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## Today's issue of TD

*Travel Daily* today features nine pages of travel industry news, including a photo page from **Inspiring Vacations**, our **Corporate Update**, plus full pages from:

- Regent Seven Seas Cruises
- Trafalgar

## WTAAA eager to learn

**EXCLUSIVE**

ATIA will share expertise on local initiatives such as industry-led protection and payment risks with peer organisations around the world as part of its new role within the World Travel Agents Associations Alliance (WTAAA).

The association will be represented by CEO Dean Long, who was this week elected as WTAAA Co-Vice Chair after

serving as Treasurer for a year.

Long told *Travel Daily* all WTAAA representatives spent two days in Athens this month, where ATIA presented its Project A30 targets.

"We've already started discussions with the Europeans on taking the learnings that we've got from the industry protections," Long said, adding the response was "amazing", with numerous associations offering to share insights to help it develop.

"Real-time payment risks are something which we have done a lot on, whether it be [via] the chargeback scheme, which we had to close down during COVID - the Europeans are [also] looking at that approach," Long added.

Australia's travel industry also stands to benefit from research and other initiatives conducted by other associations, with resources ramped up as WTAAA increases its dealings with other global bodies such as IATA. *ML*

## Rex runway expanded

THE Federal Court has extended the Rex voluntary administration to 30 Jun 2025, after the beleaguered carrier requested an extension last week (*TD* 12 Nov).

"This extension gives Ernst and Young the best possible opportunity to implement an improvement strategy for the regional aviation business," Federal Transport Minister Catherine King said.

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## RSSC festive savings

REGENT Seven Seas Cruises is in the Christmas spirit, giving the gift of discounts, with up to 45% off for travellers and up to US\$500 in shipboard credit as an added Black Friday bonus.

Agents can find out more about the savings on **page 10**.

Wendy Wu Tours

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## Window Seat

**AFTER** a year in the role as CEO of Sydney Airport, Scott Charlton took to the stage at the Australian Airport Association national conference this week to share learnings with delegates.

Running an airport while another major hub is being built on the other side of town obviously has its challenges.

The first on his list to share?

“One of the first issues I had to deal with, and my leadership team had to deal with, were the plane-spotters on our multi-storey car park.

“There were some safety issues, but as a former CEO of a toll company, I can tell you, we’d never had that problem when people started to get pictures of tunnels, so its great [our] industry is passionate.”



## Take advantage of Eurostar's new travel classes and more flexible ticketing options!

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## Travel speeds up net-zero

**MORE** than half of leading travel and tourism businesses have set climate targets in the past three years, indicating a rapid acceleration in the industry’s push toward net-zero.

Over 50% of the 250 largest businesses have now set climate targets, up from 42% in 2021, the *Net Zero Roadmap for Travel and Tourism* report shows, developed by Accenture and released by the World Travel & Tourism Council (WTTTC) during COP29.

Progress is being made, the report said, with travel and tourism amounting for 6.5% of global greenhouse emissions in 2023, down from 7.8% in 2019 and marking a reduction of 10.2%.

One-third of businesses - more than double that of 2021 - have now committed to science-based targets, signalling their intention to aim for more rigorous goals.

Sustainable Aviation Fuel (SAF) was outlined as a key player in



the push to reduce aviation’s carbon footprint, with the report calling for an expansion of SAF adoption by airlines to accelerate emission reductions.

The WTTTC report features an enhanced decarbonisation framework and acknowledges unique challenges faced by different sectors within travel, providing a range of targets for each to set achievable goals.

For small businesses, the ability to access financing to invest in sustainability measures was highlighted as a key need.

The study also identified that some parts of the global travel and tourism industry may meet their targets sooner than others.

WTTTC President and CEO Julie Simpson said climate change is not a future threat - it is here and we are all facing consequences.

“This updated roadmap is a call-to-action for every business in travel and tourism,” Simpson said.

“The sector is moving forward; but we mustn’t rest on our laurels, we must work together with greater ambition and urgency to create a sustainable future for of travel and tourism.

“Every step counts towards preserving our planet and the livelihoods of millions.” *ML*



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## Save with Trafalgar

**SAVE** up to 30% for Black Friday with Trafalgar on 25 Nov.

Discounts for The Travel Corporation brand includes several unique itineraries in European destinations like Italy and Spain - see **page 11** for info.

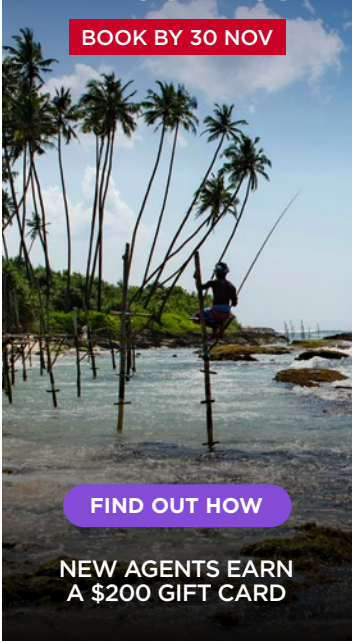
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## Link owns Cairns

**AGENCY** owners from Link Travel Group member agencies and their partners have arrived in Cairns from around Australia to enjoy the invite-only group's first Owners Retreat.

Hosted at the Reef House in Palm Cove, attendees will be winned and dined as they learn more about the past financial year and future strategy.

Highlights include a lunch sponsored by AmaWaterways, and a celebration dinner hosted by Viking.

"I look forward to presenting our full financial and performance review, complete with our strategy update," Link GM Scott Darlow said.

"The transparency in which we operate is one of the cornerstones of our success."

## Inspiring agents pays off

**EXCLUSIVE**

**INSPIRING** Vacations (IV) has seen considerable returns since including the travel trade in its broader sales strategy.

Speaking to *Travel Daily* during the brand's second trade famil in Japan this week (**TD 18 Nov**), Head of Trade Sales Cameron Hunt shared the company has "seen a significant increase in bookings and passenger numbers" since the expansion of its trade strategy.

This success has also coincided with the brand launching a dedicated trade team and support line in Oct of this year.

Elaborating on the brand's understanding of agents, Hunt added that he is capitalising on his own background working in the travel trade, and recognises the value of time for advisors.

"[The goal is] to make it as quick and as easy as possible [to book], because the biggest commodity for you [the trade], is time," Hunt shared with the group in Japan.

"We can save you time making bookings, we can give you information quick and easy, and

you can get in contact with us quickly and easily."

"You should be able to make a booking within less than five clicks," Hunt explained.

In addition to the efficiency provided by its e-commerce model, IV also offers the travel trade support through a dedicated trade team, efficient communications, marketing support, monthly trade specific webinar updates, incentive programs, as well as the ability for travel agents to unlock generous commissions.

Current incentives open to the Aus and NZ travel trade include a \$50 gift card for every \$5,000 sold, in addition to commission and a \$200 gift card available for a advisors making their first booking with IV.

Additionally, the brand has just launched the opportunity to win a place on a five-night luxury trip through Sri Lanka.

Agents will score one entry into the prize draw for every passenger booked on an IV trip from now until 31 Dec. **AP**

More from IV on **page six**. **AP**

## DL polishes groups

**DELTA** Air Lines has unveiled an improved process for managing group bookings for agents in Australia and New Zealand.

One key enhancement is the introduction of the 'Claim PNR' process, which allows advisors to ticket a group booking alongside a dedicated groups booking team to guide every step.

The US carrier has also launched a dedicated email address for all group booking enquiries: [APACPremiumgroups@delta.com](mailto:APACPremiumgroups@delta.com).



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## Uga appoints PEPR

PEPR is now representing Sri Lankan luxury resort collection Uga in Australia.

Uga boasts a collection of five boutique resorts, with three more to be added next year, focusing on offering sustainability and authentic cultural experiences.

## Speakers coming home

1000 Mile Travel Group CEO Nicola Veltman (pictured) and Robyn Sinfield, owner of Home Travel Company, are the latest industry professionals to join the speaker line-up for *Travel Daily's* upcoming virtual event, Home Ex.

In her practical learning session, Veltman will discuss the power of automation and how the tools can be used by businesses to save time, and boost productivity and customer experience.

Meanwhile, Sinfield will take part in the session, 'Helpful advice for hungry advisors', where she will share how she launched her own business and the insights she has gathered along the way.

Taking place on 10 Mar 2025, Home Ex is a new on-demand virtual experience aimed at benefitting home-based travel agents, and is accessible to the entire travel industry.



The event will be jam-packed with inspiring learning videos from experts to help power up advisors' businesses.

Home Ex will also feature a virtual expo to facilitate conversations between suppliers and home-based agents.

All content will be available for six months for the industry to access at their leisure.

More speakers will be announced shortly.

Home Ex is free to register for the whole industry - [CLICK HERE](#) for more information. JHM

## Ritz-Carlton collab

THE Ritz-Carlton has unveiled the Missoni Resort Club and pop-up store in Nusa Dua in Bali.

The iconic luxury Italian fashion brand's signature colours and patterns are featured on each detail of the experience, from umbrellas to sunbeds.

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## Accessibility offers ROI

**FOR** every dollar spent in certain areas of accessibility there is up to a \$13 return – that was the message from Zack Alcott, Co-CEO at Get Skilled Access, during his keynote at the Australian Airports Association’s National Conference yesterday.

Alcott, the brother of Olympian and wheelchair tennis great Dylan Alcott, asserted that the accessible travel is a multi-billion market, yet there are still many challenges for those with accessibility requirements, with 50% not able to travel.

“The social model of disability, simply put, is the environment which we create [that] dictates someone’s disability,” Alcott explained during his presentation.

“The cool thing about disability is that it is everybody’s responsibility, it is not the onus of the person with the disability.

“There are currently 21% of Australians living with disability, a billion globally...but approximately 80% of people with disability are non-visible, so you won’t even see that.”

Alcott suggested that while it is easy to get overawed by the bigger, hardware-based projects, like lifts, ramps and tactile objects, there is plenty that can be done that has a significant effect and only requires training.

“It gets me excited because there is so much more opportunity – there are so many things you can do right away ... when we speak to training and



communications, you can do that right away.”

He pointed to Melbourne Airport’s recent push after significant research that led to the launch of new mobility hub service Airport Assist and nine training modules, which were designed with specific departments in mind to help upskill staff in how to provide the best services.

“Melbourne Airport took it on themselves - we like to use the analogy that it’s Melbourne Airport’s house and all the stakeholders in there are their guests [whom] they are responsible for,” he explained.

Airport Assist launched its four-month trial in Oct, a series of mobility hubs designed to address the needs of people with visible and non-visible disabilities.

The aim of the hubs is to help travellers navigate between car parks, check-in areas, baggage halls and pick-up and drop-off zones. The hubs are open Mon-Fri, 10am-6pm.

Services include buggy and wheelchair transfers, sensory packs, communication boards for non-verbal travellers and Hidden Disability Sunflower Program lanyards and information. - DF

## Red Grape to crush marketing



**TRAVEL** agents can currently enjoy a free lifetime sign-up beta deal on a new program designed specifically to help with marketing and promotions.

Red Grape Social, run by Wendy Addinsall (**pictured**), has partnered with social media guru Carina Malan to launch Travel Agent Marketing Lab, described as an “all-in one solution” for agents to simplify marketing.

Members can gain access to marketing coaching and develop personalised content plans and access an AI tool that creates tailored content agents can use in their individual channels.

Agents can even use a bot module to create their own AI assistant using their own voice.

“Between juggling social media, running ads, and creating content, many agents feel overwhelmed,” Addinsall said.

**CLICK HERE** to learn more.

## Flight Club ADL

**PLAZA** Premium Group and Adelaide Airport have partnered to launch Flight Club Adelaide.

The new venture, which will open mid-next year, will offer a space for travellers to relax, dine, and recharge, building on the success of the company’s existing Plaza Premium Lounge, located in Adelaide’s international terminal.

Founder & Chief Executive of Plaza, Song Hoi-see, was joined by Adelaide Airport Managing Director Brenton Cox this week to sign a memorandum of understanding for the new Flight Club, which will be the hospitality services provider’s first-ever domestic terminal lounge in the Oceania region.

The Flight Club, located in the airport’s domestic departure hall, will also be the inaugural location of the brand in Oceania.



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## Aus and NZ trade get Inspired in Japan

**TWELVE** travel advisors from Australia and New Zealand are this week exploring Japan on Inspiring Vacation's second famill.

Having scored a spot on the trip as top-sellers and winners of the brand's incentive competition earlier this year (**TD 02 Aug**), the group is this week enjoying the prize - a place on the trade-only departure of the brand's 'Best of Japan' tour.

Aptly named, the itinerary showcases the highlights of the popular Asian country, offering guests a diverse experience

of Japan's rich cultural heritage, delicious cuisine, as well as

natural beauty.

The group has visited iconic sites including the UNESCO-listed Golden Pavilion, the Torii gates of Fushimi Inari Shrine, Tokyo's ancient Sensoji Temple, and the natural beauty of the Arashiyama Bamboo Forest.

Inspiring Vacations has seen continued high demand for Japan itineraries, with the country's tours making up 60% of the brand's sales.

In addition to the best-selling 'Best of Japan' itinerary, Inspiring Vacations offers 26 other Japan trips including bullet train itineraries, small group journeys, and independent tours - find out more **HERE**.



**SAMMY** and Liz enjoying the Japanese innovation of hot coffee in a can.



**INSPIRING** Vacation's Tori Inge and Cameron Hunt take a bite of Japanese ice cream.



**SHINE** and Arianna in the Arashiyama Bamboo Grove.

**TORI**, Alex, Pete and Cameron at Oishi Park as Mount Fuji hides behind the clouds.



**THE** group with a Samauri and Ninja at Nagayo Castle - Claire Camins, TravelManagers; Leah Hardie, Sandhurst Travel; Arianna Albertazzi, Pakenham Helloworld; Samantha Munn, kwtravel.com.au; Peter Polinkronis, Atlas Travel; Elizabeth Ellis, Cherrybrook Travel; Sarah Ellison, Blast Experiences; Alex O'Connell, Bon Voyage; Michelle Middleton, House of Travel; Shine Tang, independent; Carrie Minear, Helloworld; Cameron Hunt, Inspiring Vacations.



**TORI** tries Houtou, the traditional noodles of Oshino Hakka.



**THE** group in downtown Dotonburi, Osaka, in front of the iconic Glico man.

**THE** breathtaking Golden Pavilion in the orange and red hues of Autumn.



**ALEX**, Tori, Michelle and Liz exploring the Torii gates of Fushimi Inari Shrine.

## Beautiful Budapest on show to Aussies

**AVIAREPS** and Visit Hungary hosted a group of travel industry professionals on a five-day famil in Budapest last week.

The group flew into the spectacular city thanks to Emirates, where they stayed at the luxurious Kimpton BEM Hotel.

It was a jam-packed week, from the views of the Danube River and the charming wine region of Etyek to a private tour of the Hungarian State Opera House.

The guests returned with plenty of memories of Budapest.

Guests included: Ana Jarak, Scenic Luxury Cruises and Tours; Amanda Zirculis, Luxury Escapes; Michael Zhang, Webjet; Britt Berning, Sun Island Tours; Nathan Walker, APT; Jo-Anne Hui-Miller, **Travel Daily**; Wilson Balachandra, Ormina Tours; Priscilla Aster, Bunnik Tours; Adelle Clements, G Adventures; and Emilie Groleau, Aviareps.



**A TRIP** to Hegedus Cheese Workshop in the wine region of Etyek.



**BRITT** and Priscilla at the Ham Master's home in Etyek.



**CHEERS!** Adele and Emilie indulge in one of many wine tastings.



**A REFRESHING** dip in the famous Szechenyi Baths, one of the largest spa complexes in Europe.



**NATHAN & Michael** enjoy a drink while admiring city views.



**SUNSET** at Pannonhalma Abbey (above). Guests were treated to a surprise performance at the Opera House (below).



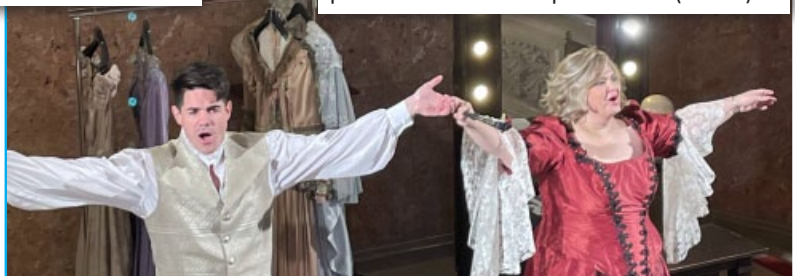
**THE VIEW** of the Hungarian State Opera House from the W Hotel.



**MICHAEL** and Ziggy take a break.



**A WALK** along the Danube River in the (brief) sunshine.



## CORPORATE UPDATE

### Aussies lead the world

**MORE** than one-third of businesses in Australia and New Zealand send employees on at least one work trip every week.

According to new data from Flight Centre Travel Group brand Corporate Traveller, Australians and Kiwis lead the world in terms of business travel frequency, with 37% of businesses keeping their staff on the go.

Australia's result is markedly higher even than counterparts in the Americas (31.7%) Europe, the Middle East and Africa (23%) and Asia (21.7%).

The figures show post-pandemic business operations reflect the region's changing demographics, including decentralisation of business, surging regional migration as workers leave cities and regional infrastructure.

"Despite our relatively small

populations, Australians and New Zealanders are leading the charge when it comes to domestic travel," said Corporate Traveller's Australia-based Global Managing Director, Tom Walley.

"And given Australians and New Zealanders have long valued personal connections, it's not surprising this extends...to the way businesses approach travel.

"Interestingly, as flexible work arrangements have grown it has amplified the need for domestic travel, with ANZ businesses demonstrating the importance of keeping teams connected with regular trips across the regions."

The data also showed 44.1% of Australian travellers went on business trip every month, while only 12.3% heading out once or twice per year. *ML*

### Etihad status match

**LOYALTY** members of seven airlines, including soon-to-be former partner Virgin Australia, can parlay their frequent flyer status into a similar level with Etihad Airways under the airline's latest status match promotion.

The loyalty offer is available to loyalty members of Emirates, Singapore Airlines, Qatar Airways, Turkish Airlines, British Airways and Air India.

Eligible members will be granted Etihad Guest Gold status for an introductory period of six months, with one return EY flight needed to obtain a further year.

### Hahnair shuttle

**AIRLINE** ticketing service Hahnair has extended a contract with Airbus and will continue to provide its HR Shuttle Manager platform to manage Airbus' corporate shuttle flights service.

The portal allows businesses to book and manage shuttles the same way as scheduled flights and provides access to online check-in, wait list management, booking data and reports.

Airbus' corporate shuttle is a service available exclusively for employees, with two European carriers operating the flights.

### Discover our Adventure Special Report



### Q'town ready to connect



**IMMERSING** themselves within local culture and understanding heritage are key to Australians when they go travelling, according to new research from Destination Queenstown.

The report found that almost nine in 10 Aussies ensure that they learn about their holiday destination's culture, while 88% prefer to look for locally-owned and operated accommodation, tourism experiences and products and services.

"Australians are Queenstown's most important international market, and this research confirms their travel aspirations align strongly with our region's vision for tourism to be regenerative, adding long-term holistic value to communities, the environment and the economy," said Destination Queenstown CEO, Mat Woods.

Interestingly, 83% prefer to spend time in just one location for an in-depth experience and

77% believe building personal connections with the community is an important part of travel.

"Australians tend to stay longer, participate in more experiences, connect with locals and take the time to explore more deeply," continued Woods.

"Visitor experience research shows that Aussies who engage with our local community report having a more positive experience overall in Queenstown and are more mindful of looking after the local environment when they travel."

Sustainability is also important to Australians and 67% of respondents claim to be concerned about their carbon footprint and environmental impact of their travel.

Top priorities for the future of travel include conserving and respecting the environment, ensuring tourism benefits local communities and reducing its environmental impact. *JHM*

## Taking on tech: It's time to hit the dance floor

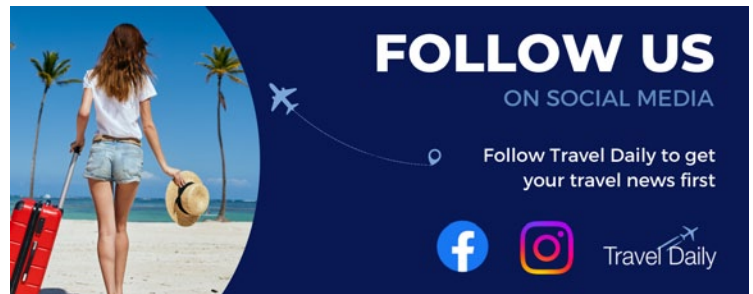
**OPINION** from eRoam  
General Manager, Paul Hole.



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**Celestyal Cruises** is offering cruises from as little as \$83 a day as part of a new Black Friday deal available from 25 Nov to 03 Dec. Prices start from A\$579 per person twin share for a seven-night cruise - call 1800 648 737.

Travellers can unlock up to 20% savings on 850 **Intrepid** trips in 2025 across Australia and overseas, thanks to the brand's annual Cyber Sale, on until 05 Dec. Call 03 7043 6363.

Uluru's **Ayers Rock Resort** is offering up to 40% off accommodation, free daily breakfast and cultural activities, plus kids stay free, for bookings made by 04 Dec. Learn more by calling 1300 134 044.

**Entire Travel Group** is cutting the cost of its 2025 Rocky Mountaineer packages by up to \$3,150 per couple. The Black Friday special is only available on 05 Dec - call 02 9094 3322.

Now is the perfect time for travellers to plan their next cruise with **Royal Caribbean**, which has launched Black Friday and Cyber Monday deals on select 2024 and 2025 holidays. Find out more by calling 1800 754 500.

**Tiny Away** has launched a Black Friday sale offering 22% off stays at any of its 300 locations across Australia, for bookings made before 30 Nov using the promo code 'BLACKFRIDAY22'. Learn more at [tinyaway.com](http://tinyaway.com).

Adventurers can take a further \$1,000 per couple off all **APT Travel Group** trips of eight days or more departing in 2025 when they book before 03 Dec. Check out the full details [HERE](#).

**Hides Hotel**, a heritage hotel in Cairns, is offering an exclusive Anniversary Special rate of \$140 per night in celebration of its 140th birthday in 2025. [CLICK HERE](#) to find out more.

**Atlas Ocean Voyages** has launched its 2024 Black Friday event, with savings of up to 20% on the best available fares for select 2025 and 2026 Antarctica expeditions. Call 1800 507 777.

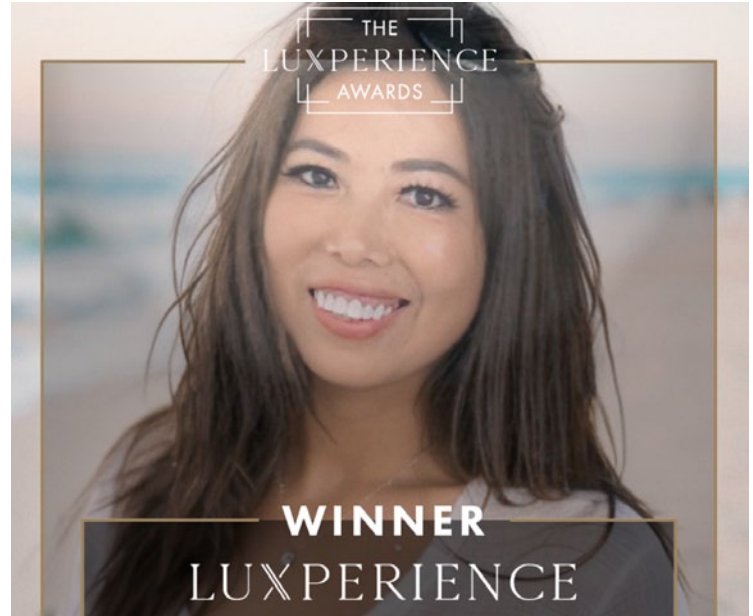
Travellers can live it up at **Ovolo Hotels** locations across Australia, thanks to the brand's Black Fri promo, which offers 40% off suites and premium rooms for bookings made by 29 Nov. Call 02 9331 9000.

Make the most of **Expedia's** Black Friday sale, which kicks off today, by signing up to become a rewards member, [HERE](#). Members will enjoy 30% off or more at selected hotels.

Save 50% on Quark Expeditions sailings to Antarctica and the Arctic in 2024/2025. The major discount is valid for new bookings made from now until 02 Dec on a select number of voyages. The deal is applicable to all cabin types except on the Epic Antarctica voyage. [CLICK HERE](#) for more information on the deal.

**Pan Pacific Hotels Group** is offering up to 25% off savings with its new 'Exclusively Yours' package, available at its hotels Australia-wide. The deal is available for stays through to 30 Jun. Call 1800 017 747.

## Luxperience winners honoured



**LUX Voyages** received the Outstanding Achievement Award at Luxperience 2024, which was held this week in Sydney.

"I am deeply honoured to receive the Outstanding Achievement Award at Luxperience 2024," Director Julia Li told *Travel Daily*.

"This recognition is not only a reflection of my personal efforts but also a celebration of the remarkable dedication of the teams at Lux Voyages, Tahiti Voyages, and New Caledonia Voyages," she added.

Others recognised on the night included Tahiti Tourisme, which took home the Outstanding Destination Award; Anantara Peace Haven Tangalle Resort, which won the Connections Award; Aqua Expeditions, which picked up the Most Meaningful Award; and 50 Degrees North Group, winner of the Inspiring Award, and many more. *MS*

## AAT Qld road trip

**AAT Kings** is embarking on a week-long road trip along the Queensland coast from Cairns to Brisbane this week, giving agents the chance to enjoy a behind-the-scenes coach experience.

The trade events will showcase one of the company's newest vehicles, with stops in Cairns, Townsville, Mackay, Rockhampton, Gladstone, Bundaberg, and Hervey Bay.

Agents will participate in mini-tours, explore local attractions, and hear directly from Claire Simon, AAT Kings Sales Manager Qld, and other experts on AAT Kings' tour offerings and responsible travel initiatives.

"This road trip represents a unique opportunity to connect with agents in regional areas who don't often get to experience our coaches up close," said Ben Hall, CEO of AAT Kings.



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DELUXE VERANDA from.....	AU\$15,080pp	AU\$9,802pp*

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\*Terms and conditions apply. Save 30% on Prague, Vienna and Budapest departure date 7/03/2025 offer valid for sale on 25/11/2024 only, or save up to 15% on select 2025 departures featured as "Black Friday Deal". Offers are valid on new bookings only made between November 1, 2024, and December 5, 2024. Subject to availability.

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