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NZ HLO departures

HELLOWORLD Travel Limited (HLO) continues to thin its senior ranks, with four key leaders of its business in New Zealand now “seeking new opportunities”.

Suppliers were advised last week of the changes, citing the impacts of COVID-19 “effectively shutting down our industry around the world”.

Those leaving the company include GM Strategic Partnerships Andrew Harrison; Paula Sundin, Associate Network Leader; GM Marketing David Libeau; APX Travel Management GM Deb Guyde; and Cruise Marketing Manager Jacqueline Unsworth.

The news follows the previously announced departure of HLO NZ GM Simon McKearney (**TD** 26 Jun).

Paul Gauguin bonus

PAUL Gauguin Cruises is today promoting an exclusive “welcome offer” giving new clients \$800 per person savings on all 2021 departures.

The deal is valid on all new bookings made from 23 Jul through to 30 Aug - see the **cover page** for more details.

La Spina to leave Qantas

QANTAS this morning advised that its Head of International, Tino La Spina, is leaving the company (**TD** breaking news) “in light of what is likely to be the extended grounding of this part of the airline”.

CEO Alan Joyce said it was

“increasingly clear that our international flights will be grounded until at least mid-2021 and it will take years for activity to return to what it was before”.

“Under those circumstances we’ve made the decision to consolidate the domestic and international business units under a single divisional CEO,” he said.

La Spina’s responsibilities will transfer to Qantas Domestic CEO Andrew David, who also heads up Qantas Freight, while John Gissing will continue to be in charge of QantasLink.

La Spina will depart effective 01 Sep, with Joyce paying tribute to his contribution and his “trademark enthusiasm”.

He had been with Qantas for 14 years, becoming CEO of International just over 12 months ago (**TD** 01 May 2019) prior to which he spent some years as Deputy CFO and CFO.

NIB insurance loss

PUBLICLY listed insurance firm NIB today announced that its travel insurance operations, including Suresave, WorldNomads, NIB, QBE and Travel Insurance Direct, lost \$19.7 million for the year to 30 Jun.

The company said operations had been significantly impacted by COVID-19, with the losses reportedly also reflecting write-downs in the values of its brands.

The intangible value of the Travel Insurance Direct brand name was impaired down to \$2.2 million, while the Suresave brand name was impaired down to zero “due to a change in the underlying assumptions and brand strategy,” with further cuts likely if conditions deteriorate.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page and a cover page from **Paul Gauguin Cruises**.

Awards nominations

HUNDREDS of people from across the travel industry - including those currently employed, stood down and looking for new roles - have already lodged nominations for the 2020 **Travel Daily** Awards.

We are all suffering through COVID-19, and the awards this year aim to provide an opportunity to recognise industry suppliers, travel consultants and agencies which have gone above and beyond to support one another in these crazy times.

Nominations can be lodged until next Mon 31 Aug - more info at awards.traveldaily.com.au.

CLICK HERE to nominate

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Travel & Cruise
Weekly



Source: Australian Tourism Commission



NOMINATIONS ARE OPEN!

Tell us who has gone above and beyond in these challenging times and how they have supported you.

Nominations are open to both those who are currently employed and those who are seeking new roles.

Click here to nominate someone now!

More information at
awards.traveldaily.com.au



Alan Joyce
Group CEO
Qantas Airways



H.E. Akbar Al Baker
Group CEO
Qatar Airways



Cam Wallace
Chief Commercial and Customer Officer
Air New Zealand



Graham 'Skroo' Turner
CEO
Flight Centre

CMV owes \$138m

CREDITORS of Cruise & Maritime Voyages (CMV) Australia, which ceased trading two months ago (**TD** 21 Jul), are unlikely to receive any payout, with the line's British parent having outstanding secured loans worth more than \$130 million.

CMV Australia also owes its sister company \$5.7 million, while local trade creditors are due \$470,000 according to a report released last week by administrators Duff & Phelps.

The report found the local business had not traded insolvently, with the appointment of administrators forced by the failure of its UK parent operation to access expected refinancing.

A creditors meeting will take place on Wed - more details in today's issue of **Cruise Weekly**.

Singapore plots NZ bubble

UNRESTRICTED travel will open up from New Zealand to Singapore next month, under a plan announced by the Singapore Government on Sat.

A relaxation of border controls means visitors from NZ who have been in that country for 14 consecutive days prior to their visit to Singapore will not have to serve a "stay at home notice" once they arrive.

Instead they will undergo a COVID-19 test upon arrival at Singapore Changi Airport, and only be allowed to go about their activities in the country after receiving a negative result.

The move was announced by Singapore Education Minister Lawrence Wong, who is the chair of a government-wide task force responsible for the country's COVID-19 response.

The revised measures also apply to travel to Singapore from Brunei.

"We know that some places have been able to control the infection effectively and the risk of importation is low," he said.

"Our assessment is that there is no need for a stay-home notice

VA withdrawal

THE group representing Virgin Australia's bondholders has formally withdrawn its alternate proposal to recapitalise the airline, after the Federal Court last week rejected an application to force a vote at the upcoming Creditors Meeting (**TD** 18 Aug).

A spokesperson told **Travel Daily** "Australia deserves a strong second airline and we genuinely believe our recapitalisation proposal is the best long-term option for Virgin Australia and its stakeholders...unfortunately we are left with no choice after the Federal Court decision".

Once the administrator's report is released tomorrow "we reserve our rights to take whatever action is necessary to protect our interests as creditors," the spokesperson said.

requirement for travellers from these low risk places, and a COVID-19 test will be sufficient".

Visitors from NZ will need to apply for a Singapore Air Travel Pass between seven and 30 days prior to their arrival.

MEANWHILE changes were also announced for travel to Singapore from Australia (excluding Vic), with the current stay-home period halved to seven days, at the end of which a negative COVID-19 test will be required before being permitted to circulate in the community.

CATO interview

COUNCIL of Australian Tour Operators Chairman Dennis Bunnik will appear in an exclusive **Travel Daily** interview this Wed, in conjunction with The Travel Industry Hub.

The online Zoom chat follows last week's highly popular session with AFTA CEO Darren Rudd (**TD** 20 Aug), while CLIA MD Joel Katz will participate the next week.

Registrations are now open for the Dennis Bunnik webinar at 1pm on 26 Aug - sign up to participate by **CLICKING HERE**.

Apollo injection

APOLLO Leisure & Tourism has welcomed a new \$15 million, two-year loan from the Federal Government, as well as a \$10 million loan from the Qld State Government, funds that will help the business continue rolling out its COVID-19 recovery strategy.

Apollo said the combined \$25 million cash boost makes the company more "confident" it has the requisite liquidity to trade through the prolonged period of tourism downturn.

"This support will help us navigate through this period of uncertainty, give us the opportunity to build a stronger platform, and continue to employ hundreds of people," said Apollo MD and CEO Luke Trouchet.

FJ posts solid gain

FII Airways Group has grown its Group Profit before Tax by FJ\$5.9 million (A\$3.86m) to FJ\$61.2 million (A\$40m) for the 12 months to 31 Dec 2019.

The same period also saw Group revenue increase by 9% to FJ\$1.12 billion, an increase on the FJ\$1.02 billion posted in the previous corresponding period.

Passenger volumes were also up by 2% to 1.7m, despite what the carrier described as a "significant impact" caused of Qantas commencing flights from Sydney to Nadi in Mar 2019.

The results do not reflect how COVID-19 has impacted the airline, however, Fijian Attorney General Aiyaz Sayed-Khaiyum said the results would allow FJ to fund its future commitments during the global pandemic.



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NH Collection debut

MINOR Hotel Group has revealed the planned Australian debut of the upscale NH Collection brand, with a newbuild 254-room Sydney CBD location scheduled to open in 2023.

Features of the planned hotel will include a fitness centre, meeting and conference facilities, a restaurant and lobby bar, with culinary quality at “the core of the brand”, the hotel claims.

NH Collection is a subsidiary of the NH Hotels business, and will join sister brands Avani and Oaks Hotels in the local market.

Not a bridge too far

BRIDGECLIMB will allow tourists to traverse the entire length of the Sydney Harbour Bridge for the first time from 06 Sep, as part of a campaign of recovery for the tourism operator.

The Ultimate Climb path takes people to the Summit before crossing the arches towards the north-side Pylons and returning back over to Clamber Base.

Prices for the new 3.5 hour adventure are \$348 for adults and \$149 for children.

AAPA urges reopenings

GOVERNMENTS across the globe must cooperate to restart aviation, according to Subhas Menon, Director-General of the Association of Asia Pacific Airlines (AAPA).

Menon (pictured) is well known to the Australian travel industry through his former role as local Singapore Airlines Country Manager, and told *Travel Daily* that COVID-19 needs a “pragmatic, progressive and proactive response, collectively by all in the aviation ecosystem”.

Menon said while there had been discussions about air corridors, travel bubbles and green lanes, progress so far had been negligible because of the preoccupation with community transmission by governments.

“We cannot wait indefinitely to reboot aviation,” he said.

“It will take time for COVID-19 to abate and for the world to discover a vaccine or cure.

“We must learn to adapt to the ‘new normal’ and re-create an aviation network by applying science to mitigate identifiable risks to travellers and crew.



“Cross-border flights can only resume in earnest when governments act in concert to apply measures that are safe but practical to facilitate, rather than deter, travel,” Menon added.

He said the current “patchwork of blanket containment measures” are only serving to suppress aviation demand.

“Proven and pragmatic policies will restore confidence in air travel,” the AAPA D-G said, urging regional governments to work together, similar to the situation in Europe where free travel is allowed between countries with similar epidemiological profiles.

Menon noted recent surveys of frequent travellers indicating they are ready to fly when the virus spread is contained.

“They are also prepared to put up with testing, screening, face masks and continuous sanitation...but they express a strong aversion to quarantine.”

BECA pleads case

THE Business Events Council (BECA) of Australia put forward its case to the Senate Select Committee on COVID-19 last week, seeking greater and sustained support for the country’s \$35.7b industry.

BECA told the Committee that state border closures and limitations around the size of gatherings would mean the sector required more funding to sustain it through the health crisis.

More details in tomorrow’s edition of *Business Events News*.

Window Seat

FOR revellers worried they may miss out on the Hong Kong Wine & Dine Festival, never fear - the region’s destination marketing organisation is bringing it all online.

Taking advantage of the virtual format, the event will be extended from the usual four days to several weeks so oenophiles can take part regardless of time and geographical constraints.

Hong Kong Tourism Board (HKTB) Chairman YK Pang said this year’s virtual festival hoped to recreate the joie de vivre atmosphere usually found when attending in-person.

HKTB is also building an online hub where most of the Festival’s program will take place, with discounts on wine available.

Sea saw Seashore

MSC Cruises’ longest ship ever built, *MSC Seashore*, floated out at the Fincantieri shipyard in Monfalcone Italy last week, a major milestone in the construction of the ship before she launches in Jul 2021.

The 339-metre-long *Seashore* will become the third of four MSC vessels in its Seaside class of ships, following *MSC Seaside* and *MSC Seaview*, which launched in 2017 and 2018 respectively.

A maximum capacity of 5,877 guests can be accommodated on the ship, which also boasts a range of environmental tech to reduce its carbon footprint.

VA requests Indo

VIRGIN Australia has requested a renewal of 2,800 seats per week in each direction on the Indonesia route from the International Air Services Commission.

Submissions for capacity from other carriers must be made by 04 Sep.

Catch up on the news of the week



Travel Daily

CLICK HERE TO LISTEN

Sudoku

DIABOLICAL

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

www.sudokuoftheday.com – visit them and get a new Sudoku every day!

Whose flag is this?



IF YOU take the Austrian flag and just squish the middle white section, you pretty much end up with this country's flag.

Despite the similarities, the two flags don't have anything to do with each other.

This flag was used as far back as 1279 - its usage was discovered in a text that described the ensign as a red banner cut through with a white stripe.

Do you know whose flag it is? Check tomorrow for the answer.

Who needs a drink?



THE recent cold snap working its way through parts of Australia over the weekend has me dreaming of warmer climes, but with international travel off the cards for a while, I think the only way I might enjoy some heat before summer is with a cocktail.

This recipe for a Caliente Margarita comes from Celebrity Cruises, who serves

the drink at its Sunset Bar on some of its ships.

As always, please keep sending your recipes to cocktails@traveldaily.com.au.

xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



Caliente Margarita

INGREDIENTS

- 60ml Don Julio Blanco Tequila
- 15ml Ancho Reyes (or Chili Liqueur of choice)
- 20ml fresh lime juice
- 20ml simple sugar syrup
- 2 strawberries, diced
- Lime wedge, to serve
- Salt and chili flakes, for salt rim
- 2 cups ice cubes

METHOD

Combine tequila, chili liqueur, lime juice, sugar syrup and strawberries into a cocktail shaker.

Wipe lime juice around rim of short cocktail glass, gently roll glass edge in salt and chili flake combination until flakes stick to glass rim.

Place ice cubes into short cocktail glass.

Fill cocktail shaker to rim with ice, add lid and shake for 15 seconds.

Strain mixture over ice into cocktail glass ensuring no large pieces of strawberries are in the mixture.

Serve with wedge of lime.

ANSWERS 21 AUG

Pub quiz: 1 15, 2 Sydney, 3 Namadgi National Park, 4 Monaco, 5 Saab, 6 Blackwattle Bay, 7 Samoa Airways, 8 The Norfolk Island pine, 9 Mirage Resorts, 10 Israel

Unscramble: adage, agar, aged, agenda, anger, angry, danger, drag, edgy, gander, garda, garden, gayer, gean, gear, grade, gran, grand, grande, gray, grey, gyre, hang, hangar, hanged, hanger, HYDRANGEA, raga, rage, raged, rang, ranged, rangy, yang, yardage

Where in the world: Stockholm Tunnel Rail, Sweden

That's just jeevesnius!



THE Playford M Gallery by Sofitel Hotel in Adelaide has implemented a new butler service that will deliver room items on-demand for guests.

Faced with COVID-19 restrictions on "in-room" items, the hotel's management has decided to launch the By Jeeves service to ensure its five-star offerings are being maintained. "COVID regulations that we are required to follow gave us the opportunity to have a think about how to turn a staycation at The Playford into a fun positive experience and we felt a little five-star butler service is just what we all need in our lives right now" said Playford Hotel General Manager Maurits de Graeff. Playford Adelaide Staycation

bookings will also receive a \$50 voucher toward food and beverages purchased in-house.

Pictured: One of the friendly butlers on offer at The Playford.

Aussie hotel stats

OCCUPANCY at Australian hotels fell by 44.6% to 41% in Jul when compared to the same month last year, according to the latest figures from STR.

Revenue per available room (RevPAR) also declined by 54.8% to \$59.47, while the Average Daily Rate dropped by 18.3% to \$143.58.

Although the levels are down markedly compared to last year, the data also showed a slight uptick in comparison to Jun.

Hawaii/Oz bubble?

HAWAIIAN Governor David Ige last week confirmed the US state's willingness to form a travel bubble with Australia.

Ige has been vocal about fostering specific travel corridors with a select group of Pacific nations such as Japan and Australia, however, no dates have yet been revealed, and this may not become a reality anytime soon after Hawaii delayed the opening of its borders to at least 01 Oct amid a surge of local COVID-19 cases (**TD** 21 Aug).

Pitcairn backs it up

PITCAIRN Islands Tourism has introduced a free downloadable background for Zoom meetings so that agents can conduct client calls with a backdrop of the island destination - access it **HERE**.

South Africa relaxes

SOUTH Africa has rebooted its domestic tourism sector after President Cyril Ramaphosa announced a move to alert level 2 travel restrictions.

"Whilst our regional and international borders remain closed, we know many travellers have been eager to get out of their countries and to travel to South Africa to enjoy the wide variety of our leisure activities," said South African Tourism Chief Executive Officer Sisa Ntshona.

Qld reborn to rum

BOOKINGS have reopened for visitors wishing to take the Bundaberg Rum Distillery tour, following a further relaxing of travel restrictions in Queensland.

Groups will initially be capped at 20 people - **CLICK HERE** to book.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. 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.



Emerald Waterways - Russian River Cruise 2021
Emerald Waterways has released its 2021 Russian River Cruise brochure. The 30-page program showcases a range of cruises in the country, as well as combination itineraries and packages. New experiences making their debut in the brochure include a new river ship being introduced to Emerald, the recently-refurbished *Nizhny Novgorod*. Built to sail the country's Volga River, the ship will begin cruising its two programs from May 2021 - the 11-day Imperial Charms of Russia, and the 20-day version of the cruise, which features an Enchantment of Eastern Europe add-on.



Globus/Cosmos Undiscovered Nth America 2021
The Globus and Cosmos brands' latest collection of North American tours for 2021 feature a range of bucket list destinations from Canada to California. Highlights include an 11-day French Canadian exploration that delves deep into the culture of Quebec, visiting cities such as Quebec City, Rimouski, Matane and the port of Perce. Prices for the journey lead in at \$3,959ppts. Another trip on offer is the New England and Hudson Valley tour, stopping in Portland, Boston and Jackson.

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