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TRAVELDAILY
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Monday 16th Nov 2026

Today's issue of *TD*

Travel Daily today features seven pages of the latest industry news, a cover wrap from **Luxury Escapes**, plus full pages from:

- **Royal Brunei Airlines**
- **Entire Travel Group**

ATIA issues slavery rebuke

THE Australian Travel Industry Association (ATIA) believes the case for newly proposed criminal penalties for modern slavery breaches by Australian companies "has not been demonstrated", and is instead calling for more practical prevention measures.

Travel's peak body has filed a submission pushing back on the plan first announced by the Federal Government in Jul, which seeks to introduce a new criminal offence for companies with an annual consolidated revenue over $100 million that fail to prevent modern slavery in supply chains.

The government's consultation paper shows the penalties being explored are hefty, with one option being fines of up to 100,000 Commonwealth penalty units - the equivalent of $36.4m.

Other penalty models under review include fines of three times the value of the benefit obtained from the offending conduct, and in cases where the precise benefit cannot be determined, 10% of the corporation's annual turnover during the relevant period.

However, ATIA contends that Australian travel businesses have limited visibility and influence over complex supply chains.

These supply lines often run through overseas hotels, tour operators, souvenir manufacturing, labour hire and food suppliers.

Instead of a blunt-instrument approach using fines, ATIA is seeking better government guidance, more reliable info on high-risk areas and greater supply-chain transparency as the key levers to help businesses identify and prevent exploitation.

"ATIA supports effective action against modern slavery and our members take it seriously," director of public policy and advocacy Ingrid Fraser said.

"Despite years of reviews and consultations, practical reforms to help businesses identify and address modern slavery risks remain unresolved," she added.

ATIA has been active in working directly with travel businesses and experts on identifying and addressing modern slavery risks across the complex international supply chains in travel. *AB*

Serko on the up

SERKO has reported a 17% increase in first-half income to NZ$72.3m (A$59m), while cash flow climbed to NZ$8.9m (A$7m) and its net losses narrowed to NZ$870,000 (A$710,000).

Completed room nights through Booking.com for Business jumped 47% to three million, while active customers grew 38% to 363,000.

The group also lifted its FY27 income guidance to between NZ$135m-NZ$141m, up from NZ$128m-NZ$134m.

"The first half marks a clear step up in the trajectory of the business," CEO and founder Darrin Grafton said. *ZH*

Lux agent earnings

LUXURY Escapes Agent Hub is offering 15% commission on the Maldives and more.

Find agent rates on **cover page**.

Romy by your side

TRAVEL Project founder Matt Coyle has launched Hello Romy, a new AI platform designed specifically for travel agencies.

Three services are on offer under the Hello Romy umbrella, including Romy: the concierge - a branded smartphone app that stays with clients from booking until they return home.

The app can book extras on trips such as private car hire, lounge access, meals and more.

Meanwhile, Otto compares hotel prices from the agency's suppliers side-by-side while an advisor is making a booking, while Maxi monitors refundable hotel bookings after they have been made.

When a rate drops, travel agents can rebook and retain the difference as a key saving.

The first 10 agencies to join before 12 noon AEDT on Wed 18 Nov will receive founder-only pricing, their brand set up, and the first 10 trips loaded to go live within a week.

All three services are available on a month-to-month basis. *AB*

Time to fly via Brunei

FLY from Melbourne to London with Royal Brunei Airlines with just one easy stop in Brunei.

Discover more on **page eight**.

Tahiti with Entire

DISCOVER Tahiti with Entire Travel Group, featuring direct flights from Sydney, island escapes & more - see **page nine**.

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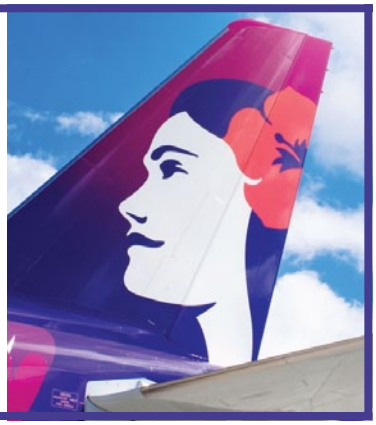
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Brilliant Lady open

VIRGIN Voyages has launched four new ways to discover Alaska on board *Brilliant Lady* as part of her 2028 Alaska season.

Bookings are now open for the season running 01 May through to 14 Sep 2028, offering both roundtrip and one-way voyages that showcase the best of Alaska's dramatic coastlines, towering glaciers and storied port side towns.

Brilliant Lady's 2028 lineup offers options for travellers chasing a week away, or a longer immersion into one of the world's most stunning destinations.

New itineraries include seven- to 12-night voyages between Seattle and Vancouver, alongside scenic cruising at Hubbard Glacier and Endicott Arm. *ZH*

US air disruptions ease

INITIAL investigations by the FAA have suggested the replacement of a router in El Dorado, Arkansas may have been the root cause of an extraordinary move to ground all flights across the United States on Sat (***TD*** breaking news Sat).

Part of work to replace older copper telecommunications lines with fibre at the site, the update has been put forward as the most likely reason for the FAA's network receiving a flood of 1,000 data connection attempts every four to five seconds.

This overload of data caused instability in communications and radar feeds used by air traffic control, forcing the aviation body to ground all air services out of an abundance of caution.

Close to 12,500 flights were cancelled in the first day of the aviation freeze, with 6,400 cancelled and 8,000 delayed yesterday Australia time.

Earlier this morning, a *Reuters* report confirmed that disruptions



would continue into at least a third day in the US, with 1,600 flights nationwide cancelled from the country's network and 3,600 delayed today.

FlightRadar24 shows Qantas flights to the United States are operating with minor delays.

At the height of the crisis on Sat, the Australian Travel Industry Association assembled member communication tools such as client email and SMS templates to ensure consistent messaging.

Members were also asked to contact travellers departing in the next 72 hours first.

Meanwhile, United States Secretary of Transportation Sean Duffy said there was currently no evidence of a cyberattack causing the air traffic controller issues, but confirmation of the cause was still under investigation. *AB*

Solo group strength

A NEW report from solo tour operator Just You has found nine in 10 independent travellers would be more likely to book a holiday if they knew they would be travelling as part of a group.

The survey of 900 solo holidaymakers also found that 64% had a bucket-list destination they were yet to visit, while 36% had a dream trip in mind but nobody to travel with.

One in five (20%) had previously changed holiday plans due to a lack of companions, while cost was a barrier for 46%.

"Our research shows that people want the freedom to explore the world on their own terms, but that doesn't necessarily mean wanting to travel entirely alone." *ZH*

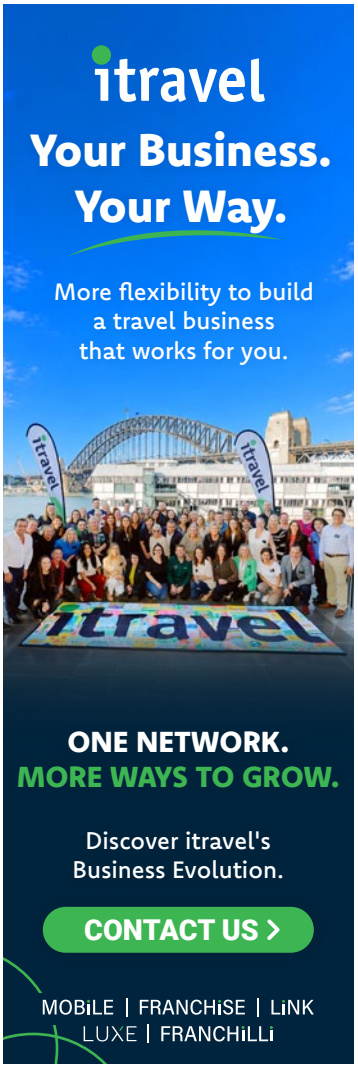


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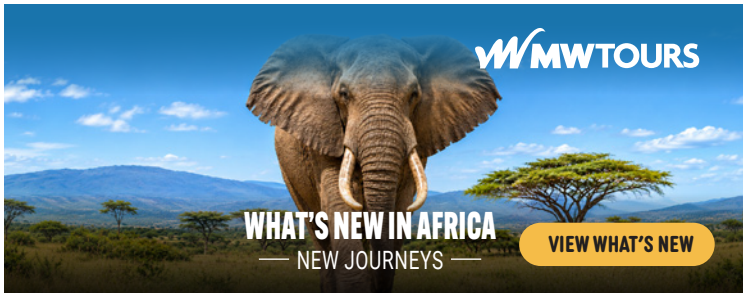
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Virgin delays expected

THOUSANDS of travellers could be affected by walk-offs and changes to boarding procedures as Virgin Australia airport staff escalate industrial action across four key gateways today.

"Passengers should expect cancellations and major delays," an Australian Services Union (ASU) statement said.

Sydney, Melbourne, Brisbane and Adelaide airports all saw stoppages this morning with more on the way.

Strikes are scheduled for 5pm-6pm in Sydney and Melbourne, Adelaide from 5.30pm-6.30pm, and Brisbane from 7am-8am and 4pm-5pm local time.

Workers will also delay boarding



until 15 minutes before scheduled boarding times.

The action comes as the airline was unable to reach an agreement with the ASU over airport staff working conditions.

"So far the offer on the table falls well short," ASU assistant national secretary Scott Cowen told *News24*, adding that staff had run out of options.

"Workers take no pleasure in having to take industrial action."

VA reported an underlying profit of $404 million in FY26, results that Cowen said were delivered by staff who are only asking for their fair share.

A spokesperson for VA said it was working to keep disruptions as low as possible.

"Our priority is on minimising any impact on our operations and guests' travel today and we have a number of contingencies in place," the spokesperson said.

"We remain committed to working with unions and employee representatives to reach an agreement."

The Transport Workers Union last week voted in favour (98%) to launch its own industrial action (***TD*** 13 Nov 2026). *ZH*

HK's silver linings

THE Hong Kong Tourism Board has launched its Good Take series, showcasing locations featured across 50 films.

Hong Kong Good Take showcases the likes of Quarry Bay's Montane Mansion and Tai Hang's Lai Tak Tsuen, featured in the 2017 film *Ghost in the Shell*, as well as the International Finance Centre and Central-Mid-Levels Escalators seen in 2008's *The Dark Knight*.

The initiative builds on the Taste Hong Kong guide from earlier this month (***TD*** 05 Nov 2026), highlighting the tourism board's commitment to provide travellers with different types of tourism experiences. *JB*

End-to-end agentic

TRAVELPORT, Booked AI, Basis Theory and Mastercard recently announced the completion of a live end-to-end agentic transaction, in what they claim is a milestone for the industry.

Through the collaboration, an AI travel agent searched, booked, paid for and ticketed a live flight without the customer leaving the conversation, and without the agent ever seeing the underlying card number.

The agentic booking was completed on existing NDC and payment infrastructure and retained the airline as a merchant throughout the transaction, while Mastercard's verifiable intent trust layer linked the customer's approval to the transaction.

Once the customer confirmed the flight and fare details found by Booked's AI travel agent offered through Travelport's TripServices, the Mastercard Agent Pay initiated payment through Basis Theory's tech. *MS*

Altura debuts in NT

ALTURA Airlines has landed its maiden flight at Uluru (***TD*** 24 Jul), carrying Indigenous rangers, leaders and community reps to the 2026 Indigenous Desert Alliance Conference.

The Perth-based, majority Indigenous-owned, charter airline operated the flight in partnership with Maroomba Airlines, supporting the conference, which ran from 10 to 12 Nov.

"Our maiden flight to Uluru is a significant milestone for Altura Airlines and a wonderful example of what can be achieved through strong, values-aligned partnerships," Altura Director Amanda Healy said.

"As a majority Indigenous-owned airline, we want Altura to create opportunities that extend well beyond the flight itself," she said, adding that events like the Desert Alliance Conference reflect the airline's purpose.

Altura has three A320s on order set to fly early 2027. *ZH*





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Get to the Greek app

THE Don't Forget Travel Group (DTGG) director Andrew Sullivan is preparing to launch the Greek Island Selector, an AI-assisted app designed to help travellers find islands that suit their preferences.

"I wanted to create something that would help people discover which Greek island might suit them, rather than simply following everyone," Sullivan said in a LinkedIn post.

The new website, now live, determines island preferences by asking users to provide details about their trip, including their preferred travel month and year, date flexibility, group size and accommodation budget.

Users can also specify their preferred accommodation style, whether they have visited Greece before and if their flights have already been booked.

DTGG will then share the island guides, along with tailored trip ideas and pricing, to help travellers plan their holiday. *ZH*

LTC grows TTV by 76%

THE Luxury Travel Collection's TTV has surged by 76% as its membership pushes past 40, general manager Nikki Glading revealed at the organisation's Remarkable Soiree in Queenstown (***TD*** 13 Nov 2026).

LTC has grown from its original seven members to 41 across Australia and New Zealand, with 18 new travel agencies joining its ranks this year, representing 78% in annual growth.

Products contributing strongly to the TTV growth are tours, which have grown by more than 200%; cruise, which has increased by 125%, as well as hotels - growing by around 75%.

However Glading, **pictured** at last week's event, pointed out that expanding LTC is about more than simply growing its ranks.

"We deliver growth by saying 'yes' to the right members, but also then implementing or introducing members to partners



who grow business together," she told ***Travel Daily***.

Glading added the LTC is also focused on remaining a common platform without a prescribed operating model - part of what makes its organisation so attractive to members.

"We never tell [members] what to do, we provide them with this amazing house of opportunities and we give them the key to unlock the house and then they choose what they take." *MS*

Heritage update

US COAST Guard officials have said it could take weeks to refloat and remove the capsized *American Heritage* from the Mississippi River after it was struck by a tanker on Sat morning local time (***CW*** breaking news).

The dramatic incident saw all 197 passengers and crew rescued and accounted for after the American Cruise Lines vessel tipped over and submerged.

Thirty-two passengers were taken to hospital with injuries.

The reason for the lengthy timeline to tow the stricken ship was to ensure the 66,566 litres of fuel can be removed safely and a salvage approach is determined with specialist contractors.

American Cruise Lines said it would continue to help guests to address immediate needs such as flights and accommodation.

The cruise line has not commented on the future of *American Heritage* and whether she will ever sail again. *AB*

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Air NZ boosts '27

AIR New Zealand is boosting its international network for next year, with 4% more overseas capacity during the winter.

Key tourism markets including Vancouver and Shanghai are being targeted, with flights to Western Canada increasing from seven to nine during the peak period of the year, while China's largest city will go daily.

Taipei and Papeete will be increased to five times per week, and Houston will also go daily.

New Boeing 787-9 Dreamliners will support additional flying for the airline, while introducing an enhanced onboard experience.

Air New Zealand CCO Scott Wilkinson said the additional flying reflects a deliberate approach to growing the airline's international network, with customer demand at the heart of its decisions.

MEANWHILE, Air NZ's year-round CHC-SIN service is on sale now, flying from Mar. *MS*

We will lose backpackers

AUSTRALIA risks losing backpackers and their spending just as tourism businesses need them most, industry leaders from around the country have warned.

The Australian Government's proposed major changes to the working holiday visa program (***TD*** 04 Nov) are aimed at lowering net overseas migration; however tourism leaders warn they could also have the double impact of fewer backpackers available to fill seasonal jobs, and fewer international visitors spending money in rural destinations.

Tourism & Transport Forum chief executive officer Margy Osmond said backpackers spend $4.4 billion in Australia, and contribute $1.6 billion in tax.

Queensland is particularly under threat, given the state's dependence on backpackers.

Natassia Wheeler (**pictured**), Queensland Tourism Industry Council's chief executive, pointed



out how concentrated the effect could be, with the state's rural areas particularly vulnerable.

Data analysis by Tourism Research Australia showed 68.4% of Bundaberg's international visitor nights were from backpackers on a working holiday visa, followed by the Whitsunday Islands (42%) and Far North Queensland (35.6%).

Backpacker Job Board founder Matthew Heyes added that, even if the Government eventually adjusts the proposed policies, the industry may already have lost workers and visitors because of delays in visa approvals. *MS*

Window Seat

ALMOST 30 years after meeting aboard a Boeing 747, a couple has been reunited with the aircraft they were first introduced on.

Paul and Asako first met aboard the former All Nippon Airways plane in 1999 where he was a passenger and she was one of the cabin crew.

Now, following years of marriage, two daughters, and a life built together, the now-cargo freighter welcomed the lovebirds back aboard for the special moment which is **pictured** below.



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Reserved for Asia

MINOR Hotels has announced the signing of Gardens of Eden Resort Phuket, its first Asian property under the Minor Reserve Collection.

The property will feature both a 100-key hotel and 210 residences, located near Laguna Phuket and Phuket International Airport. *JB*

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Railbookers sports push

RAILBOOKERS is planning to expand its sporting event offerings in 2027, which will see the launch of new destinations in the future, hinted Railbookers chief executive officer and president Frank Marini last week.

"Over the next 10 years, the amount of sports activities in the United States is going to be crazy," he told ***TD*** at the Railbookers Group Global Summit in Vancouver last week.

"We were lucky enough to have the FIFA World Cup, which was an incredible experience... now we have the 2028 Olympics in summer and winter to look forward to, the Women's World Cup and the Rugby World Cup."

SVP of product development Andrew Channell added that the company is now looking into a 'bucket-list' Miami to Alaska concept, as well as the addition of US national parks to itineraries.

"We have some exciting things coming up in the way of Alaska and different [rail and sail] combinations...we have got more than a few irons in the fire when it comes to North America," Channell added.

Meanwhile, off the back of its recent announcement of its partnership with AmaWaterways (***TD*** 11 Nov), Marini revealed that the company is also searching for other global cruise lines it can similarly collaborate with to expand into Asia.

"We are speaking to a number of other cruise companies who



...have products not only in Asia, but in Australia, New Zealand and Europe," Marini said.

"We have always done tons of pre- and post-river and tons of pre- and post-ocean cruising - now we want to combine them."

During his presentation last week, Marini pointed out that as several European rivers suffered from low water levels during the summer, rail was able to rescue river cruise passengers in many instances - and it is an offering that he is considering, given the situation will likely continue in the foreseeable future.

Earlier this year, Marini said RBG had reaccommodated "many hundreds of thousands" of impacted cruisers, offering their 'Rhine by Rail' and 'Danube by Rail' itineraries instead.

"River cruising is great, but at the end of the day, it's still someone's holiday, and they're flying potentially all over the world [for it], so we'll continue to expand that product line where it makes sense," he said. *JHM*

Pictured: Marini and Channell at the RBG Global Summit.

Two cities reunite

AIR New Zealand is launching its first-ever direct jet service between Hamilton and Queenstown in Jun 2027, offering a new North/South Island link.

The year-round service will run three return flights per week on Mon, Thu and Sat, operated with an Airbus A320. *JB*



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Sell Club Med the white way



CLUB Med recently took a group of advisors from New South Wales, Queensland, Victoria and Tasmania on a five-night famil to Club Med Bintan, recognising their efforts in the 'Nominate a Mate' campaign.

Taking place earlier this year, the promotion invited regional advisors to nominate a colleague who they believed deserved greater recognition.

Across the five nights, the advisors conducted a comprehensive tour of the property, inspecting the new family-themed deluxe rooms, upgraded dining experiences, the renovated Barista Bar and dedicated indoor family hub and splash pad.

Outside of touring the property, agents also had time to enjoy the activities it has to offer, including a range of land and water sports such as aerial yoga.

The famil also incorporated a dedicated Club Med presentation and training session, covering the latest updates across its portfolio of properties, providing the advisors key insights to pass onto their clients.

Club Med Pacific's head of trade sales Lisa Bacon said the response to its 'Nominate a Mate' campaign was "overwhelming".

"Seeing the level of support behind these nominations reinforces just how important these relationships are within the travel trade," she said.

"We were delighted to welcome 10 deserving travel advisors to Club Med Bintan, giving them the opportunity to experience the resort firsthand, connect with fellow industry professionals and enjoy some well-earned time away," Bacon added.

"It is our way of recognising the people who make such a valuable contribution to our industry."

Jenifer Ornsby of Helloworld Travel Seymour, Vic was a standout, receiving 79 nominations for her dedication.

Pictured: Ashlee Dieckmann, Helloworld Toowoomba CBD; Bridget Millward, Helloworld Travel Coolangatta; Julia Grieve, Flight Centre Kingston; Sirli Soolind, Aerotravel; and Amanda Doolan, The Travelling Agent. *JB*

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Travelmarvel: New Zealand 2027/28
Travelmarvel has launched its 2027/28 NZ season, featuring itineraries in both the North and South Islands. A highlight of its full-country tours is the 17-day 'New Zealand Getaway' from Auckland to Christchurch, featuring a trip on the TranzAlpine Train across the Southern Alps and a cruise through Milford Sound. The nine-day 'Northern Explorer' from Auckland to Wellington features a cruise to Cape Brett and a visit to the Waitomo Caves. Meanwhile, the nine-day 'Southern Escape' takes travellers on a roundtrip from Christchurch, including a stay at Mount Cook National Park. Book before 30 Nov to earn savings of up to $2,000 per person. Read the full brochure **HERE**.



Trafalgar: Worldwide Tours Asia
Trafalgar's new brochure showcases its 2027/28 departures across Asia, with highlights including countries such as China, India, Singapore, Nepal, Thailand and Vietnam. The brochure features two main ways in which travellers can experience Asia: Country Explorer itineraries, five- to 15-day trips which focus on one country, as well as Regional Explorer journeys, 11- to 17-day trips that go to two to four countries in a particular region. To enhance their trip, travellers can also make the most of pre- and post-tour extensions which focus on a particular city or region, as well as combine tours with cruises and rail journeys. Secure this brochure **HERE**.



Cosmos: Canada, USA & South America
GFOB's Cosmos has compiled its entire 2027 Americas portfolio into one brochure. In Canada, highlights for the season include the 19-day 'Canadian Masterpiece with Rocky Mountaineer and Alaska Cruise', the 15-day 'Canadian Train Odyssey' and the eight-day 'Ontario & French Canada' tour. Travellers in the US can embark on tours such as the 10-day 'Rhythms of the Road' tour from Chicago to New Orleans and the 16-day 'Highlights of Route 66' tour from Chicago to Los Angeles. Those wanting to travel the south can join the 19-day 'Ultimate South America' tour from Rio to Lima. See it **HERE**.

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