

Today's issue of TD

Travel Daily today features five pages of travel industry news, plus full pages from:

- City of Gold Coast
- Viva Holidays
- The 25th btTB Conference

NCL tells stories

THE global marketing strategy for Norwegian Cruise Line (NCL) will look to include more customer-centric storytelling elements under the leadership of newly appointed Chief Marketing Officer Kiran Smith.

Succeeding Adam Malone in the role, the former marketing chief of robot vacuum company iRobot will report directly to NCL President David Herrera.

MEANWHILE, parent company NCLH has increased its revolving credit facility in the United States from US\$1.7b to \$2.486b.

The added liquidity will give NCLH greater flexibility to execute its strategic priorities and support its long-term growth plans. *AB*

Angus takes top job

THE long search for a new VisitBritain Australia Country Manager is over, with Kristen Angus (**pictured**) taking the reins of the organisation from today (**TD** breaking news).

Following the departure of Maria Sykes last year to head up the Jane Goodall Institute Australia (**TD** 20 Dec 2024), VisitBritain launched an international recruitment drive.

Angus assumes the role with 15 years of experience at VisitBritain, having previously led the marketing and communications across Australia, New Zealand, the Middle East and Asia.

She has also held roles with destination brands including Tourism Australia, Tourism New



Based in Sydney, Angus will be charged with overseeing VisitBritain's strategy across B2B, travel trade, PR and UK public diplomacy relations in ANZ.

"As outbound travel to the UK continues to grow from both markets, strong collaboration with our dedicated industry partners will be key to converting growing interest into bookings," Angus said.

While Britain is a strong and well-established outbound market for Australia, a 40% global marketing budget cut was singled out as a major challenge by the WTTC in Apr (**TD** 24 Apr). *AB*

Nature-based grant

THE City of Gold Coast is now accepting applications for grants from nature-based tourism operators - see more on **page 6**.

DISCOVER HONG KONG



Win your way to LA

WIN a way to the ultimate Los Angeles fam, with 10 spots available on the epic adventure - more details on **page seven**.

btTB 2025 on sale

REGISTER now for the 25th annual btTB Travel Conference, gala dinner, and awards on 07-08 Aug - all the info on **page eight**.

LATAM cuts Tasman

LATAM Airlines will pull the plug on flights between Sydney and Auckland in Oct as part of a network adjustment to deliver efficiency and prioritise direct flights from NZ and Australia.

The airline will continue to operate AKL-SCL flights on a reduced four times weekly basis.



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AW snaps up Burgdorf

ADVENTURE World has appointed former Flight Centre Travel Group (FCTG) luxury marketing chief Anna Burgdorf (pictured) as its new Head of Product (**TD** breaking news).

The premium adventure operator said that Burgdorf will spearhead its customer-centric approach to product innovation, and will prove “instrumental” in helping to usher in a new era of travel innovation.

“Anna’s comprehensive grasp of consumer preferences, combined with her dedication to impactful travel, directly supports our forward-looking vision,” Adventure World Managing Director Neil Rodgers said.

She will report directly to Rodgers, and will work hand-in-hand with the other four members of the leadership team, including Head of Marketing Elizabeth Glover and Head of Operations Aleta Freer.



Burgdorf departed FCTG’s Luxury Travel Collection in Feb (**TD** 12 Feb) - revealed exclusively at the time by **Travel Daily** - after joining the business in 2019.

The appointment arrives only months after the recruitment of Elsa McLean as Adventure World’s Head of Sales, who assumed the role earlier vacated by Andrew Eddy, after he made the call to return to Hurtigruten after less than two years.

In further recruitment news, The Travel Corporation brand has appointed Emily Fernandes as its National Sales Manager for NZ.

The newly created position will see Fernandes based in NZ. **AB**

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Former Tigerair CEO heads committee

PROMINENT aviation executive Merren McArthur has been tapped to lead the Melbourne Airport Rail Link (MARL) steering committee, which is charged with accelerating the troubled project.

McArthur has held several high-profile roles in travel, most notably as CEO of the now-defunct Tigerair Australia business, as well as chief of Virgin Australia’s cargo division.

She was also the founding CEO of the short-lived Canadian budget carrier Lynx Air.

“McArthur brings the critical experience in leadership, governance and risk management required to guide the Melbourne Airport Rail Link through its next critical phase,” Federal Transport Minister Catherine King said.

A deal was struck between the Fed Govt, the Vic Govt, and MEL in Apr to progress the project in hopes of a 2033 launch. **AB**

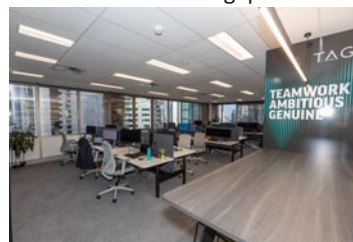
TAG makes a switch

TRAVEL and event management company TAG (The Appointment Group) has moved into a new Melbourne head office (pictured), where the company plans to ramp up its boots on the ground over the coming year.

The new space is located at 595 Collins Street, and marks a relocation from Spencer Street in the CBD following several major client wins.

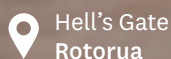
After setting up shop in Australia in 2013, TAG initially had a team of three, however over time, the brand has grown to 28 local staff.

The new office complements locations already in operation in every Australian state, as well as New Zealand and Singapore. **AB**



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Turkish flies IST-STN

TURKISH Airlines is adding flights to a third London gateway, with a new route to Stansted Airport starting in Mar.

The airline will operate the new Istanbul-London route up to 10 times a week from 18 Mar 2026, using A321neos.

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Carnival seeks compo

CARNIVAL Cruise Line will seek €4.5 million (A\$8 million) in compensation after a worker strike forced the line to move its ship to a new dry dock to complete routine maintenance.

Carnival Liberty entered Spain's Navantia shipyard in Cadiz earlier this month for technical upgrades and a major interior renovation before work was derailed due to a strike by local metal workers.

After some workers reportedly used the ship as leverage in their dispute, it was eventually moved to the Chantier Naval de Marseille yard in France.

The strike resulted in two days of planned stop-work action,



however negotiations have been affected by further off-schedule action and refusal of service by several subcontractors.

The delays have forced Carnival to cancel its 06 Jul sailing from New Orleans to the Bahamas, with guests receiving a full refund, a 100% cruise credit and refund of travel expenses. *ML*

Stranded on Silversea

PASSENGERS on board a Silversea vessel off the coast of WA were left stranded on Adele Island after the operator misjudged the outgoing tide during an expedition.

Media reports suggest around 70 passengers and 10 guides sailing aboard *Silver Cloud* were forced to wade through 500 metres of coral reef to deeper water, where they were met by the remaining Zodiac vessels dispatched by Silversea.

However, about 10 guests had to wait for a further four hours for Zodiacs to reach them, as tides needed to change for the vessel to reach their position.

Some passengers were treated for minor cuts and abrasions, and *Silver Cloud* has since set sail for Talbot Bay to continue its 12-day cruise of the Kimberley.

The luxury cruise line has been contacted for comment. *AB*

HA suffers IT hack

HAWAIIAN Airlines has reported a cyber attack that disrupted access to some of its IT systems, engaging the relevant authorities to investigate the incident.

The carrier confirmed that flights have not been affected.

Crooked Pearl pact

CROOKED Compass has partnered with Pearl Expeditions as a facilitator of pre- and post-expedition land extensions, *Travel Daily's* sister title *Cruise Weekly* can reveal.

The tie-up will offer *Paspaley Pearl* passengers extensions into Papua New Guinea, Borneo, Indonesia, and more - read the full story in today's edition of *CW*.

Ex-MU boss in a bind

FORMER China Eastern Airlines Chairman Liu Shaoyong is under investigation for corrupt practices.

Without giving specifics, China's Central Commission for Discipline Inspection said Shaoyong is under investigation for "serious violations of discipline and law".

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Window Seat

CONCERNS about injury and disease transmission have led to calls for popular red panda wake-up calls to end for guests at the Lehe Ledu Liangjiang Holiday Hotel in China.

The family resort in Chongqing has gained international attention from tourists because of its furry alternative to an alarm clock, which sees a band of red pandas each morning crawl on the beds of guests to rouse them for breakfast.

Pandas roam the courtyard of the property before venturing indoors alongside staff members to greet guests each morning, with slices of apple the reward for delivering the unusual service.

However, the hotel's management team have resisted the calls to end the practice, insisting the red pandas are all vaccinated and cared for by dedicated staff.



Kelsian board change

KELSIAN has appointed Terry Sinclair as a Director, replacing Lance Hockridge, who will depart the board tomorrow.

Sinclair will join the board from Sep, bringing more than three decades of experience from a range of prior board appointments around the corporate world, including as the current Chair of Silk Logistics.

He will be a member of the People, Culture, and Remuneration Committee, replacing the departing Hockridge, who was Chair.

Sinclair will also join the Safety, Risk, and Sustainability Committee, which Hockridge was also a part of. *MS*

Whyalla is now ready

WHYALLA Airport in South Australia has completed a \$30 million renovation, which saw its runway upgraded to allow larger aircraft to the service the region.

New 74-seat Q400 aircraft will now be able to operate on Whyalla routes, allowing for faster flight times and increased passenger numbers.

"These upgrades at Whyalla Airport will keep local communities connected, bring visitors in and help maintain a strong regional aviation network for Australia," Federal Transport Minister Catherine King said.

Whyalla Airport services more than 50,000 passengers every year, many of them FIFO workers and tourists. *JM*



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Travel Daily

Taxi concierge for SYD

A NEW Taxi Concierge Program has been rolled out at Sydney Airport by the NSW Taxi Council, tasked with improving customer service for travellers.

Initially running as a trial until the end of the year, the Concierge program took effect today and will be active at all three of Sydney Airport's terminals.

Central to the system is the NSW Taxi Council, which has worked with Sydney Airport, the NSW Government and the wider taxi industry on implementation.

Taxi Concierge staff will aim to connect arriving passengers into a taxi as quickly as possible, and help with loading luggage items.

Staff will also assist with information relating to payments, such as riders who choose to pay by Cabcharge or through the Taxi Transport Subsidy Scheme.

Concierges on duty keep watch for rogue drivers who refuse fares or overcharge passengers by



reporting incidents to authorities including the Point to Point Transport Commissioner.

A dedicated reporting structure unique to the Taxi Concierge Program has been introduced to filter out drivers doing the wrong thing - a move designed to instil confidence from the public.

NSW Taxi Council CEO Nick Abraham said the "vast majority of taxi drivers" who work to deliver top customer service will also see efficiency improvements.

"Focusing on delivering superior customer service is absolutely vital, particularly for those visitors coming out of Sydney Airport," Abraham said. *ML*

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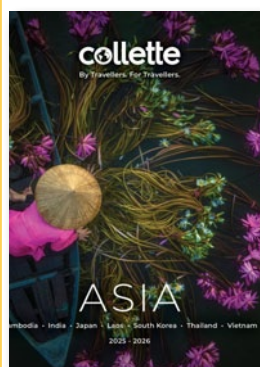
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Collette - Asia 2025-26

Collette has debuted its latest brochure showcasing a range of tours across Cambodia; Japan; South Korea; Thailand; Vietnam; and India. Tours range from 11-18 nights and feature rich culinary experiences, unique cultural inclusions, and engagements with the local community. Collette tours offer optimal pacing and curated experiences such as sharing a meal with the ama pearl divers in Japan. Agents can download a copy of the e-brochure from Collette's website, [HERE](#).



Hebridean Princess - 2026 Cruise Directory

One of the world's smallest cruise lines, Hebridean Island Cruises, has released a new brochure showcasing the full 2026 season for its luxury, 48-guest *Hebridean Princess*. The collection features 70 journeys of between four and nine nights from the Scottish ports of Greenock, Oban or Invergordon between Mar and Nov next year. To celebrate, the line is offering a 15% saving on all 2026 sailings through the wild and far-flung isles, lochs and canals of Scotland, available through its

Australian representative, Cruise Traveller. Read the brochure [HERE](#).



Solomon Airlines - flysolomons Issue 93

Travellers can discover a world of inspiration in the latest edition of the Solomon Airlines' complimentary in-flight magazine. The 31-page publication includes recent updates from the airline, as well as news and vibrant stories out of the Solomons, including one conservation group's journey to help the island country's dugongs and a special feature on Honiara's Tenaru Falls. The new edition is available now on board, as well as in the airline's Belama Lounge,

sales office and online, [HERE](#).



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Agents in the spotlight



LUXURY line Viking recently took travel agents behind the scenes of the Australian Brandenburg Orchestra.

Advisors came from agencies including Brighton Travelworld; FBI Travel; Hawthorn Travel; RACV; and Travelrite Int'l.

The Melbourne premiere of 'Baroque Unleashed' took place at Melbourne Recital Hall last week, where orchestral members "guided the advisors on an inspiring journey through the vibrant and electrifying world of baroque music".

This is the second year of Viking's partnership with the globally acclaimed orchestra.

"The Brandenburg is an important cultural partner for

Viking, providing culturally immersive performances and money-can't-buy experiences that aim to deepen the partnership and align perfectly with Viking's travel partners," stated the line.

Pictured: Natalie (no surname provided), Travelrite International; Mae and Amber (no surname provided), RACV Travel; Sonia & Trevor Jones, Hawthorn Travel; Erica Slutzkin, FBI Travel; and Carol Mallett, Brighton Travel. *JHM*

QLink adds PER-BQB

QANTASLINK has marked its maiden flight from Perth to Busselton, which touched down on Fri afternoon.

The flights operate Mon, Fri, and Sun on the airline's F100 fleet, and have been launched just in time for the holidays.

They will provide more than 31,000 seats each year between the two destinations, making the Margaret River more accessible.

US theme park plan

THE Walt Disney Company has revealed plans for a possible fifth theme park at Walt Disney World Resort in Orlando.

The Central Florida Tourism Oversight District released planning documents submitted by Disney, detailing a potential "major theme park", as well as "minor" parks and new hotels, dining, and shopping.

The proposed development covers more than 1,000 hectares, and include the possibility of a new golf course.

The last new standalone park Walt Disney World added was Disney's Animal Kingdom almost 30 years ago. *MS*



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