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\*Open to all Australian and New Zealand Travel Advisors. Valid for all deposited bookings on Cosmos, Globus or Avalon Waterways made between 01 October 2024 and 30 November 2024. Valid for 2025 departures only. Not available on Groups bookings. Each deposited booking goes into the daily draw to win \$1000 Visa Prezzie card. The more bookings you make the more chance you have to win. Valid on deposited bookings only and cannot be claimed retrospectively or transferred. Prizes will be distributed weekly on Monday via email or personal visit. You will need a valid email address and telephone number associated to the booking.

## Today's issue of TD

*Travel Daily* today features seven pages of news including **Business Events News** plus a cover wrap from **Globus Family of Brands** and a full page from **Tokyo Tourism**.

## VA c'share doubts

**SYDNEY** Airport has stated it is "unclear" if a proposed alliance between Virgin Australia and Qatar Airways (**TD** 01 Oct) will preclude the Aussie airline from operating codeshare deals with other international carriers.

In a submission to the ACCC about the equity proposal, Sydney Airport said it would be optimal for VA to have the option of entering into any agreements with overseas carriers to ensure maximum connectivity and choice for Australian passengers.

"Sydney Airport believes the proposed alliance - together with the liberalisation of bilateral air service agreements - would enhance competition on routes connecting Australia to the world," the submission said.

"It will likely reduce prices, increase choice, connectivity and service quality."

VA has requested a decision be made by this month.

## A trip to Tokyo

**ADVISORS** have the chance to win a trip to Tokyo and stay at The Prince Hotels with Tokyo Tourism by completing the updated Expert Program - see **p8**.

## Pelikin in administration

**AUSTRALIAN** travel tech company Pelikin Holdings Pty Ltd has gone into administration.

An update from Zenith Payments, which partnered with Pelikin in Jun to create the TravelPay Money card (**TD** 14 Jun), confirmed the news.

The communication with agents moved to assure advisors that their clients' funds are secure, and that functionality of TravelPay Money has been maintained.

Speaking with **TD** this morning, Zenith Payments Head of Marketing Jane Grant said the situation was "regrettable", but the business had been in touch with the administrators and will continue to work on getting to a positive resolution.

"It's fortunate that it doesn't affect the product or any money held on cards, which is safely with Nium," Grant said.

"We maintain that it's a great product for travellers, and as always, we want to make sure agents aren't affected in any way," she added.

Zenith's update confirmed commissions made under the TravelPay Money Affiliate Program are also being honoured.

TravelPay and TravelPay B2B are separate company entities to Pelikin Holdings Limited, with Pelikin a conduit to Nium for TravelPay Money cards.

Pelikin was contacted directly for comment for an update on the company's status. **AB**

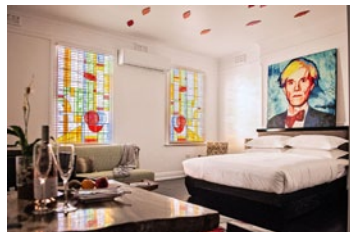
## Boutique hotel up for sale

**CRE** Brokers have been appointed as the exclusive agency to manage the sale of the luxury boutique hotel business CIRCA 1928, located in the heart of the Albury central business district.

Situated in the Paris end of Dean Street, the property is located close by to retail, food and entertainment offerings, and features a heritage-listed facade with iconic entry columns.

CIRCA 1928 has four luxury suites and studios for guests, each named after renowned artists born the same year the CIRCA 1928 was built.

CRE described the rooms as "exceptionally spacious", offering



guests an ensuite bathroom with walk-in showers, deep bathtubs built for two.

The ambition of owners was to create a luxury boutique hotel in 2012 on a limited budget, with its website stating that despite current headwinds, owners would heed the words of Bruce Springsteen to "never stray too far from the stuff you do best".

## \$1k a day giveaway

**GLOBUS** is giving away \$1k a day for agents making deposited bookings with Cosmos, Globus or Avalon Waterways, departing in 2025 - see today's **cover page**.

## Serko COO departs

**SERKO** has announced its Chief Operating Officer, Charlie Nowaczek, will depart the business after eight years with the travel tech company.

The company confirmed he is exiting to pursue a role outside of the travel sector, with Nowaczek to stay on until Jan next year to ease a smooth transition.

"Charlie has played a key role in Serko's success over several years," Serko co-founder and CEO, Darrin Grafton said.

"I thank him for his many contributions, from evolving and scaling Serko, to the key role he has played in building and delivering under our partnerships... and invaluable leadership during the challenges of the pandemic," he added.

Serko will begin the process to appoint a new COO soon.

The departure follows a period of growth for Serko, including the purchase of Sabre's GetThere tool last month (**TD** 29 Oct).



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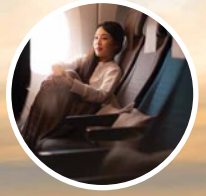


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## TIME for eRoam

TIME has added travel agent booking platform eRoam as an official partner this week.

“The eRoam team have all been involved in the TIME program at some point and understand the benefits to the industry,” eRoam’s Maxine Wiggs said.

## CATO goes large at WTM



**MORE** than 50 representatives from the Council of Australian Tour Operators (CATO) are currently in London attending the 2024 World Travel Market (WTM).

CATO’s large delegation has been supported by the Federal Government’s Reinvigorating International Travel Grant (RITG) (TD 04 Apr), which among its aims is to increase the ability of travel businesses to attend global events and draw economic value.

“In an era where the travel industry is re-establishing its global connections, WTM London offers an invaluable opportunity for Australian tour operators to expand international partnerships and strengthen relationships with key global markets,” CATO MD Brett Jardine said.

“The RITG program has been instrumental in ensuring our members can participate in this flagship event, reinforcing Australia’s presence on the

world stage and supporting the recovery of our outbound travel sector,” he added.

CATO views the global event as a key opportunity to form new partnerships, source innovative products, and re-establish global networks following the impacts of COVID-19 shutdown.

“CATO’s expanded presence at WTM London marks a pivotal step forward for Australian tour operators and highlights its crucial role in rejuvenating the broader travel and tourism landscape,” the body added.

For 44 years, WTM London has served as a global meeting point for the travel and tourism sector, and for three days this year will bring together industry leaders from across the globe. **AB**

**Pictured:** Crooked Compass chief Lisa Pagotto rubbing shoulders in London with Gil McLachlan, McLachlan Travel Group; Navy Wang, MW Tours.

## Kiwis have access

**EMIRATES’** NDC content is now available for travel agents to access on Travelport+ in New Zealand, after the two companies rolled out the service in another 20 countries this week.

Australian advisors were provided with access in Jul.

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## Intrepid gears for expansion party

**INTREPID** is set to open 10 new country offices within a year and acquire 20 properties in the next three years.

The tour operator has also just dropped \$5 million on its biggest advertising campaign ever, CEO James Thornton announced last night at its 35th birthday celebration in Melbourne.

“We’ll be doubling down on expansion into the US markets, we’re leading a big charge in terms of domestic travel, and we’ll be accelerating the growth of our country offices around the world,” Thornton explained.

“You will also see Intrepid more and more in the news, in government relations, in foundation partnerships, each and every day.”

In front of over 200 people, Thornton lamented the fact that even loyal Intrepid customers “only travel with us once every 700 days”, which is why the



business is committing to “the biggest advertising campaign we’ve ever done”, which, among other things, has seen the brand displayed in Madison Square Garden and Penn St Station in New York City, as well as around Australia and other key markets.

Brett Mitchell, Australia & New Zealand Managing Director, announced that the small group touring category is one of the company’s fastest growing over the last seven years and “[Intrepid] will finish up 18% for the calendar year in terms of growth for this market”.

“We really want to get into domestic, we think it’s a huge market, we think it will diversify our business,” Mitchell predicted.

“We’ve spoken to quite a few of our key partners on this journey who know it’s going to be a long-term journey, but we are pretty excited about what we can do in our own backyard.

“Whether it is remote travel in the outback or it’s two hours from Brisbane, Sydney or Melbourne, we can create

and innovate incredible life experiences.”

In typical Intrepid-style, the night was full of energy and featured a range of cultural performances from around the world, with Head of PR & Communications for APAC, Joanne Crips, telling *TD* it “summed up Intrepid perfectly”.

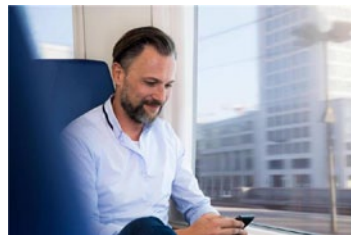
**Pictured:** Mitchell with Intrepid’s Biheng Zhang, James Thornton, and Yvette Thompson.

### Rail Europe adds

**RAIL** Europe has increased coverage of rail travel in Belgium, the Netherlands, Luxembourg, Czech Republic, Hungary and Denmark across its platforms of RailAPI, RailFlash and RailPortal.

Travel advisors can now access more rail trips in the Benelux region, which Rail Europe described as a key hub for train travel in Europe thanks to its central location, excellent rail connectivity and keen attention to sustainability.

Amsterdam and Brussels offer direct links to London, Paris and Cologne; and Brussels and Luxembourg are connected to the south of France via the TGV.



### Window Seat



**AIR** Canada has joined forces with Vince Carter to celebrate his career as the Toronto Raptors retire his jersey.

The well-known NBA player has been honoured with a special Vince Carter livery (**pictured**), which the Canadian carrier said was in honour of his massive impact on basketball in the country.

“As national carrier [and] the country’s national airline, we’re proud of our long-standing support for Canada’s teams and exceptional athletes,” Air Canada VP, Brand Andy Shibata said.

“Vince Carter’s legacy shows that in addition to his number taking its place in the rafters, it also is meant to fly.”

The airline also saluted Carter’s legacy during his 02 Nov jersey retirement with in-game virtual signage, an employee-led t-shirt toss, and a heart-felt tribute video.

Carter was known for his gravity-defying dunks, which earned him the nickname of ‘Air Canada’.

### Win a \$1,000 prize

**CUNARD** is calling on travel advisors to engage in a new incentive for a chance to win one of five \$1,000 gift cards.

To enter, advisors must watch a selection of Cunard training videos and answer a 30-question quiz on the training correctly to be in the running.

The five lucky winners will be selected on 17 Dec.

Watch the videos **HERE** and take the quiz **HERE**.

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### Nexus opens new HQ



Pacific region, bringing more than 20 years' experience in corporate travel, travel technology, leisure and wholesale travel.

"We're connecting global wholesalers to agents under one roof, creating a seamless ecosystem that benefits everyone involved while removing exorbitant fees and eliminating pain points travel agents usually face when working with multiple suppliers and juggling various payment terms," Nijhawan said.

Nexus DMC recently secured US\$50 million in Series A funding from parent company ORN Ventures, an Indian corporate technology and investment group. Nexus now has an initial valuation of US\$500 million.

The new office will service inbound travel generated to the APAC region and operate as ORN Ventures' global headquarters for all western markets.

**GLOBAL** travel platform, Nexus DMC has opened new headquarters in Melbourne, as the business expands into the APAC region.

Off the back of the company's growth, local travel professionals will now have the opportunity to elevate their level customer service and enjoy a streamlined client booking process.

Meanwhile, Nexus DMC has announced Sahil Nijhawan (pictured) as its CEO for the



**HELLOWORLD** Travel's Grafton Travel is passing the torch of ownership after 17 years of operation, with travel advisor Louise Thompson taking the wheel of the agency.

Thompson has been working with the regional NSW business for 13 years, building up a formidable reputation as a travel leader in the local community.

She is referred to as the 'Grafton girl' by many residents when it comes to travel planning and advice, with departing owner Corey Bertalli confident he is leaving his beloved store in capable hands.

"I have complete faith in Louise and her standout abilities that will continue the tradition of

Grafton Travel as a successful and much-loved member of the community," Bertalli said.

Grafton Travel recently achieved another big milestone, celebrating an impressive 75 years of continuous operation. **AB**

**Pictured:** The passing of the baton between the former and new owner this week. **AB**

### QF edits animal rule

**QANTAS** Airways is set to improve its assistance dog processes, after a discrimination case was brought against it.

The airline told *9news.com.au* it has updated its application process for those wishing to bring an animal aboard.

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## Inside Travel receives cash boost

**INSIDE** Travel Group, the parent company of InsideJapan and InsideAsia, has welcomed a major investment to fund the expansion of its destination offering in Asia.

Piper, a leading specialist investor in consumer brands, and Cool Japan Fund, a wealth fund focused on promoting Japanese culture globally, have poured a combined £20 million (A\$39.4 million) into the travel company, which has offices in Brisbane.

The cash injection will also be used to boost community-based tourism across Inside Travel Group's portfolio, as well as improve the overall sustainability of the business.

"We have seen incredible growth over the past few years, and we're thrilled to partner with Piper, with their deep brand expertise, and Japanese sovereign wealth fund Cool Japan for this exciting next phase of growth," said Alastair Donnelly, who co-



founded the company alongside Simon King back in 2000.

"Having rapidly rebuilt the business post-COVID, bringing on board investors who share our values and commitment to 'travel as a force for good' will benefit our customers, suppliers, and the local communities we work with across our destinations."

According to Piper's partner, Dan Stern, who led the deal, the Asia travel market is flourishing and ripe with potential.

"Our consumer insight work shows that the market size for Asia-focused travel is large and

growing quickly, while travellers are more than ever seeking out trusted destination specialist travel brands who can deliver exceptional customer service."

"We're looking forward to backing the Inside Travel Group team as they embark on this next stage of growth," Stern added.

This year has marked the brand's most successful yet, with departure revenue reaching £65 million (A\$128.1 million) - up 33% compared to 2023. *JM*

### Sail like an Egyptian

**VIKING** has welcomed its newest ships in Egypt, with *Viking Hathor* and *Viking Sobek* named with a celebration in Luxor.

Hosting 82 guests in 41 staterooms, the two new vessels are identical sister ships to the *Viking Osiris* and the *Viking Aton*, and will operate 12-day Nile sailings roundtrip from Cairo.

### Sky high rail profits

**THE NSW** Government earned \$109 million from train trips taken by passengers to Sydney Airport over the last 12 months, new figures have revealed.

There are now calls for the NSW Government to reduce the cost of train trips to Australia's largest hub, given the last decade has yielded \$740 million in earnings for the state.

Sydney University transport Professor David Levinson told the *SMH* that the city's airport train fares were among the highest in the world, characterising the high fares as a "failure of policy".

"It discourages people from taking public transport to the airport, for groups of two or more, it's cheaper to take a taxi or Uber," Levinson said.



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## AKL energised

**AUCKLAND** is readying to capitalise on its diverse business events expertise following the hosting of an ideas-sharing seminar.

The event, titled 'Unleashing the Potential of Business Events' was held earlier this week at Auckland's Aotea Centre and brought together 150 domestic and int'l events and economic experts.

Across a series of presentations and open-forum discussions, participants shared new market research and insights with the goal of collaborating on strategies to boost the city's competitive advantage for business events.

A central theme was the economic potential of the New Zealand International Convention Centre, which opens its doors in 2025 along with a growing roster of supporting hotels.

"This forum sends a message to the global business events industry that Auckland deserves its spot ranking as New Zealand's top city in the International Congress and Convention Association rankings and the best meetings, incentives, conferences, events destination in Oceania," said Acting Mayor of Auckland, Desley Simpson.

## SALTBOX FOR WUNDERLICH LANE

**SYDNEY'S** vibrant new Wunderlich Lane lifestyle precinct will be home to Saltbox, a dynamic new events venue to be managed by leading catering brand Cook & Waiter.

Launching in Aug 2025, Saltbox will measure 560m<sup>2</sup> and will offer a blend of indoor and outdoor spaces including a spacious entertainment terrace.

It will be the first sole-managed venue from Cook & Waiter, which features a roster of managerial talent with experience at iconic venues including Guillaume at Bennelong, Tetsuya's, Rockpool and the kitchens of firebrand celebrity chef Gordon Ramsay and Belinda Franks Catering.

Saltbox will sit alongside The EVE hotel and close to a key intersection between Surry Hills and Redfern.

The venue will specialise in breakfast, lunch and dinner



events, with a Bates Smart design featuring exposed timber and a pillarless room which can seat 250 guests or up to 460 in a cocktail format.

Cook & Waiter owner David O'Brien said it was time to make a splash into Sydney's landscape, with events already locked in for 2025 and beyond.

"Just as salt enhances the flavour of food, Saltbox will inspire and enhance the hospitality experience at every opportunity, through the integration of a world-class venue with the exceptional food, service, and guest experience that Cook & Waiter is renowned for," O'Brien said. *ML*

## Raes on Wategos opens second location

**BOUTIQUE** Byron Bay accommodation leader Raes on Wategos has opened its second property, with venue-wide group bookings a key target.

Raes Guesthouses sits a short walk from the original hotel and features ten suites and an indoor common area with open log fireplaces, two lap pools and landscaped gardens.

Guests will also enjoy access to Raes Dining Room, a two-

hatted restaurant in the original building along with the alfresco Cellar Bar and Raes Spa.

Guests will also be impressed by the property's in-house chauffeur service, open for airport runs or local excursions.

"Raes Guesthouses have allowed us to build on what we know guests love about Raes: warmth, elegance, and generous hospitality," said Raes Director, Jordy Catalano.

## Farewell to Jenny

**CAIRNS** Convention Centre is preparing to bid farewell to long-serving Director of Sales, Jenny Graham, ahead of her retirement this month after 24 years of service.

The venue celebrated Graham's achievements which include playing a key role in a \$176 million expansion project, along with years of rich connections and prestigious award wins.



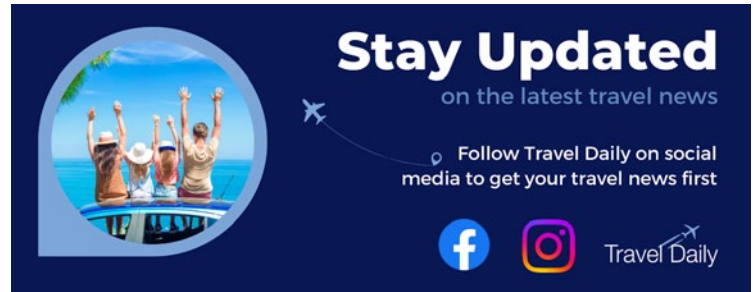
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## APPOINTMENTS

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**Tourism Whitsundays** has a new man in charge, with **Tim Booth** taking on the role of Chief Executive Officer. Booth has previously led tourism organisations, formerly as the Head of Tourism and Events at Eurobodalla Shire Council and as the former CEO of Mudgee Region Tourism in central west NSW.

Experienced aviation leader **James Dun** has been appointed to the role of Sales Executive - Corporate and Government at **Jetstar Australia**. Dun heads to the low-cost carrier backed by a strong industry CV featuring time with Delta Air Lines, Rex Group, Corporate Travel Management and previously with the Qantas Group.

Flight Centre Travel Group corporate division, **FCM Consulting**, has added the strength of **Jason Kramer** to its arsenal, who will serve as the Air Category Lead. Kramer has over 30 years in the travel space and has been tasked with working with new and existing customers as well as continuing the advancement of the product portfolio.

Tasked with driving Australia's trade and consumer marketing in key Asian markets is **Jennifer Doig**, who has joined **Tourism Australia** as its new Regional General Manager South and Southeast Asia. Highly experienced in Asia, Doig was previously with Dubai Tourism.

**Thatcher Brown** has joined **Virtuoso** as its new Senior Vice President, Global Products following a strategic realignment of its management structure. In his new role, Brown will spearhead a new Global Product division tasked with creating consistency across all markets.

Based in Mauritius, **The Lux Collective** has a new Chief Commercial Officer in **Paul Mulcahy**. Bringing more than two decades in commercial strategy with organisations such as Accor and IHG Hotels and Resorts, Mulcahy carries a Masters in Economics from the University of Leicester and an MBA from Lancaster University.

**Shane Barr** has switched roles at **The Appointment Group (TAG)** to become its new Chief Revenue Officer. With more than a decade at the company, Barr will help shape its growth on a global scale.

Luxury brand **Mandarin Oriental** has promoted **Amanda Hyndman** as its new Chief Commercial Officer, following the retirement of Christoph Mares. Hyndman has been in the luxury hotel sector for more than 30 years and has been with Mandarin Oriental for 18 years, holding senior roles in the UK, Hong Kong, Bangkok and Washington DC.

Destination management firm **Unique DMC** has welcomed two new faces in **Laurence Hobbs** as its new Creative Director and **Wilson Benedito** as Sales Director. Hobbs is highly experienced in designing bespoke experiences for discerning travellers, while Benedito brings many years in business development across North America and Latin America which will help the company broaden its reach.

## Air NZ launches wine label



**AIR** New Zealand is taking aviation into the world of winemaking by launching its own wine label, Thirteen Forty Five.

Created in tribute to the airline's first flight from Auckland to Sydney in 1940 which spanned 1345 miles, the wine label will launch a signature sauvignon blanc and a pinot noir exclusive for Air NZ customers.

Thirteen Forty Five will be available from March in Premium Economy, Air NZ lounges and on the Airports store.

For a limited time, customers will also be able to enjoy it during Koru Hour on select domestic flights, when passengers are offered complimentary snacks and drinks during peak hours.

Thirteen Forty Five was created in collaboration with renowned New Zealand wine producer Villa Maria, part of Indevin Group.

Air NZ crafted the bespoke blends with local winemakers from Marlborough, one of the NZ's most famous wine regions.

Particular care was taken to how the wines are experienced and

taste at altitude.

"This wasn't about simply putting our label on a bottle - we've collaborated with Indevin's world-class winemakers to craft these unique blends, creating an exclusive experience for our customers, whether they're savouring it at 30,000 feet alongside our thoughtfully-curated menu, or in our lounges," said Air New Zealand General Manager Customer Experience Kylie McGillivray-Brown.

"Each pour will be a toast to the journeys that have connected New Zealanders with each other and New Zealand to the world."

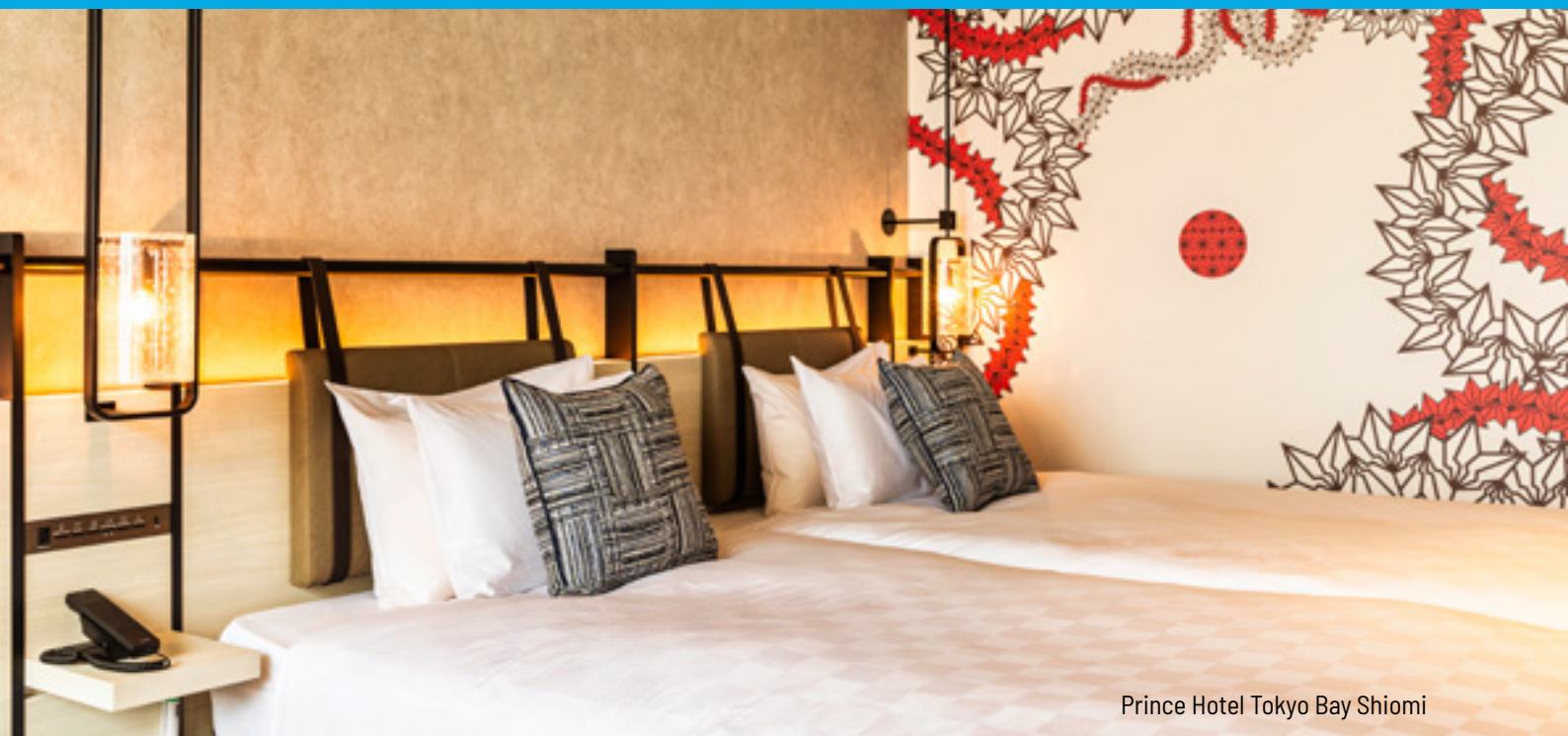
In addition, an extensive selection of local wines are offered in Air New Zealand's Business Premier cabin.

Each year, local wineries are encouraged to invite their blends for consideration by the airline's Wine Ambassadors.

"From Waiheke Island to Central Otago, it's a privilege to showcase the very best of NZ winemaking and share it with the world," said McGillivray-Brown. *JHM*



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Prince Hotel Tokyo Bay Shiomi



The Prince Park Tower Tokyo



Tokyo Tourism Expert Program