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Globus scores a try

TRAVEL advisors are invited to score with Globus family of brands' latest incentive, which offers tickets to the upcoming British & Irish Lions Tour in Sydney and Melbourne.

There are 22 tickets worth \$3,000 each up for grabs, [HERE](#).

Intrepid tech milestone

EXCLUSIVE

INTREPID Travel has completed the first major phase of its multi-year technology transformation, in partnership with end-to-end reservation platform, Kaptio (*TD* 13 Feb 2024).

The next-generation platform is now live across all 31 of Intrepid's country offices, replacing legacy platforms with a flexible, multi-day travel-specific solution built on Salesforce.

The software brings together reservations, pricing, sales and operations into one platform, enabling greater flexibility, automation and personalisation.

"This milestone marks a bold shift in how we operate and innovate," Anu Karunatilaka, Chief Technology Officer at Intrepid Travel, told *Travel Daily*.

"Kaptio's platform will improve our people experience and equip our teams with the tools they need to serve our customers better, unlock efficiencies, and achieve our long-term strategy."

The implementation is a key part of Intrepid's three-year digital transformation program, which aims to future-proof the company as it works towards its goal of becoming the first \$1 billion adventure travel business.

"This milestone reflects months of close collaboration, deep trust, and shared vision," said Viðar Svansson, CEO of Kaptio.

"Together, we've built something that will not only serve



Intrepid's needs today, but will help lead the next era of travel innovation and group travel."

Intrepid said it is now positioned to forge ahead with its strategic initiatives, from launching tailor-made offerings to enhancing accessibility for customers. *JM*

Pictured: The Kaptio + Intrepid Travel workgroup celebrate the Phase One launch in Intrepid's Melbourne office.

The road to France

BACK-ROADS Touring is inviting travellers to fall in love with France on its selection of small-group tours - see [page eight](#).

Save with G'Day

TRAVELLERS can stay three nights for the price of two thanks to the latest offer from G'Day Group - check out the [back page](#) for more details.

Today's issue of *TD*

Travel Daily today features seven pages of news including our **Business Events News** page plus full pages from:

- **Back-Roads Touring**
- **G'Day Group**

Mel, Syd rated high

OXFORD Economics' 2025 *Global Cities Index* report has both Melbourne and Sydney in the top 10, highly rated for their adaptability.

Melbourne has retained its sixth spot from last year, while Sydney enters the top 10 at seven.



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Book, win, wander

DRIVEAWAY has launched an incentive for Australian and New Zealand travel agents in partnership with THL.

Every confirmed booking made by 08 Jul with any of the THL brands for travel in Australia or New Zealand will automatically earn one entry into the draw, which will see one lucky agent score \$500 and five-day motorhome hire.

There are also gift cards up for grabs for two runners-up.



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NEW BROCHURE OUT NOW

Long-haul LCCs to boom

LONG-HAUL low-cost carriers operating to and from Australia will likely boom in the future, according to aviation analyst and the founder of CAPA - Centre for Aviation, Peter Harbison.

Speaking at the Sydney Airline Leadership Forum last week, Harbison said: "The big thing that has really happened, and it's been developing, is that there are about 10 or 11 long-haul, low-cost, carriers who are now servicing this market, and it's accounting for almost a quarter of the total international aviation market."

Airlines including Cebu Pacific Air, AirAsia X, Citilink Indonesia, Scoot, Vietjet and are now commonplace in Australia skies, with Scoot and Jetstar being noted by BITRE as taking a significant share of the market.

Harbison (**pictured**) noted that most of the LCC opportunity is coming out of Asia, and while Chinese carriers are dominating the Chinese routes, Qantas Group looks to be positioning Jetstar to take advantage of increasing opportunity.

"One of the things that's already started happening quite clearly is Jetstar's role vis-a-vis Qantas internationally," he said.

"You see for Southeast Asia and Northeast Asia, Jetstar's proportion increasing and Qantas is reducing - this is not just against



each other, this is in the total market and that's a moving target.

"I think we'll see increasingly Jetstar taking on a much bigger role," he added.

The entire LCC market would become more competitive, Harbison emphasised, particularly when new aircraft like the Airbus A321XLR become commonplace.

"It's going to become an increasingly competitive low-cost market, and the other interesting thing which feeds into that is the very efficient A321XLRs, which are coming through supposedly next month, but they'll be coming more slowly because of supply chain issues and delivery production capabilities," he noted. *DF*

US faces more issues

A RESEARCH note from Oxford Economics, reported in CNBC, has suggested that spending from foreign visitors to the US is likely to fall by US\$8.5 billion this year as a result of its trade and immigration policy updates.

The report predicts that international arrivals are expected to decline around 9% this year, which would result in the spend drop equating to around a 5% decrease compared to the same period last year.

Oxford Economic's research comes just two weeks out from the biggest US inbound travel conference of the year, IPW, which will take place in Chicago.

SYD Japan uplift


SYDNEY Airport has announced a record-breaking month for international travel in Apr, with strong growth in particular across key markets in Asia.

The hub also posted its highest annual volume of inbound and outbound travellers for Japan, with a record 857,000 passengers over the last 12 months.

Thailand was close behind with 699,000 passengers, followed by Vietnam (524,000) and the Philippines (453,000).

Web shares surge



A BOOKINGS surge has seen Web Travel Group shares jump 15% in trading yesterday despite underlying EBITDA dropping year-on-year, reaching a calendar year high of \$5.26.



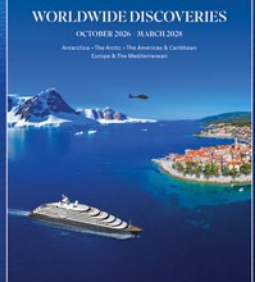
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AT SEA

Today's issue of *TD* is coming to you courtesy of Carnival Cruise Line, which this week is hosting us on a voyage to Moreton Island aboard *Carnival Adventure*.

THIS morning, we are on our way back to Sydney and looking forward to taking in some of Carnival's trademark philanthropic initiatives.

Conga for Kids raises funds for the Sydney Children's Hospitals Foundation and Queensland Children's Hospital Foundation, with guests invited to join the conga line dance party on the top deck.

We will then conclude the sailing at Luke's Bar & Grill for dishes like kingfish sashimi.

QLK adds WA flights

QANTASLINK is supporting Western Australia with more interstate connections, launching two new routes from Perth to Newcastle and Hobart this year.

The new QantasLink flights will offer greater connectivity for travellers to and from Western Australia, particularly supporting the state's resource sector.

Operated by an Airbus A319, the flights will take off in Sep, with QantasLink the only airline offering a direct PER-NTL flight.

More HLO for Burnes

ANDREW Burnes has acquired 50,000 additional shares in Helloworld Travel Limited (HLO), a recent notice on the ASX on 27 May revealed.

The value of the shares was reported as \$74,460.

It brings Burnes' direct holding to 10,745,531 shares and comes a couple of weeks after HLO itself bought shares in Webjet Group.



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Brissy takes \$12b in tourism

BRISBANE is Queensland's number one tourism destination, with the industry delivering a record \$12 billion to the destination's economy.

The latest data from Tourism Research Australia shows in the year to Jun 2024, economic contribution to Brisbane was up 12.3% versus 2023, representing almost 5% of the city's GDP.

This was split fairly evenly between interstate, international, and intrastate (29%, 27%, and 26% respectively), with a further 17% of Brisbane's visitors coming from domestic day trippers.

Mayor Adrian Schrinner said Brisbane's lifestyle and attractions put the city on the map as a must-visit destination.

"Brisbane's incredible lifestyle and soaring global reputation is driving a tourism boom, which is boosting our economy," he said.

"From our iconic lifestyle precincts, such as Howard Smith

Wharves, Fish Lane, and South Bank, to our packed events calendar, natural attractions and world-class hospitality, Brisbane offers so much to see and do.

"The world is taking notice, as seen with the rush of excitement for Bluey's World and the Royal Edinburgh Military Tattoo, which are offering even more reasons to visit our great city." *MS*

Be a 'wintern' in Tas

TO GET Australians to love winter, Tourism Tasmania is inviting them to take up 'Winternships', a collaboration with operators in 10 regions offering unique winter activities.

Options include baby-sitting Tasmanian devils to skippering a floating sauna, distilling whisky, and trialling mountain bike trails.

Applications will be available on the Discover Tasmania website **HERE** and close on 17 Jun.





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Window Seat

A CRUISE passenger who allegedly urinated into a glass on board a ship before leaving it on the table for staff to clear has enjoyed a big court win.

The man at the centre of the unhygienic furore is a German national who was sailing on an unnamed cruise line when crew accused him of peeing into a glass in a public area.

When the man and his two companions departed the ship on a land tour, he was blocked from reboarding on the orders of the vessel's captain.

The angered skipper ordered the trio to make their own way home, prompting the accused passenger to launch legal action against the line in a Dusseldorf court.

The judge in the case ordered the line to pay the plaintiff for the remaining travel price for the unused days aboard the ship, as well as the cost of return flights and taxi fares to the airport, totalling more than A\$6,000.

While the line was unable to prove the man peed in the glass, the judge said that was immaterial to the case.

He conceded urinating into a glass in public is clearly disturbing and inappropriate, however it does not justify an immediate termination of the travel contract.

Boeing ducks criminal trial

BOEING has managed to avoid criminal prosecution relating to two fatal crashes involving its troubled 737 MAX aircraft in 2018 and 2019.

The US Department of Justice confirmed that despite Boeing admitting to obstructing the Federal Aviation Administration's investigation into the crashes, the company will instead be handed a massive fine and not face a criminal trial.

A non-prosecution agreement



will see Boeing pay a US\$1.1 billion penalty, including a criminal monetary fine of US\$487.2 million offset by US\$243.6 million previously paid by the company.

Boeing was also ordered to allocate US\$444.5 million to the Crash-Victims Beneficiaries Fund.

The decision was met with a mixed reaction from victims' families and US politicians, however Senator Richard Blumenthal from Connecticut pulled no punches in blasting the latest ruling.

"This special deal for Boeing is an outrageous injustice to victims and their families, whose losses resulted from Boeing's unforgivable failures," Blumenthal stated, adding the crashes were "directly" a result of Boeing's flawed MAX design and deliberate concealment.

"After repeatedly rebuffing responsibility and lying, Boeing will now permanently escape accountability - victims, families, and the flying public deserve better, not this sham," he added.

The two crashes - operated by Lion Air and Ethiopian Airlines - saw 346 people perish, with investigators concluding that a poorly designed flight control system and inadequate pilot training systems were primary causes in the fatal incidents. AB

QF shaken by report

QANTAS will improve its medical assessments processes following injuries to three of its crew amid severe turbulence on a flight from Sydney to Brisbane.

The flight took place earlier this month, and on descent into Brisbane Airport, the plane shook violently, causing three unrestrained crew members to sustain broken bones, facial injuries, and a concussion.

A report by the Australian Transport Safety Bureau found the captain did not warn cabin crew about the expected turbulence, likely because he underestimated its severity.

In response, Qantas said it has expanded its group-wide medical escalation and post-incident medical assessment processes, a move it said will ensure all crew on board a flight are assessed following an incident, regardless of visible impact.

HKG-SYD agent fares

HONG Kong Airlines has announced special return fares for Australian travel agents on its new daily direct service between Sydney and Hong Kong, set to launch next month (TD 27 May).

The discounted fares are available until 13 Jun - contact reservations.hkg@hkairlines.com.

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Platform courts investment

SAUDI Arabia has unveiled a new tourism platform that it will use to produce white papers, sustainability reports, and set new benchmarks for the international tourism sector.

Tourise was recently announced by the country's Minister of Tourism, Ahmed Al-Khateeb, and will seek to map out the next 50 years in global tourism by connecting major players across the private and public sectors.

The new platform will also seek to court high-value investment in areas such as technology.

Al-Khateeb confirmed the all-year-round platform will be boosted by an annual summit,



the first of which will take place this Nov in Riyadh.

The event - which will also be livestreamed - will explore the key themes of AI; disruption; the future of travel experiences; and sustainability initiatives.

"For this industry to evolve and reach its full potential, public-private sector collaboration is critical to the continued success of travel and tourism worldwide," said World Travel & Tourism Council CEO, and Tourise board advisor, Julia Simpson.

Global brands represented on the Tourise advisory council include Amadeus; Cirque du Soleil Entertainment Group; Heathrow Airport; and Liberty International Tourism Group.

Saudi Arabia has spared no expense in positioning itself as a major tourism market, achieving its goal of attracting 100 million visitors annually seven years early in 2024, now equating to around 5% of its the national GDP.

The country continues to work on several high-profile tourism projects, such as a string of sustainable luxury offerings along the Red Sea, and NEOM (render **pictured**), which it markets as a futuristic destination and global innovation hub. AB

Shadow team named

NEW Liberal Party leader Susan Ley has revealed her fresh cabinet, with the Nationals Deputy Leader Kevin Hogan named Shadow Minister for Trade, Investment, and Tourism.

Born in South Australia, Kogan has represented the Division of Page in NSW since 2013 and holds tertiary qualifications in economic and education.

Kogan is joined by Michaela Cash as Shadow Minister for Foreign Affairs, as well as Bridget McKenzie, who is now Shadow Minister for Transport.

Interestingly, McKenzie has been one of the prime movers in wanting to reform the aviation sector and provide greater rights for consumers.

IATA's APAC chief

THE International Air Transport Association (IATA) has welcomed Sheldon Hee as its new Regional Vice President, Asia-Pacific, effective 01 Jun.

Based in Singapore, Hee brings more than 25 years of experience in the airline industry, most recently as Vice President for Partnerships and International Relations at Singapore Airlines.

The Asia-Pacific region is predicted to see the fastest-growing passenger demand in the next 20 years, and is projected to contribute more than half of global passenger traffic.

Tauk to Old West

TAUCK has unveiled its 2026 North America tours, including three new journeys through the Old West, plus fresh itineraries in Mexico, Alaska and Nova Scotia.

Two of the new Western US tours will debut Tauk's first-ever glamping experiences in the region, including at Yellowstone.

Spirit crushed, again

THE long-running saga of Tasmania's two new Spirit of Tasmania ferries has added another excruciating chapter, with the Tasmanian Government revealing both ships have issues with their LNG systems.

The state's Minister for Transport Eric Abetz said TT-Line has advised the problems will "take some time" to fix, and will again delay the duo of vessels' arrival in Australia.

No new arrival date has been provided by TT-Line, with the latest blow adding to delays previously caused by port construction blowouts and bad weather, delivering a sizable hit to the Tasmanian tourism economy.

MEANWHILE, Greg McCann has been appointed as the new Chair of TasPorts, which operates the ports where the Spirit of Tasmania ships dock.

Evelyn Horton, Wayne Porritt and Zorana Bull have also joined as directors.

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Hungry for Cairns

HUNGRY Jack's has praised the resort appeal of Cairns and its ease of access after holding its annual convention in the city in Oct 2024, a new case study from Business Events Cairns & Great Barrier Reef has revealed.

The four-day conference, which gathered 950 delegates, was held across a number of venues, including a welcome event on the waterfront at Hemingway's Brewery and a rock 'n' roll themed night at the historic Rankine Timber Shed.

Delegates were encouraged by Hungry Jack's to participate in post- and pre-touring, which helped to boost the \$1.8 million in direct expenditure to a \$2.7 million injection into the Cairns regional economy.

Read the case study [HERE](#).

SYDNEY ON A WINNING STREAK

SYDNEY has retained its position as the world's favourite Australian business events destination, ranking number one in the country and eighth in the Asia Pacific in the International Congress and Convention Association (ICCA) 2024 Country and City Rankings.

Business Events Sydney (BESydney) CEO, Lyn Lewis-Smith (**pictured**), said the results spoke to the success of Sydney's impact-driven strategy to target global conferences that attract delegates that contribute both economically and socially to the city's growth.

"In this year's ranking report, ICCA spoke of the importance for destinations to 'think more holistically about strategic meeting selection, and how to measure economic returns on internationalisation and city development', beyond the traditional tourism short-term



sugar hit of 'heads in beds,'" Lewis-Smith explained.

Sydney's popularity among the global event planner community was also recognised, with the Harbour City holding onto third place in Cvent's annual Top Meeting Destinations list for the Asia Pacific region.

The Cvent lists analyse and rank cities that stand out for ability to attract business events through event planner collaboration, experiential offerings, and unique hotels and venues, with rankings based on sourcing and request-for-proposal activity through the Cvent Supplier Network.

"Sydney's industry strengths and connectivity are a competitive advantage for event-owners choosing our city to host their delegates," added Lewis-Smith.

"The expertise of our business events industry has the most discerning global associations and companies entrusting their events with us each year."

BESydney has already secured 34 new meetings in 2025, which are set to be attended by more than 29,000 delegates, generating an estimated \$126 million in direct expenditure for the local economy. *JM*

BestCities AI tie-up

BESTCITIES Global Alliance has inked a two-year partnership with Snapsight, an AI platform that generates summaries and analyses of event content in real-time.

The collaboration will see Snapsight provide the convention destinations network with instant insights from its events and online information sessions.

BestCities will leverage the tech to enhance the learning experience of attendees at its events, including the annual Global Forum.

Encore puts on a show for Amway China

THE Amway China Leadership Seminar - the largest-ever incentive held in Australia - wrapped up in Melbourne last month (**TD** 03 Apr), generating \$100 million in economic impact for the state.

Around 16,000 delegates experienced five days of business seminars, tours and a gala dinner curated by Encore Event Technologies at the Melbourne Showgrounds.

Between 01-30 Apr, Encore



put in more than 11,000 hours of labour to curate a momentous production.

The company delivered over 2500m² LED screens, 190 metres of projection surface, and a world-first 35m-tall hot air balloon (**pictured**).

ICCA Wellington

FOR the first time, Wellington has been selected to host the ICCA Business Workshop - International Destination Marketing Sector.

Taking place over two days in Feb 2026, the event offers an informal platform for associations and meeting suppliers to connect.

ICCA said it is excited to "experience first-hand the opportunities for association conferences in the region".

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EVT has appointed **Stella Blythe** as Senior Vice President of Development Asia. Blythe will start next week, joining from CBRE, where she was most recently Director of Hotels & Hospitality Capital Markets Asia, based in Singapore.

Stuba has expanded its sales team with two key appointments in South Australia and Victoria. **Michelle Riel** and **Alison Thomas** have both been appointed as Business Development Managers, with Riel to take Victoria and Thomas SA. Head of Sales Rebecca Day said the two new additions mean Stuba is now operating with its biggest-ever sales team.

Rob Katz has returned as Chief Executive Officer of **Vail Resorts**, after Kirsten Lynch stepped down from the position. Katz was serving as Executive Chair of Vail, and was originally CEO from 2006-2021.

Virtuoso has appointed **Beth Butzlaff** as General Manager United States, completing her rise through the ranks which started in 2009 as Director Member Sales & Services for the US and Canada. Butzlaff will be Virtuoso's first dedicated General Manager for the country, which establishes a fully integrated global leadership structure at the global travel agency network.

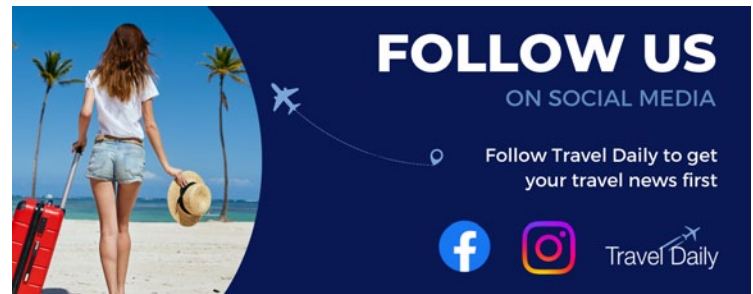
Key Data Dashboard has appointed travel industry leader **Stuart Stacy** in Australia to spearhead its expansion in the region as its Vice President Business Development APAC. The strategic hire accelerates Key Data Dashboard's growth plans in Australia, where it will serve the short-term rental and tourism insight markets.

Henri Arnulphy has been appointed General Manager of **Raffles Bali**, bringing a hospitality leader with nearly two decades of experience to the property. The Mauritius native has held senior leadership roles at distinctive resorts across the globe, including Jade Mountain Resort, Constance Moofushi Maldives, and Sandy Lane Yacht Club & Residences in St. Vincent & the Grenadines.

Tourism Holdings Limited has appointed a new Chief Marketing Officer, **Kathryn Munro**. The hire brings more than two decades of global marketing and sales leadership experience from across the travel industry, at companies such as Irish ultra low-cost airline Ryanair, and THL's subsidiary CanaDream.

Airport Development Group has welcomed a new General Manager at Darwin Airport Resorts, with **Raymond James Bragg** to oversee the Novotel Darwin Airport, Mercure Darwin Airport Resort, and Ibis Darwin Airport Hotel. Bragg brings more than 35 years of international hospitality experience to the role, from markets such as New Zealand, the United Kingdom, Malaysia, and China.

Steve Hona has joined **Qantas Airways** as a Business Development Manager in the airline's new corporate sales team.



Disney celebrates 70 years



TRAVEL professionals celebrated Disneyland Resort's 70th anniversary over an intimate brunch in Sydney yesterday.

The event was hosted by Visit Anaheim & partners - Desert Palms, The Westin, Howard Johnson & Karmel Connect.

Disneyland Resort's anniversary is in Jul, but the celebrations have started early, featuring experiences such as the 'World of Color Happiness' water spectacular. **JHM**

Pictured: Steph Johnson, Disney

Destinations; Michael Cassis, Visit Anaheim Australia rep; Ashley Lee, The Westin Anaheim Resort; Heather Rad, The Howard Johnson Anaheim; Mike Afram, Karmel Connect; Marie Enriquez, Desert Palms Hotel and Suites; Michael Young, Visit Anaheim; and Amy Mortlock, Disney Destinations.

Repeat complaints

WHILE the number of individuals making complaints about aircraft noise in Australia dropped by 25% in Apr YOY, the total number of grievances lodged by residents rose by 45%.

According to the latest report from the Australian Aviation Network, the figures demonstrate a cohort of residents around Sydney and Brisbane airports in particular have ramped up the number of complaints made.

However, data from the report showed Apr was well ahead of the peak complaints month of May last year, which saw 2,300 submissions made, compared to just 1,300 last month.

The Australia Aviation Network said it continues to work with airports and aircraft operators to balance community, environmental, and operational needs of the industry.

A new Star in town

ROYAL Caribbean's next Icon class ship, *Star of the Seas*, has completed her sea trials ahead of a 31 Aug debut in Florida.

Designed to be nearly identical to sister ship *Icon of the Seas*, the vessel will feature eight neighbourhoods, including a mix of new and returning attractions.

Star of the Seas will offer new dining experiences like Lincoln Park Supper Club, inspired by 1930s Chicago, as well as fresh entertainment options such as *Mermaids & Pirates*, and the stunt show *Torque*.

Back to the Future: The Musical will also be on offer for fans of the famous 80s trilogy series.



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