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## Today's issue of TD

*Travel Daily* today features five pages of the latest travel news, plus full pages from:

- Collette
- TAG
- Infinity Holidays

## Vote for Collette

**VOTING** is now open for the National Travel Industry Awards and Collette is up for an award.

To show your support for the company, click on the link to select Collette as your preferred Global Tour Operator, Category 22 - see more on [page 6](#).

## Join team TAG

**CERTIFIED** as a Great Place to Work, travel and event management company TAG is looking for new individuals to join their team.

TAG offers great employee benefits and a fun, fast-paced environment - more on [page 7](#).

# Agents clean up CrowdStrike chaos

**EXCLUSIVE**

A **LEADING** travel advisor is calling for clients to sign a cybersecurity waiver to protect agents against repercussions stemming from IT meltdowns like last Fri's failed CrowdStrike update which left businesses reeling.

The resulting catastrophic outage, dubbed the "blue screen of death", grounded airlines and forced hundreds of flights to be cancelled or delayed, throwing travel plans into disarray.

Brigit Avery from Main Beach Travel told *Travel Daily* the waiver would be similar to an existing form put in front of travellers who opt out of travel insurance.

"A client's perception of what is, and what isn't within our control needs to be clarified before booking and things like this outage and even weather delays should be clear," Avery told *TD*.

Anna Shannon from Travel Agent Finder told *TD* this was



another example that anything can happen when travelling.

Australian Travel Industry Association CEO, Dean Long, said the CrowdStrike issue impacted people's travel in different ways, but praised agents for responding.

"A big shout-out to all our travel professionals out there who are doing what they can to support Australians in their travels, whether it's getting away or getting home," Long said.

Travellers Choice Managing Director, Christian Hunter, said the outage forced around 100 websites the company manages

on behalf of its members to go offline for a short time.

"What we were able to do was work with our IT provider to isolate where the issue was coming from and we were able to get all the websites back up and running very quickly and haven't noticed any impact since then.

"There are obviously customers who have been impacted through flight delays and cancellations and they're managing those," Hunter commented.

The National Anti-Scam Centre warned consumers to be alert to any unsolicited phone calls, emails or messages asking them to download a security patch to fix their computer.

Sydney and Melbourne airports had reported by Sat that systems were back online and operating normally but there may be knock-on delays with individual airlines.

More from the CrowdStrike outage on [page two](#). *ML*

Hurry,  
incentive ends  
31 July



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## Compensation up 200%

**AIRLINE** compensation payments have doubled as a result of the major global outage on Fri, according to tech brand Swooper, which provides major carriers with digital disruption payment systems.

“Passengers impacted by the global outage today are unlikely to be entitled to flight delay compensation as it will almost certainly be considered an extraordinary event, being something that was outside an individual airline’s control,” said Swooper CEO Tara Spielhagen, adding that it is likely that compensation payouts will continue to spike.

“However, in the UK and other European countries, passengers are still entitled to assistance during extended delays even in such circumstances, for example the provision of food and drink while they wait for their journey. “In many other countries

including the US, airlines also have to provide assistance to their passengers under their terms and conditions.”

Passenger services have returned to normal, although many services were delayed.

Jetstar was forced to cancel almost all of its flights until Sat 2am after its baggage systems were affected and check-in issues took place.

Unfortunately, the airline’s communication systems were also impacted, making it difficult for it to contact customers. *JHM*

### More time to vote

**IN LIGHT** of the recent Microsoft outage, the Australian Travel Industry Association (ATIA) has extended the submission deadline for the National Travel Industry Awards to 11.59pm AEST Tue 23 Jul (**TD** 19 Jul) - cast your vote **HERE**.

## Score WA getaway

**INFINITY** is giving away two fabulous prizes for agents who sell WA product and packages during Jul.

Prizes include a three-night stay at the Smiths Beach Resort and a \$500 Infinity Holidays travel voucher - see more on **page 8**.

## Virgin axes Tokyo

**SLOW** recovery of inbound travellers to Australia from Japan due to the weak Japanese yen has forced Virgin Australia to end its daily service from Tokyo to Cairns, effective 24 Feb 2025.

The decision comes 18 months since the service launched in Jun 2023 (**TD** 15 May 2023), with Virgin saying the route was now “commercially unsustainable” and around 2,000 impacted pax will be refunded.

Despite the cessation, Virgin customers will continue to have access to daily flights to Japan via partner All Nippon Airways.



## Window Seat

**TRAILBLAZING** private pilot Katherine Moloney is smashing stereotypes by sharing videos of her flying helicopters and fixed-wing aircraft on TikTok, where she has 380,000 followers.

While Moloney’s videos have attracted support, there are some who struggle to believe women should be pilots.

“Most women I know can’t even park a car.

“Why is a woman flying a plane?” said a user.

It is for this reason that the Moloney launched an online platform called Elevate(her) to connect women in aviation.

“Although some progress has been made towards equality in aviation, we still face additional barriers within the aviation industry.”

## PARTNERSHIPS THRIVE ON SUSTAINED TRUST, SHARED GOALS AND MUTUAL SERVICE

*NCL is honoured to be an NTIA Awards nominee for Most Popular Ocean Cruise Operator*

### CONGRATULATIONS TO

Lara Anderson, Craig McLaurin,  
Samantha Morgan & Sheena Smith

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## Travel searches up

**TRAVEL** was a hot online topic in Jun, with the category recording its biggest audience number so far for 2024, according to the latest data from Ipsos iris.

The largest audience increases month-on-month were tourist information, which rose by 3.5% to nearly 7.5 million, and hotel, resort and home sharing, which was up 3.1% to almost 7.9 million.

Booking.com was the number one online travel brand for Jun, with an uptick of 7.6% compared to May, followed by Uber, TripAdvisor, and Qantas Airways.

## Win a Vietnam trip

Agents who book any Vietnam package with BKB Holidays by 16 Aug 2024 will automatically go into the draw to win a \$1,500 travel voucher to go towards a Vietnam or Cambodia holiday.

Book online with Kali or contact BKB's reservations team at [bookings@bkbholidays.com](mailto:bookings@bkbholidays.com).

## Korea comes Down Under

**AUSTRALIAN** travel advisors are invited to discover Korea by joining the Korea Tourism Organization (KTO) Sydney office for its upcoming showcases in Sydney and Brisbane.

Attendees will "discover the beauty and richness of Korea's culture and tourism, and establish valuable connections with Korean suppliers", according to KTO.

The event will kick off with K-Travel Mart at the Pullman Hotel Quay Grand Sydney Harbour in Sydney on 11 Sep at 3pm, and the Westin Brisbane in Brisbane on 12 Sep at 3pm.

Agents can pre-schedule meetings with invited suppliers from Korea, including Lotte Hotels & Resorts and Jeju Tourism Organization, and meet top DMCs such as Jane DMC Korea; Holiday Planners; Kim's M&T DMC Korea; Hforce; PremiumPass International Corp; Aju Incentive; US Travel Korea; and Arisu Korea DMC.



There will also be a K-Tourism Showcase held at the Sydney Opera House and at the Westin Brisbane in Brisbane, with a complimentary Korean dinner (only for pre-registered agents) and a chance to win flight tickets, accommodation vouchers, and more in a lucky draw.

The event will wrap up with an award ceremony for sales excellence for a Sydney or Brisbane-based travel agent who has achieved the most South Korea bookings during the FY2023-2024 sales period.

To secure your spot, submit your expression of interest and any dietary requirements by Fri 16 Aug **HERE**. JM

## Bangladesh backoff

**SMARTTRAVELLER** has raised the travel advice for Bangladesh due to ongoing widespread student protests, which have caused a number of deaths as well as communication and transport disruptions.

Aussies are now advised to reconsider their need to travel to the South Asian country.

## ANA updated fares

**ALL** Nippon Airways (ANA) has announced an update to its business class, premium economy, and economy class fares from Australia to Japan.

The new prices came into effect 19 Jul - to see the updated fare sheet, **CLICK HERE**.

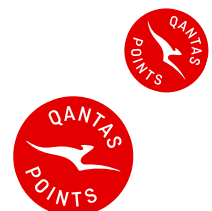
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## Link celebrates huge month



**LINK** Travel Group has declared Jul 2024 as a “historic month” for the invitation-only luxury and corporate travel group, with 10 new members joining.

The collective’s General Manager, Scott Darlow, visited all five states and all 10 new

members personally to welcome them into the fold.

Newcomers include Solve Travel Management; Maxim’s Travel; Atour Travel Service; Y Travel; Angas Travel; WeExplored; Travel Focus Group; Aus World Travel; Gregor & Lewis Bespoke Travel; and Lexus Travel.

The huge expansion comes as the travel group marks its second birthday this month. *JM*

Darlow (middle) pictured with the Angas Travel Team in SA.

## Mandala appoints

**MANDALA** Hotels & Resorts has appointed Gemma McCourt as its new Commercial Performance Officer (CPO).

McCourt is a seasoned hotel professional whose previous roles include Managing Director of Hotel Mentor, Head of Strategic Sales at Virgin Australia, and Commercial Director at Oakwood.

“We believe her extensive experience and innovative approach will significantly contribute to our growth and success,” Mandala said.

## Network with QTIC

**QUEENSLAND** Tourism Industry Council (QTIC) is hosting a complimentary member networking event on Thu 22 Aug from 5-7pm.

Held at the Pink Flamingo Brisbane, the tickets include free entry to the venue’s iconic SUAVE show afterwards - register [HERE](#).

## The Chat

with Jenny



Travel Daily  
A conversation with Penny Spencer

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AN UNRIVALLED EXPERIENCE

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## Back-Roads revs up

**SMALL** group operator Back-Roads Touring enjoyed an increase of 7% year-on-year revenue recently, thanks to its annual Prize Freeze promotion.

In the six weeks leading up to 01 Jul, Back-Roads’ departures for 2025 were offered at the same prices as last year, with 18% more seats available to book.

Bookings to the UK and Ireland are up 6%, Italy and the Mediterranean region bookings are up 16% and bookings to France are up 15%.

This is the third year that Back Roads Touring has held its Prize Freeze promotion.

## Even more Splendor

**CARNIVAL** Cruise Line’s Sydney-based ship, *Carnival Splendor*, is making her way to Singapore to undergo a range of new onboard upgrades, before sailing back into Australia on 09 Sep.

The vessel will arrive in Singapore on 05 Aug and spend nearly three weeks in dry dock before returning to Sydney with refurbished spaces, updated amenities, and all-new culinary offerings, activities and entertainment.

Bookings on *Carnival Splendor* are open for sailings through to 2026 - for more cruise news, see today’s *Cruise Weekly*.

## AFTER HOURS / EMERGENCY ASSIST TRAVEL CONSULTANT

In line with the significant growth and ongoing innovation of our business, we are seeking a passionate, experienced and values aligned individual to join our team as a Casual After Hours Travel Consultant. This role is 100% home based and therefore candidates from anywhere in Australia are welcome to apply.

As an After Hours Travel Consultant, you will be expected to provide professional travel consulting, front-line emergency response, deliver excellent customer service and contribute to an effective, efficient and successful team.

In your capacity as an After Hours Travel Consultant, you will provide exceptional emergency assistance and after hours travel consulting advice to Connections Travel Group clients across our various brands.

CLICK HERE TO APPLY VIA SEEK



To apply or if you have any questions, please contact our People and Culture team at [jess.ernst@connectionsgroup.com.au](mailto:jess.ernst@connectionsgroup.com.au)



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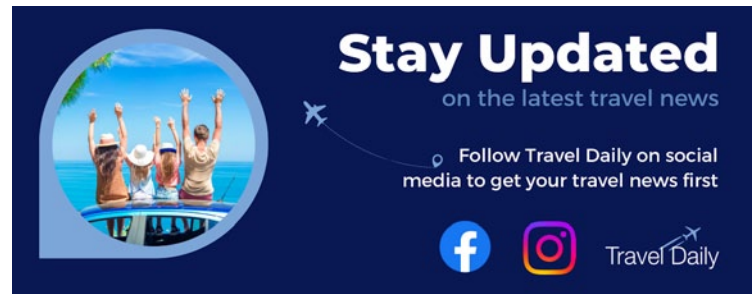
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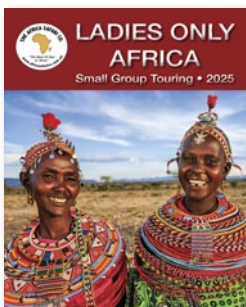
**Regent Seven Seas Cruises - Voyage Collection**  
Agents and their clients can read all about Regent Seven Seas Cruises' new collection of magnificent sailings from Apr 2026 through to May 2027 in the cruise line's newly published brochure. The 184-page guide covers destinations in Africa and Arabia, Alaska, Asia, Australia and New Zealand, Canada and New England, the Caribbean and Panama Canal, the Mediterranean, Northern Europe, South America, and the South Pacific. Readers will also find details on the inclusive luxury experiences available onboard Regent's

vessels, as well as its grand voyages, world cruise, suites, and hotel program. Deck plans are included in the publication, allowing travellers to gain a comprehensive overview of each ship.



**Norwegian Cruise Line - Hawai'i Cruising Guide**  
Available for download as an e-brochure or to order as a hard copy, Norwegian Cruise Line (NCL) has released its Hawai'i Cruising Guide. Readers can discover the cruise line's unique itinerary and variety of shore excursions offered in the tropical haven. NCL visits four Hawaiian islands in seven days, with overnight stays in Maui and Kaua'i. With departures every Sat from Honolulu year-round, travellers can cruise when it best suits them. The brochure includes departure dates, itinerary

highlights, NCL's value offers including Free at Sea, descriptions of suites and staterooms, and more.



**The Africa Safari Co - Ladies Only Africa 2025**  
The Africa Safari Co is highlighting its expanded ladies-only product range for 2025 in its latest brochure, which can be downloaded from the brand's website or requested as a hard copy. The new tours traverse Uganda, South Africa, Kenya, Tanzania, Zanzibar, Egypt, and Jordan. The collection includes the 11-day Ladies Only Kenya, which departs 20 Jun 2025 to embark on a journey filled with adventure and

cultural immersion, featuring intimate encounters with wildlife during game drives. The booklet covers full itinerary details, pricing, and dates.

## Hospitality's night of nights



**SOME** of the best and brightest of accommodation and hospitality industries were celebrated last week at the NSW Accommodation Awards.

Rydges Resort Hunter Valley scooped up Regional Superior Hotel of the Year, with Crowne Plaza Hawkesbury Valley awarded highly commended.

Meanwhile, the Regional Deluxe Hotel of the Year gong was given to Spicers Sangoma Retreat in the Blue Mountains.

The Hilton Sydney won Metropolitan Superior Hotel of the Year and Capella Sydney was awarded Metropolitan Deluxe Hotel of the Year.

"Accommodation is a crucial sector of the visitor economy, providing visitors with a home away from home.

"NSW wouldn't have a \$50 billion visitor economy without the efforts of the sector, particularly those who received awards," said Minister for Jobs and Tourism, John Graham.

"All the winners are

demonstrating the excellence that enables continued growth, and I congratulate them."

Hosted by Accommodation Australia NSW, this year's awards attracted a record-breaking 354 finalists across 38 categories. *JHM*

## Get a taste of Oz

**ONE** of Australia's longest-running food events, Tasting Australia, is returning to SA next year from 02-11 May.

This year's festival shone a spotlight on the state's culinary scene, with more than 150 events, attracting a record crowd of more than 77,000 people to the festival hub in the Town Square in the Adelaide CBD.

"Tasting Australia showcases the state as a world-renowned eating and drinking hotspot," said Minister for Tourism Zoe Bettison.

"The festival brings together hospitality professionals from around the globe, connecting them with our amazing produce and producers in South Australia."





# NTIA Nominee

## *Voting Open*

We are delighted to be nominated for NTIA's **Most Outstanding Tour Operator – Global** award.

Thank you to our amazing agents for your ongoing support.  
We would now appreciate your vote.

Simply click the link below and select Collette as your preferred Global Tour Operator, Category 22.

[VOTE NOW](#)

*Voting closes Friday 9 August*



## *Congratulations!*

To our wonderful BDM's for being nominated for **Most Outstanding Sales Executive - Land Supply**

*Samantha Tamba  
Kjirsten Trundle  
Darren Sinclair  
Linda Seiersen  
Jacquie Roberts*







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## Broome & the West Kimberley

7 nights

### PACKAGES INCLUDE:

6 days car hire, 7 nights in Broome (Rubibi) at Oaks Cable Beach Resort, Willie Creek Pearl Farm Tour, Dampier Peninsula and Aboriginal Communities Tour (full day tour – August only).

HELIO CODE: AU47071

FROM

**\$2,219** pp twin share\*

## East Kimberley Luxury

3 nights

### PACKAGES INCLUDE:

3 nights at El Questro Homestead with a visitor park permit, an all-inclusive selection of wine, beer and spirits with additional selected touring options, exclusive use of Zebedee Springs, sunset at Buddys Point and guided walk, and return airport transfers.

HELIO CODE: AU47069

FROM

**\$4,699** pp twin share\*

## Perth & Fremantle

5 nights

### PACKAGES INCLUDE:

3 nights in Perth (Boorloo), Experience Rottneest Island (Wadjemup) with Bike Hire tour ex. Perth, and a one way cruise from Perth to Fremantle (Walyalup), finishing with 2 nights in Fremantle.

HELIO CODE: AU46787

FROM

**\$735** pp twin share\*

[View all packages](#)

\*Price per person based on twin share, subject to availability. \*\*Prizes will be awarded to (1) the agent who sells the most Western Australia product through Helio between 8 July and 2 August 2024 with money on file and travel date before 31 October 2024 and (2) a lucky draw of all Western Australian bookings made through Infinity Holidays between 8 July 2024 and 2 August 2024 with money on file, and travel date before 31 October 2024. No need to register. The Infinity Holidays decision, and that of its partners, is final, no correspondence will be entered into, the prizes is nontransferable and not exchangeable, incentive prizes has no monetary value. All components are subject to availability. Infinity Holidays, nor its partners, will not be liable for any taxation, including FBT that may be levied as a result of winning.