

## MKY strike averted

**SECURITY** services at Mackay Airport will operate as normal today after protected industrial action planned by the United Workers Union was cancelled. The strike would have seen security workers walk off the job between 6-10am, however an in-principle deal was reached.



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VIEW OFFERS

## Record ROI for TC agents

**TRAVELLERS** Choice member agencies will enjoy a ten-fold return on their membership fees after the group reported a \$3.2 million pre-tax operating profit for the 2023/24 financial year. The result marks a 58% year-on-year profit jump, with more than 85% now set to be returned to members via a 6% unfranked dividend, or around 30c per share. In total, members will receive around \$30,000 for the year, with the extra coming from trading rebates based on sales generated for preferred partner suppliers. Travellers Choice Managing Director, Christian Hunter, said

### A321XLR delayed

**AIRBUS** will miss the delivery date for its pioneering long-range narrowbody A321XLR aircraft by several weeks. While originally meant to be ready by the end of the northern summer, maiden customer Iberia says it now expects to take delivery in the second half of Oct. Qantas told *Travel Daily* there is no expectation of any delays in receiving its new planes from Airbus, with 28 of the A321XLRs due to roll out from Apr.

### Today's issue of TD

*Travel Daily* today features five pages of the latest news including our **Corporate Update** and a full page from **Air Mauritius**.

the group's strong result and low membership fees represented a strong return on investment. "If you add into that equation the other financial benefits that members accrue throughout the year - including sales incentives, at-source commissions, discounted industry membership fees, consumer advertising and IT support - the average Travellers Choice member receives close to \$50,000 in value - a 17-fold ROI," Hunter enthused. The company is forecasting another strong year in the 2024/25 financial year, despite rising cost-of-living pressures potentially delivering a reduced demand for international travel. Hunter added he was pleased members are now being rewarded after demonstrating "remarkable dedication and resilience" in recent years. *ML*

### Room-Res location

**HOTEL** wholesaler Room-Res is launching The Room Residence next month, a new physical space in Sydney able to be used by travel advisors. The Room Residence will feature lounge spaces, hot desks, meeting rooms, AV rooms, and training resources, available as part of its loyalty program. Room-Res co-founder & co-Chief Executive Officer James Mooring told *Travel Daily* The Room Residence will take its offering to the "next level".

## Mauritius discounts

**AIR** Mauritius is tempting Aussie travellers to explore the Indian Ocean paradise via a new sale offering 30% off airfares to its global network of destinations. The deal is valid on available seats ticketed by 30 Sep and valid for travel until 15 Aug 2025 - find out more on **page six**.



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## NSW makes bold China play

**DESTINATION** NSW has unveiled its latest weapon to enliven The Red Dragon, inking a Memorandum of Understanding with one of the largest outbound travel agents in China to drive greater visitation to NSW.



The agreement with GZL International Travel Service will develop a program of themed travel routes, exclusive group tours, and customised free tourism products to better showcase the state's visitor appeal among Chinese travellers. NSW is hopeful that by leveraging GZL's extensive network across the Greater Bay Area and other Chinese cities, the partnership will enhance market penetration through promotions, themed events, travel expos and industry training sessions.

Over the last two years, the Chinese market has made solid gains in NSW, ranking number one in expenditure and nights spent in the state for the 12 months to Dec 2023, injecting \$3.02 billion via 287,000 visitors. More recently, for the year ending Jun 2024, China was one of the top three international source markets alongside the United States & New Zealand. *AB*

## Three capes of Tas

**TASMANIAN** Walking Company has unlocked access to the third and final cape in its popular Three Capes Track, now allowing visitors to visit all three for the first time.

The company's new 'Three Capes Adventure Walk', provides the missing piece of the puzzle and takes guests to Cape Pillar, Cape Hauy and Cape Raoul, with departures available from Dec.

Previously, only two of the capes - Cape Pillar and Cape Hauy - were accessible on the itinerary.

The five-day itinerary is 50% longer than its predecessor and includes the six-hour return trek to Cape Raoul and one night at the private-use Tasman Camp before connecting to the regular Three Capes trail.

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## Sullivan the ATAS influencer



**ANDREW** Sullivan from The Don't Forget Travel Group has been named the winner of ATIA's #atas24 social media competition, designed to highlight the value of being ATAS accredited.

Sullivan's entry, which can be seen **HERE**, featured a brilliant video that demonstrated his excitement upon receiving his ATAS accreditation certificate, which he clearly now takes with him everywhere.

Singapore now awaits for Sullivan, with his major prize being a return ticket to the Lion City courtesy of Singapore Airlines.

"We're thrilled by the creativity and authenticity displayed in this year's showcase," acting ATIA Chief Executive Ingrid Fraser said.

"As summed up so well by Andrew Sullivan, ATAS is about having the backs of Aussie travellers, no matter where they are in the world," she added.

ATIA added that special mentions were warranted for the

four other highly commended entrants from On The Road Travel Group; Angas Travel; Hastwell Travel and Cruise and Travel With A Cause. *ML*



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## Being true to Africa

**TRUTRAVELS** has launched a nine-day Moroccan adventure, marking the first time it will take guests to Africa.

The adventure visits Marrakech, Dades Valley and the Atlas Mountains, as well as special experiences such as sand boarding in Merzouga and camping in the Berber Desert.

All agents bookings can be processed online via Sherpa.

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## Window Seat

**OPRAH** Winfrey's proclivity to reward her audience with all kinds of free things has taken on a cult status as a marketing exercise, and clearly, Kelly Clarkson has been inspired.

The former *American Idol* winner, pop star and now talk show host channelled her inner Winfrey this week by gifting her audience with a trip to Queensland.

Clarkson sprung the surprise on her audience during an interview with Aussie actress Melanie Zanetti, who provides the voice of Chilli Heeler, better known as Bluey's Mum.

The ultra-popular *Bluey* is taking over the US, recently named as the country's most-watched TV series of the year and a key part of Queensland's tourism marketing efforts.

## New airBaltic fares

**LATVIAN** airline Air Baltic has introduced a rebranded structure for its airfare products, with seats now sold under five categories with varying levels of inclusions.

The new fare types - economy basic, economy classic, economy flex, business experience and business - took effect this week.

Primarily based at Riga with secondary hubs in Tallinn and Vilnius, AirBaltic flies to 87 short-haul destinations across Europe, the Middle East and North Africa.

## MEL Airport to go Elite

**MELBOURNE** Airport will begin development next year on Elite Park - a 32-hectare entertainment and leisure precinct expected to lure high-level global attractions including Topgolf, which will make its debut in the Vic capital.

Plans for the proposed hub, which will sit on vacant land between the Tullamarine Freeway and Airport Drive, have gone on



public exhibition today, with the community invited to provide feedback until 20 Dec.

Over the next nine years, which coincides with the construction of Melbourne Airport's third runway (**TD 13 Sep**), Elite Park will rise from the ground in three stages, with the first tenants expected to move in from late 2026.

Elite Park is also expected to generate 2,140 jobs across a range of industries and an estimated \$246 million in economy activity for the state.

The precinct will also feature green pedestrian thoroughfares, parklands and links to existing bike paths and bus routes. *ML*

## Addicted to luxury

**A NEW** luxury travel concierge service designing bespoke experiences in sought-after places has launched from the team behind Addicted to Maldives.

Company Founder Di Lechner said the new venture - known as Destinations by Addicted - prides itself on "obsessive attention to detail and a profound understanding of refined luxury".

"Our entire brand has been built on offering travellers access to truly luxe experiences, and this new venture represents an exciting new iteration of the same ethos," Lechner said.

The company said clients will gain access to a property's "little black book", guaranteeing exclusive access to seemingly inaccessible haunts.



## Domestic up 200k

**AUSTRALIAN** domestic traveller numbers spiked by 200,000 in the month of Jul, a rise of 3.8% from the corresponding month in 2023.

In total, 5.54 million passengers flew on scheduled or charter services, however the figure was still down 2.8% on pre-pandemic levels from Jul 2019.

Capacity also climbed over the month, with 54,200 flights operated - up 3.9% on Jul 2023 - sending the average load factor down 1.3% to 81.5%.

## Danish rail added

**RAIL** Europe has added Deutsche Bahn connections to Denmark to its B2B platforms RailAPI, RailFlash and RailPortal.

The move means travel advisors can book rail journeys between Germany and Denmark, as well as many other train services travelling in & out of the country.



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## CORPORATE UPDATE

### AA revives business perks

**CORPORATE** travellers flying with American Airlines will once again be able to access a range of perks akin to AAdvantage Gold status membership, the US carrier revealed this week.

The decision to restore its Corporate Experience benefits program from 10 Oct for business travellers was driven by extensive feedback from corporate agencies, which had emphasised that AA was no longer competitive with United Airlines and Delta Air Lines on corporate benefits.

“Corporate customers are our

best customers, and we need to make sure they have the best experience possible,” AA Senior VP of Partnerships and Retailing, Scott Laurence, said.

“We need to make sure we are competitive, in this case we weren’t, and now we have something that exceeds what our two network competitors are offering customers,” he added.

When the program goes live, business travellers will be able to make complimentary preferred economy seat selections; receive priority check-in, security screening and boarding; as well as receive priority flights in instances that flights have been delayed or cancelled.

The latest about-face follows a turbulent relationship with agencies around the world, with AA forced to scrap a strategy to cut agents from its distribution strategy after poor revenue and profit results (*TD* 31 May). *AB*

### Loneliness study

A **NEW** survey from Booking.com has identified growing mental health concerns among business travellers.

Topping the list in the study of over 500 American workers was the scourge of loneliness on trips, with a quarter of respondents citing a lack of social connection as a major barrier.

Health challenges also featured prominently with 23%, followed by missing family (22%) and anxiety issues (18%).

Interestingly, younger corporate travellers were found to be more likely to be afflicted by loneliness, with those aged between 18 and 35 listing the challenge of isolation in far greater numbers than workers aged over 35.

### Air+hotel auditing



**PARTNERSHIP** Travel Consulting has launched auditing services to help corporate clients access lower airfare deals.

The new service - which is available to corporate travel managers in Australia - compares ticketed fares with what’s on carrier websites for the cheapest rate, and combines it with negotiated hotel rates.

## Stay Updated

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### EK opens Stansted

**EMIRATES** has completed its airport lounge puzzle in London, opening a new facility at Stansted for passengers to relax prior to its 14 weekly flights to Dubai.

The 900m<sup>2</sup> lounge (**pictured**) is the result of a \$7.7 million investment by the carrier, with the space offering seating for up to 125 travellers, including first and business flyers.

Featuring a warm colour scheme and modern furnishings, the carrier’s new lounge is adjacent to the departure gates in Satellite 1 and a three-minute walk to the gate.

Guests can enjoy a farm-to-table dining concept courtesy of Full Circle Farms, with a seasonal menu featuring local produce, coupled with premium spirits, wines and Moët champagne.


Stansted Airport Managing Director, Gareth Powell, said the opening of the new Emirates lounge was great news both for the airport and its passengers.

“Offering an experience of luxury and comfort for the airline’s first and business class customers, its location in Satellite 1 boasts excellent views over the airport and allows boarding access to the aircraft directly from the lounge,” Powell said.

The new facility means Emirates now offers at least one premium lounge experience at all three London airports it serves and six across the wider United Kingdom, including Birmingham, Glasgow and Manchester.

The news follows Emirates opening a new lounge at Paris Charles de Gaulle in Jun (*TD* 28 Jun), located at Terminal 2C and catering for to up to 165 guests.






## Travel Daily

FEATURE

### Navigating fragmentation

**With Tass Messinis, Chair, Association of Travel Management Companies (ATMC)**



**ASTHE** global business travel market is set to reach \$1.48 trillion in spending by 2024, airlines and suppliers are increasingly bypassing Travel Management Companies (TMCs) to forge direct traveller relationships.

This trend raises significant concerns about fragmentation in the corporate travel sector, threatening the comprehensive, end-to-end services that corporations rely on every day.


Direct booking strategies complicate travel management processes, leading to scattered services and reduced oversight.

In response, the Association of Travel Management Companies (ATMC), in collaboration with the Business Travel Association (BTA) in the UK and the Guild of European Business Travel Agents (GEBTA), has commissioned a white paper to tackle these urgent challenges.

The paper aims to address content fragmentation and redefine distribution strategies, ensuring TMCs maintain their crucial role in delivering streamlined travel solutions.

A collaborative approach is essential to sustain the integrity and efficiency of corporate travel services as the market shifts toward direct interactions.

The white paper will be released in Oct and presented at the Australian Corporate Travel Summit on 13 Nov.



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## SPECIALS

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Travellers can 'sail into savings' with **Seabourn's** new special, which offers up to 15% off select 2024-25 luxury cruises around the world. Guests who book before 12 Nov can enjoy savings across more than 300 of the cruise line's itineraries, including the seven-day 'Alaska Fjords & Canadian Inside Passage', which takes place on board *Seabourn Quest* from 06 Jun 2025 - explore the offer [HERE](#).

**Adina Hotel Adelaide Treasury** is offering up to 20% savings when customers book three nights or more before 31 Dec, for stays between now and the end of the year - book [HERE](#). **A by Adina Sydney** has also launched a new offer, with guests able to receive a complimentary upgrade to a one-bedroom apartment plus daily la carte breakfast when they book an overnight stay in a studio room before 31 Dec, [HERE](#).

Travellers visiting Sydney can save over 50% on entry to the city's key attractions with a Sydney big ticket combo pass, which combines **Sea Life Sydney Aquarium** tickets with Wild Life Sydney Zoo, Madame Tussauds Sydney, Sydney Tower Eye and more. The pass is valid for up to 60 days, with online prices starting from \$65 per adult for a two-attraction pass, all the way up to \$139 per adult for a four-attraction pass plus a big bus narrated city tour. Find out more [HERE](#).

**Hurtigruten** has announced the return of its popular flight-inclusive packages to Antarctica for 2025 and 2026, with fares starting from \$13,977 per person for 15 days. The deal includes full-service international flights, pre-cruise accommodation, all-inclusive 'Highlights of Antarctica' voyage, and more. Call 1300 159 127 for more information or to book before 11 Nov.

Travellers looking for their next rail adventure should take advantage of **Railbookers'** latest flash sale, which offers savings on 2024 and 2025 journeys. Couples can save up to \$800 on 'The Best of the United Kingdom and Ireland' itinerary, for example, which visits nine destinations over 21 days, or the 20-day 'Gems of Italy and Switzerland' journey - see more deals [HERE](#).

**Riviera Travel River Cruises** has launched an earlybird sale for 2026, with customers able to secure their spot on a sailing for the lower 2025 prices until 15 Dec on existing and new themed cruises. Guests who pre-register their interest before 09 Oct will get an additional 10% off per person for bookings in middle and upper deck cabins, plus an all-inclusive deluxe drinks package - call 1300 857 437 for more details.

Travellers can save on their next holiday with **Wendy Wu Tours**, which has launched a partner flies free promotion. Available for a limited time on new bookings made from 01 Oct-30 Nov, the offer allows a companion to fly free on selected 2025/26 departures to a variety of destinations, while solo travellers will save 50% off airfares - more [HERE](#).

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## Intrepid quizzes Flight Centre



A **SMALL** number of lucky Flight Centre Travel Group 'future team leaders' and their area leaders recently enjoyed a fun-filled gathering in Sydney.

The date, organised by Intrepid Key Partnerships Manager Nicola McKenzie, saw the jovial group (**pictured**) cheers to their continued success over a celebratory beer at a pub.

They then headed to Quiz Room Sydney, the city's new immersive, trivia-style quiz game, where attendees' general knowledge - and Intrepid product knowledge - were put to the test.

Reports are the Quiz Room experience involved much stealing of points, and blocking others from scoring, but all agreed it was a fantastic team-bonding moment. *MS*

## Adyen into clouds

**PROPERTY** management system RMS Cloud has partnered with fintech platform Adyen to deliver new operational efficiency and help 7,000 connected hotels to address pain points including fraud and payment complexities.

The partnership has delivered the new RMS Pay embedded payment solution, which has led to savings of up to \$200k, six-fold decrease in payment processing and 93% reduction in disputes.

RMS Pay now allows connected hotels to consolidate multiple reconciliation and reporting tasks into one platform, reducing the risk of disputes and chargebacks.

## Discover Korea with 'Annyeonghaseyo'

**KOREA** Tourism Organization is inviting Aussies to introduce themselves to the wonders of South Korea through its new 'Annyeonghaseyo' campaign.

Translating to 'hello' in Korean, the campaign aims to highlight Korea as an energetic, vibrant and must-visit destination.

A variety of digital assets have been launched to support the promotion including hero videos on social media and mainstream ads featuring K-Pop, cuisine and outdoor adventures.



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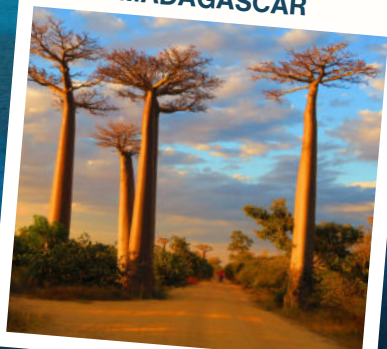
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