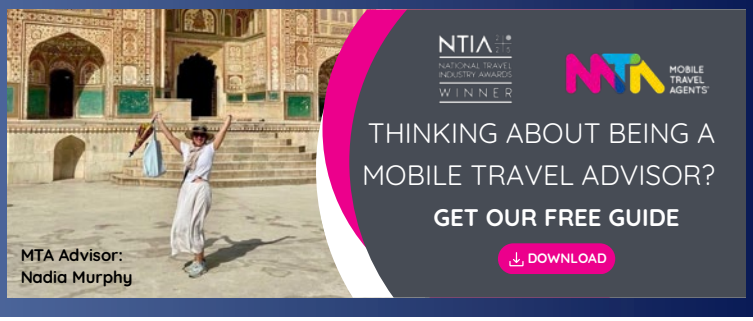
Travel Daily

First with the news

Wednesday 6th May 2026



Flying blind on rights

ONE in two Aussies experienced a flight disruption over the last year, according to new research released by the Behavioural Economics Team of the Australian Government (BETA).

The survey of 4,000 travellers found that of the 56% who had taken a flight between Aug 2024 and Aug 2025, half experienced a delay, with only 31% satisfied by how their disruption was handled.

Despite the high occurrence of delays, which were usually between 15 minutes and three hours, less than one in 10 (8%) of travellers made a complaint.

Only two out of five people who made a complaint (39%) were satisfied with the outcome, and less than one out of five (17%) were satisfied with the complaint process overall.

Alarmingly, almost two out of five respondents (35%) could not definitely answer what their entitlements were in the case of a delay of three hours or more.

In fact, most Australians (79%) indicated little or no knowledge of their air travel consumer rights, with 57% telling the survey they never read their airline ticket terms and conditions.

Older travellers (65 years and over) were more likely to report higher knowledge of airline rights, while Australians with a disability, medical condition or injury were found more likely to be in the dark about their air travel entitlements. *JM*

Today's issue of *TD*

Travel Daily today features eight pages of industry news, including our **Luxury page**, plus full pages from:

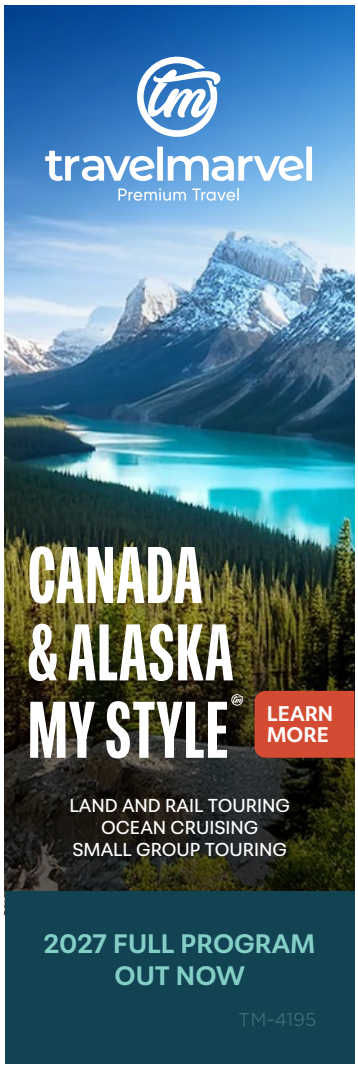
- **Infinity Holidays**
- **Abercrombie & Kent**

To Infinity and HK

INFINITY Holidays' 2026 Hong Kong campaign showcases curated stays, standout campaigns - more info on **p9**.

AKTG is hiring today

ABERCROMBIE & Kent Travel Group (AKTG) is hiring for a number of roles, which are showcased on **page 10**.



Win 4 Nights in the Maldives

Top agents will escape to Banyan Tree Vabbinfaru or Dhawa Ihuru

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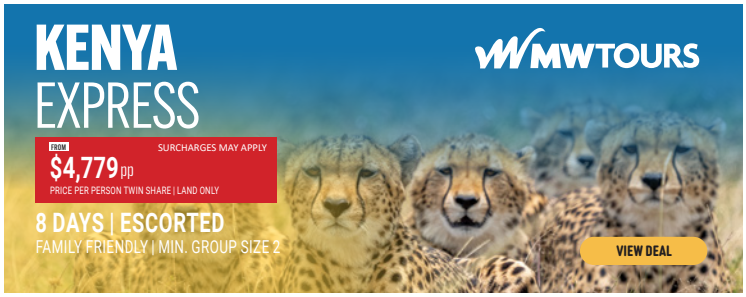

Vic budget fails to support the long-term

THE Victoria Tourism Industry Council (VTIC) has welcomed new funding to support tourism and events outlined in the state govt's latest budget, but warned the allocation only covers next year's election campaign period.

In FY27, $44 million has been allocated to support the visitor economy, including delivery of AFL grand final events and the Regional Business Events Program, administered by Business Events Victoria and Melbourne Convention Bureau.

In response, VTIC said the govt will need to go beyond a "status quo" tourism budget and implement several longer-term tourism priorities.

These include activating more long-term funding for destination marketing campaigns and programs to attract additional private sector investment.

The advocacy body is seeking $160 million over four years for

Visit Victoria, which it said will provide key support for a $70 billion visitor economy by 2037.

VTIC has also called for a 10-Year 'Team Victoria' visitor strategy by 2027 to restore confidence and align supply, infrastructure and workforce planning, as well as more funding for workforce training, accreditation and business capability programs within the industry - particularly in regional areas.

VTIC CEO Lisa Patroni said the latest budget maintained operating costs through a tight allocation, but did not go far enough to ensure the state's visitor economy was successful in the longer term.

"At a time of ongoing uncertainty with rising fuel, supplier costs and cost-of-living, the visitor economy needs to be supported," she said.

"When business is down it is the owners who are absorbing the cost and they can't do it for much longer," Patroni cautioned.

Specific funding allocations will see the Vic Govt give $13 million for the Nyaal Banyul Geelong Convention and Event Centre and Victorian Convention and Exhibition Trust, $7.9 million to renew parts of the Twelve Apostles Precinct and upgrades within the Great Ocean Road coast and parks, and $4.3 million to activate state-owned cultural facilities across the state.

In further developments, Visit Victoria's major events director Kelly Dickson has stepped down after five years, with Luke Murphy assuming the position on an acting basis.

Dickson will continue to advise on sporting event acquisitions for the next six months. *AB*

APT's tonne of Oz

APT Luxury Travel has announced its Australia 2027 program to coincide with its 100th anniversary of tours Down Under.

Spanning 4WD and land tours, rail journeys, expedition cruising and river cruising, the program features new itineraries, including the 12-day 'APT Outback Heritage Tour', which takes guests from Alice Springs to Melbourne.

The operator is also bringing back the 15-day 'Kimberley Complete', the 12-day 'Tasmania Complete' and the 11-day 'Coastal Adventure' journeys.

Savings of up to $4,600 per couple are on offer. *JM*

More rewards when it matters

For a limited time, your customers who are Qantas Frequent Flyers can earn double Status Credits or double Qantas Points **when booking** Qantas operated flights with a QF flight number within Australia and across the Tasman **with you**. They must register in the Qantas App and have flights booked by 11 May 2026.

Find out more

QANTAS

*Registration for either double Status Credits or double Qantas Points is available to Qantas Frequent Flyer members and ends 11.59pm (AEST) 11 May 2026, for travel between 12 May 2026 and 31 August 2026. Visit https://www.qantas.com/agencyconnect/au/en/agency-news/may-2026/double-the-rewards.html for more information. Terms and conditions apply.

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Advisors in the spotlight

TO CELEBRATE Global Travel Advisors Day, the Australian Travel Industry Association (ATIA) is running a national campaign to showcase the work of its members, including travel advisors and tour operators.

On LinkedIn, ATIA is highlighting Sonaii Witchard from Weston Cruise and Travel, Mario Paez from Planetdwellers, Sonia Jones from Sonia Jones Travel, Julia van Huisstede from I Talk Travel and Cruise and more.

"Travel advisors keep the world in our pocket so our clients don't have to - we do the work behind the scenes so they can do the travelling," said Jones (**pictured**).

ATIA CEO Dean Long spoke of the importance of recognising the "tremendous work and commitment" agents bring in supporting every client.

"This year, the stories are again extraordinary with clients protected, thousands saved, disasters turned into highlights," Long enthused.

"ATIA is running the national campaign so our members can focus on what they do best: taking care of their clients."

Meanwhile, all ATIA-accredited members have been emailed a kit of downloadable assets to bring the campaign to life online, in their shopfront and via client communications.

ATIA is also asking members to use #GlobalTravelAdvisorsDay and tag @ATIAtravel to highlight the event. *JHM*

Brandon departs LE

CHRIS Brandon, senior manager, retail distribution at Luxury Escapes, has announced that he will be leaving the company after four years.

He played a pivotal role in launching the company's Agent Hub (***TD*** 23 Apr 2024) which has partnered with over 20 major travel brands worldwide.

Brandon (**pictured**) has confirmed he will take a break before stepping into a new role.

Before his time at Luxury Escapes, Brandon spent 17-and-a-half years at Flight Centre Travel Group, reaching the position of GM product operations. *JB*

Oceania scraps NCFs

OCEANIA Cruises has announced it will officially eliminate non-commissionable fares effective from the northern summer of 2028.

The voyages, as well as the recently announced northern winter 2028-29 and Around the World 2028 and 2029 seasons, will attract published commission rates on the full cruise fare.

Oceania had previously trialled waiving NCFs for a number of its top-selling travel advisors, while its sister brand Norwegian Cruise Line also recently announced their elimination earlier this year.

"Travel advisors are central to Oceania Cruises' growth strategy - today and long into the future," sales chief Nathan Hickman said.

"Eliminating the non-commissionable cruise fare increases advisor earning potential on every booking and reflects our commitment to building the most advisor-centric commercial model." *MS*

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NCLH downgrades FY26

NORWEGIAN Cruise Line Holdings (NCLH) expects to see a 3-5% drop in money earned on a per customer basis this year when compared to 2025.

The major cruise player said the downgraded outlook was due to a combination of previous "execution missteps", softer demand for Europe, and the rising cost of fuel created by the ongoing war in the Middle East.

NCLH previously noted it had entered 2026 behind its targeted booking curve, stating that the latest headwinds were hindering its ability to "accelerate bookings and close that gap".

"These external pressures come as the company continues to enhance its revenue management system and improve execution, resulting in additional pressure on the business and a reduction in the FY guidance," NCLH said.

Outside of improving internal systems, NCLH flagged a cost-

cutting regime in its shore side business that will seek to reduce salary and benefits expenses by approximately 15% a year.

"These efforts are in their early stages and we are testing and learning as we go," newly appointed CEO John Chidsey said during a recent earnings call.

"We plan to utilise this lever as we move ahead, expanding upon and scaling our efforts where and when appropriate and most beneficial to the business."

Senior NCLH executives also stressed during the call that its luxury brands - Oceania Cruises and Regent Seven Seas Cruises - continued to perform well, with the NCL mainline brand falling short of expectations. *AB*

QF brand recovery

QANTAS has risen three spots to become the 13th most valuable airline brand, according to Brand Finance's *Airlines 50 2026* report, with its value growing 24% to US$3.2 billion (A$4.43 billion) over the past year.

It represents Qantas' highest ranking since 2019, and signals an impressive recovery of its brand, which suffered a major hit in 2023 when the Australian Competition and Consumer Commission took the airline to court for advertising tickets for cancelled 'ghost' flights.

Following the legal storm, Qantas dropped 25 spots to become the 21st most valuable brand in the 2024 ranking, losing $384 million (***TD*** 02 Apr 2024).

MEANWHILE, Vietjet has been named in the report as the world's fastest-growing airline brand after more than doubling its brand value, which jumped 117% this year to US$906 million (A$1.26 billion). *JM*

Window Seat

FORGET missing luggage - Lufthansa lost something far harder to replace after it misplaced an Oscar statuette last week.

The carrier issued an apology to Russian filmmaker Pavel Talankin after it lost track of the golden trophy during a flight from New York to Germany.

Talankin was prevented from taking the trophy on board the plane by US airport security, forcing him to check it into the hold in a cardboard box - only to discover it had disappeared after landing.

Thankfully, Lufthansa recovered the Oscar after conducting an search and is now working to return it to the filmmaker, but is still trying to figure out how it went missing in the first place. *JM*

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Most travellers are anxious

TWO in three Aussies have reported feeling anxious about finances during their last international trip, new research from global money transfer app Wise has revealed.

The survey of 1,500 Australian travellers also found that nearly half (46%) admitted to arguing with someone about travel-related money, and almost a third (30%) said someone failed to pay their fair share on a trip.

Parents experienced an extra layer of stress, with 75% of those travelling with children under 18 reporting spending anxieties.

To help combat these challenges, Wise has rolled out additional features under its Travel Hub, including the ability for customers to link a mobile number or email address to their Wise account as a PayID.

The new bill split feature means users can pay on their Wise card, open the transaction, divide the payment across a group in their chosen currency, and request to be paid back.

Additionally, customers can create a shared balance with up to nine other Wise account holders for expenses such as meals,

transport and group activities, with each person receiving a virtual card linked to the group.

Wise has also introduced the ability for parents to create physical cards for their six to 17-year-olds (or digital cards from age 13), along with a child-friendly version of the app that allows kids to use their cards online, in-store and at ATMs, while parents retain full control of card funding and limits.

A new partnership with DragonPass also means Aussies can buy passes for more than 1,400 airport lounges globally through the Wise app. *JM*

Hurti promotes APAC

HURTIGRUTEN has announced the double-appointment of Cam McDonnell as national sales manager, and Amelia Temby to the newly created role of group sales & inside sales executive.

McDonnell was most recently senior account manager at National Geographic Lindblad Expeditions, and joins the company with 14 years of experience in the industry.

Meanwhile, Temby arrives from Hurtigruten's reservations teams after two-and-a-half years. *JB*

21 million-seat hole

THE collapse of Spirit Airlines (***TD*** 04 May) will leave a hole of over 21 million seats in US aviation, according to analysis by Data Appeal and Mabrian.

The ultra-low-cost carrier's downfall will "substantially affect" the country's network, Data Appeal said, with the carrier accounting for 4.5% of US domestic low-cost capacity and 1.4% of total US air connectivity.

Around 81% of the affected seats are focused across 15 major airports, including three in Florida and two in New York.

The airline's exit will cause "significant disruption in an already strained connectivity market" and result in reduced competition and higher fares on affected routes in the low-cost segment, according to Maria Pradissitto, market manager at Data Appeal North America. *JM*

FCTG gets over the line

FLIGHT Centre Travel Group (FCTG) has demonstrated its commitment to health and wellbeing, with 19 team members taking part in the London Marathon over the weekend.

They were joined by FCTG chief executive officer Graham 'Skroo' Turner (**pictured** celebrating at the finish line), who remains highly active at 76, marking his ninth London Marathon.

Every member completed the 42km route to cross the finish line, with FCTG declaring the day "an outstanding achievement and a real reflection of the determination and spirit across our teams".

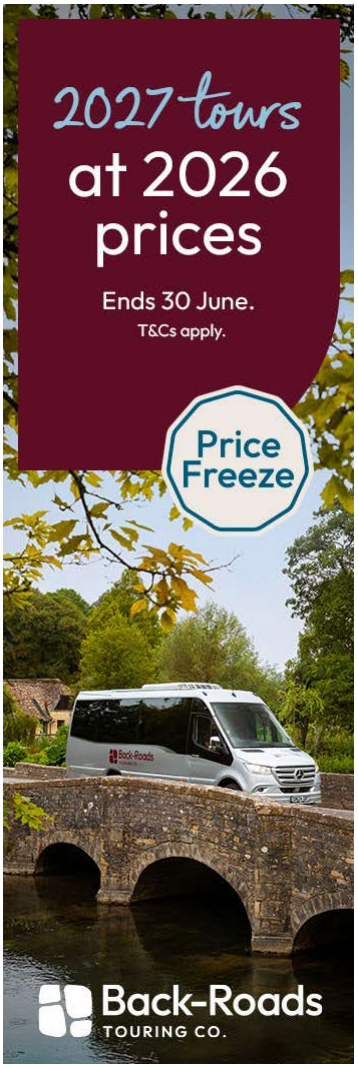
"It was a day of incredible atmosphere and support across the course, with our people showing real grit, backing each other all the way and representing Flight Centre Travel Group with pride from start to finish." *JM*

Galea ventures out

INDUSTRY stalwart Jason Galea has announced the launch of his own corporate travel business after becoming a member of independent travel agent network, 1000 Mile Travel Group.

In a post shared on LinkedIn, Galea said that he would draw on his 32 years of travel experience to assist SME and business travel customers.

Galea, who is based in Melbourne, is currently the Victoria training manager for Corporate Travel Management (CTM), where he had worked for nearly four years. *JM*



Travel Daily LUXURY
luxury@traveldaily.com.au
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MSC goes racing

MSC Cruises unveiled an all-new MSC Yacht Club experience as the centrepiece of the Marina during the Miami F1 Grand Prix, which took place over the weekend.

The Yacht Club took shape as a life-like, multi-deck structure that re-imagined track side hospitality

Positioned along turns five through nine, the structure provided fans with views of up to five turns.

It was inspired by the brand's award-winning onboard MSC Yacht Club "ship-within-a-ship" concept.

MSC Cruises head of sport sponsorships, Alberto Revelli, said, "We're incredibly proud to have brought our iconic MSC Yacht Club concept from sea to trackside at the [Grand Prix] - one of the most watched and anticipated races of the season". *DF*

AKTG hits a ton on debut in the Windy City

ABERCROMBIE & Kent Travel Group (AKTG) has hosted its first 100 Club under the group's unified banner, hosting more than 300 attendees in Chicago across two luxury properties - The Ritz-Carlton and The Peninsula.

The crowd was made up of over 200 travel advisors and more than 100 AKTG staff from around the world, with the centrepiece of the event being the formal unveiling of the revived Cox & Kings brand (***TD*** 08 Apr 2025).

Acquired by AKTG in 2020, Cox & Kings has roots that date back to 1758.

Its reintroduction comes with a confirmed launch in Australia by early summer and a US launch to follow later in 2026.

The program also provided an update on product investment across the group, including A&K

Sanctuary, with two openings in 2026: Kitirua Plains Lodge in Kenya's Amboseli region and Nile Seray, a new 64-guest luxury riverboat launching on the Nile in late 2026.

Meanwhile, Crystal offered attendees a behind-the-scenes perspective on its ships - from the creative vision behind its entertainment program to the operational standards that underpin its service, as well as details on the forthcoming *Crystal Grace*, the brand's first new ocean ship in 25 years, due for delivery in May 2028.

"100 Club is about bringing together the people who define our business and creating space for real, informed conversations," Debra Fox, chief sales officer - trade, AKTG, said.

"What makes it distinctive is the calibre of expertise in the room - our DMC teams alongside our top advisors, media and partners.

"It gives us the opportunity to demonstrate, rather than describe, the depth of knowledge and access that underpins everything we do." *DF*

FCTG lauds luxury as resilient in latest update

DEMAND is resilient with luxury travellers rerouting rather than cancelling - that is the perspective of Flight Centre Travel Group (FCTG) in its latest market update released yesterday morning (***TD*** 05 May).

Updating shareholders on market expectations, FCTG revealed that for the luxury market, the appetite for travel hadn't been dampened at all, with rerouting the most popular option for the demographic, despite the leisure market

suffering a $10 million impact to profits in Apr.

It also noted that it expected organic expansion in Scott Dunn Hong Kong and Reserved by Travel Associates while preparing for a rebound as conditions stabilise. *DF*

Viking opens 2028

VIKING has opened bookings for its 2028/29 expedition voyages on *Viking Octantis* and *Polaris*, featuring new departure dates across Arctic, Antarctica and Great Lakes itineraries.

The offerings include extra sailings of the line's 62-day 'Longitudinal World Cruise' and the 'Into the Antarctic Circle' sailing, which presents the rare opportunity to cross the 66°33' line of latitude into the Antarctic Circle. *JM*

Travel agents discover unspoilt Trat

THE Tourism Authority of Thailand (TAT) recently hosted 12 travel industry professionals on a trip to the off-the-beaten-track province of Trat and three of its islands: Ko Chang, Ko Mak and Ko Kood.

During the Meaningful Travel Experience Trade Meet and Famil, the agents discovered the unspoilt beauty of the forest-covered region, enjoyed island-hopping, and indulged in many traditional Thai meals.

"If you're looking for an authentic Thai experience with untouched beauty, away from mass tourism, you need to visit one of the islands we explored - my favourite was Ko Chang," said MTA's Priti Gatto.

In addition, the agents connected with local suppliers during a B2B networking session held at Chai Chet in Ko Chang and inspected hotels including Sylvan, Dinso, Aana Resort and Spa, Mercure Koh Chang, Little Moon, High Season and The Mak.

"Overall, the trip delivered on its core purpose: building knowledge of the unseen destination of Trat and its three main islands and supporting long-term tourism dispersal into emerging regions," TAT marketing manager Sherly Handjojo said.

Attendees included: Anthony Mace, Flight Centre; Karen Tancin Classique Event; Emily Pert HLO; Nadia Giusti, Bangkok Airways; Noel Regan, Luxury Escapes; Priti Gatto; MTA Travel; Kat Tuitubou, Ignite; Kellie Smith, Room-Res; Heidi Schleising, Luxe Escapes Holidays; Bela Dhullamota, Wendy Wu; Carla Mangles, World Travellers King Country.

ENJOYING a spectacular sunset dinner at High Season in Ko Kood with TAT director, Pichaya Saisaengchan.

CARLA Mangles and Priti Gatto during a tie-dying workshop in Ko Mak.

THE ladies hit the road in an eco-friendly golf buggy in Ko Mak.

BELA Dhullamota and Heidi Schleising enjoy the sunshine in Ko Kood.

CONNECTING with local suppliers at Chai Chet Resort in Ko Chang.

NADIA Giusti, TAT's Sudarat Sepsamutr and Bela Dhullamota admire the views in Ko Mak.

ISLAND hopping and snorkelling on the secluded Saan Jao Beach.

ENJOYING sunset drinks at Tolani in Ko Kood.

EMILY Pert meets with local suppliers during a B2B networking session.

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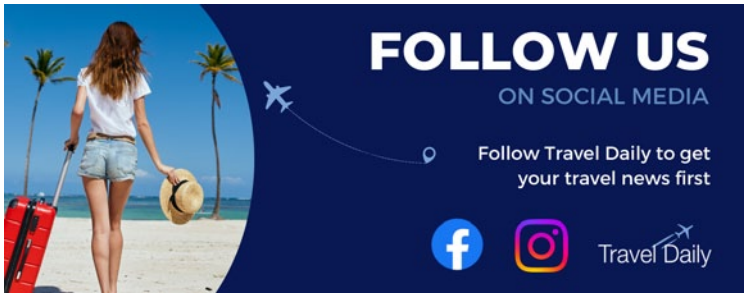

ACCOMMODATION

Send your accommodation updates to:
accomupdates@traveldaily.com.au

Aman Sveti Stefan is set to reopen for the 2026 European summer season. The property will relaunch in two phases, the first being Villa Miloce on 22 May, followed by the Sveti Stefan island from 01 Jul. Located on Montenegro's coast line, the luxury resort combines a mainland estate with an island village connected by an isthmus. It is in close reach of hotspots such as Budva and the Bay of Kotor, providing what the owner's claim is a cheaper and quieter alternative to Croatia and Italy.

Bullo River Station has unveiled new details about its 2027 reopening. The guest rooms will now span two wings, with size increases of between 20-39m², along with expanded outdoor areas. Two of the 12 rooms have been designed to accommodate family stays, along with one designed for accessibility.

Akkulla in Bali's Seminyak is set to open in the second half of 2026. The 31-key property combines contemporary western style and Balinese elements, including warm timber tones, soft ambient lighting, open-plan layouts, as well as indoor and outdoor living spaces - all of which are anchored by a private pool. Communal spaces include the food and wellness hub Rasa Galleria, and the central gathering space Cakra Lounge.

Banyan Tree Samui in Thailand's Koh Samui has launched its Connections wellbeing retreat for two. Beginning with a 30-minute wellbeing consultation, the experience includes a 60-minute session of private yoga and sound healing meditation, followed by a herbal massage oil and reflexology workshop. Guests will also be treated to a private dining experience which includes an intimate dinner for two at a private beach.

Song Hotel Sydney has unveiled The Reclaimed Room. Created in collaboration with DIY and upcycling designer Jaharn Quinn, the room has been created by reimagining existing pieces, introducing second-hand finds, and layering in upcycling detail. Other design elements include a red velvet armchair as the room's focal point and a DIY-made bedside table.

Qatar weathers the storm

QATAR Tourism has moved to reassure global partners following recent regional disruption, framing its emergency response as proof of the destination's operational strength and long-term stability.

In a recent message penned to the industry, Visit Qatar chief executive officer Abdulaziz Ali Al-Mawlawi highlighted the rapid implementation of emergency support measures, including expedition visa extensions, 24-hour assistance services, and full accommodation and meal support for affected travellers.

"Throughout this period, we transcended mere operational efficiency to demonstrate the very best of Qatari hospitality - rooted in what tourism fundamentally is; human connection, trust, and genuine care," Al-Mawlawi said.

The country has also reaffirmed its reputation as a welcoming visitor destination despite regional conflict, emphasising a robust recovery strategy.

"We are not simply recovering - we are executing a deliberate, coordinated bounce-back plan grounded in the proven strength of our destination and the full readiness of infrastructure. *JM*

New Nordic rail link

SWEDEN and Finland will have a direct rail link to offer travellers for the first time in 30 years, as an historic station on the border nears its restoration.

The Haparanda station will be updated to allow for seamless rail transfers between Finland's VR services and Sweden's Norrtag services, with the development to be completed next month. *JB*

Lion sleeps tonight

KIMPTON Margot Sydney has unveiled its The Lion King Suite, to celebrate the return of the musical to Sydney.

Styled by KOM Creative, the 61 square metre suite is defined by tribal textiles, earthy ceramics, and handcrafted details, encapsulating the African spirit.

The space features separate living and dining areas, with an ensuite featuring La Gaia bath amenities, as well as a king-sized bed with eco-bedding.

It is now available to book before 30 Nov, as part of The Lion King Package including two A-Reserve tickets to *The Lion King*, two themed cocktails at The Wilmot Bar, pre-theatre dining for two at Luke's Kitchen, a musical program and 1pm check out priced from $749 per night. *JB*

ATIA chips in member

THE Australian Travel Industry Association (ATIA) has added Australian Golf Vacations as one of its new accredited members.

The sports travel company specialises in tailoring travel packages that combine golf, luxury accommodation, and fine dining experiences. *JB*

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HONG KONG

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- Up to 25% off + guaranteed upgrade*
- Includes Kowloon tour & airport transfers

Package Code: IH54833

FROM $885 pp twin share*

Book Now

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- 10% off + complimentary Sea View upgrade
- HK$500 dining credit & free Wi-Fi
- Aqua Luna Harbour Cruise & airport transfers

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Hong Kong: Lantau Island

3-NIGHT PACKAGE INCLUDES:

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- Lantau Explorer Tour with lunch
- Airport transfers

Package Code: IH54855

FROM $1,159 pp twin share*

Book Now

Hong Kong: Kowloon

3-NIGHT PACKAGE INCLUDES:

- 3-night Mondrian Hong Kong stay
- Story of Kowloon private walking foodie tour
- Airport transfers

Package Code: IH54848

FROM $1,279 pp twin share*

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