

## Today's issue of TD

**Travel Daily** today features five pages of news, including our **Corporate Update**, plus a full page from **CLIA**.

## Goodall remembered

**G ADVENTURES** founder Bruce Poon Tip has remembered the conservation icon Jane Goodall as an "inspiration" and "dear friend", after she passed away yesterday.

"I was just with Dr. Jane a few weeks ago, and we joked about her schedule and I told her that she made me feel like a part-timer," Poon Tip recalled.

Goodall had only recently delivered a video message at G Adventures' GW World Community Summit in Jordan.

## See you on Tue

**DUE** to the Labour Day public holiday in NSW, **Travel Daily** will not be published on Mon 06 Oct.

Our team will return to publishing on Tue with all of the latest travel industry news.

## Global flux no issue for lux

**LUXURY** travel is continuing its growth despite a myriad of global challenges affecting travel and the economy, the latest Virtuoso Luxury Travel report has revealed.

Sharing the results in Sydney yesterday, Misty Belles, VP of Global Public Relations (**pictured**), admitted that while certain sectors may be experiencing a "soft need in the market", luxury continued to be strong.

When it came to intention to book luxury travel, Belles said "54% [of travel advisors] expect a slight increase, whereas 23% expect a significant increase".

In terms of actual spend, 63% of Virtuoso agents forecasted a slight increase from clients, but 16% believed there would be a significant increase.

While intent and spend was shifting upwards, desired places to visit and activities to take part in were also changing.

Japan has shot to the top of a range of lists for luxury travellers.



"This is really significant for us, because in the 20 years I've been doing this survey, Italy has always been our number one destination - this is the first time that Japan has knocked Italy down to two," Belles revealed.

The Virtuoso executive also pointed to Portugal as one to look out for, coming in at number nine on the list of top destinations for Australians and New Zealanders and showing solid growth. **DF**

## QF lounge closure

**FROM** tomorrow, Qantas will close its first class lounge in Melbourne for a month in order to carry out scheduled maintenance work.

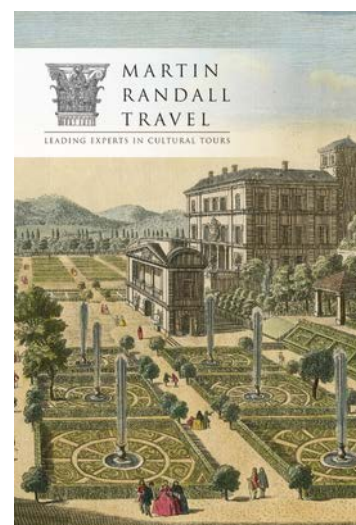
Customers departing from Melbourne's international terminal who are normally eligible for Qantas First Lounge access will instead be invited into a "premium dedicated space" within the airline's Melbourne International Business Lounge.

"You'll still be able to enjoy exceptional service, while you relax, dine or work before your flight," Qantas said on its website.

## Get your vote in

**CRUISE** Lines International Association (CLIA) has opened up nominations for its upcoming Cruise Industry Awards.

Nominate yourself or a colleague today for categories like Cruise Consultant of the Year - see the **back page** for more info.



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## Loyalty attention is low

**AUSSIE** travel brands are failing to keep loyalty members engaged, new research from Honeycomb Strategy has revealed.

The 'Science of Loyalty - from Situationship to Relationship' study evaluated 52 loyalty programs across travel, retail, and more, based on three key criteria: membership rates, consumer engagement, and impact on consumer spending.

It found that airline frequent flyer point programs have the highest rates of loyalty program membership, with Qantas Frequent Flyer ranking third, behind FlyBuys and Everyday Rewards, and Virgin Velocity



landing in fifth place.

Emirates Skywards had the worst membership engagement rate, followed by Marriott Bonvoy and Singapore Airlines KrisFlyer.

The research also showed seven in 10 customers expect immediate benefits from their loyalty programs, while 63% quickly lose interest if the program does not give them something new or valuable.

Additionally, nearly a third of Australian consumers said they exclusively used the top travel brands, Booking.com Genius and Qantas Frequent Flyer, based on their loyalty program offering. *JM*

## Off to Fukushima

**THREE** lucky agents have been selected by ATIA from more than 100 entries in its recent Fukushima famil incentive (**TD** 22 Sep).

The winners, who will join ATIA Director of Membership & Industry Affairs Richard Taylor on a six-night tour of Japan include Sophie Lin, Reho Study Tours; Simone Thannhauser, CT Connections; and Charisma McDonald, Global Travel Co.

The famil comes as part of a new corporate partnership signed between the industry association and Japan's Fukushima prefecture, which is designed to celebrate the growing desire by Australians to explore outside Japan's traditional city hotspots.

## Protests in France

**DOZENS** of museums and popular tourist attractions, such as the Eiffel Tower and Louvre will be closed by French authorities off the back of threatened violent protests across Paris.

The Orsay Museum and Grand Palais will also be among the sites closed one week after protestors defaced the Arc de Triomphe.

Demonstrations relate to rising cost-of-living pressures, increasing taxes and cuts to wages.

## Switch to Qantas NDC

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Meg Dolan  
Locale Travel  
Commercial and Finance Manager

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## Max phase-out plan

**BOEING** is in early stages of developing a new aircraft to replace the troubled Boeing 737 Max, according to a report in the *Wall Street Journal*.

Sources within the company said CEO Kelly Ortberg has met with Rolls-Royce officials to discuss engine designs for the upcoming model, which will seek to compete with the Airbus SE A320 family of aircraft, which has dominated market share.

## Cruise line hunt

**THE** company that failed in its bid to purchase six American Queen Voyages river ships from Hornblower Group is in the market to buy a cruise line.

US-based IntelTravel revealed to Travel Market Report that it "actively" looking to purchase a cruise line, pointing to the European river cruise space as a particular area of interest.

The travel host agency's founder James Ferrara said his business is a "big seller of cruise", and it makes sense to undertake a vertical integration move.

IntelTravel is no stranger to acquisitions, having bought UK tour operator Major Travel and British live events seller Tickitto.

## Firefly adds three

**MALAYSIA** Airlines subsidiary Firefly will soon introduce three new international Asian routes from Kuala Lumpur.

Flights connecting Krabi, Thailand will take off on 17 Nov seven times a week, while services to Siem Reap in Cambodia will follow on 27 Nov.

Cebu in the Philippines will also be connected to the Firefly network, launching on 02 Dec with five weekly flights.

All three destinations can be combined with Malaysia Airlines long-haul services, with passengers arriving in KL able to connect with the Firefly flights and have bags checked through all the way to their destination.

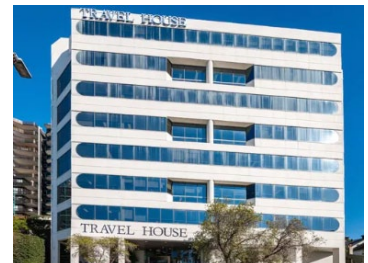
## Travel House listed

**THE** building that houses The Travel Corporation's (TTC) Australian head office has been listed for sale.

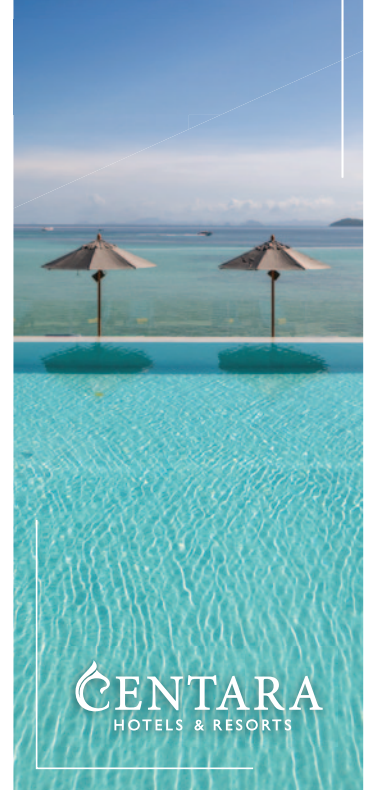
Expressions of interest are now open to acquire Travel House located at 35-43 Grafton Street, Bondi Junction.

It is unclear what a sale will mean for TTC, which has been contacted for comment.

Interested parties have until 09 Oct to make contact with the sale agent CBRE.



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## Madagascar warning

**SMARTTRAVELLER** has raised the overall travel advice level for Madagascar, with Australians now urged to reconsider their need to visit the destination due to demonstrations and civil unrest.

Protests have been occurring in Madagascar's capital Antananarivo since last month, as well as in several other major cities across the African destination, with violent incidents including shootings and looting.

## Uganda visiting Oz

**UGANDA** will host its very first tourism roadshow in Australia this month, taking place in Sydney, Perth, and Melbourne.

Hosted by the Uganda Tourism Board and the Uganda High Commission, the destination's wildlife, landscapes, and culture will be showcased in Sydney on 22 Oct, Perth on 27 Oct, and Melbourne on 30 Oct.

Email [HERE](#) for more details.

## US agent protection

**THE** American Society of Travel Advisors has applauded legislation introduced to Congress that will protect agents.

Travel advisors would be off the hook from paying airline refunds when they are not in possession of the funds, the *Flight Refund Fairness Act* proposes.

Australian advisors are also set to avoid similar impositions under the proposed Aviation Ombudsman Scheme (**TD** 10 Sep), ATIA confirmed recently.

## US buyer for Hamilton Is

**THE** majority owner in Crown Resorts is reportedly trying to acquire the \$1 billion Hamilton Island resort in Queensland.

Global asset manager Blackstone is in due diligence to purchase the Oatley family's Great Barrier Reef tourism asset, with both parties so far declining to comment on the development.

The news follows the Oatley family listing Hamilton Island in Sep 2023 after UBS conducted a strategic review.

At the time, US-based tourism private equity players such as KSL Capital Partners which bought out Baillie Lodges, showed interest in acquiring Hamilton Island, sources close to the listing said.

Hamilton Island boasts its own international runway that disperses tourists to other nearby islands, such as Hayman Island.

Blackstone has been vocal about its ambitions to add more hotels and resorts to its portfolio as tourism recovers in a climate that has a tight supply of new accommodation projects.

In Dec last year, Blackstone bought three hotels in Japan - the Ritz Carlton Okinawa, Kise Beach Palace, and Nest Hotel Osaka - as well as the Village Hotels chain in the United Kingdom in Jun 2024.

Only last month, Hamilton Island's boutique hotel, The Sundays, commenced welcoming bookings for corporate retreats, leadership offsites, and incentives (**TD** 04 Sep), and in Aug, the Queensland tourism destination



unveiled a new national campaign called 'A Little Island Can Do Wonders' (**TD** 01 Aug). **AB**

## Radisson Bali debut

**RADISSON** Hotel Group has signed a new hotel in Bali, marking the debut of its luxury lifestyle brand Radisson Collection in Indonesia.

Slated to open in 2027, Atiara Ubud Bali, A Radisson Collection Resort will offer 52 rooms, including six dedicated wellness suites with outdoor terraces, yoga decks, and Jacuzzis, as well as a 530m<sup>2</sup> Presidential Suite with a private pool.

Set in Ubud's jungle landscape, the property will be conveniently located within 30 minutes of Bali's iconic attractions, and 90 minutes from Bali's Ngurah Rai International Airport.



## Window Seat

**LIFE** is getting so hectic in the United States that close to 40% of people have used their holiday leave to sleep instead of travel, a new report from Amerisleep.com has showed.

Exhaustion was listed as the primary factor for the trend, with many ditching travel plans to physically recuperate.

The rate was highest among Millennials at 43%, followed by 34% of Gen X, 33% of Gen Z and just 20% of Baby Boomers.

The survey also found that higher earners were 26% more likely to use paid time off for sleep over those earning under \$100,000.

On average, Americans who took paid leave for sleep used two to three days to catch up.

Certified sleep science coach at Amerisleep, Rosie Osmun, said burnout is so widespread that Americans are prepared to jettison travel experiences.

"This shift shows that rest has become a necessity, not a luxury," Osmun said.

While travel is not likely to disappear, experts responding to the report said there will be a rise in the staycation.



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## CORPORATE UPDATE

### Gray Dawes' kiwi debut

**GRAY** Dawes Travel has expanded its presence across the Asia-Pacific region with its launch into New Zealand.

The travel management company has now established a registered office in Auckland and its own local IATA certification, adding to its portfolio of wholly owned offices across Australia, the UK, the US, and Europe.

"We've been very successful acquiring businesses in the UK, Australia, the USA and most recently in the Netherlands and integrating them," said Gray Dawes Travel Chief Executive, Suzanne Horner (pictured).

"And now this organic growth in New Zealand, as we expand our APAC operation, is very exciting.

"It represents the next step in our global growth plan and further strengthens our unique 'always on' service delivery strategy."



**MEANWHILE**, Gray Dawes Travel has announced a partnership with Hockey Victoria as its exclusive travel provider, as well as becoming a team sponsor of Hockey Club Melbourne.

The company will manage all flights, accommodation, and ground transport for the Hockey Victoria state teams, along with Hockey Club Melbourne's senior and Futures squads. *JM*

### Travel's downsides

**ALTHOUGH** 77% of employees believe business travel has improved their mental health, 55% concede frequent travel has led to stress and burnout, new research from global travel risk management company World Travel Protection has revealed.

The survey, which gathered responses from 2,000 business travellers across Australia, the UK, the US and Canada, discovered common challenges among those who travel frequently for work, despite the positive effects.

These included exhaustion (30%), stress (30%), homesickness (27%), anxiety (27%) and loneliness (23%).

### AI not trusted yet

**ONLY 10%** of business travel buyers trust AI-generated recommendations for bookings, itineraries and policy support, according to research conducted ahead of the Business Travel Show America.

The survey also identified the top areas where travel managers would like to see AI deliver improvements, with these including greater automation to reduce manual tasks, real-time updates for travellers, and proactive solutions to disruptions.

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### Accor explores loyalty



**LAST** night, hotel giant Accor celebrated the launch of its premium global travel subscription, ALL Accor+ Explorer.

Industry guests gathered at the Sofitel Wentworth Sydney for a night of conversation about the future of loyalty and travel and dinner at restaurant, Tilda.

The new offer is a rebrand and evolution of the existing Accor Plus business, which began in 2017 in Australia and has since expanded to over 450,000 members in the Asia-Pacific.

Priced at \$349 for the annual subscription, ALL Accor+ Explorer now offers two free nights, instant ALL Accor gold status, a guaranteed 15% off room rates from more than 3,500 Accor hotels and 30 brands around the world, as well as access to special offers, experiences and events.

"With global pricing and greater brands worldwide, we're expanding our footprint to meet our members wherever their travels take them," said Accor Plus CEO Emilie Couton. *JHM*

**Pictured:** Emilie Couton, CEO, Accor Plus (centre) with Natasha Etschmann, Tash Invests; Steve Hui, The Points Whisperer; and food critic, Melissa Leong.

### Fast-track QF points

**QANTAS** Frequent Flyer has launched a limited-time offer, giving members the opportunity to earn up to 110 status credits on the ground, helping to fast-track their annual status.

To be eligible, members must register for the offer via the Qantas website by 31 Oct and earn Qantas Points across the eight categories - including banking, insurance, retail and entertainment - before 31 Dec.

### The offer still flies

**TRAVELMARVEL** has extended its 'Fly Free to Europe 2026' sale, allowing travellers to lock in a European river cruise with free return flights until 11 Nov.

To avail the offer, which is run in partnership with Qatar Airways, **CLICK HERE**.

## NEXT ISSUE: Southeast Asia special report

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## SPECIALS

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Spring in Australia means horse racing season, especially in Melbourne, and **The Royce** is celebrating with a new Carnival Package available for stays in Nov. Stay two nights or more and receive a bottle of Tattling, daily breakfast, late check-out and 50% off parking - [CLICK HERE](#).

As it celebrates its 50th anniversary, **Uniworld Boutique River Cruises** is offering \$3,000 per stateroom off a range of 2026 departures. As part of its 'A World of Luxury' offer, deals are available on departures in Europe, Egypt and India for bookings made by 26 Nov. Find out more [HERE](#).

Some of the company's most popular itineraries have been added to **Wendy Wu Tours**' 'Biggest Ever Flight Sale', which cuts 50% off airfares with bookings on selected departures. The 16-day 'Best of Mongolia' is now featured, as is the 12-day 'Hidden Japan: Spirit of Kyushu' and the 15-day 'Treasures of Kenya and Tanzania'. [CLICK HERE](#) for more info.

**Outback Spirit** has launched a new 'Fly Free' offer from any Australian capital city on its 2026 Flagship Tours if booked by 12 Jan. Eligible tours include the 13-day 'Arnhem Land Wetlands & Wildlife' from Cairns to Darwin and the 12-day Tasmanian Wilderness Explorer - [CLICK HERE](#).


Savings of more than \$4,400 per couple are available from **Cruise Traveller** on bookings of a new cruise/tour package in Europe made before 16 Nov. The 'Whispers of the Mediterranean' departs on 08 Oct 2026 and includes a seven-night voyage from Malta to Barcelona onboard Ponant's Le Boreal and a rail trip to Madrid - details [HERE](#).

Travellers can enjoy up to 25% off selected 2026 departures with Certified B-Corp brand **Aurora Expeditions** as part of its new 'Beyond Borders' sale. Valid for bookings made by the end of the year, the line is also offering \$3,750 in airfare credit per person to use to reach departure points in Greenland, Iceland, Madrid and Marrakech. Eligible itineraries include Aurora's renowned Arctic and Svalbard voyages - [CLICK HERE](#).

Only a few days remain to enjoy up to \$1,500 per couple off more than 170 itineraries in **Collette's** New Season Sale, which includes over 50 small group Explorations tours. Bookings are open until 09 Oct, but travellers must use the 'NEWSEASON26' code word - [CLICK HERE](#).

Melbourne's boutique lifestyle hotel **The Standard X** has partnered with local wellness studio Nimbus Co to launch a 'Run and Recharge' package for the upcoming Melbourne Marathon weekend. Guests will enjoy return transport between the hotel and the marathon, a wellness kit on arrival, access to recovery equipment and FOC therapy session which includes an ice bath, sauna and breath work - find out more [HERE](#).




Guests can enjoy 20% off the Best Available Rate at **Parkroyal Serviced Suites Hanoi** to help mark the hotel's debut this week. The new 'Grand Opening Offer' is valid for booking until 31 Oct for stays until 31 Mar and includes daily breakfast and 20% off lunch or dinner - [CLICK HERE](#).



## Stay Updated

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## Main Beach now linked



**MAIN** Beach Travel's Mike and Mandy Dwyer have officially become members of Link Travel Group, as of 01 Oct (**TD** 26 Aug).

Executives from the invitation-only group paid a visit to the Dwyers' office on the Gold Coast earlier this week, sharing the snaps on LinkedIn.

"Their decision to partner with the Goldman Travel Corporation was based on the admiration, respect and trust they feel and the partnership is a testament to the calibre and reputation of both businesses," Link Travel Group

enthused in a post.

"We are thrilled to have their knowledge and expertise and almost 100 years of combined industry experience, and we are eager to learn from their wealth of experience." JM

**Pictured:** Mandy Dwyer, Link GM Scott Darlow and National Business Manager Emmalita Malmberg, and Mike Dwyer.

## TUI orders two ships

**GERMAN-BASED** line TUI Cruises has penned a contract with Fincantieri for two new cruise ships.

Part of the InTuition class, the vessels will be delivered in 2031 and 2032 respectively, and powered by dual-fuel engines.

TUI Cruises sails to various regions, such as the Caribbean, the Mediterranean, the Canary Islands, North Africa and more.

## TreeClimb acquires

**SEB** Packer, the founder and Managing Director of TreeClimb - South Australia's largest treetop adventure tourism operator - has acquired two of Australia's iconic treetop attractions.

Otway Fly in Victoria's Great Otway Ranges and Illawarra Fly on the NSW South Coast are now a part of the TreeClimb portfolio.

"I'm excited to continue their legacy while also exploring new opportunities to enhance the visitor experience and ensure these attractions remain at the heart of Australia's adventure tourism landscape," Packer said.



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Nominations are open to all CLIA Travel Agent members and close Friday, 21 November 2025.