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## Disney Days returns

**AGENTS** are invited to register their interest now in an all-new Disney Days roadshow coming to Australia and New Zealand in May in partnership with Visit Anaheim.

Each event will feature the latest updates across a range of Disney travel experiences - see **page 8**.



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## Geraghty lands at SYD

**EXCLUSIVE**

**FORMER** Air New Zealand Chief Customer and Sales Officer Leanne Geraghty (**pictured**) has been appointed by Sydney Airport as its General Manager for Passenger Experience.

Her planned exit from the Kiwi carrier was announced in Oct last year (**TD** 17 Oct 2024) after two decades at the company, alongside a Jan 2025 exit date.

A spokesperson for Sydney Airport confirmed to **Travel Daily** that Geraghty was recruited to the team of general managers at the beginning of this year.

### Today's issue of TD

**Travel Daily** today features seven pages of news, including a native page from **Imagine Holidays**, our **Luxury page**, plus a product profile from **ATI** and a full page from **Disney Destinations**.



Geraghty was also a former GM of Australia for Air NZ, with the latest move seeing her return to Australian shores.

She arrives at Sydney Airport at an exciting period of infrastructure development, with the country's largest hub recently announcing a major \$200 million redevelopment of Terminal 2 (**TD** 20 Nov 2024).

The first big upgrade in 30 years will include next-generation security screening, new bag drop technology, new kiosks, & more.

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## Support for clients

**WITH** travel disruptions happening more frequently, agents can now call on a team of experts available to help in a time of crisis with ATI.

Find out more about its pay-per-use assistance service via today's Product Profile on **page nine**.



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## 1000MTG adds two BDMs



**AS PART** of an effort to expand its global operations, 1000 Mile Travel Group (1000MTG) has welcomed two new business development managers (BDMs).

Based in Florida, Kristina Kristianson has been appointed to expand the 1000MTG travel advisor network in North America and introduce more agents to 1000Access, the company's 24/7

online travel booking tool.

Kristianson boasts more than two decades' experience in the luxury leisure and hotel space.

"Her deep understanding of the travel industry will help us create more opportunities for growth and streamline access to tools like 1000Access," said Christy Shafer, 1000MTG GM, North America.

Also joining the company is Stu McLennan, who will help grow the network's corporate client and travel advisor base in the UK.

McLennan brings extensive experience in the travel and corporate sectors, joining from Flight Centre Travel Group's UK business travel arm.

"The addition of Kristina and Stu to our team marks a significant milestone in our growth strategy," said Nicola Veltman, 1000MTG Chief Executive Officer.

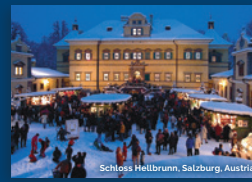
"Their extensive experience and passion for supporting travel advisors will be key to unlocking new opportunities and driving innovation across both our North American and UK markets." *JM*

### A famous incentive

**CELEBRITY** Cruises is offering local agents the chance to win a cruise for two people in a Veranda twin-stateroom via a new incentive.

Advisors must make new and confirmed 2025 European bookings through the official comp site **HERE** between now and 08 May, and have an unlimited number of entries.

The winner will be chosen at random and notified by email within seven days of the draw.



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## Agents fall for Niagara



**VIVA** Holidays teamed up with Air Canada and Destination Ontario to host nine of its top-performing agents on a family to Toronto and Niagara Falls.

After flying on one of Air Canada's nonstop services from Australia to Vancouver International Airport, the group seamlessly connected with onward flights to Toronto.

Upon landing in the capital city, they immediately set off for Niagara Falls, where they checked into the Sheraton Fallsview.

Over two days, the agents experienced the region's top attractions, including a thrilling helicopter ride to enjoy a birds-eye view of the falls, a visit to Niagara-on-the-Lake, and a stop at Peller Estates Winery.

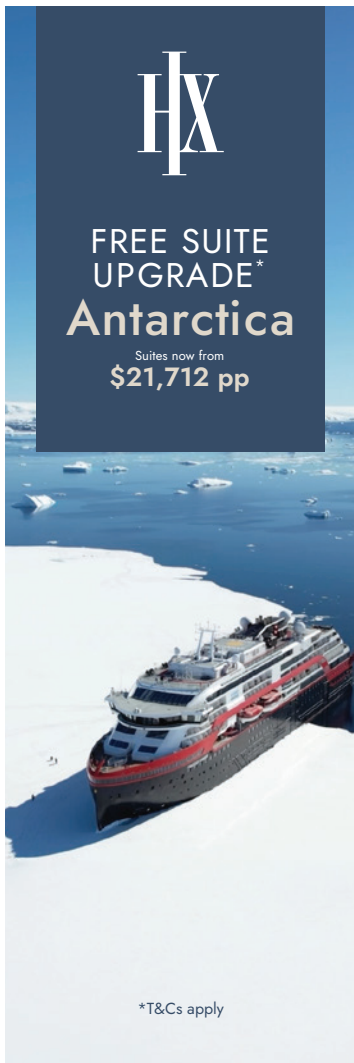
The group then returned to Toronto, where they checked into the Chelsea Hotel before enjoying a guided city tour, a Segway experience at the historic Distillery District, and

a fine dining experience at 360 The Restaurant at the CN Tower, where they enjoyed panoramic views of the city.

**Pictured** in Toronto: Denise Uribe, Cathy Hewett, Heather Rice, Karen Marshall (back), Taylor Meredith, Molly Tayles, Liane Plant, Anita Houldsworth, Claudia Masters, & Georgia Ross.

**HX**

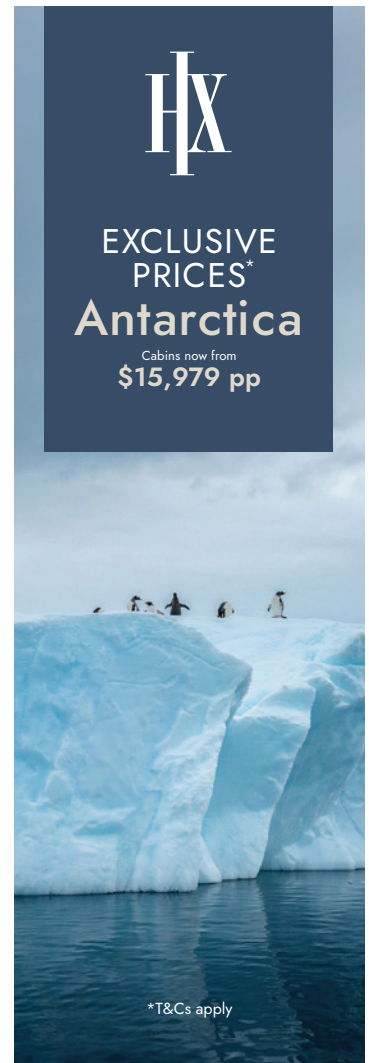
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### First NZ BDM named

**INTERNATIONAL** Rail has appointed Kirsty Blows as its first-ever New Zealand-based Business Development Manager.

Blows was most recently an Inbound Manager for Helloworld based in Auckland, and before that was General Manager Australia and NZ at Rail Online.

International Rail Chief Executive Officer Jonathan Hume said Blows' recruitment is a direct response to the growing demand the wholesaler has seen from New Zealand agents & partners.



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## Easter will be egg-stra busy in Apr

**AUSSIES** will travel in large numbers during the upcoming Easter holidays, with international flight bookings up 11% year-on-year, according to Webjet.

Booking data from the OTA showed one in three bookings for travel departing between 18-27 Apr are for overseas cities, up from 28% last year.

Last-minute decisions to get away are also on the rise, with the last two weeks seeing a 31% spike in travel for the same dates.

Bali leads the list for the most popular destination booked, with three New Zealand cities also among those heavily favoured.

A number of changes in the list reflect changing market sentiments, with Tokyo rocketing up three places to third place from its spot at seventh last year.

Other changes see Los Angeles and Nadi make their debut in the list at #4 and #10 respectively, with Manila also improving its



rank by two spots to sit seventh.

Cities losing favour include London, which fell three spots to eighth place, while Bangkok, Wellington and Phuket dropped out of the list entirely.

In terms of domestic travel, Webjet saw fairly typical booking patterns with Melbourne, Sydney and Brisbane holding the top three spots, with the Gold Coast improving its place to fifth.

**MEANWHILE**, Aussie airports are gearing up for bumper Easter holidays, with significant traveller numbers expected, helped by a condensed schedule which sees Easter and Anzac Day fall in

consecutive weeks.

Sydney Airport is forecasting its biggest Easter school holidays since 2019, with 1.5 million flyers expected in its domestic terminals, and one million through its T1 int'l gateway.

Farther south in Melbourne, international passengers are tipped to be 24% higher than the same period last year, with more than two million expected including 729,000 departing and arriving leading to Anzac Day.

The peak will be 17 Apr, with 118,000 pax expected that day.

Brisbane Airport said despite ongoing construction work, it is expecting 2.23 million pax between 27 Mar and 29 Apr, with more than 80,000 of these booked to travel on 17 Apr alone.

Adelaide Airport has also forecasted its busiest week on record, with more than 90 extra flights scheduled in the lead-up to the AFL's Gather Round. *ML*



## Window Seat

**LEGENDARY** 90s crooner Gary Barlow, of Take That fame, is now in a tourism promotion, or so it seems, with his latest project showcasing the best of Australian food and wine.

Barlow will hit UK screens this week with a new six-part series on ITV where he visits all six states and territories.

Fellow 90s music luminaries will pop up at different points during the series, including Dannii Minogue, Sophie Ellis-Bextor and Ronan Keating.

At a preview screening in the UK this week, Barlow was presented with a framed pair of budgie smugglers to mark the Sydney episode, where he donned the iconic swimwear to jump in the Icebergs pool.

Production of the series was assisted by Tourism Australia.

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## Domestic plans surge ahead

**ALTHOUGH** international travel is gaining pace, domestic holidays continue to reign supreme, with new Roy Morgan data revealing 13 million (57%) Australians are planning a trip within the country over the next 12 months.

The figure is up from 52% on last year, while the number of Aussies planning to travel overseas in the next month also rose from 16% in Oct 2022 - when pandemic-era travel restrictions were lifted - to 23% this year.

"Australians have always possessed a deep-seated wanderlust, and these figures confirm our enduring passion for travel," said Adele Labine-Romain, Roy Morgan Head of Travel & Tourism.

"While economic factors and confidence levels have certainly been influencing travel decisions for some, the desire to explore remains strong, showing a promising future for travel.

"Domestic travel pursuits remain the mainstay of how



Australians travel, whether discovering new places or returning to familiar spots."

Since Oct 2022, travel intentions have bounced back despite low levels of consumer confidence, the independent research company pointed out.

The travel intention data comes from the *Roy Morgan Single Source Survey*, which is derived from in-depth interviews with more than 60,000 Australians each year. *JM*

### A Genius expansion

**LUXURY** Escapes and Cover Genius have expanded their global partnership which will see them offer enhanced travel protection, including worldwide cancellation protection.

The additional cover provides a 100% refund for cancellations due to unforeseen events.

Customers can now also purchase cancellation protection from Luxury Escapes.

The expanded coverage also applies to travellers from the US, Canada, UK, Germany, France, The Netherlands, Ireland, Spain, Saudi Arabia, United Arab Emirates, Singapore, & Vietnam.

### Execs seek privilege

**FORMER** Rex directors Lim Kim Hai, John Sharp, Lincoln Pan and Siddarth Khotkar look to be using 'penalty privilege' in their defence against ASIC allegations of deceptive and misleading conduct, according to a story in *The Australian* yesterday.

Privilege allows the directors to refuse to provide info that could expose them to a civil penalty.



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Travel Daily

## Agents see all sides of Taiwan



**TAIWAN'S** vibrant cityscape and serene countryside were on full show to a group of Australian agents who enjoyed an immersive week-long adventure in the country recently.

The group took part in a busy schedule with a visit to lively night markets in Taipei and a cultural foray in Lukang, Jiufen Old Street, and a chance to witness a traditional sky lantern ceremony in Shifen.

A number of local attractions welcomed the group, including Yilan's Kavalan Whisky Distillery and the National Palace Museum, which is home to one of the world's largest collections of ancient Chinese artefacts.

After the bustling energy of Taiwan's cities, the group switched gears to appreciate the country's natural beauty.

This was done via a gentle

cruise on Sun Moon Lake, a visit to the inspiring Shifen waterfall, and a chance to explore Taiwan's imposing mountain ranges.

"I had an amazing week in Taiwan: it has something for everyone - from tea plantations and historic temples to mouthwatering street food and stunning natural landscapes," said one participant, Natalie Daw from Helloworld Camberwell. *ML*

The group, **pictured** above, consisted of Justin Smythe, My Taiwan Escape; Tina Chen, My Taiwan Escape; Adam Pearson, Travel Associates Toronto; Brett Robinson, Helloworld Leopold; Blair Galvin, Helloworld Ascot Vale; Donna Guidotto, Helloworld Elizabeth; Natalie Daw, Helloworld Camberwell; Jessica Waddel, Frank Ford Travel; Alma Araullo, TravelManagers; & Teresa Reyes, TravelManagers. *ML*

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Imagine Holidays

**IMAGINE** Holidays recently hosted over 400 guests at an exclusive event in Singapore.

Held at the iconic Raffles Singapore, the event was attended by a select group of the company's top agents and partners, providing a unique chance to herald the company's venture into the B2B sector.

As part of its event collection, Imagine Holidays curated a series of exclusive experiences, including a private meet-and-greet with comedy legend John Cleese.

The event, hosted by Helloworld Travel General Manager of Trade Sales Craig Spiga provided a rare opportunity to engage with the agents who have been instrumental in the company's growth, while also strengthening relationships and highlighting the added value they bring to the trade space.



Imagine Holidays' launch into the B2B sector has been a resounding success, and this exclusive event offered an intimate setting for their partners to connect and experience first hand the luxury and exclusivity the brand is known for.

## Surpassing all expectations

**FOLLOWING** a successful launch of its partnership with Helloworld Travel, Craig Spiga, General Manager of Trade Sales, has reflected on Imagine Holidays' successful first year in the B2B space.

"We've exceeded all expectations in our first year, and I'm excited to continue growing and strengthening relationships with current and future partners," Spiga said.

Recognising the pivotal role agents play in supporting clients, the company spent a year

preparing to ensure that the top-tier service they provide their customers was replicated for its B2B partners.

Launched at the Helloworld OMC in May last year, the partnership extends to agents across the Helloworld branded and associate networks.

These include Magellan, Helloworld Business Travel, MTA, and Express Travel Group.

Feedback has been overwhelmingly positive, with praise for Imagine Holidays' team and holiday offering

## Imagine Holidays adds Galapagos to collection

**IMAGINE** Holidays has added the Galapagos Islands to its curated collection of luxury travel experiences.

The new offering allows guests to explore the islands through unique onshore excursions, along with a [tour of Machu Picchu](#) and

hotel stays.

This exclusive holiday experience is designed to seamlessly integrate with Imagine Holidays' extensive collection, which includes iconic rail journeys, immersive guided tours, and VIP events.

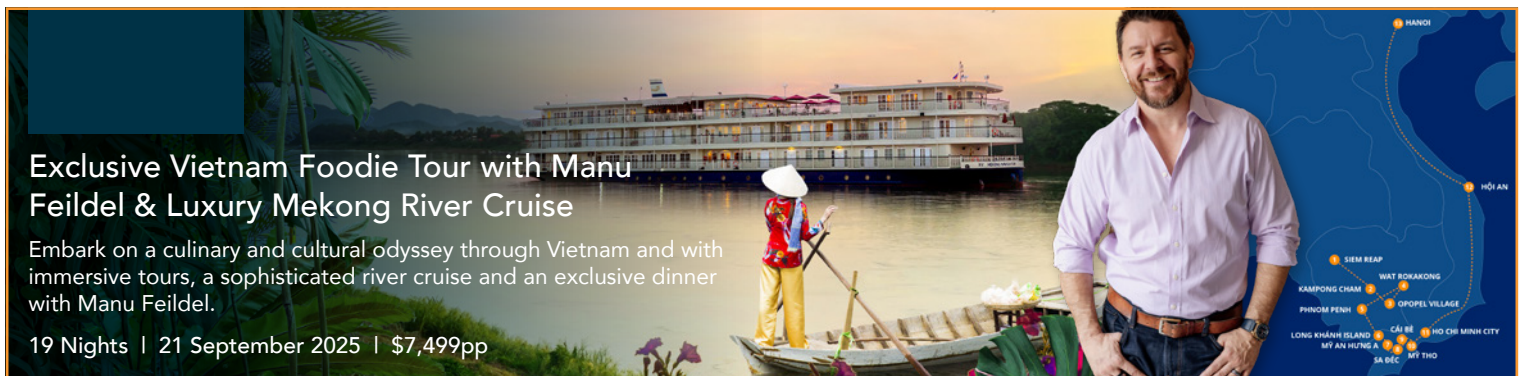


## Exclusive Vietnam Foodie Tour with Manu Feidel & Luxury Mekong River Cruise

Embark on a culinary and cultural odyssey through Vietnam and with immersive tours, a sophisticated river cruise and an exclusive dinner with Manu Feidel.

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## VIKING SAYS “NO” TO EMISSIONS WITH HYDROGEN SHIPS

**HYDROGEN** is set to power a cruise ship for the first time in history when Fincantieri-constructed *Viking Libra* is delivered in late 2026.

The ship, which will use a hybrid propulsion system, is currently under construction in the Ancona shipyard and will be capable of operating with zero emissions.

*Libra* will be joined soon after by *Viking Astrea*, to be delivered in 2027, which will use the same hybrid power system.

*Libra* and *Astrea* will have 499 staterooms each that can host 998 guests and will be considered sister ships to Viking’s ocean fleet, with the propulsion system based partially on liquefied hydrogen and fuel cells.

Viking said the hybrid propulsion system is capable of zero emission operation and



is created by Isotta Fraschini Motori, a specialist in advanced fuel cell technology and builder of a range of engines across multiple industries including automotive.

“With the *Viking Libra*, we are not only delivering the world’s first cruise ship powered by hydrogen stored on board, but we are also reinforcing our

commitment to shaping the future of sustainable maritime transportation,” said Pierroberto Folgiero, CEO and Managing Director of Fincantieri.

“Furthermore, we are thrilled about Viking’s decision to expand its fleet with the order of two additional vessels, which reaffirms the strength of our

partnership, as well as the trust placed in our expertise.”

Torstein Hagen, Chairman and Chief Executive Officer of Viking, added, “Viking made the principled decision to invest in hydrogen, which offers a true zero-emission solution.

“We look forward to welcoming the world’s first hydrogen-powered cruise ship to our fleet in 2026.”

In addition, Viking and Fincantieri also announced that contracts have been signed for two additional ocean ships for delivery in 2031 and an option for two additional ocean ships for delivery in 2033.

The luxury cruise line expects to take delivery of 26 new river ships by 2028 and 11 new ocean ships by 2031, bringing its total to 110 and 23 respectively. *DF*

### A&K goes smaller

**ABERCROMBIE & Kent** has released a series of eight new small group adventures to depart this year.

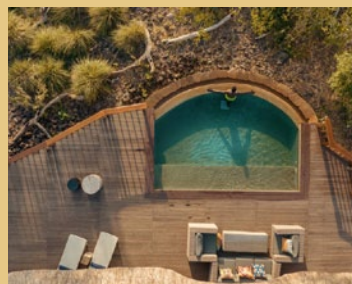
These include ‘India - A Feast for the Senses’; ‘The Timeless Towns of the Baltics’; ‘A Culinary Cruise Through France’; ‘Christmas in Lapland’; ‘Norway’s Lofoten Islands’ and more.

According to the brand, the itineraries are based around the theme of lifelong learning and authenticity.

### Virgin Limited Edition flies the luxury safari flag with new offering

**LUXURY** safari aficionados staying at either of Virgin Limited Editions (VLE) Mahali Mzuri or Finch Hattons properties in Kenya will now be able to travel between the two camps via air.

Available exclusively during the high season from Jun this year, guests will be able to travel between the two safari camps via Safari Link or Fly ALS in just over an hour, allowing them to take in the unique opportunities provided by both.



Mahali Mzuri is a luxury safari camp with 12 tents, set within the 13,500-hectare Olare Motorogi Conservancy in the Maasai Mara ecosystem.

It provides wildlife encounters with daily sightings of lions, elephants, and buffalo, led by experienced guides.

The property is currently undergoing a full refurbishment and will reopen in Jun this year.

Finch Hattons joined VLE in 2024 and is a luxury camp with 17 tents, nestled within 35 hectares of wilderness in Tsavo West National Park.

It offers views of Mount Kilimanjaro and has over 30 years of safari expertise. *DF*

## Are your clients ready for Tahiti? Their flights are on us!

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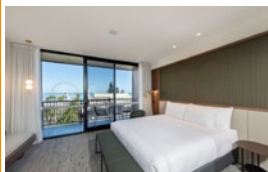
\*Conditions apply.



Paul Gauguin  
CRUISES

## ACCOMMODATION

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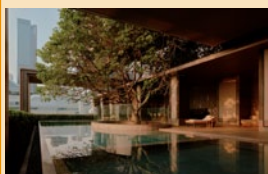
**The George Glenelg**, a boutique luxury hotel, has just opened in South Australia. Owned by the Taplin Group, the 60-room retreat is just steps away from Glenelg Beach and the Jetty Road precinct. Guests are also within close proximity of Adelaide's CBD and more than 27 cafes, restaurants and retail spots, while only being a 10-minute drive from Adelaide Airport. The hotel was designed with style, convenience and coastal charm in mind.



IHG Hotels & Resorts' boutique lifestyle brand, Hotel Indigo, has made its New Zealand debut with the official opening of **Hotel Indigo Auckland** in Midtown on Albert Street. Located on the historic site of a 1912 motor house that imported Cadillacs into New Zealand, the 225-key property pays homage to its industrial past with a mix of heritage-listed and modern architecture. It also features a bespoke photographic exhibition spanning all 25 accommodation floors.



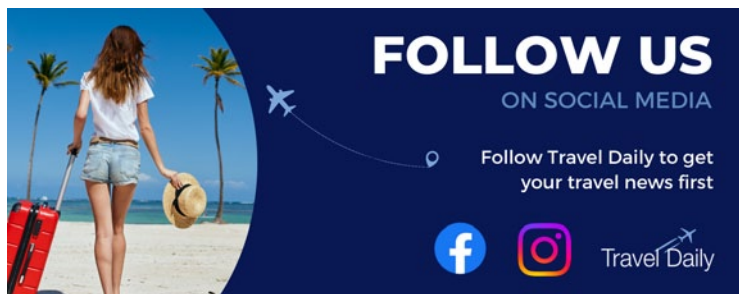
**Mercure Lucknow Gomti Nagar** has opened in India's multicultural capital of Uttar Pradesh. With its locally inspired design and warm hospitality, the 109-key hotel serves as an ideal base for travellers to discover the city. Guests can enjoy a diverse culinary experience across its three dining venues, which includes an all-day restaurant and two bars. There are also two banquet halls and a meeting room, supported by a dedicated events team.



Aman has welcomed its second property in Thailand, with **Nai Lert Bangkok** now accepting visitors. The new 36-storey hotel encompasses 52 suites and 34 branded residences, alongside a global Aman Club, 1,500m² spa and wellness centre, and several venues for dining and socialising. Guests can discover two new restaurant concepts from Aman, both offering upscale Japanese dining.



**Nanuku Resort Fiji** has completed its extensive \$12 million redesign, resulting in refreshed interiors across all guest areas. Coinciding with the resort's 10th anniversary celebrations, the makeover retained the property's authentic Fijian character while introducing new features like the 'Dancing Turtles' adults-only dining area and expanded recreational options.



## JB floats training initiative



**HORIZONTAL** Falls Seaplane Adventures has celebrated the first three graduates of its inaugural Floatplane Pilot Accreditation Program Horizontal Falls Seaplane Adventures (HFSA).

Part of Journey Beyond Australia's experiential tourism group, HFSA employs 50% of all commercial seaplane pilots in Australia, and is the only operator that offers guests the opportunity to experience Horizontal Falls from both the air and water and stay on Talbot Bay overnight.

The training initiative is aimed at addressing the growing demand for qualified seaplane pilots, and to ensure the sustainability and safety of seaplane operations across Australia.

"We are dedicated to nurturing the next generation of aviation talent, proudly committing to develop new seaplane pilots," said Simon McGrath, Journey Beyond Executive General Manager - Marine Experiences.

"The graduates are now qualified and equipped to provide unforgettable experiences whilst also ensuring the safety and welfare of our guests."

The program was highly

competitive, with hundreds of applicants vying for selection and participating in a rigorous selection process.

Applications for the next floatplane pilot accreditation program will open in Oct, with HFSA revealing plans to further grow the initiative in 2026 through collaboration with other commercial floatplane operations throughout Australasia.

The seasonal business operates from Mar to Oct, flying more than 18,000 passengers annually to Horizontal Falls. *JM*

## CASA power pitch

A **NEW** campaign urging Aussies to pack power banks and spare batteries in their carry-on bags has been launched by the Civil Aviation Safety Authority (CASA).

The 'Pack Right Safe Flight' pitch aims to help travellers understand what can and cannot be packed in carry-on and checked bags.

CASA CEO Pip Spence said the average passenger now travels with at least four lithium battery devices and due to the fire risk, having them in the cabin means crew can quickly address issues.





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# Disney DAYS 2025

**Disney Destinations along with our friends at Visit Anaheim invite you to join us for an all-new Disney Days experience in 2025.**

This year, we're bringing you in-depth panels featuring incredible Guest Speakers who will provide insights, tips, tricks and more! You'll also hear updates and the latest news from the *Disneyland* Resort in California, *Walt Disney World* Resort in Florida, Disney Cruise Line, and Visit Anaheim.

**Auckland**  
Thursday 22 May

**Melbourne**  
Monday 26 May

**Sydney**  
Wednesday 28 May

Places are **strictly limited** and by **invitation only**, so register your interest early for the best chance of securing a space. Invitations to follow.

**We can't wait to see you real soon!**





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Disruptions are inevitable for the travel industry. From flight delays and cancellations due to cyclones in the north, bushfires in the summer, or sudden weather changes, travellers will always need immediate and dependable assistance when plans get disrupted unexpectedly.

Whilst a team working 24/7 around the clock could be difficult and highly costly to acquire, ATI's 24/7 Support Service is here to ensure your travellers get the support they need, anytime, anywhere.

Our expert travel consultants act fast to resolve cases and minimise stress - all while being cost-effective through a pay per use transaction service model.

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**Booking Assistance:** Efficient handling of urgent bookings, rebookings, and cancellations across airlines, hotels, and car rentals to keep travel plans on track.

**Travel Information & Advice:** Reliable, up-to-date guidance on destinations, visa requirements, and airline policies, empowering clients to make informed decisions.

**Queue Tracking:** Monitoring of up to 8 queue numbers per PCC after hours, ensuring urgent cases are promptly identified and escalated.

Seamless support during unexpected disruptions is no longer just an advantage—it's essential in today's competitive travel industry. With ATI's 24/7 Support Service, you can offer reliable, round-the-clock assistance, ensuring travellers feel secure and supported every step of the way.

## ABOUT ATI

Established since 2002, ATI is a Business Process Management company specialised in the Travel and Hospitality industry. With more than 1,500 employees, we provide various travel specialised services to numerous multinational clients including Flight Centre Travel Group, Luxury Escapes, Expedia and CT Partners.