive interface, realtime pricing, personalised recommendations, exclusive promotions, & training resources.

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White Paper a white knight

FEDERAL Transport Minister Catherine King believes the upcoming Aviation White Paper will ensure future settings for aviation will make it more difficult for carriers like Rex to fall over.

Speaking in Brisbane yesterday afternoon, King said the reforms were needed because clearly there had not been a lot of changes made over the last 12 years to incentivise competition and make it easier to challenge the market dominance of airlines such as Qantas.

"What you'll see with the White Paper, which obviously we're wanting to release as quickly as we possibly can, is ensure...we have strong aviation over the next 20 years," King said.

In an encouraging sign the Federal Government is thinking about tabling some form of rescue package, King heaped praise on Rex for being a trusted regional brand for many years.

"[Rex] has really made a terrific name for themselves...and I think that's been important because they are a regional airline & that's where they've been," she said.

"I think that's been a really important part that the

TK high-speed wi-fi

TURKISH Airlines has given the Australian travelling public another reason to be excited about direct services, with the carrier revealing plans to implement free, high-speed wi-fi across all services from the end of next vear.

The airline said it plans to retrofit its planes with in-flight connectivity (IFC) technologies, while new aircraft on order will also boast the fast internet.

Turkish Airlines also stated it will support Turkish companies through the development of solutions for the connectivity service, and has already signed a Memorandum of Understanding (MoU) with TCI Aircraft Interiors. Government wants...to continue.

"It's important that be the case and as a trusted and long-term brand, our hope...is that they emerge out of this...as a strong regional airline." King added.

MEANWHILE. Shadow Minister for Transport, Bridget McKenzie, has accused the Federal Government of being "asleep at the wheel" of aviation, adding it needed to step up and ensure Rex doesn't suffer the same fate as Bonza and further threaten regional air connectivity. AB

Protect agents from Rex fallout: ATIA

THE Federal Government must ensure that any support package it designs for the collapse of Rex includes travel advisors who have been left out of pocket by the sudden grounding of its 737 jets.

The call from Australian Travel Industry Association (ATIA) CEO Dean Long was revealed vesterday (TD breaking news), with the industry body writing to Federal Transport Minister, Catherine King, to seek financial support for its members affected by the developing story.

"Given the current situation, we urge the Federal Government to extend any financial support beyond the airline itself to include the wider travel ecosystem, which is now picking up the pieces," Long claimed.

"Many travel agents have been left with substantial outstanding amounts as a result of booking with Rex Airlines for clients.

"On top of the financial exposure is the significant increase in workload as they work to help those who have now found themselves stuck and those who have booked with Rex for future travel," he added.

ATIA added that Rex's entry into administration was "a significant blow" for both sellers and the competitive landscape of Australian aviation.

Sign up for BtTB

THE 24th annual BtTB Business Travel Conference and Awards will take place next week.

Australia's largest business travel conference, themed 'Travel Tipping Points', will take place on 07 and 08 Aug at Randwick Racecourse, where attendees will hear from thought leaders from within the sector.

The Conference will be addressed by Spotnana Senior Vice President Johnny Thorsen; **Negotiation Partners Managing** Partner Matt Lohmeyer; and Uber for Business' Head of Sustainability, Strategy & Planning Anna Brito and Country Manager Sarah Forsterling.

It is your last chance to register for the conference - CLICK HERE to view the program and sign up.



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NZ cruise impacted

THE New Zealand cruise industry is anticipating a 15-20% reduction in value for the 2024/25 season and beyond because of increased operating costs, global competition and rising geopolitical risks.

A strategy report compiled by the New Zealand Cruise Association revealed the finding, adding the industry's predicted contraction "underscores the need for a long-term vision that aligns stakeholders, addresses emerging challenges, and ensures sustainable growth".

The strategy calls for a focus on three key principles: driving value, partnering to empower, and continuous improvement.

Score a \$100 credit

AGENT Hub by Luxury Escapes is offering \$100 credit for the first booking made when using the agent portal.

See more details on page 10.

BNE boss joins TEQ Board

BRISBANE Airport boss, Gert-Jan de Graff, will lend his voice to the state's leading tourism marketing agency, after being appointed to the Tourism & Events Queensland (TEQ) Board.

The airport leader (pictured), along with four other new appointees, were officially welcomed to the board today by Queensland Tourism Minister Michael Healy.

De Graff said he was "thrilled to have the opportunity to help make Queensland an even more attractive destination for travellers from across Australia and around the globe".

"Queensland is unique in that it is the only state with four international airports...and I will be a voice to deliver more visitors across the entire state."

Joining him on the TEQ Board for the next three years are Karen Bolinger, an Australian visitor economy specialist, and



Stephanie Parkin, Indigenous law expert and Director of the Quandamooka Yoolooburrabee Aboriginal Corporation.

Rounding out the TEQ newcomers are Rob Hudson, founder and CEO of Spoutlogic Consulting, and Robin Way, former Queensland Government Assistant Director-General.

Eco and First Nations tourism advocate Grant Hunt will remain as Chair, while Nine MD Kylie Blucher has been reappointed to the position of Deputy Chair.

Departing Board members include Sarah Kelly, Nancy Bamaga, Brenda LaPorte, Duane Fraser and Chris Mills. *JM*

SIA covers bookings

SINGAPORE Airlines has inked a new deal with insurance company Allianz, which allows travellers to purchase coverage while booking flights on the carrier's website.

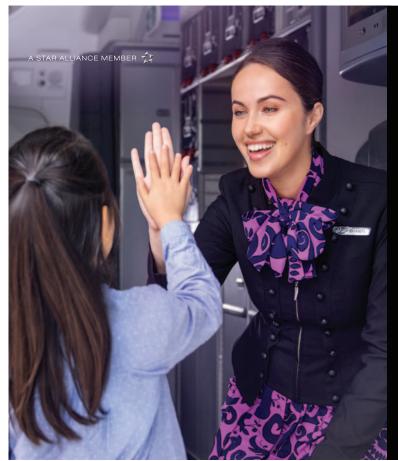
Travellers can request insurance quotes in real time when buying tickets with Singapore Airlines, which can be received either at the time of purchase, or after the flights are booked through the 'manage booking' feature.

"This collaboration represents a strategic leap forward in our relationship with Singapore Airlines, and integrating the travel insurance option...simplifies the process," Allianz Executive head of Travel, Damien Arthur, said.

Exploring savings

FOR a limited time, Silversea is offering a slew of savings on more than 520 ultra-luxury voyages from late 2024 through to 2026.

Take advantage of the discounts by booking before 31 Oct - **p9**.





Thanks for your support

Air New Zealand is excited to be a 2024 NTIA nominee for **Most Popular Airline - Online**.

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A fresh look at the next 24 months in travel. Get your tickets now!



NCLH's big quarter

NORWEGIAN Cruise Line Holdings (NCLH) is performing well so far this financial year, according to its second quarter 2024 results.

NCLH's total revenue was US\$2.4 billion, an 8% increase compared to the same period in 2023, fuelled by a solid 4% capacity growth.

Adjusted EBITDA grew 14% to US\$587.7 million compared to US\$514.8 million for the same period last year, and above the guidance of US\$555 million.

"As we raise our full-year guidance a third time, we expect our adjusted EPS to grow approximately 120% compared to 2023," said Harry Sommer, President and CEO at NCLH.

NCLH is also on track for double-digit returns on invested capital.



Pointrs to disrupt points

A NEW program has launched to help Australian travellers get more from their loyalty programs and bust myths regarding redeeming frequent flyer points.

Dubbed 'Pointrs', the new site aims to help travellers understand the benefits and simplify the earn and redemption process.

The launch comes after new research shows 42% of Australian travellers are fed up with being unable to find available seats to redeem points, with another 37% frustrated by the quick expiration of points.

Furthermore, one in three Australians said they get little value from airline frequent flyer programs, with two in every 10 not understanding how they work.

Despite the confusion, the study found Aussies are not shy when it comes to signing up, with almost 85% belonging to at least one retail rewards program, 77% part of an airline frequent flyer scheme, while 25% holding membership of a hotel program.

Pointrs founder Michael Dixon said he was frustrated by the broken system that goes against



the purpose of accruing points.

"Quite frankly, Australians have had a raw deal for too long, when they should be getting great deals for being a loyal member of a rewards program," Dixon said.

The Pointrs website has been modelled to show travellers the most cost-effective ways to use their points, with members able to save up to 75% and earn up to 3.5 times more points without spending time exhaustively researching redemption options.

"We provide support including tips on the best credit cards to use for earning points, how to transfer points from one loyalty program to another, and, how to leverage promotions and discounts when transferring and buying points to earn more, upgrade seats or a hotel room," Dixon said. *ML*

SQ boosts Brissy

SINGAPORE Airlines will increase capacity between Brisbane and Singapore on 04 Aug, bringing the number of its services between the two cities to four times weekly.

The carrier previously flagged adding a fourth weekly service in Nov, but has brought the date forward due to strong demand.

Boeing appoints CEO

KELLY Ortberg has taken on the position as Chief Executive Officer and President of aerospace manufacturer Boeing.

The company's new leader will commence in the role on 08 Aug, where he will succeed Dave Calhoun, who earlier this year retired amid new controversies around safety standards.

Ortberg boasts 35 years of industry experience, and was most recently a special advisor to the Office of the Chairman & CEO at United Tech.

"Kelly is deeply respected in the aerospace industry, with a wellearned reputation for building strong teams & running complex engineering orgs," Boeing said.



VIRTUOSO will host its third annual Travel Tech Summit on 10 Aug during the annual Virtuoso Travel Week in Las Vegas.

Hosted by tech entrepreneur and Virtuoso board member, Gilad Berenstein, attendees will learn more about how smart technology can elevate and enhance human connection, rather than replace it.

Berenstein will host a discussion with Microsoft executive, Shane O'Flaherty and Richard Kerr from Bilt, who will both share learnings from travel tech niches.

The summit will also feature a presentation from Deloitte about the impact of AI on consumers, as well as the 'Startup Showcase', which sees 15 businesses show what innovation looks like today.



Join our live webinar to learn more about the NT and the guided group adventure tours on offer in the Territory.







Intrepid to the rescue

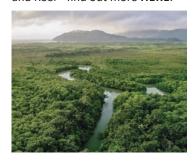
INTREPID Travel's not-for-profit arm will focus on safeguarding the Daintree Rainforest, as part of a new partnership with Rainforest Rescue.

The collaboration will enable travellers to play a vital role in preserving the world's oldest tropical rainforest, with donations made through the Intrepid Foundation to directly support Rainforest Rescue's efforts to restore and protect the Daintree Lowland Rainforest and fund the growth of a new native nursery.

Brett Mitchell, Managing Director ANZ at Intrepid Travel, said, "anyone who has had the privilege of visiting the Daintree knows just how crucial it is that we protect and conserve this unique and ancient rainforest".

A key tourist drawcard for Tropical North Queensland, the Daintree Rainforest faces ongoing threats from residential and agricultural development.

Working together, Intrepid Foundation and Rainforest Rescue will grow and plan more trees to rebuild vital wildlife corridors, sequester carbon, and reduce sedimentation to the waterways and Reef - find out more HERE.



Sam breaks ground in SA



ADELAIDE'S first Crystalbrookoperated hotel is a step closer to reality, with the hospitality company and leading SA property developers, Samaras Group, breaking ground on the new development earlier this week.

Due for completion in 2026, the new \$120 million luxury hotel will be managed by Crystalbrook Collection, featuring 206 guest rooms and suites over 13 levels.

The property will also consist of a grand lobby with communal spaces, a pool, fitness centre facilities, a multi-functional meetings and events space, and a new food and beverage venue.

A key attraction of the five-star hotel will be the unique rooftop Eleme bathhouse and day spa, with sweeping views of the Adelaide Hills and CBD.

South Australia Premier, Peter Malinauskas, joined project



mark the important milestone, including Crystalbrook CEO Geoff York, and Samaras Group's Chris and George Samaras.

York said the project "marks an exciting and significant expansion for Crystalbrook into one of Australia's fastest growing cities".

"We believe this project will transform the site on Halifax Street and be a catalyst in adding to Adelaide's growing status as a leading lifestyle destination." JM

Pictured: George and Chris Samaras; Malinauskas; and York.



A QANTAS boarding pass has become a piece of music memorabilia, selling for upwards of \$12,000 at a charity auction.

Travis Barker, drummer for iconic punk band Blink-182, offered up his Sydney to Perth flight ticket on the auction website Trophy, with a portion of the proceeds from its sale going to the Lost But Not Forgotten CA organisation, a teen adoption agency.

The ticket was purchased by Barker during the band's Australian tour in Feb, which marked the drummer's first visit Down Under in more than two decades.

The boarding pass, pictured below, shows the famous American rocker travelled in Oantas' business class in seat 7E on 07 Feb.

The special pass features a scrawling from Barker which reads, 'I know I got angels watching over me'.

Poignant, given he survived a plane crash in 2008, which, understandably, led him to avoid flying for 13 years.





Join us for a Priscilla-inspired journey through the Territory!

This evening event is an opportunity to learn about the Northern Territory, meet over 30 NT operators, enjoy NT inspired food, and experience Territory culture with a chance to win fantastic prizes!

Melbourne 10 September, Aerial, South Wharf Brisbane 11 September, The Warehouse, Fortitude Valley Sydney 12 September, Dockside Cockle Bay Room, Cockle Bay Wharf

Register now





Entire has sax appeal



ENTIRE Rail Journeys celebrated the launch of its luxury Rail Journeys brochure last night, within the opulent surroundings of the QVB Tea Room in Sydney.

The 80-page publication showcases more than 65 independent rail packages ranging from one to 16 nights across Europe, North America, Africa, Asia and Australia.

Print and digital versions of the brochure are available and agents are welcome to use a new dedicated phone line and email (rail@entiretravel.com.au) to connect with consultants.

Agents can also use a tour code to access departure dates and additional information on Entire Travel Group's website.

"We called upon some of the industry's most experienced rail experts to create Entire Rail Journeys, including Sana Malihi, the driving force behind the

ground-breaking Rail Plus Great Train Journeys program," said Sales and Marketing Director. Greg McCallum.

"That initiative dramatically elevated the profile of great rail journeys in Australia but, like many programs, it did not survive the pandemic.

"We are delighted to now take over as the standard bearer in Australia for epic rail adventures."

More than 120 attendees were at last night's soiree, where they heard from representatives of some of the suppliers within the 2024/2025 program.

These included Golden Eagle Luxury Trains, Belmond, Rocky Mountaineer, Swiss Scenic Trains, and VIA Rail Canada.

While enjoying a threecourse dinner, guests were also serenaded by saxophone versions of pop songs by Destiny's Child, Sia and Ed Sheeran. JHM

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Fiji showcase kicks off

THE booked-out 2024 Tourism Fiji Showcase in Melbourne was attended by 120 people and 27 suppliers on Tue.

Robert Thompson, Executive Director of Regions at Tourism Fiji said, "the energy and engagement from the Melbourne market has set an incredibly positive tone as we now head to Sydney and the Gold Coast".

The event had live dances, networking sessions, several presentations and giveaways.

Sabre renews deal

SABRE Hospitality has renewed its long-term contract with Wyndham Hotels & Resorts, with the hotel chain to continue uisng the cloud-based SynXis Central Reservation System.

Sabre's Senior Vice President Gene Guhne and Wyndham's Scott Strickland said the extended agreement is testament to the strength of the SynXis platform, which has provided stability and flexibility to the chain's reservations system.



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*Travel24 takes place on Thursday 8 August at the Sofitel Darling Harbour. Winners must be able to attend both the breakfast and conference

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Travel Daily

Thursday 1st August

MEMBERS of the Magellan network recently gathered in Adelaide for a conference titled 'Belong', centring around the strong senses of identity, capability and belonging within the Magellan network.

A special welcome dinner and experience at the Penfolds Magill Estate kicked off the event and members were treated to a wine tasting experience at the D'Arenberg Cube.

Guests were then taken on an exclusive tour of the Salvador Dali exhibition, before enjoying dinner at the Adelaide Immersive Light and Art Centre.

Delegates, preferred partners and Helloworld Executives left



Adelaide with many positive initiatives and thought-provoking takeaways from the conference, as well as strong relationships and a sense of belonging from their time spent together.



CRAIG Spiga, Imagine Holidays; Nigel Walliss and Shawn

CRAIG Spiga, Imagine Holidays; Nigel Walliss and Shawn Walliss from Travelrite International; and Les Farrar from Your Travel & Cruise.

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Hartland,
Champagne
Travel and
Jan Welch,
Sorrento
Key Travel &
Cruise.



ROB Kalemba,
Scenic Tours;
Julie Avery,
Brighton
Travelworld;
and Steve Brady,
Group General
Manager
of Cruise,
Helloworld.



CRAIG Pearce from Figtree Travel; Andrea McNamara, Cairns Business & Leisure Travel; and Michelle Cook, Railbookers.







MAGELLAN'S lain Summers.



businesseventsnews.com.au

Face-to-face is up

NEARLY half (47%) of Australian event planners are expecting demand for faceto-face events to increase, according to new Cvent data.

The findings were highlighted during the third edition of Cvent Accelerate in Sydney last week, which attracted an impressive attendance of 341 people.

The event discussed how event planners can use data to better plan and execute gatherings, as well as looking at how businesses within events and hospitality industry can leverage artificial intelligence.

Cvent Accelerate Sydney offsets its impact by teaming with Trees4Events to plant 294 trees in an African mangrove reforestation site.

Pop up at Brissy

REGISTRATION is now open to attend Brisbane Economic Development Agency's (BEDA) annual trade show, where the city's meeting and conference offerings will be showcased.

Taking place at the Pullman Brisbane King George Square on 22 Aug, Brisbane Pop-up will highlight more than 60 local venues, hotels and event services.

The free networking event will shine a spotlight on the upcoming The Star Brisbane, among a diverse mix of meeting, incentive, conference and exhibition suppliers - register HERE.

ABEA AMPLIFIES SECTOR'S VOICE

SMALLER operations within Australia's business events sector are set to benefit from a new collaboration between the Australian Business Events Association (ABEA) and the Council of Small Business Organisations Australia (COSBOA).

The peak industry body has joined COSBOA as its newest council member in a move that will amplify the voices of small businesses within the \$36 billion business events sector, boosting their influence to advocate for essential policy changes.

"Joining COSBOA offers opportunities for our members across Australia who work to produce approximately 500,000 business events annually which deliver on critical trade, education, health, and innovation outcomes required by the

business, government and forpurpose sectors," said ABEA chief, Melissa Brown.

"Small businesses underpin our sector, provide thousands of jobs, and bring innovative thinking to our industry."

ABEA will work with COSBOA to help the government continue to understand the significance of the business events industry's impact on the nation.

The two organisations will join forces to lobby for policy changes on taxes, subsidies, grants, and workforce development, and increase the skilled workforce and fair work practices.

"Having a voice within the COSBOA influence will provide access to critical advocacy and resources, from workforce development and cyber security through to addressing red tape

and industrial relations issues." Brown added.

"This collaboration will strengthen COSBOA's ability to represent a wider array of small businesses and will empower ABEA to support its members in navigating policy changes, addressing unique challenges, and enhancing their capabilities."

As a result of the partnership, ABEA members will be able to access COSBOA's programs including 'Small Business Peak' - a hub of resources to implement new workplace legislation.

Other programs now available to ABEA members include 'Accelerator for Enterprising Women' and 'Cyber Wardens', which upskills communities with cyber security training.

More info on ABEA HERE, and on COSBOA HERE. JM

BESydney welcomes eight ambassadors

BUSINESS Events Sydney (BESydney) has welcomed eight new global ambassadors, who will play a pivotal role in securing major business events and top scientific conferences for the state.

Selected based on their purposeful work and leadership, the newly unveiled representatives were named at BESydney's 12th Global Ambassador dinner, which took place this week at ICC Sydney under the theme 'Change Starts Here'.



The new line-up of global ambassadors (pictured) includes the likes of Sarah Liu. founder and MD of The Dream Collective and Western Sydney University's Chancellor, Professor Jennifer Westacott.

Experience is key

A BOLD, audience-first approach is key to creating real drawcards for largescale venues, according to experience design company, Art Processors, a new major collaborator with Tasmania's popular MONA museum.

Art Processors' Creative Lead, Tony Holzner, said that in order to stand out from the crowd, venues need to offer "novel" and "social" experiences for that their customers cannot access anywhere else.



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APPOINTMENTS

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Choice Hotels Asia-Pac has welcomed Giselle Whiteaker as its new PR and Communications Manager. Based in Melbourne, Whiteaker joins the hotel group after nearly three years with Journey Beyond, where she oversaw group communications and marketing campaigns for the company's rail brands - The Ghan, Indian Pacific, The Overland and more.

Representing 33 well-known travel brands across four continents including destination boards, hotels, resorts, cruises and attractions, **SLC Representation** has recruited **Matthew Fabbiano** to take on the role of National Trade Account Manager - Australia and New Zealand. Fabbiano's travel industry experience goes back nearly two decades, with time spent with Princess Cruises, Flight Centre, Designer Journeys and recent frontline retail experience with italktravel.

Experienced travel industry salesman, Dylan Hearne, has taken on the role of Head of Sales at **eRoam**, based in Brisbane. Hearne's extensive career to-date has seen him work for some of the world's biggest travel companies, including Back-Roads Touring, Global Touring, Norwegian Cruise Line, Carnival Corporation and even now-defunct TTC wholesaler, Creative Holidays.

Alongside her role operating family holiday brand Legacy Journeys, Monica Godfrey has landed a role at CT Connections as the organisation's new Client Success Manager. Godfrey is highly experienced in the travel sector, with her CV including time spent at Helloworld as Communications and Product Manager for Magellan Travel.

Beginning his new role today, Matthew Smith has taken the reins at Destination Asia as its new Chief Executive Officer, succeeding Monique Arnoux after seven years. Smith has been with the organisation since 2018 and worked to develop its cruise, meetings and events divisions.

Barbara Biffi has been promoted at Silversea Cruises to the role of Senior Vice President of Global Sales, taking over from Massimo Brancaleoni who has moved outside the cruise industry. Biffi first joined the luxury cruise line two decades ago and brings extensive knowledge of the brand and a commitment to exceed the needs of travel advisors.

One of Australia's tallest hotels - InterContinental Melbourne The Rialto - has welcomed Karl Marshall as its new General Manager. A native Kiwi, Marshall is highly experienced in the luxury hotel space, with more than 20 years primarily spent in the Africa and Middle East regions including stints in Tanzania, South Africa, UAE and Oman.

The Board of Directors at American Airlines has been bolstered with the election of Howard Ungerleider, who will also serve on the airline's Audit Committee and Compensation Committee. Ungerleider is a highly experienced finance professional and brings more than 30 years with Dow Inc, where he climbed to the role of President.



Discover our River Cruise Special Report

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Cairns airport ready to grow



FASTER turnarounds for aircraft, which in turn will lead to more flights and passengers, is one of the key objectives behind a new Eastern Aviation Precinct being developed at Cairns Airport.

Drawing on part of a \$155 million loan by the Northern Australia Infrastructure Facility earlier this year (TD 18 Jun), work has now begun on the expansion project, which will see four new aeronautical stands developed in the project's first phase.

Work will also see a new shared hangar constructed and the development of new aeromedical & emergency response facilities, along with a dedicated space for renewable fuel and energy.

Existing local businesses that have outgrown their facilities will also move into new quarters to fuel their expansion.

The local tourism industry will benefit as well, with a dedicated base for helicopter operators to cater to more scenic flights.

Once in operation, businesses utilising the new space are tipped to inject an additional \$60 million into the region's economy.

Cairns Airport Chief Executive, Richard Barker, said the new infrastructure will also help offer improved resilience against floods and other natural disasters. ML

Barker is pictured above centre with Alan Dugan, Cairns Airport; Chris Pigott, Aviation Australia; Luke Bird, HEH; and Jacinta Reddan from Advance Cairns.

Jetstar HQ for sale

JETSTAR may be looking for new headquarters in Melbourne in coming years, after the owners of its Collingwood premises opted to list the property on the market after three decades of ownership.

According to The Age, the site at 79 Victoria Parade is tipped to attract offers north of \$65 million.

The property has been owned since 1997 by Henkell Brothers Investment Management, which owns a variety of commercial properties around the city.

The site is zoned for highdensity residential, however Jetstar's lease on the building is in place until Mar 2027, after which it is considering its options.

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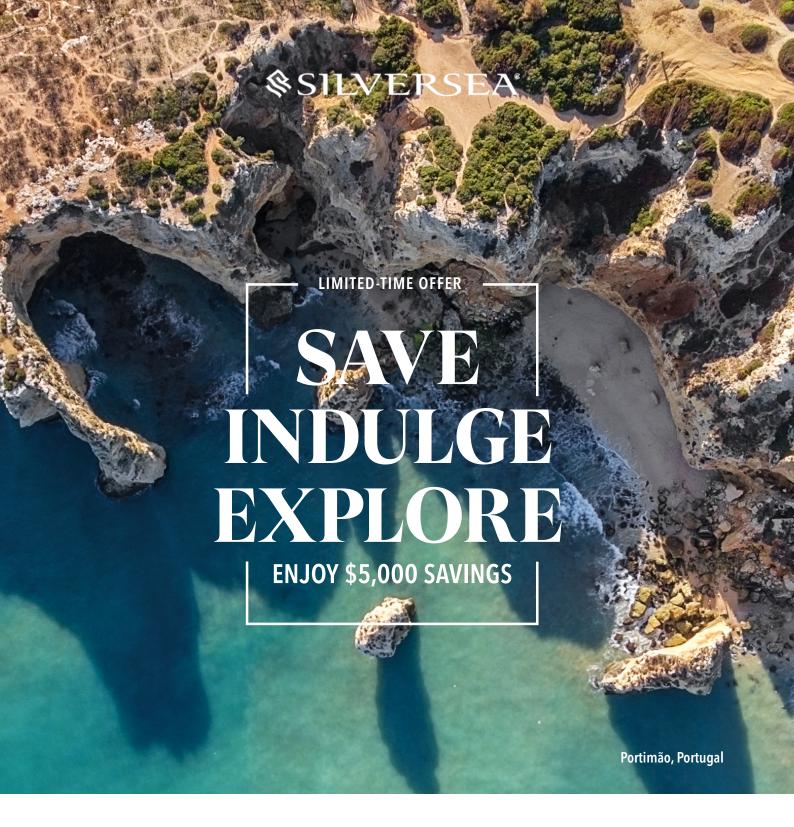
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