

Introducing



**Honouring travel agents and
suppliers for their industry
support through COVID-19**

As the Australian travel industry continues to deal with the fallout from coronavirus, we believe it's time to support one another by honouring those who have gone above and beyond in these crazy times – both suppliers and agents.

Nominations open Fri 21 August

**More information at
awards.traveldaily.com.au**

Carnival exonerated

CARNIVAL Corporation has effectively been held blameless for the *Ruby Princess* situation in Mar this year, when the ship docked in Sydney Harbour and passengers infected with COVID-19 were permitted to disembark and undertake onward interstate and international travel.

The highly anticipated NSW Commission of Inquiry Report was made public on Fri (**TD** breaking news), with Commissioner Bret Walker citing “serious mistakes” on the part of NSW Health in assessing the vessel as low risk.

Walker highlighted the rapidly changing situation at the time, saying despite the best efforts of experts, “mistakes were made”.

Princess Cruises President Jan Swartz welcomed the report’s findings that the ship’s Captain, doctor and shoreside representatives did not mislead public authorities - more in today’s issue of **Cruise Weekly**.

Travel Daily COVID awards

THE unprecedented COVID-19 situation has seen the Australian travel industry rise to the challenge, and **TD** believes that deserves recognition.

Travel consultants and industry suppliers have banded together to support one another through Facebook groups and webinars - and today we take things to the next level by announcing the 2020 **Travel Daily** Awards.

Open to anyone in the industry - including those who have already been displaced by COVID-19 - the awards aim to give the industry an opportunity to highlight those who have gone above and beyond in these crazy times.

“We know the whole industry is suffering, but rather than dwelling on the negatives, the **Travel Daily** Awards will give an opportunity for the industry to express our mutual support for one another,” said **Travel Daily** publisher Bruce Piper.

There are no sponsors for the inaugural **Travel Daily** Awards, which will simply give suppliers the opportunity to highlight the support of consultants, and agents the ability to showcase suppliers who have stood by them through the pandemic.

The 2020 **Travel Daily** Awards will be conducted via a simple online nomination and judging process, with separate sections for agents and suppliers.

They are free to enter and we hope the awards provide some brightness amid the gloom.

Categories are available for the best support for agents from airlines, cruise companies, tour operators, accommodation providers, technology firms and travel industry sales executives.

Suppliers will be able to nominate travel consultants in each state and territory, with full details of the awards now online at awards.traveldaily.com.au.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page, a front cover page from **Travel Daily Awards** and a full page from **Amazing Thailand Specialist**.

AFTA scales back

THE Australian Federation of Travel Agents will cut its hours of operation to just three days per week from 01 Sep (**TD** breaking news), with the move attributed to the “economic reality” of COVID-19.

CEO Darren Rudd said it was anticipated that at this stage the cutback would be in place until the end of the year, asking for members to be patient during the time of reduced operations as staff navigate a “high volume of member queries”.

Rudd said the AFTA Board remained committed to delivering initiatives that support the recovery of the travel sector.

Keep your clients engaged with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more, to inspire your clients’ next escape.



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Farewell Jasmine!

TRAVEL Daily today says goodbye to Editor Jasmine Hanna (nee O'Donoghue), five years after she joined the Business Publishing Group team as a bright-eyed enthusiastic reporter.

Hanna has worked across all of our publications including **Travel Daily**, **Cruise Weekly**, **travelBulletin** and **Travel & Cruise Weekly**, as well as on camera as the key interviewer each year during the National Travel Industry Awards.

She's also appeared on our weekly podcast, in client webinars and has extensive experience in trade and consumer writing.

Hanna is leaving us to establish her own small business under the banner of "Good News Travels" - for more information see www.goodnewstravels.com.au.

AFTA defends Webjet move

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) has defended the new membership of listed online travel agency Webjet (**TD** 14 Aug), amid a chorus of outrage from across the industry after the move was revealed.

Webjet, which since its inception in 1998 has remained steadfastly separate from the mainstream travel sector, has now backflipped and become ATAS accredited as well as joining the Federation - a move which has drawn widespread criticism.

Comments on the **Travel Daily** Facebook page about Webjet's addition to AFTA membership included links to the infamous 2016 Webjet TV commercial - now online at traveldaily.com.au/videos - as well as feedback describing the move as "baffling". "Webjet is the antithesis of

VA sale not impacted by COVID

THE Administrators of the Virgin Australia group of companies have confirmed that the terms of the proposed sale to Bain Capital (**TD** 26 Jun) are not impacted by the re-emergence of COVID-19 travel restrictions.

Deloitte issued an update to creditors on Fri, in recognition of a desire for further clarity around the deal which is being challenged today in the NSW Federal Court (**TD** 13 Aug).

The sale to Bain includes funding to keep VA going effective from 01 Jul as well as a "substantial financial guarantee to secure transaction certainty".

All employee entitlements will be covered along with prepaid customer flights, and Deloitte said the Bain deal provides a higher return to unsecured creditors than if the group was liquidated.

However at this stage Deloitte is unable to provide full details of the transaction or an assessment of the returns to creditors.

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New Speaker Announcement

Alan Joyce | Group CEO Qantas Airways

Recovery. Resilience. Reconnection.

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AFTA CEO interview

REGISTRATIONS are still open for this week's virtual interview with AFTA CEO Darren Rudd.

Taking place at 1pm AEST this Wed 19 Aug at The Travel Industry Hub, the free session will see **Travel Daily** publisher Bruce Piper speak to Rudd about the current state of play in the industry, giving the wider travel sector the opportunity to meet the recently appointed chief.

To participate sign up at thetravelindustryhub.com.

[Register for Rudd](#)

Rex wants VA 737s

REGIONAL Express (Rex) is understood to be in negotiations with the lessors of up to 10 Boeing 737s in the Virgin Australia fleet which will be surplus to VA's requirements when it relaunches.

If Rex takes over the leases the aircraft would be deployed on the "golden triangle" between Sydney, Melbourne and Brisbane from 01 Mar 2021, under a plan recently unveiled by the airline's Board (**TD** 29 Jun).

InsideJapan role

JAPAN specialist operator InsideJapan Tours has appointed Paige Kelly as a new Business Development Manager.

Kelly joins the company after previous roles with Regent Seven Seas Cruises, Scenic and Trails of Indochina.

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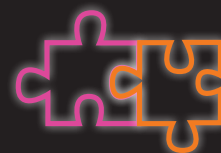


[REGISTER NOW](#)

Austrian National Tourist Office

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

Check out our daily puzzle page.



Travel Daily

Lowest ever year for arrivals

THE border closures starting in Feb this year have led to a 27.9% annual decline in international visitation to Australia for the 12 months to 30 Jun according to the Australian Bureau of Statistics.

A total of 6.7 million travellers entered the country in 2019/20, with the shutdown of travel bringing the industry to a screeching halt after previously being on track for a record with 9.5 million visitors for the year ending Jan 2020.

During 2019/20 New Zealand was the biggest source country for Australia with more than one million visitors, followed by 900,000 from China and 581,000 from the USA.

The average duration of stay for visitors on a short-term trip was 12 days, according to ABS Director of Migration Statistics, Jenny Dobak.

Of the top 10 source countries those coming from India stayed longest (53 days on average), followed by the UK (20 days), while the shortest stayers were from Japan (6 days) and NZ (7 days).

AAT at Fuller throttle

MATT Fuller has been announced as the new Chief Executive Officer for the AAT Kings Group (TD breaking news).

As of 21 Sep, Fuller will lead a combined team across AAT Kings' Guided Holidays, Short Breaks and Day Tours divisions, as well as its Small Group collection, Inspiring Journeys and SEIT Outback Australia.

He will replace the outgoing Matt Cameron-Smith, who two months ago left AAT Kings Group to head up Voyages Indigenous Tourism, just a short while after he stepped into the Chief Executive Officer position.

Fuller brings a wealth of tourism experience to AAT Kings, and will join the company from Transport for NSW, where he was the Executive Director Commercial, Strategic Projects and Transformation.

He is also well known for his work with the Opera House and Taronga Western Plains Zoo.

"I am thrilled to take on the role as Chief Executive Officer for the AAT Kings Group, such a well-respected brand and company to

be a part of," Fuller said.

"It's been an incredibly tough year for tourism and a challenging road ahead, which is why our communities need us now more than ever.

"I look forward to working closely and collaboratively with the industry to aid in the road to recovery...I strongly believe in tourism and the very positive role it will play in our economic recovery, and to ensure a smooth transition for when the borders open up."

The Travel Corporation Director David Hosking spoke of the company's delight to add Fuller to its team.

"Matt's keen commercial acumen and proven leadership capability, valuable relationships, ability to establish a culture of operational excellence; and track record of delivering quality customer, community and business outcomes - are all assets to the AAT Kings Group as we go forward in providing immediate support in our operations," he said.



Window Seat

DOGS are known for their acute sense of smell, and France's National Veterinary School of Alfort is currently carrying out research to determine whether or not they can sniff out COVID.

The study has been ongoing since Mar, with detector dogs being trained to use sweat samples from people infected, with most dogs found to be able to detect a positive case from a line of negative cases with 100% accuracy.

Coronavirus detector dogs are being trained in the Argentina, Belgium, Brazil, Chile, and the United Arab Emirates, but there has been no news on whether or not our outgoing Editor Jasmine's pooch (pictured) is able to sniff out the virus.



Catch up on the news of the week



Travel Daily

CLICK HERE TO LISTEN

NZ cancels services

AIR New Zealand cancelled its outbound passenger service to Rarotonga on Sat following consultation with its own Ministry of Health.

The flight operates outbound to Rarotonga carrying cargo only, with the return service to still carry customers into Auckland.

Chief Executive Officer Greg Foran saying the decision was made not to carry outbound passengers due to Auckland currently being at COVID-19 Alert Level 3.

"The Cook Islands has so far had no cases of COVID-19 and we want to make sure we are doing the right thing for both countries in terms of safety and wellbeing," he said.

"We are contacting affected customers directly."

Alliance Moranbah

ALLIANCE Airlines' first scheduled jet flight from Brisbane to Moranbah took off today.

The seven times weekly service will be operated by Alliance's fleet of 80-seat Fokker 70 jets.

It will re-introduce competition between Brisbane and Moranbah and provide the community with more seats at affordable prices, Alliance's Chief Executive Officer Lee Schofield said upon arriving into Moranbah Airport on the first flight.

"We understand that access to reasonably priced fares has been an issue for a number of years and we are excited that more and more Moranbah and region passengers will experience the speed, comfort and reliability of the Fokker 70 jet at a reasonable price," he said.

Where in the world?



ALTHOUGH these look like giant horse heads, they actually depict kelpies, which are shape-changing mythological spirits.

The horse shape was chosen by the artist to reflect the

importance and history of horses in the area where these huge sculptures are placed.

Do you know where in the world you would find this art installation?

Sudoku

EASY

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

		6		5	3		8	9
9		1	6					
						2		1
		3		8			2	7
1			4		2			3
2	8			9		6		
5		4						
					6	5		8
8	1		7	4		3		

Who needs a drink?



THIS week's cocktail actually matches the cocktail symbol on our feature!

Don't be put off by the green colour, this is actually a lovely and refreshing drink, particularly if you can get fresh green apple juice, which is the perfect combination of sweet and tart flavours.

The recipe for the apple martini comes from Alissa

Patterson from Avis Budget Group.

And don't forget to keep sending your recipes to cocktails@traveldaily.com.au.

xx Jenny

Jenny Piper
Owner,
Business
Publishing
Group



Apple Martini

INGREDIENTS

- 1 nip Vanilla vodka
- 1 nip Vanilla syrup
- 1 nip fresh lemon juice
- 1 nip fresh green apple juice
- 1 nip Sour Monkey Apple Schnapps

METHOD

Combine ingredients in a cocktail shaker filled with ice cubes. Shake well. Strain into a chilled cocktail glass. Enjoy!

ANSWERS 14 AUG

Pub quiz: 1 Honshu, 2 Armenia, 3 Jair Bolsonaro, 4 False (San Alfonso del Mar in Chile has the largest), 5 The kina, 6 Rugby League, 7 A dragon, 8 France, 9 Cambodia, 10 China, 11 Liberia (lie + beer + e [note] + ah)

Whose flag is this: Ukraine

Unscramble: cite, cited, civet, deceit, deceive, DETECTIVE, device, dice, diet, dive, edict, edit, evict, evicted, iced, tide, tied, vice, vide, vied

Diving deeper for kids



CAIRNS dive operator Divers Den has recently launched a new five-week scuba diving course catering for children aged eight years and above.

The program is called Seal Team and aims to build on the basic skills of scuba diving for kids and boasts an internationally recognised accreditation.

“It’s great to see local families getting their kids into scuba diving from a young age, diving is a great way for families to spend time together and explore our natural environment, and Seal Team is a fun, safe progression towards open water diving,” said Divers Den General Manager Sonjha Forbes.

The Seal Team program is split into five weekly sessions, or as the Divers Den refers to them, “Aquamissions”, all held in the company’s heated pool located at its central Cairns training centre.

Each session is led by a trained PADI professional and includes a

short briefing and a knowledge session, pool time where children can try out their new skills, as well as a host of fun underwater games and activities.

Sessions go for two hours and are available on Tue and Thu.

CLICK HERE for further information on how to register.

Riding out the virus

AFRICA Albida Tourism has been selected to lead a fundraising bike ride across Zimbabwe for the global conservation initiative Ride4Rangers.

The hospitality group will embark on a 30,000km journey organised by charity TUSK, with a donor already on board who has pledged to match funds raised, up to the value of £5m.

Funds will go towards helping Africa’s tourism sector, which has been drastically affected by the downturn caused by COVID-19.

Qld funding baulk

TALKS between the Queensland Investment Corporation (QIC) and Virgin Australia’s lead acquirer Bain Capital have reportedly cast doubts on whether Qld will go ahead with its \$200 million cash injection into the airline.

A report in *The Australian* contends a sticking point has emerged over the speculated board appointment of former Jetstar CEO Jayne Hrdlicka, an executive with a history of playing hardball with employee groups.

A spokeswoman for Queensland Treasurer, Cameron Dick, said the state government’s expectation in making the investment was the carrier would be a “full-service airline, serving a full network in Queensland and with a good relationship with its workforce”.

Tourism fightback

THE Skal Club of Melbourne has revealed the guest speaker for its upcoming online webinar will be tourism and hospitality leader and consultant Natalie O’Brien.

She will join the session to share her thoughts on how the tourism sector is now fighting back.

Register for the meeting **HERE**.

Stay It Forward

THE Leading Hotels of the World (LHW) has introduced Stay It Forward certificates, future travel vouchers that will provide donations to staff of hotels facing financial hardships, or to charities doing important work in local communities around the world.

A select number of LHW members are now selling the certificates for US\$1,500, allowing guests to stay at a property at a later date up until 2022.

The certificates also include access to an exclusive experience during each stay, such as a wine session or private tour, as well as a one-year Leaders Club membership worth US\$175 and 1,500 Leaders Club bonus points.

South Africa calling

SOUTH African Tourism is gearing up to host a webinar on Wed 26 Aug from 4.00pm (AEST), where attendees can be updated on all the latest news on popular tourist destinations such as the Sabi Sabi Private Game Reserve.

Speakers will include South African Tourism Hub Head Australasia Mosilo Sofonia.

Register to attend **HERE**.

BROCHURES

THIS week’s Brochures of the Week is brought to you by **Ponant Cruises**. If your firm is releasing a new brochure you’d like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Queensland Islands & Whitsundays 2020/21 - Sunlover Holidays

All sorts of tropical fun has been packed into Sunlover Holidays’ latest brochure. The program showcases the Sunshine State’s tropical north, from snorkelling trips on the Great Barrier Reef to watching the sun set in popular coastal locations such as Airlie Beach and Bargara. Highlights of the brochure include a guide to all of the best island retreats, including the appeal of taking a holiday to Hayman Island, Great Keppel Island, Fraser Island and Lizard Island. Activities on the Queensland’s many islands include diving the ship wrecks off Moreton Island, a signature spa treatment package on Hayman Island and a degustation dinner on Orpheus Island.

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

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Wat Rong Suea Ten, Chiang Rai

