

# LOVE NSW



The time has come to hit the road and reboot 2020... one unforgettable experience at a time! After months of inspiring travellers to dream about their next adventure, we can finally encourage people to plan and take their next NSW holiday. Thank you for helping them turn those dreams into a reality.

[Click here](#) to receive all the latest news and information on travel in NSW and [click here](#) to access the Love NSW Travel Agent Toolkit.

## Today's issue of TD

Travel Daily today has six pages of news including our **PUZZLE** page, a front cover from **Destination NSW** and a full page from:

- Novalent Shield

## Bunnik 1st Oz trip

**BUNNIK** Tours has launched its first Australian itinerary, which will see the company's joint-Chief Executive Officer Dennis Bunnik take travellers on a tour of his home state, South Australia.

The 11-day tour will take place in Sep and starts at Bunnik House in Adelaide, before venturing to destinations including Kangaroo Island, the Flinders Ranges and wine-making regions of Adelaide Hills, Clare Valley and the Barossa.

There will also be a visit to the Penfolds Magill Estate for a tour of the old winery and a tasting of renowned Penfolds Grange.

All sightseeing, accommodation and many meals are included in the price of \$4,395 - more **HERE**.

## IHG Grand opening

**ONE** of Fiji's most notable accommodations, Grand Pacific Hotel Suva, is set to become an InterContinental.

The hotel will be refurbished in 2022 & become InterContinental Grand Pacific Hotel Suva.

It will be InterContinental Hotels Group's fourth location in Fiji, and the third owned by the Fiji National Provident Fund.

## ACTE files for bankruptcy

**THE** Association of Corporate Travel Executives (ACTE) has filed for Chapter 7 bankruptcy, after 32 years of working to serve and advance the global business travel industry.

The association cited the COVID-19 pandemic cancellations and impacts of the cancellation of its Asia conference due to the security situation in Hong Kong as "blows that ACTE, as a small, non-profit association has not been able to withstand".

ACTE confirmed it had ceased operations in a statement on its website, noting that its team had worked tirelessly to reduce costs and find a home for the community in a larger organisation.

"Our discussions have been broad and deep with strong indication that we would be successful, but recent COVID-19 spikes have made investors and partners justifiably pessimistic around the viability of event-based organisations for some time to come," ACTE said.

"At this stage, the fiscally, and morally responsible next step for us to do, is to cease operations and defer to a trustee to determine the distribution of payments to creditors."

The association said it was deeply disappointed it was unable to continue its operations, having opened its ACTEConnect online community to all industry

professionals free of charge in Apr (**TD** 03 Apr).

The portal was a community aimed at facilitating networking and sharing insights and experiences.

"When we opened ACTEConnect for the whole industry, we were inspired to see the resiliency of our community and the determination to rebuild," ACTE said.

"We regret we have not been able to find a lifeline to allow ACTE to continue to play a role in your recovery."

The association said it would post the Trustee and Court Case Number on its website by the end of the week, for questions relating to operations & finance.

## Airnorth resumption

**AIRNORTH** will resume its services between Toowoomba and Cairns on 18 Jul, with flights to operate twice weekly until the end of Sep.

Airnorth CEO Daniel Bowden said the "much-requested service" would enable families to reconnect and offer much needed support to the tourism industry by providing further intra-state travel options within Queensland.

The airline has released sale fares on the route leading in at \$179 one-way for travel during the seasonal service.

## Viking pauses again

**VIKING** Cruises has extended its temporary suspension of operations across all sailings through 30 Sep.

All impacted guests and their agents are being notified directly by Viking customer relations.

Guests who are affected can request a refund by 17 Jul, or opt for a 125% future cruise voucher.

Chairman Torstein Hagen said while countries are beginning to open up, the process will "continue to be slow and cautious" - more **HERE**.

## Let's reboot 2020

**DESTINATION** NSW is urging travellers to hit the road and reboot 2020, one unforgettable experience at a time.

The board is thanking travel agents for helping Australians plan and take their next NSW holiday - more on the **cover page**.

## Skyscanner live

**SKYSCANNER** has launched a Fare Families function on its direct booking platform, allowing airlines to display their fare options and extra ancillaries.

Singapore Airlines, Norwegian, S7, Virgin Atlantic, Aeroflot and Westjet have gone live with the new service, which Skyscanner said would help increase conversion rates and maximise fare revenues.

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## AK future in doubt

**THE** future of low-cost airline AirAsia's is in "significant doubt", according to a statement from auditor Ernst & Young.

Ernst & Young highlighted AirAsia's huge debts in a notice to Malaysian stock exchange Bursa Malaysia late on Tue, indicating the airline's current liabilities already exceed its current assets by R1.84 billion (A\$620 million) at the end of 2019.

AirAsia's financial performance and cash flow have been further hit during the COVID-19 pandemic by the grounding of its planes and tight travel curbs.

## Lion Air jobs gone

**LION** Air Group is slashing an estimated 2,600 jobs, around 9% of its total workforce, amid ongoing impacts of the pandemic.

Lion is operating 10% of its normal schedule of 1,400 daily flights for its Lion, Batik Air, Wings Air, and Thai Lion Air brands.

## Qld, Tas border changes

**QUEENSLAND** will completely close its borders to visitors from Victoria amid the state's worsening coronavirus situation.

According to Queensland Premier Annastacia Palaszczuk, non-residents from Victoria will no longer have access to the state from midnight tomorrow, abolishing quarantine options.

The only exception will be Queensland residents who will be allowed to return from Victoria, although they have been advised against travelling to the state, and will have to quarantine in a hotel for 14 days at their own expense.

"From noon, 10 Jul, visitors from Victoria will no longer gain access or be able to quarantine in Queensland," the state's Premier Annastacia Palaszczuk said.

"There are exemptions from quarantine for essential specialist workers, as well as for health, legal or compassionate grounds.

"It is strongly recommended

that Queenslanders do not travel to Victoria," she added.

**MEANWHILE**, Tasmania has also tightened its border policies with Victoria, with the state's Premier Peter Gutwein revealing it will not be opening up to the state on its planned easing of restriction date of 24 Jul.

The only exception will be residents returning home, but they won't be able to quarantine in their own home and instead will need to self isolate in a hotel.

"If visitors from Vic are without an exemption letter they will be asked to return," Gutwein said.

## Launceston cleans up

**LAUNCESTON** Airport has implemented new hygiene measures as it gears up to receive more domestic travellers.

Sanitiser stations are now located throughout airport and 450 physical distancing signs.

## Princess change up

**PRINCESS** Cruises has announced deployment changes in Europe and the United States for the 2021 northern summer, which will see *Majestic Princess* replace *Regal Princess* for her first season in Alaska.

The change will see *Majestic* pick up all of *Regal's* sailings in the state, expect for the cancelled 04 May sailing, with *Regal* to instead sail from Southampton, visiting Iceland, the Mediterranean & Scandinavia.

## Novalent protects

**NOVALENT** is promoting ongoing 24-hour protection through its Novalent Shield, claimed to be the world's most advanced hand sanitiser that is perfect for disinfecting travel environments.

Novalent Shield uses tech based on a patented non-toxic monomolecular layer.

See **back page** for more info.



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Travel Daily

## Travelmarvel launches 2021

**TRAVELMARVEL** has launched its suite of new tours for North America in 2021, including a range of new tour extensions in Alaska and Canada.

Returning adventures include the 17-day Highlights of the Rockies & Alaska Cruise journey, which features trips through the Canadian Rockies and a Holland America Line cruise through Alaska's Inside Passage.

The journey is priced from \$7,695ppts which includes return Economy class airfares from Australia.

Also back is the in-depth 21-Day Reflections of the Rockies and Alaska cruise, exploring the natural attractions of Banff and Jasper National Parks, as well as spending two nights at the iconic Fairmont Chateau Lake Louise.

Prices for the trip lead in at \$10,195 per person twin share, with an offer of free Economy class airfare for one person when two passengers travel together on the same flights.

"Travel agents have always been so supportive of our Canada & Alaska program and we're excited to once again offer the perfect

combination of all the highlights with exceptional quality and value for money," said Travelmarvel Chief Executive Officer David Cox.

Earlybird offers are also available across all 2021 North American itineraries and include fly free and two for one airfares, as well as \$1,000 discount deals for solo travellers, and Premium Economy airfares from \$1,495 and Business class flights from \$5,295 per person.

View further details and prices for the range of new North American tours online [HERE](#).

## NCL offers perks

**NORWEGIAN** Cruise Line is offering free pre-paid gratuities until 14 Jul.

Guests booking a Balcony stateroom or above will receive free pre-paid gratuities on all 2021 cruises, and can also get five free offers, including a free beverage package, free speciality dining package, and complimentary shore excursions.

The promotion is also available on a wide range of local itineraries in 2021 and 2022.

## TC goes digital

**TRAVELLERS** Choice (TC) are this week running six virtual shareholder forums hosted by the company's Managing Director Christian Hunter and Chairman Trent Bartlett.

The sessions are focussed on the effects the pandemic has had on its operations, enabling stakeholders to ask questions about the future of the business.

"Since the emergence of COVID-19 we have worked hard to ensure our member shareholders are across our efforts to address the challenges presented by the pandemic," Hunter said.

"They have certainly been fully supportive of those actions, including our decision to retain all corporate office staff and our national state-based team of business development managers," he added.

## US incentive pause

**AMERICAN** Airlines and local representative Canuckiwi have announced the pause of its Sell Your Way to the USA agent incentive through to Dec.

The decision follows continued travel restrictions implemented by the Australian and New Zealand Governments in response to the COVID-19 pandemic.

All applicable bookings that have been made during the promotional period will still count toward the incentive and points will be allocated for bookings. Email [HERE](#) for more details.

## Air NZ exec update

**AIR** New Zealand has advised that its Deputy Chairman Jan Dawson will now continue past the 2020 Annual Shareholders' meeting to help provide the board with "consistency" as the airline continues to battle the effects of the pandemic.

Air New Zealand initially announced in Apr that Dawson would step down from the position in Sep.



## Window Seat

**THERE** are many ways to encourage domestic travel in Australia, but it's fair to say inventing a flying car was probably not at the top of most tour operators' lists.

But that's exactly what the NSW town of Narromine is planning to do, with sustainable aerospace company AMSL Aero planning on expanding its electric car operations thanks to a \$950,000 support grant from the NSW Government.

Deputy Premier John Barilaro believes the flying cars will encourage more visitation to remote regions of the state.

"Imagine the convenience of having a flying car land in your suburb when you need to travel to a regional destination that is not serviced by an airport," he enthused this week.

"It sounds like science fiction but the reality is a future where this is possible, practical and affordable".

Great scott Marty!!!



## Arcadia launches

A **NEW** small group tour operator has launched called Arcadia Expeditions, promising to offer "a new concept in small group travel".

The company will offer trips hosted by cultural experts to destinations like Sudan, Turkmenistan, Uzbekistan, Vietnam, Jordan, Saudi Arabia, Ethiopia and Kenya.

Call 1300 907 819 for further details on tours and prices.



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## Rudd hits the road for agents



**AUSTRALIAN** Federation of Travel Agents' (AFTA) new Chief Executive Officer Darren Rudd has continued on a program of engagement, meeting with travel agents electorate by electorate, alongside their local members (*TD* 06 Jul).

The initiative is geared at ensuring the concerns and hopes of ATAS travel agents have a clear and uninterrupted voice to all levels of government, irrespective of political persuasion.

Yesterday morning Rudd met with Federal Member for North Sydney, Trent Zimmerman, following last week's visit to

Blacktown where he and Michelle Rowland MP (Greenway) met with long established travel agents (*TD* 30 Jun).

Rudd told *Travel Daily* on Mon in his first trade media interview in the role that the grassroots strategy would help bring AFTA members' interests back into party rooms, which will help shape policy.

"That's not going to change things overnight but it brings a lot to the table," he said.

Rudd and Rowland are **pictured** above with HelloWorld Travel Blacktown and Rudd is **below** meeting with Trent Zimmerman.



## Syd COVID breach

**JETSTAR** CEO Gareth Evans said the airline is working to strengthen procedures surrounding aircraft arriving from Vic after pax who arrived in Sydney on a flight from the state on Tue disembarked without being screened by NSW Health.

Evans highlighted that everyone who arrived on the flight was being contacted and tested, except for five that are being tested today.

The passengers were screened in Victoria, but a NSW Health official did not meet them upon arrival in Sydney and they were allowed the disembark, marking a major breach of the state's coronavirus protocols.

A new protocol will see planes unable to pull up to the gate before NSW Health officials are ready to screen people on board.

## Appetite to cruise

**EXCLUSIVE** data from Luxury Escapes shows a majority of Aussies are still keen to cruise in the future, with 64% indicating they would consider a voyage if health measures were implemented in line with government regulations.

However, nearly two-thirds of the 700 Luxury Escapes subscribers surveyed said they would wait until 2021 to cruise, while just 9% said they would hop aboard a sailing in 2020, even if travel resumed.

Two-thirds of respondents said they would consider a cruise to New Zealand or the South Pacific if a trans-Tasman partnership opened up, while 59% noted they would consider boarding a cruise to other int'l destinations.

More details in today's edition of *Cruise Weekly*.

*In these times we need a drink!*

Send us your cocktail recipes for our weekly feature.

**CLICK HERE**

## APPOINTMENTS



**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

**Sabre** has restructured its executive leadership team under a plan to fully combine the company's airline and agency-focused businesses into its Travel Solutions. **Dave Shirk** will continue to lead the Travel Solutions business as President, reporting to CEO **Sean Menke**. **Wade Jones** has been appointed Executive VP, Chief Product Officer and **Dave Moore** has been named Executive VP, Chief Technology Officer. **Roshan Mendis** will step into the role of Executive VP, Chief Commercial Officer and **Cem Tanyel** has been named Executive VP, Chief Services Officer. **Blair Austin** has been appointed Vice President, Global Business Operations and **Kristin Hays** has been named Senior Vice President, Global Communications.

**Qatar Airways** has welcomed **Angus Tandy** to the team in the position of Manager - Product and Quality. He joins after more than eight years at **APT Travel Group**, where he was most recently Head of Kimberley & Outback Adventures.

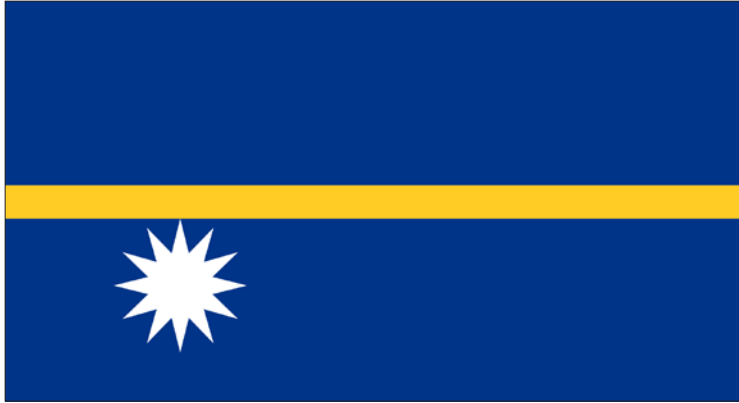
**Brett Massingham** has taken up the position of **National Sales Manager** at Hamilton Island. He was previously Head of Sales & Partnerships, Travel, at 7travel.

There's a new boss at **Thai Airways International**, with the airline appointing **Chansin Treenuchagron** as Acting President. He is a former President of oil and gas conglomerate PTT Plc.

Luxury beachfront resort in Vietnam, **Alma**, has named **Martin Koerner** as its new Commercial Director.

**Michael Erfert** will step into the role of Head of Sales, Distribution & Digital at **Eurowings**, and will also become Managing Director of the Eurowings digital subsidiary.

## Whose flag is this?



**THIS** flag goes against usual flag design principles, by having the star in the lower half of the design.

to do with the location of the country (which is a big hint about whose flag this is).

Do you know?

Check tomorrow for the answer.

The reason for it's position has

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 19 Jun 2013:

**COULD** pet holidays become a lucrative sideline for agents? A special holiday retreat has launched for dogs in the UK, with a two-week stay costing a whopping £47,000.

Canine guests at the Paw Seasons resort each receive their own custom-made doghouse, and the all-inclusive package includes a grooming session at the Harrod's Pet Spa.

Outdoor activities include a beach run with 400m hurdles Commonwealth champion Dai Greene, and the pampered pooches also wear a Louis Vuitton collar with a Bottega Veneta lead and a waterproof coat from Mulberry.

Dog behaviour expert and author Stan Rawlinson will step in to address any inappropriate barking or humping and bizarrely, there's even a Reiki session to address the animals' spiritual wellbeing.

### ANSWERS 08 JUL

Unscramble: airy, amity, army, arty, aryl, fiarly, fairy, family, fatly, filmy, firmly, fitly, flay, flirty, floaty, foamy, foray, FORMALITY, forty, frailty, fray, laity, limy, loamy, lofty, malty, matily, mayo, miry, morality, moray, mortify, oily, ramify, ratify, rimy, riyal, royal, tray, troy, tyro

Pub quiz: 1 .cl, 2 Setting up deck chairs and umbrellas in the city's parks, 3 Aer Lingus, 4 Fish, 5 The Leaning Tower of Pisa, 6 Wellington, 7 The South Pole, 8 California, 9 The Golden Gate Bridge, 10 London, United Kingdom, 11 Carpentaria (car + pen + tear + e [note] + ah)

Where in the world: Seljalandsfoss Waterfall, Iceland

## Pub quiz

1. What was the flight number of the Malaysian Airlines plane that vanished in 2014?
2. What currency is used in Scotland?
3. What is the capital of Romania?
4. Which US city is home to the world's largest McDonald's restaurant?
5. What is the name of Finland's largest airport?
6. Which country is smaller in area, Cyprus or Lebanon?
7. What celestial object is represented on the flag of Uruguay?
8. What country are you visiting if you are gazing upon the beauty of Milford Sound?
9. What was the name of the David Attenborough documentary series that focuses on the environments of the Antarctic and the Arctic?
10. What was the former name of the Vietnamese metropolis of Ho Chi Minh City?
11. Which city is this collection of pictures spelling out?



## New Zealand word search

U	E	Z	Y	S	S	J	N	O	Y	T	Z	C	O	N
J	M	A	H	K	C	O	W	R	O	I	H	E	C	W
G	I	E	A	D	T	J	U	N	M	R	M	E	B	O
R	E	I	Q	I	B	B	G	W	I	Q	A	N	P	T
P	W	Q	B	Z	R	A	U	S	L	W	O	E	O	S
V	P	B	H	E	R	K	T	X	F	E	R	L	G	N
H	O	W	T	I	D	C	N	M	O	L	A	S	H	E
H	X	N	R	L	H	M	H	J	R	L	E	O	D	E
K	A	O	R	U	A	Y	Y	R	D	I	T	N	H	U
C	M	I	R	O	A	M	O	I	S	N	O	E	L	Q
W	A	C	O	E	J	M	H	T	O	G	A	N	X	A
E	H	R	O	T	O	R	U	A	U	T	I	R	E	V
S	I	L	V	E	R	F	E	R	N	O	A	W	W	W
D	N	A	L	K	C	U	A	I	D	N	B	F	I	T
D	N	A	L	S	I	H	T	R	O	N	E	J	B	K


**SEE** if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

AOTEAROA  
AUCKLAND  
CANTERBURY  
CHRISTCHURCH  
HOBBITON  
KIWI  
MAORI  
MILFORDSOUND

NELSON  
NORTHISLAND  
QUEENSTOWN  
ROTORUA  
SHEEP  
SILVERFERN  
TONGARIRO  
WELLINGTON



Travel Daily



**Catch up on the news of the week**

[CLICK HERE TO LISTEN](#)

## Sanitation over \$\$\$

**HYGIENE** now outranks price and location as the top criteria for travellers seeking accommodation, a survey from metasearch engine Skyscanner has found.

According to the 2,300 travellers surveyed, sanitation practices top the list of “extremely important” factors, outranking price and location, while nearly half will avoid shared amenities and common areas, and two-in-five will seek outdoor dining areas.

## US passport slide

**POWERFUL** passports such as the United States’ may lose their shine in a post-COVID travel world, global citizenship firm Henley & Partners believes.

The company, noted for publishing the *Global Passports Index*, has stated the US passport, typically entrenched in the top 10, may slide in the short-term on the back of the European Union maintaining a ban on travellers from the country, as may passports from Brazil and Russia.

## Raffles Bali unveiled



**RAFFLES Bali (pictured)** has held a soft opening this week, becoming the 15th for the brand in locations in the world.

Offering unparalleled views over the Indian Ocean and vistas of the Jimbaran Bay sunsets, Raffles contains just 32 private pool villas for travellers seeking “elegant spaces, privacy and cultural discovery.”

Less than half an hour from Ngurah Rai International Airport, Raffles’ rooms feature batik tapestry, rattan furniture, private pools, daybeds, indoor and outdoor showers, yoga mats, beach accessories & soaking tubs.

The new location also includes a number of restaurants, such as Rumari which is located at the highest point of the property, Loloan Beach Bar & Grill, set on the resort’s beach, and for more intimacy, Purnama Honeymoon Bale and The Secret Cave.

Raffles also features the brand’s iconic Writers Bar with an adjoining library, complete with the hotel’s own sling cocktail.

The resort also offers Raffles Spa, which features two treatment suites, each with their own soaking tub.

Raffles Bali will be the brand’s second hotel in Indonesia, joining the Jakarta location.

## MH digital strat

**MALAYSIA Airlines (MH)** has advanced its digital transformation strategy by implementing new artificial intelligence platform PROS.

The partnership has seen MH integrate the PROS’ Revenue Management Advantage solution, which has allowed the airline to alleviate challenges in the COVID climate, such as overcapacity, margins and optimal pricing.

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## WIN A CRUISE FOR 2

This month Travel Daily has partnered with Celebrity Cruises to give you the chance to WIN a free cruise for two people onboard *Celebrity Solstice* departing Sydney.



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