

## Emirates set to fly to 74 cities

**EMIRATES** has announced the resumption of passenger flights to Birmingham, Cebu and Houston in the coming weeks, bringing the carrier's global network to 74 destinations.

Flights from Dubai to Birmingham will operate four times a week, while Houston services will be thrice weekly and Cebu will be two per week.

**MEANWHILE** the carrier has also stepped in to assist the people of Lebanon, launching an "airbridge" to bring emergency relief support after the massive Port of Beirut explosion last week.

Emirates SkyCargo is dedicating more than 50 flights to deliver much needed airlift to Lebanon, and for the next three months all donations to the Emirates Airline Foundation will be directed to support direct coordination of shipments of urgent food, medical supplies and other items to assist a range of NGO partners.

The move will ensure donations will "directly help those affected on the ground in a swift and transparent manner," EK said.

## Entire adds rail division

**EXCLUSIVE**

**ENTIRE** Travel Group has responded instantly to the closure of Rail Europe's Great Train Journeys (GTJ) business (**TD 11 Aug**), with the launch of a new dedicated rail operation.

**Travel Daily** can exclusively reveal that the new business will also have the Great Train Journeys name, with Entire Travel Group uniquely positioned to step into the gap because the company's Sales and Marketing Director, Greg McCallum, previously spent more than a decade at Rail Plus.

McCallum was instrumental in launching the company's inaugural GTJ program, and after leaving Rail Plus also spent several years with Rocky Mountaineer as its Regional Director of Sales.

### NCL webinar

**NORWEGIAN** Cruise Line will feature its new 2021/22 Asia itineraries in the next "NCL News & Network Series" webinar.

The session takes place next Tue 18 Aug at 10.30am AEST - to register **CLICK HERE**.

"As Australia's best specialist wholesaler, Entire Travel Group already enjoys strong relationships with key rail operators including Rocky Mountaineer, Via Rail, Venice Simplon Orient-Express, El Transcantabrico and most recently The Ghan," he said.

"We now have an opportunity to bring a selection of other iconic rail experiences onboard, creating an unrivalled GTJ program backed by Entire Travel Group's technology, expertise and travel agent support."

McCallum said the new GTJ product range would encompass the full range of popular international and domestic rail experiences, with Rocky Mountaineer as the centrepiece due to its "unrivalled inventory and frequency of departures".

"Australians have a genuine passion for great train journeys and our new division will help ensure they retain their much-deserved profile and stature in this market," he said.

McCallum said Entire Travel Group looked forward to introducing the new program to agents as the industry emerges from the COVID-19 pandemic.

"In the meanwhile Entire Travel Group remains focused on re-engineering our business as we prepare to embrace the opportunities a post-coronavirus world presents," he added.

## Today's issue of TD

**Travel Daily** today has five pages of news including our **PUZZLE** page.

## HLO goodbye

**HELLOWORLD** Travel Limited's Director of Communications, Kirsty Johansen, has taken a new role as Principal Media and Corporate Communications with resources giant BHP.

Johansen joined HLO early this year after the departure of Trudi Sheppard to head up comms with APT Travel Group (**TD 29 Jan**).

## KE out until Mar

**KOREAN** Air has closed reservations on all routes from Seoul to Australia and New Zealand for the full Northern Winter season, with GDS screens indicating no bookings available until 27 Mar 2021.

## Viking Mars unveiled

**VIKING** Cruises founder Torstein Hagen yesterday revealed the name of the company's eighth ocean ship as *Viking Mars*, countering previous speculation it would be named *Viking Tellus*.

Hagen said *Mars* would launch in 2022, while a **Cruise Weekly** reader has also noted trade mark registrations for *Viking Saturn*, *Viking Pluto*, *Viking Neptune* and *Viking Mercury* - but no mention of *Uranus* - more in today's issue of **Cruise Weekly**.

Travel Daily  
**NEWS ON THE FLY**

**NEW EPISODE AVAILABLE!**

**CLICK HERE TO LISTEN**

**Q: WHERE IN THE WORLD IS FLANDERS?**

**A:** A fantastic region in Europe with gorgeous medieval art cities, history & culture, cycling, fries, beer, waffles, chocolate, fries, beers, waffles, chocolate, fries, beers (repeat).

**CLICK HERE TO LEARN MORE**

VISITFLANDERS



## MSC Sales Connect

MSC Cruises is inviting agents to book 30 minute virtual meetings with its BDMS via a newly launched Sales Connect platform.

The sessions can be undertaken via video or phone and can be utilised to cover anything the consultant wants to know, including the restart of sailings, health and safety protocols, product training, promotions and group opportunities.

The timing is also ideal given the recent extension of MSC future cruise credits until 31 Dec 2022.

“Consider the reduced hours for many travel agents, this new platform allows for flexibility in booking a time which will not impact on our valued travel partner’s day,” said MSC Sales Director ANZ Lisa Teiotu.

For details [CLICK HERE](#).

## Haberle, Lally leaving ATG

EXCLUSIVE

APT’S long-time sales chief Susan Haberle has resigned from the company amid the ongoing restructure of the business, which had previously seen the departure of Chief Commercial Officer Debra Fox (**TD** 16 Jul).

Also leaving the business is the highly respected Justine Lally, who returned to APT as General Manager of Product & Marketing earlier this year (**TD** 30 Mar).

The moves are the result of the consolidation of operations under recently appointed APT Travel Group (ATG) CEO David Cox who will lead the consolidated brands of APT, TravelMarvel, TravelGlo, Captain’s Choice and Botanica alongside Chief Operating Officer Lorna Heyward.

Chris Hall, MD of parent company Australian (Pacific) Holdings, told **Travel Daily** the new executive leaders are “well placed to take the Group through this stage and onto the next chapter” post COVID-19.

The new structure includes several roles servicing ATG’s retail trade partners, including **Scott Ellis** who has been named as General Manager of Sales.

Working alongside Ellis is **Karen Scharnbock** in the role of General Manager Service, while on the marketing front **Vanessa Russack** has been appointed General Manger Marketing and Digital, with **Paddy Scott** and his team overseeing retail marketing campaigns across the brands.

Other roles announced today include **Mladen Vukic** as General Manager of Product, while Hall confirmed the UK will remain an important market for ATG and will continue to be headed up by **Paul Melinis**.

Cox said “Right-sizing the business is imperative now to ensure the company is in a strong position when we get to the other side of this pandemic.

“We are the leading tour and cruise operator in Australia

and have been for a long time, and these changes we are undertaking during this difficult time will enable us to continue on our 90-year plus journey,” he said.

Hall paid tribute to Haberle who had been with ATG for 13 years.

“She has been an integral member of the company’s leadership team and we all acknowledge her significant contribution to the business and the amazing legacy she is leaving.

“Suse’s passion, energy and enthusiasm has ensured that the ATG brands have been front and centre with all travel agents and across the industry,” he said.

Hall noted the strong pipeline of talent within the business which had allowed the new roles to all be filled internally.

“Myself, Simon Jones our Chair, the Board and the McGeary family are very confident in the leadership of David and Lorna and the team we have put in place,” he said.

Hall said he would also continue to support the ATG team, particularly in the area of trade partnerships.



A LOT of tourism-related businesses have had to diversify their economies during the COVID-19 pandemic, and one German zoo has even turned to selling faeces.

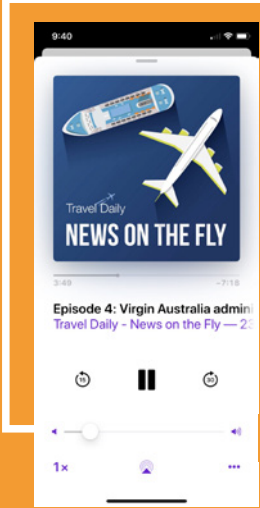
The Munich-based facility is turning “poo into profit” with a “pop-up poo shop”, aiming to help animal enthusiasts bring wildlife to their backyard.

The zoo is selling droppings from their big cats, which it says deter other animals and pets from visiting your gardens.

Lion keeper Martin Lacey added the demand for dung is no new phenomenon.

“For many years they come to us and ask for lion poo,” Lacey said of the zoo’s guests.

“We have learned that also it keeps the animals away from the car where they eat all the electric cables...therefore a local garage has bought from us and they are very happy,” Lacey added.



Do you listen to Travel Daily - News on the Fly to catch up on the news?

Use the podcast to update our listeners with your company’s news.

[CLICK HERE TO ENQUIRE](#)



## Webjet becomes AFTA member

**AFTER** years of staying aloof from the mainstream travel industry, listed online travel agency Webjet has made the decision to become a member of the Australian Federation of Travel Agents (**TD** breaking news).

Webjet Group Chief Commercial Officer Shelly Beasley said the company was “delighted to be joining AFTA at such a critical time for our industry and are keen to play a role in addressing the major issues that exist in the rapidly evolving travel landscape”.

“Now more than ever we need to work together in determining a roadmap through the minefield that COVID-19 has created,” Beasley said.

The Webjet website has not yet been updated to indicate its new status as being ATAS accredited, although Webjet does now come up in searches at [atas.com.au](http://atas.com.au).

The move is a significant reversal of the longstanding acrimonious relationship between Webjet and AFTA, which exactly four years ago lodged a formal Australian Competition and Consumer Commission complaint about alleged misleading advertising of the now defunct Webjet Exclusives holiday package range (**TD** 16 Aug 2016).

The Council of Australian Tour Operators has also previously been a strident critic of the OTA’s advertising practices (**TD** 13 Jun 2019), while Webjet’s longstanding TV campaigns over

many years directly criticised travel agents for not providing as many flight choices as on the Webjet website (**TD** 06 Jan 2016).

However fences have clearly been mended, with AFTA CEO Darren Rudd saying today that as a significant local and global player Webjet was an important addition to the Federation’s community.

“Webjet is an influential and significant player in our sector and we welcome them as an AFTA member and ATAS-accredited agent at a time when industry unity and combined voice is more important than it has ever been.”

### Eclipse turns one

**SCENIC** is today celebrating its first 12 months of “setting the new benchmark in ultra-luxury cruising,” with the company’s first Discovery Yacht, *Scenic Eclipse* celebrating its first birthday tomorrow, 15 Aug 2020.

A video has been produced to commemorate the milestone, with the ship having explored the world from the Arctic to the Antarctic in the ensuing year after being christened in New York by Dame Helen Mirren.

Scenic Group GM Australasia Anthony Laver said plans were under way to make the second season even more exclusive, as well as confirming the ongoing construction of *Scenic Eclipse II* - see [traveldaily.com.au/videos](http://traveldaily.com.au/videos).



## Tamworth agent helps Fiji



**DESPITE** the local travel industry being on its knees, some parts of the sector continue to look outwards - and perhaps none more so than Tamworth-based Travellers Choice member Chris Watson (**pictured**) and his wife Gemma who together own and operate Chris Watson Travel & Rediscover Australia.

Seeing the impact of COVID-19 worldwide and its impact on countries with little or no government support, the pair took it upon themselves to help those in Fiji, which they said was “is like a second home”.

They have run a longstanding country music festival in Fiji called Tunes in the Tropics which takes over the Hideaway Resort & Spa, raising thousands of dollars in

funding to sponsor local schools and communities as well as for cyclone relief.

This year things are different - and last week the country music and travel industries joined forces to assist in a virtual concert featuring Ashleigh Dallas, John Stone, Adam Harvey, Darren Coggan, Amber Lawrence, Roo Arcus, Andrew Swift and Pete Denahy.

The virtual gathering has so far raised more than \$5,000 for local Fijian families who have been out of work since Hideaway closed in Mar - donations are still able to be made at [trybooking.com/bkvs](http://trybooking.com/bkvs) and the full live stream can be seen on the Tunes in the Tropics Facebook Page - see [facebook.com/tunesinthetropics](http://facebook.com/tunesinthetropics).

**Win 1 of 6 trips to Tuscany!**

**ITALIA** NATIONAL TOURIST BOARD

**TOSCANA** PROMOZIONE TURISTICA

**QATAR** AIRWAYS القطرية

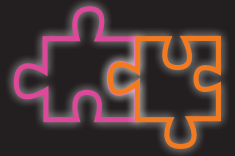
**Travel to Italy Training Academy**  
Become an Italy Specialist Today for your chance to win a trip to Italy in 2021!  
[traveltotitalyacademy.com](http://traveltotitalyacademy.com)

Something

# BIG

is coming...

**NEED A DISTRACTION  
AMID THE DOOM  
AND GLOOM?**

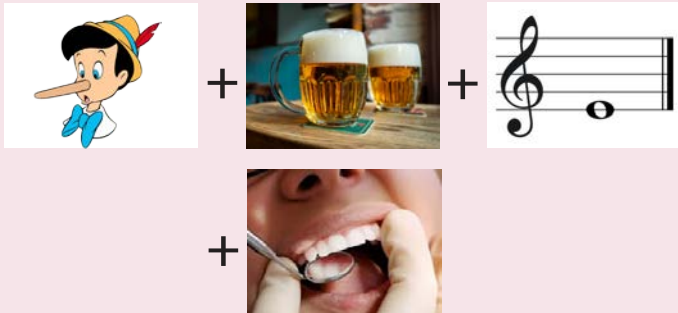


Check out our daily puzzle page.

Travel Daily

## Pub quiz

1. On which Japanese island is the city of Kyoto located?
2. Harissa is the national dish of which small European nation?
3. Who is the current President of Brazil?
4. True or false: Argentina is home to the world's largest resort swimming pool?
5. What is the currency of Papua New Guinea?
6. What is the national sport of Papua New Guinea?
7. Which mythical creature is featured on the national flag of Wales?
8. Which modern country was referred to as Gaul in ancient times?
9. Which country has the internet domain code .kh?
10. Which country boasts the largest population of pigs?
11. What country is this collection of pictures spelling out?



## Whose flag is this?



**THIS** country has gone for a very simple flag to represent their nation, with only two colours and no other symbols.

The flag was first used by revolutionaries who were

wanting independence from the state that controlled the country and originally the colours were switched.

Do you know whose flag this is? Check Monday for the answer.

## Unscramble

**HOW** many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

D	T	V
E	I	E
T	C	E

Good – 10 words  
Very good – 15 words  
Excellent – 20 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 11 Jul 2013.

**TOURISTS** visiting Death Valley National Park in eastern California in the USA have been formally requested to stop frying eggs on the pavement.

It's really, really hot in Death Valley - about 53 degrees Celsius this week - and one of the park's staff posted a video on YouTube showing her cooking an egg using just a frypan and the sun.

The idea has taken off, but unfortunately many visitors don't bring a skillet with them, meaning carparks are becoming littered with sticky, eggy mess.

The national park has issued an update on its Facebook page, saying that since the video was posted, "the Death Valley NP maintenance crew has been busy cleaning up eggs cracked directly on the sidewalk, including egg cartons and shells strewn across the parking lot.

"This is your national park, please put trash in the garbage or recycle bins provided and don't crack eggs on the sidewalks," officials pleaded. The YouTube video also warns that visitors shouldn't try to fry eggs on the ground.

"It makes a mess and it doesn't work," it says.

### ANSWERS 13 AUG

Where in the world: Brooklyn Bridge, New York, USA

Know your brands: Australian Open (Tennis), 2 Toyota, 3 Airbnb, 4 Louis Vuitton

Whose animal is this: Okapi - Democratic Republic of the Congo

## CORPORATE UPDATE

### Corporate key for FCTG

**FLIGHT** Centre Travel Group's (FCTG) corporate travel operations have been the main driver of revenue during the COVID-19 pandemic, according to an ASX update from the company.

In Jul total transaction value globally exceeded \$200 million, including almost \$100 million in Australia, due to Flight Centre clients in essential services businesses being still able to travel amid border closures.

"The corporate businesses, which were growing strongly and on track to deliver more than \$10 billion in annual TTV before restrictions were imposed, traded profitably (underlying) during FY20 and have established a solid

platform for future growth by winning a record amount of new business during the year," said Flight Centre CEO Graham Turner.

The corporate results were the only bright spot in an extremely downbeat update from the company which expects to report a loss for the 12 months to 30 Jun of up to \$875m (**TD** 14 Aug).

Turner said the FCM Travel Solutions business alone had secured new accounts with an annualised spend of US\$1.3 billion during the financial year, with the majority of the wins coming in the last six months.

Despite ongoing cost reductions in FCTG's leisure businesses, the company has retained a strong network of corporate business development managers and implementation teams "to win and on-board new customers," Turner added.

The company was also continuing to develop new products for corporate clients and enhance its technology offerings.

#### CWT adds Teams

**CWT** has announced the integration of Microsoft Teams into its messaging, chat-style service platform.

Effective immediately customers who have messaging enabled and use Teams as their internal company tool will now be able to instantly chat with a CWT consultant using the myCWT Microsoft Teams app.

Other channels available include Facebook Messenger, myCWT web and Facebook Workplace.

#### Zeno enhances

**SERKO** Limited has announced enhancements to its Zeno booking tool, with the addition of airline safety data and hotel search filters to help travellers make more informed flight and accommodation purchase decisions.

The corporate travel solutions provider now offers standardised information on airline offerings including mask requirements, pre-flight temperature checks, passenger capacity, blocked adjacent seats and aircraft cleaning.

The data aims to make it easy for travellers to compare different airline measures and helps travel managers to determine which providers meet safety and traveller well-being standards.

## AFTA meets with Steggall



#### Qantas selling PJs

**WITH** the long-term grounding of its international fleet Qantas is turning to retailing some of its in-flight merchandise.

The carrier this morning announced it would turn its excess stock of business class pyjamas, amenity kits and even snacks into "care packs" which can be ordered for delivery "directly to the doors of people doing it tough in lockdown".

Individuals can send up to 10 packs anywhere in Australia via [qantasstore.com.au](http://qantasstore.com.au) for \$25 per pack or 4,350 Qantas Points, including delivery.

#### Branson off the rails

**RICHARD** Branson's Virgin Group has received another blow, as US rail operator Brightline has ended its partnership with the venture capital conglomerate.

The private Florida train firm did not specify why the partnership had come to an end, with Virgin disputing the "validity of the termination notice".

The companies originally teamed up to rebrand the business as Virgin Trains USA via a 20-year licensing agreement with the first fully private railroad service in the United States for decades, which operates between Miami and West Palm Beach.

**THE** AFTA political engagement roadshow rolled on this week with a meeting in the Sydney suburb of Mosman (**pictured**) with local member Zali Steggall and some of her travel industry constituents.

Steggall joined AFTA CEO Darren Rudd at the offices of ATAS accredited Mosman Travel and The Adventure Specialists.

#### Tidbinbilla waives

**TIDBINBILLA** Nature Reserve's entry fee has been waived for the remainder of the year.

The decision to remove the fee is aimed at encouraging Canberrans to holiday at home and visit parts of the ACT that they may not have seen before, with cross-border travel currently discouraged.

#### Thai cruise debut

**LOY** Pela Voyages' *Loy River Song* is soon to take its maiden journey, from Bangkok to Thailand's ancient Ayutthaya Kingdom.

The new ultra-luxury cruise sails along Thailand's Chao Phraya River, also known as the River of Kings.

*Loy River Song* boasts four large rooms plus 100m<sup>2</sup> of living space for up to eight people, and also comes with a personal butler.

Got a confidential tip? Contact **Travel Daily** via our secure WhatsApp service on +61 2 8007 6760 or click **HERE** 



[www.traveldaily.com.au](http://www.traveldaily.com.au)

*Travel Daily* is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

#### EDITORIAL

**Editor in Chief and Publisher** – Bruce Piper

**Editor** – Jasmine Hanna

**Contributors** – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

#### ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

#### BUSINESS MANAGER

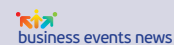
Jenny Piper  
[accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Suite 1, Level 2, 64 Talavera Rd  
Macquarie Park NSW 2113 Australia  
PO Box 1010 Epping NSW 1710 Australia  
Tel: 1300 799 220 (+61 2 8213 6350)

*Travel Daily* operates by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).









*Travel Daily* is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.