

Travel Daily First with the news

Thursday 19th Sep 2024



APPLY NOW

✓ 24x7 online ticket issuance & reissuance ✓ Local ticket centre support via phone & emails

✓ Robotic ticketing

TravelTech>

✓ NDC ticketing solution

Get in touch with our sales team: 1300 244 777

Today's issue of TD

Travel Daily today features seven pages of the latest news including a photo page from VisitBritain, our Business Events News page, plus a cover wrap from Tourism NZ and a full page from Collette.

CLIA Global CEO to step down in Dec

CRUISE Lines International Association (CLIA) Global has announced the resignation of CEO Kelly Craighead.

The experienced cruise exec has been in the role since 2019, and will step down in Dec.

Under Craighead's tenure, CLIA navigated the cruise sector through the challenges of the pandemic, as well as championed responsible tourism initiatives.

Cruising has also bounced back sharply from COVID around the world during her time as leader.

CLIA has not named a replacement at this stage.

JQ faces new legal action

LEGAL troubles for Jetstar regarding allegations of misleading customers around cancelled flights have now drifted across the Tasman.

Only a month after Echo Law commenced a class action in the Federal Court of Australia against Qantas Group's budget carrier (TD 22 Aug), the NZ Commerce Commission will now pursue Jetstar in the Auckland District Court over alleged contraventions of New Zealand's Fair Trading Act.

The legal case stems from accusations that Jetstar communicated with customers in such a way that discouraged

Guiding the way

COLLETTE is today promoting its Encompass product, which provides "360-degree" support for travel advisors.

The tool can help agents in all aspects of their career - page 8.



them from seeking compensation for cancelled flights.

"Jetstar likely made false or misleading statements to consumers about their rights in aviation law in 2022 and 2023," the Commission stated.

"The Civil Aviation Act is clear that airlines have a responsibility to reimburse customers for losses caused by cancellations or delays on New Zealand domestic flights that are within the airline's control," the body added.

In response, JQ said it was "deeply sorry" to have let down NZ pax, and since becoming aware of the issue, has been reviewing past claims and contacting impacted customers to ensure correctly reimbursement.

NZ at your pace

CONSOLIDATION **SERVICES**

> TRAVEL agents can apply now to the Explore New Zealand Discount Programme to gain access to over 250 discounts.

Save on accommodation. airfares, and experiences - see the cover page for more.

QF eyes Japan seats

QANTAS has applied for additional capacity to Japan, seeking to fill slots left by rival Virgin Australia when it decided to pull out of the Cairns-Tokyo route from Feb next year.

VA cited low demand as the reason for the move (TD 22 Jul). In its application, the Flying Kangaroo is seeking a third daily service between Australia and Tokyo Haneda from 30 Mar, with the carrier likely to deploy an A330 aircraft on the extra service, configured with 297 seats.

Qantas currently operates 28 weekly flights between Australia and Japan.





From now until 15 November 2024, your clients can enjoy

free return flights on 2025-2027 river voyages, and their companion can fly free on 2025-2027 ocean and expedition voyages.

While solo travellers can also enjoy a 25% saving across a selection of sailings.

♦ 138 747 **♦** VIKING.COM **BOOK ONLINE AT** VIKING.COM/TRAVEL-ADVISOR

See website for T&Cs

w www.traveldaily.com.au



WIN THE ULTIMATE WIMBLEDON 2025 EXPERIENCE WITH EMIRATES

Find out more ►





NCL opens up Luna

NORWEGIAN Cruise Line (NCL) has opened bookings for its Prima Plus Class Norwegian Luna ship.

The 3,550-passenger Luna vessel will sail roundtrip from Miami beginning 04 Apr 2026 through to Nov 2026.

View more details HERE.



Agent tackling skills gap

AN EMERGING travel agent-led training platform is taking it upon itself to ease the staff shortage plaguing the industry and earning wider backing from the trade.

A 20-year veteran of the travel industry, Marissa Papas (pictured), is the Director of Connected Travel and the **Connected Travel Training** Academy, a full-service agency that is now ramping up its own in-house training structure which imparts real skills and techniques needed by agents.

Papas originally founded the academy in 2019 but put it on ice during the pandemic.

Now reactivated, the Connected Training Academy works with **Cornerstone People Solutions** to deliver the fully accredited Certificate IV in Travel and Tourism before graduates move into one of two intensive threemonth courses run by Connected.

These courses focus specifically on real-world everyday skills such as Sabre and Tramada training, customer service, business operations & personal marketing.

Connected's intention is to equip new industry entrants eager to gain work for an established retail brand with the skills needed to hit the ground running from day one, or for existing agents to start their own home-based business.

Describing herself as "a big dreamer with a big vision", Papas told Travel Daily the Connected Training Academy is attracting



both school-leavers and parents returning to the workforce.

"People are trying to come in with no experience - how dare they come in with no experience," Papas stressed.

"There is no way that a travel agent can go to TAFE and do a Certificate IV in travel, or Certificate III in travel, and then be ready to be hired and straight away start selling in an agency.

"Or those people that finish their certificate think they can open up a travel agency at home, and fail to realise all the practical skills that go with it too."

The Connected Travel Training Academy is now being recognised by the industry itself and has been named as a finalist in two categories at the 2024 NTIA Gala.

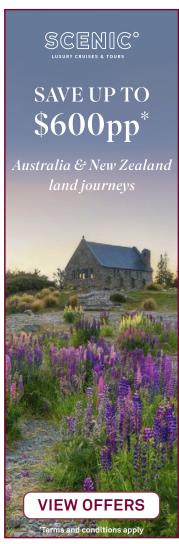
Papas' longer-term vision involves expanding the **Connected Travel Training** Academy to New Zealand and the US as a global solution to staffing challenges caused by unqualified and inexperienced workers.

Enrolments are now open for Connected's Oct 2024 intake -CLICK HERE for more details. ML

Austria flooding

HEAVY rainfall across central Europe is causing floods, road closures and significant public transport disruptions across the east of Austria.

DFAT is advising that disruptions are likely to continue until at least 19 Sep, & to monitor local media.







Croatia doubles Oz team

UNFORGETTABLE Croatia is expanding its Australian team following a surge of interest from Aussie travellers, who now make up 15% of the guests on board the luxury operator's small ship Croatia cruises.

European travel specialist Aurore Bertomeu (pictured) has joined Business Development Manager Sarah Whitty, who has been based in Melbourne for the past six years.

"We've seen big growth in bookings from Australia over the past two years and want to better support travel agents by having a stronger local presence," said Graham Carter, co-founder and Chief Commercial Officer at Unforgettable Croatia.

"With the addition of Aurore,





we are doubling our efforts in the Australian market and making it easier for agents to reach out with enquiries during normal business hours and making our team more readily available for store visits and training."

Bertomeu boasts a strong travel and hospitality background, with Carter voicing his confidence in her ability to promote Unforgettable Croatia's cruises in Australia, as well as assist agents with building pre- and post-cruise stavs in Europe.

Both Bertomeu and Whitty will hit the road in early 2025 as part of the brand's fifth Australian roadshow, with plans to visit agents in Sydney, Brisbane and Adelaide, JM

HA purchase official

ALASKA Air Group, the parent company for Alaska Airlines, has formally completed its acquisition of Hawaiian Airlines after initiating the process close to a year ago (TD 04 Dec 2023).

Alaska Airlines and Hawaiian Airlines are now seeking a single operating certificate with the FAA, which will allow the two airlines to operate as a single carrier with an integrated pax service system.

For the interim, the carriers will continue to operate as separate entities with no immediate changes to operations, maintaining separate websites, reservation systems and loyalty programs until later in the integration process.

Once integrated, loyalty members of both airlines can transfer miles between accounts.



Intrepid gets Moore stardom



INTREPID Travel was centre stage at the Toronto International Film Festival (TIFF) earlier this month, with the adventure travel specialist sponsoring the event's Midnight Madness Program.

Actress Demi Moore, who starred in The Substance - one of the program's films - was at the festival lending some star power to Intrepid's ad (pictured).

Guests were also invited to stop by the brand's travel box office on for an opportunity to win two free spots on one of its trips to Japan, India, Italy, or Peru.

Chief Customer Officer Leigh Barnes shared his enthusiasm for the TIFF x Intrepid collaboration

Klook Sydney push

TRAVEL experiences booking platform Klook is set to launch a new campaign that leverages the frustration people from Sydney feel about the cost of living.

Part of the upcoming marketing push highlights the "bang for buck" that travellers can access in Japan thanks to factors such as a weak local currency and generally lower travel costs.

The campaign will run from 23 Sep until 20 Oct across outdoor in Sydney and will be supported through social activations.



on LinkedIn.

"As an ex-Torontonian this has got to be one of my favourite activations yet," he said.

"Oh, and safe to say, I never thought I'd see Demi Moore standing in front of an Intrepid ad - too cool!" JM







APT donates \$10k

APT Travel Group's
OneTomorrow charity has
donated \$10,000 to Blue
Dragon to support a relief fund
in Vietnam in the aftermath of
Typhoon Yagi last week.

The donation will assist Blue Dragon roll out food, supplies and temporary accommodation to citizens impacted on the ground.

"Our continuing relationship with Blue Dragon reflects our strong commitment to supporting local communities in Vietnam and our deepest thoughts are with those locals impacted by this devastating event," APT Chief Executive officer David Cox said.

APT's latest philanthropic efforts follow a \$50,000 donation from APT's staff and supporters given to the Blue Dragon Children's Foundation on 08 Sep.



Seattle sails Down Under



THE Port of Seattle's Tourism Development Manager, Chantelle Lusebrink, recently wrapped up a mission to Australia, reaffirming Seattle's position as a cruise destination and gateway to Alaska.

The visit included participation in CLIA's Cruise360 event, with Lusebrink sharing her insights on the destinations panel in front of 300 suppliers and 500 agents.

Twelve advisors were also hosted on a whale-watching cruise (pictured), where they received

IndiGo inks Amadeus

INDIAN carrier IndiGo has inked an agreement with Amadeus to provide travel sellers globally with access to its NDC content via the Amadeus Travel Platform.

The airline is on track to carry more than 110 million passengers by the end of year, and has outlined ambitious expansion plans in the years ahead through a mammoth order of new planes.

IndiGo's decision to distribute NDC through Amadeus was motivated by the tech company's extensive reach to sellers, which it boasts is around 96% globally.

IndiGo will look to dynamically price tailored offers through Amadeus, which it said will boost ancillary sales and optimise the customer experience.

The carrier has gone live with NDC booking and servicing capabilities in UAE and Singapore, with other markets to follow.

training on Seattle, Washington state, and Alaskan cruises.

Concluding the mission was a strategic networking lunch with key industry partners, which saw cruise line directors, marketing and product managers, and media representatives gather at Sydney Tower's Infinity restaurant, chosen for its resemblance to Seattle's Space Needle.

The mission was organised by the Port of Seattle's Australian representative, Amanda McCoy from Linkd Tourism. *JM*

Let's talk skills gap

THE Australian Tourism and Hospitality Skills Symposium will take place in Brisbane on 26 Nov, a forum where key players from the tourism, travel, and the hospitality sectors will address the issue of skills shortages.

Convened by the Independent Tertiary Education Council Australia, the event will be attended by stakeholders such as employers, training providers, and higher education institutions.

The symposium aims to deliver practical takeaways which will empower decision-makers with the knowledge required to shape future programs and foster collaborative opportunities.

Opportunities to participate in discussions about training program delivery and workforce development will also be on offer - purchase tickets **HERE**.



AN AUSTRALIAN surfer has described his terrifying encounter with what he believes to be the mysterious Loch Ness Monster during a recent trip to Scotland.

While Duncan Roberts, aged 39, is no stranger to swimming among fearsome creatures like the great white shark, it was his close brush with the (supposedly mythical) Nessie that left him shaken.

He said he felt a "big thud in the chest" while braving the freezing waters of Loch Ness.

"The water is pitch black and I had my eyes closed a lot of the time as the depth and darkness terrified me so I didn't see anything, I just felt it," he stated.

"I was focused on getting across as quickly as possible so the hit was a shock.

"The deep dark water alone is scary enough, let alone worrying about what else might lurk below.

"I think anyone who swims in the deep part of the loch is lying if they say they haven't thought about the monster," Roberts added.

The Aussie worked off some his adrenalin by climbing Ben Nevis afterwards, before going to get a tattoo of Nessie to commemorate the encounter.

Roberts' run-in with the beast follows one of the biggest searches of Loch Ness on record last year, which captured loud noises under the water, as well as several apparent sightings.





VisitBritain Travel Trade Mission 2024

LAST week, VisitBritain (VB) hosted its Australia Travel Trade Mission 2024, with 41 delegates from 36 British tourism suppliers making the trip to engage with local trade partners.

As part of their first roadshow since 2016, a Sydney Opera House Gala evening had the proceedings underway in spectacular fashion, complete with an appearance from the always cheeky Paddington Bear.

> The main calendar of B2B events included both product management workshops, and travel agent training evenings which were conducted across Sydney, Melbourne and Brisbane. Thanks to sponsors including Infinity Holidays, British Airways, Rail Europe and Experience Oxfordshire. All images taken by: billyryanphotography.com.





TOM Cassidy from Liverpool Football Club updating travel agents.

SAMANTHA Ward, West Midlands Growth Company; Jon Chamberlain, Visit West; Hayley Beer-Gamage, Experience Oxfordshire; VB Chair Nick de Bois; James Wood, Marketing Liverpool; Francine Bult, Visit Lake District, Cumbria; and Zoey Harris-Wright, West Midlands Growth Company.



team with VB Chair Nick de Bois (centre).



VISITBRITAIN Chair Nick de Bois delivers an address at the Sydney agent evening, day two.

AGENT evening sponsors: Spencer

Bladon, British Airways;



sponsored harbour cruise.



Cindy Lam, British Airways; Kevin Looney, Infinity Holidays; Teena Hollwey, Infinity Holidays; James Whiting, Infinity Holidays; VisitBritain Chair Nick de Bois; Richard Leonard, Rail Europe; and Hayley Beer-Gamage,

Experience Oxfordshire.



PAUL Gauger, VB; Maria Sykes, VB; Oonagh Lewis, British Deputy Consul General in Melbourne; and Steph Lysaght, British Consul General for Melbourne.



BRITISH High Commissioner Vicki Treadell CMG, MVO with Paddington Bear.



AUSTRALIA Masterclass Session: Maria Sykes, VB; Toni Ambler, The Travel Corporation; James Whiting, Infinity Holidays; Laura Elford, Skyscanner; and Lisa Leach, OMD.

businesseventsnews.com.au

NEW 3D VENUE TECH TO SHAKE UP EVENTS

HOTEL property and events destination The Continental in Sorrento has just launched an immersive 3D tour with the use of innovative AI technology platform, HeadBox 3D Studio.

"We're always looking for ways to elevate the experience for our clients, and this innovative technology does just that," a spokesperson from The Continental told *Travel Daily*.

"With 3D Studio, we can create tailored virtual walkthroughs of our unique event spaces and dining outlets, offering a personalised preview that truly brings our venue to life."

Each of The Continental's 3D tours are customisable and shareable, making it easy for the team to send proposals to prospective guests and clients, who can now get a full "dollshouse view" of the venue and understand the flow of the various spaces.

The tours also include an

embedded Al-generated narrator video, which can take clients on personalised journeys and be translated into 29 languages.

"This level of customisation sets us apart, especially when working with interstate or international

clients, and gives us a distinct edge in securing business ahead of our competitors," said the spokesperson.

According to Ali Lord, CEO at HeadBox.

the 3D Studio technology has the potential to greatly reduce travel costs for clients in the business event space, in addition to making it a much more sustainable process.

Instead of immediately travelling interstate or overseas to view potential venues, businesses

can use the 3D tours to inform their decision-making process.

"If you're in Sydney and you're looking to host a conference in Hong Kong, you could utilise one of these 3D tours and share it with your stakeholder, who might

also be in Sydney or Melbourne.

"They can do the guided tour, and immediately they're able to get a true depiction of whether

[the venue] would work for their conference," Lord explained.

"Therefore there's a quicker sign-off process for that hotel."

The Radisson Group also launched virtual tours with the use of HeadBox for its 120 properties six months ago and has since experienced positive

results, including a 35% increase in enquiries and 1.5x increase in average order value.

Beyond business events and conferences, Lord believes there's plenty of potential for the HeadBox 3D Studio tech to be used in other ways within travel.

With the use of immersive tours, travellers with disabilities will have a much clearer idea of the venue, before booking accommodation.

In addition, there is potential for the 3D tours within the cruise space, Lord hinted.

"We met with three cruise companies late last year, and we're in conversations about shooting 3D models for them.

"When people are actually doing these tours, perhaps of a cruise ship, they can see the different range of cabins that they could book, the different restaurants that are on offer, they can see the quality of them," she said.

"That will increase the cruise line's conversion rates." JHM

BET gets \$5 mil

BUSINESS Events Tasmania has been granted \$5 million in the 2024 Tasmanian Budget to spend over two years.

The Business Events Attraction Fund will receive \$3.8m of those funds, while a further \$1.2m will support B2B marketing activities.

BET said the funds will help it grow the sector to \$300 million annually by 2028.

Regional events funding opens in Vic

CONFERENCE and event organisers can now apply for funding for business events in regional Victoria.

The funding is part of the Regional Business Events Program, which is being delivered by Business Events Victoria (BEV) and the Melbourne Convention Bureau.

The program supports national and international businesses to

host events in regional Victoria, from conferences and trade exhibitions to seminars and corporate meetings.

Grants of up to \$80 per delegate are avaialble for eligible event organisers to host new business events, as well as \$150 per delegate for new int'l incentive programs which include an overnight stay in regional Victoria.

BEIA Conference

REGISTRATIONS are now open for the Business Events Industry Aotearoa (BEIA) 2024 conference, which will be held in Taranaki for the first time from 25-27 Nov.

Taking place in New Plymouth, the event will consist of education sessions, panel discussions and workshops, plus a social program - details HERE.



Embark on a remarkable Italian journey in utmost style as you traverse from the enchanting canals of Venice to the ancient marvels of Rome. Along the way, immerse yourself in the cultural treasures of Bologna, Florence, and Siena.

BOOK BY 30 SEPT 2024









SMALL GROUP SIZES













APPOINTMENTS

Send your new appointments to: appointments@traveldaily.com.au

Virgin Group has turned to one of its own to become Head of News, with Virgin Australia Head of PR, Matthew Ongarello, tapped to fill the position, based at the company's London headquarters. Ongarello first joined the airline back when it was still known as Virgin Blue, rising to his current role from check-in duties at Melbourne Airport. He has been with the PR and Communications team since 2019.

Recently appointed Webjet B2C CEO Katrina Barry will rejoin the Board of the Australian Travel Industry Association following the company's decision to split into two separate ASX-listed entities, replacing her colleague Shelley Beasley in the role. Barry is well-known to the travel industry, having previously been MD off TTC brand Contiki.

The Luxury Travel Collection now has a dedicated Luxury Product Coordinator in **Karen Anderson**. Bringing 18 years of experience in wholesale, leisure and corporate travel to her new role. Anderson has been tasked with creating exceptional travel experiences for travellers.

Celebrated cookbook author Sara Moulton and Oceania Cruises' Executive Chef, Kathryn Kelly, have been named as the first two members of the cruise line's Culinary Advisory Board. Kelly is the mastermind behind the creation of Oceania Cruises' onboard handson cooking school, The Culinary Centre and has designed more than 100 classes for guests to participate in. Both Moulton and Kelly bring passions for food and have pledged to share their expert knowledge with Oceania Cruises quests.

Australian-born travel platform Rome2Rio has appointed Wendy Olson Killion as its new Chief Executive Officer. Olson Killion brings more than 25 years in online marketing, sales, product and technology to her new role and is a former Expedia Senior VP. She has also served on the VisitBritain Tourism Advisory Council.

Harry Dong has taken the reins as the new President and CEO of BWH Hotels China, also incorporating Hong Kong, Macao, Taiwan, Mongolia and Nepal. Dong has ascended through the company's ranks over 16 years with the global hotel giant, previously managing procurement, quality analysis and project development in the region. His new duties will see him responsible for the development strategy in the region.

Six new executives have been introduced to lead The Ritz-Carlton Bangkok, led by General Manager Tina Liu, who brings 24 years with Marriott International. She will be supported by Hotel Manager, Lewis Quinn, who brings 15 years working in various countries to the role. Also on the team is F&B Director, Clement Larre, a graduate of The Ritz-Carlton Food & Beverage Management Program; Executive Chef, Glen Cooper; Director of Rooms Evelyne Hahang and Director of Sales, Leon **Chan**, who has worked with a line-up of prestigious hotels across China.



Follow Travel Daily on social







Allen gets a big high five



THE Travel Corporation (TTC) has celebrated Uniworld **Boutique River Cruises Marketing** Executive, Gabrielle Allen, for achieving five years with the company this week.

Allen, who first joined TTC in 2019 as Marketing Coordinator, was presented with gifts and a certificate from her colleagues to mark the milestone.

Floriana's comeback

FLORIANA, an art deco-style boutique hotel positioned along the Cairns Esplanade, has reopened following a two-and-ahalf-year renovation.

The heritage-listed property has retained its original 10-bedroom lavout, and now features a Mediterranean restaurant and cocktail bar.

"We love having you in the TTC and Uniworld family Gabby," Uniworld Managing Director, Alice Ager, wrote on LinkedIn. JM Pictured: Ager, Allen and Uniworld's Marketing Manager, Tanja Zimmerman.

Air NZ Flybuy comp

AIR New Zealand is inviting Flybuys members to join its Airpoints loyalty program for an opportunity to win 50,000 Airpoints Dollars.

To go in the draw to get their points balance matched with Airpoints Dollars, Flybuys members need to submit a screenshot of their Flybuys point balance and join the Airpoints program for free between 16-30 Sep - CLICK HERE to learn more about the competition.

Travel Daily

www.traveldaily.com.au

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, Travel Daily is Australia's leading travel industry publication.

EDITORIAL

Editor - Adam Bishop Deputy Editor - Matt Lennon Cruise Editor - Myles Stedman Journalists - Janie Medbury Editor-at-large - Bruce Piper

Publisher - Damian Francis Associate Publisher - Jo-Anne Hui-Miller

ADVERTISING & MARKETING

Head of Sales & Marketing - Sean Harrigan Advertising - Laura Aghajanian & Dante Muranty advertising@traveldaily.com.au

Head of Operations & Contributing Editor - Anna Piper

ACCOUNTS

accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd Macquarie Park NSW 2113 Australia Tel: 1300 799 220 (+61 2 8007 6760

info@traveldaily.com.au



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Damian Francis.



A 360-Degree Focus on SUPPORTING AGENTS

It's a new era of doing business with Collette. Encompass includes a full suite of tools designed to help agents in every aspect of their career – from learning to business growth, self-service to industry insights.

Travel Agent Portal Collette University This one-stop shop gives you · links for learning & self service Travel Collette · marketing tools & brochures **Agent Portal** help you sell. University live and on-demand Subjects include: virtual events product lines · Travel Agent Network · selling tips COMING SOON COMING SOON **Travel Agent MyCollette Travel Agent MyCollette Resource Guide** Resource Guide This guide was designed

JUST for agents and

· product line overviews

· Collette traveller insights

· how to grow with groups

includes:

Travel Agent Network

Travel Agent

Network

Stay connected, learn, and engage with other travel professionals on our private Facebook group.

We partnered with travel agents to develop bite sized learning modules to

growing with groups

This easy-to-use system gives you more visibility into your book of business than ever before.

- · Access individual and group bookings
- View and send invoices
- · See commission info
- Plan client communication