

Where is Flanders?

VISITFLANDERS is encouraging travel agents to sign up for its training modules to learn more about the destination, which it says has the best beer and chocolate.

For more information, head to [page seven](#).



EXPLORE AUSTRALIA
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2021 DATES
OUT NOW



Qantas status credit boost

QANTAS is working hard to maintain the loyalty of its premium customers, today announcing a one-off boost of 50% of the status credits required to maintain their current Qantas Frequent Flyer status.

Travellers have already had their existing tier levels extended for 12 months through to Mar 2021, while “members most impacted by the travel restrictions with a status end date between Mar-Aug 2021 will be eligible for additional monthly status credits until Sep 2020,” the carrier said.

For example, that means an

existing Platinum member with a Mar 2021 renewal date could receive a total bonus of 900 status credits - meaning they only need another 300 credits to maintain their current tier level.

Bonus status credits can now be earned on the ground through Qantas Hotels and some credit card partners.

The carrier has also today increased Classic Flight Reward seat availability by up to 50% on some of its most popular domestic and trans-Tasman destinations (once flights resume) through to the end of 2020.

Reward seat bookings can be changed or cancelled without fees until 31 Oct 2020.

Qantas Loyalty has also foreshadowed the addition of more “Points Planes” from late 2020 to encourage members to continue to boost their balances.

Although QF domestic schedules are increasing, the carrier has blocked new reservations for international flights through to late Mar 2021 (**TD** yesterday).

Peninsula closure

PENINSULA Travel, one of the largest travel agents on Vic’s Mornington Peninsula, has ceased trading and been placed into administration.

The Mt Martha-based company was a Cruiseco member, affiliated with Virtuoso and was named Helloworld’s National Retailer of the Year in 2017.

A meeting of shareholders of Travel Peninsula Pty Limited yesterday resolved that the company be wound up, with Timothy Gumbleton and David Mutton from RSM Australia appointed as liquidators.

The company’s sole director and shareholder is Allison Yeates.

It’s understood existing bookings are being managed by Helloworld Mornington.

NCL webinar

TRAVEL agents are being invited to tune into a Norwegian Cruise Line “Extraordinary Journeys” webinar on 21 Jul at 10.30am, for insights into these new itineraries and the opportunity to win one of five \$100 gift cards.

The new 2021 and 2022 cruises cover all seven continents - to register to participate **CLICK HERE**.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a full page from:

- Visit Flanders

TMS Talent acquires

GLOBAL recruitment firm TMS Talent yesterday acquired digital and tech specialist recruitment business Scout Talent.

Scout Talent is headquartered in Sydney and provides training and people development in addition to the full recruitment process.

TMS Group MD John Terry said the next phase of TMS’ growth plan was to diversify into the digital and technology sector.

The acquisition sees Scout Managing Director Patrick Flaherty join TMS, heading up TMS Talent’s ANZ region as Sales Director.

Tahiti reopening

TAHITI Tourisme has announced an “avant-garde health protocol” to protect its locals and visitors, with guests to be welcomed again to the Islands of Tahiti from 15 Jul.

All travellers arriving by air must have a negative COVID-19 test within three days before their flight, complete an online health declaration and then carry out a self-administered coronavirus test four days after arrival using a kit provided free of charge.

Travellers who test positive will be rapidly transferred to the main island of Tahiti for medical care.

VIKING MISSISSIPPI EDUCATION SERIES

Join our four week email series where you’ll discover how Viking is redefining Mississippi river cruising and learn about the popular new 2022/23 itineraries.

[CLICK HERE TO REGISTER](#)

VIKING



Ponant leadership

PONANT has decided to not replace the Vice President Asia Pacific position after the departure of Monique Ponfoort who will become the CEO of Aurora Expeditions effective from Oct (**TD** yesterday).

The cruise line has delegated the Vice President authority across two senior leaders for the region, Commercial Director Asia Pacific Deb Corbett and Finance & Human Relations Director Asia Pacific Maxime Farrenq.

Ponant's Asia Pacific Chairman Sarina Bratton will continue to provide strategic guidance to the operation, telling **Travel Daily** "our teams are highly motivated by the new structure, and our major trade partners are also energised with the new strategy".

"We all wish Monique personal satisfaction in her new role," Bratton added.

Grasshopper in Aus

BIKE, hike and kayak tours in Queensland & Tasmania have been launched today by Grasshopper Adventures.

The operator's active adventures have been in Cambodia and Laos for 15 years, but Grasshopper is now pivoting to the homeland of owner Adam Platt-Hepworth, with additional destinations expected to be announced soon.

Highlights of the tours include a ride through the Brisbane Valley followed by an evening at a country pub; a hike of the trails of the Bunya Mountains, featuring learnings about the region's Aboriginal corroborees and a kayak of the "Noosa Everglades".

There's also biking the North East Tasmanian countryside with a hike of the Freycinet coast; and kayaking the coast of the Tasman Peninsula in Fortescue Bay.

Grasshopper's Australian itineraries have been designed to involve community engagement, with the firm also developing new trips in North America.

Jun arrivals down 98%

OVERSEAS arrivals into Australia were down 98% year-on-year, with almost two thirds of passengers comprising Australian or New Zealand citizens according to the latest provisional figures released this morning by the Australian Bureau of Statistics (ABS).

Based on international border crossings, there were a total of 25,800 trips during the month, an increase of 32.8% compared to May as some flights resumed.

Apart from Australian citizens, the largest proportion (10.6%) were New Zealanders, while 8.5% of all arrivals were people coming in on permanent skilled visas.

Others entering the country in Jun included people from India (1,400), China (1,200), the UK (800) and USA (460).

Today's release follows the formal May ABS arrivals and departures statistics which came out yesterday, with COVID-19 heavily impacting short term visitation which was down 99.5%.

In May there were just 3,440 trips, with New Zealand comprising the largest source

country with 35% of all arrivals.

May's short-term resident return figure totalled 13,380 trips, with India the most popular destination country accounting for 20% of all those returning.

Other countries in the top 10 for residents returning to Australia included the USA, UK, China, Pakistan, the Philippines, Singapore, Thailand and Nepal.

Vox launches app

VOX Group has finalised an app which eliminates the need for radio headsets for group tours by connecting the smartphones of tour guides and their groups.

Called Vox Connect, the app uses advanced voice and music mixing and the ability to conduct polls or answer questions.

There's also the ability for secure long-distance streaming.

"Vox was the first company to introduce radio guides to the tourism industry over 20 years ago, but this system is a huge advance in that it allows guests to use their own phones" explained Vox Australasia MD Peter Smith.

"Post-COVID, this means group members can feel confident using their own devices and earphones and distancing is no issue."

Vox Connect will be available in Australia and NZ from next week and a free trial is available until 31 Aug.

CLICK HERE for more details.

CX bailout tick

SHAREHOLDERS in Cathay Pacific Airways have overwhelmingly voted in favour of the carrier's proposed HK\$39 billion (A\$7.2 billion) government assistance package.

Investors including Qatar Airways, Swire Pacific and Air China have agreed to new shares being issued, with the funding providing breathing space to reorganise the airline's company structure, network and fleet.

DL SYD bag drag

TRAVELLERS on Delta Air Lines' newly relaunched Sydney-Los Angeles flights connecting from domestic services in Australia will no longer have their baggage automatically transferred between Sydney's domestic and international terminals.

Window Seat

INNOVATION has been rife within the travel industry the past few months, and Linkd Tourism Account Director Michael Cassis has leveraged his techno-creativity to develop a new game.

Featuring the now-popular concept of a "virtual adventure", Cassis' game takes players on a race around the world on Google Maps.

The game is broken into three legs - leg one **HERE**, leg two **HERE**, and leg three **HERE**, taking players on an adventure similar to that which can be seen in the reality show *The Amazing Race*.

Fortunately, we don't think this amazing race will involve being hit in the head with a watermelon.

Indonesia visas

FROM 13 Jul, Indonesia's Directorate General of Immigration will no longer automatically extend expired visas or stay permits, Smartraveller has advised.

The government service is instructing Australians in Indonesia to contact the Directorate General of Immigration as soon as possible to confirm their visa or stay permit's validity.

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Travel Daily



APT adds walking holidays

EXCLUSIVE

APT is set to expand its portfolio with the addition of a new Walking Holidays product range in Australia and New Zealand.

Building on the company's recently launched luxury lodge-based short breaks portfolio (TD 26 Jun), the new walks give guests "the freedom to fully immerse themselves in remote and beautiful locations," according to APT Travel Group CEO Chris Hall.

"We understand the interest in exploring our local areas and we are looking at all ways we can offer our amazing APT experience to agents and their guests," Hall told *Travel Daily*.

"We are in the perfect position to offer more touring style options, as we have the knowledge, infrastructure and expertise to be able to make it happen in this new travel landscape," he added.

There are two itineraries in Tasmania and one in Queensland, as well as a new NZ-based rail and walking trip, with the new touring style designed for "active and adventurous guests".

APT Walking Holidays are conducted in small groups, with guests carrying day packs and accompanied by an APT Walking Leader along with local guides.

The length of day walks and the terrain varies, with the product including unique boutique accommodation, gourmet food and wine and ample free time.

Full details of the new itineraries are now online at aptouring.com.au.

MEANWHILE despite the current bleak conditions Hall said the company had been pleasantly surprised at demand for its domestic product range particularly for 2021, with Kimberley cruising and land product selling exceptionally well.

Farewell Fleetway

LONDON-BASED travel operator Fleetway Travel has ceased trading, with about 6,500 forward bookings affected.

The company traded under a range of brands including Travelsmart, Luxury Holiday Collection, Exclusive Luxury Breaks, Explorer's Collection, Sail Away and Late Bargains.

No clients are currently abroad, with a number of bookings cancelled due to flight cancellations or govt guidance.

Existing reservations are covered by the UK's Air Travel Organiser's Licence (ATOL) scheme.

Fleetway Travel was founded in the 1970s and was then acquired by private equity firms in 2015.

The company merged with New York-based Great Value Vacations in Feb this year to form the TravelSmart International Group.

Its most recent financial records, from 2018, indicated annual sales of £38 million (A\$68m).

Scenic joins IAATO

SCENIC Group has become a member of the International Association of Antarctic Tour Operators (IAATO), the organisation which sets the standards for responsible visitation to some of the world's most remote locations.

"As a member of IAATO, *Scenic Eclipse's* guest can be assured that our operations will meet and exceed industry standards," the company said.

Scenic's newly formed MKM Yachts shipbuilding division has also been formally welcomed by Croatian Minister of Transport, Oleg Butkovic, to Croatia's Maj 3 Shipyard where the construction of *Scenic Eclipse 2* is now "well under way".

Scenic Chairman Glen Moroney said the developments showed the company's confidence in the ultra-luxury yacht market.

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

Etihad Wellness



An extensive range of wellness initiatives to give you peace of mind when you travel.

To learn more about our wellness initiatives visit etihad.com/wellness

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Agent shares Cook Is vibes



INTERNATIONAL travel restrictions weren't able to hold back Flight Centre Travel Group Hunter Valley travel agent Alicia Terry from marking her first wedding anniversary with Cook Island vibes.

While Terry was unable to celebrate the occasion in the Cook Islands, she still set out to surprise her husband with a themed Cook Islands dinner and armchair travel experience.

"I really wanted to make our anniversary special, I'm usually the creative one and with travel restrictions in place we couldn't go to the Cook Islands just now," said Terry said.

W Melb on sale

BOOKINGS are now open for W Melbourne, which will open its doors in Dec.

The 294-room hotel will feature four restaurants and bars and be on Melbourne's Flinders Lane.

"I reached out to Cook Islands Tourism and they sent me some amazing recipes to cook, decoration ideas and a playlist for Spotify."

Alicia chose "Polynesian barefoot vibes" by Pacific Resort Group as her playlist, as the two drank from coconuts through straw umbrellas and dressed in island attire (**pictured**).

Omniche reopening

OMNICHE Holidays has hailed the reopening of some destinations, with the company having retained all staff and invested time in improving service, processes & knowledge.

The company now has its Cook Islands and Samoa brox at TIFS.

Omniche Holidays has also encouraged agents to sign up to its rewards program, OmniCash, to go in the draw to win spots on its famils, which it said would be resuming in the coming months.

AFTA UPDATE

from the Australian Federation of Travel Agents

WITH a second round of lockdowns taking hold in Melbourne and the subsequent pause on some restrictions easing around the country, the embattled travel and tourism industry is taking yet a further blow.

The extension of JobKeeper for the travel industry is an absolute must.

The Morrison Government gave some positive signals last week last week with multiple publications reporting that the government was "poised" to reveal a "further phase" of income support beyond Sep.

"There will be another phase of income support targeted at those who continue to need it, recognising that some sectors will take longer to recover than others," Treasurer Frydenberg told *AFR* Weekend.

So while we wait, AFTA, led by the new Chief Executive Officer Darren Rudd, has been constructively collaborating with government, so that they firstly understand that many businesses



afta
AUSTRALIAN FEDERATION
OF TRAVEL AGENTS

are walking a financial tightrope and secondly, the important role of travel agents in eventually restarting Australia's core travel and tourism sector. In Darren's first two weeks he met with Federal

Member for North Sydney, Trent Zimmerman and also visited Blacktown where he and Michelle Rowland MP (Greenway) met with long-established travel agents.

This week we're off to the electorates of McMahon and Berowra to meet with MP Chris Bowen and MP Julian Leeser respectively. This will facilitate a direct dialogue with elected officials and ATAS accredited travel agencies in these regions.

AFTA's vision, as part of its grassroots approach, is to visit every electorate, nationally, over the next two years so that AFTA has a voice at the table when key political decisions, which affect the operations of travel agencies are being made – we look forward to visiting you!

Ponant resumption

PONANT will resume cruising this month, proposing a series of new expedition cruises circumnavigating Iceland in Jul and Aug, each starting and concluding in Reykjavik.

The 180-guest *Le Bellot* will explore the coast and shoreline of Iceland, revealing the dramatic glaciers, fjords, waterfalls and volcanoes of the island nation.

The seven voyages will mark the inaugural season in Iceland of *Le Bellot*, the fifth in a series of six new ships for Ponant.

Alliance share deal

ALLIANCE Aviation Services has completed its share purchase plan, following a \$91.9m placement to institutional investors, completes on Fri.

Approximately 1.3m new shares will be issued on 20 Jul, at \$2.85 per share, representing a total value of \$3.8m.

Alliance flagged a \$120m capital raising plan to boost capacity on 11 Jun (**TD** 11 Jun).

Heritage new trips

HERITAGE Expeditions has revised its 2020/21 Southern Ocean schedule with two new voyages for Aussies and Kiwis to explore their own backyards.

The Galapagos of the Southern Ocean itinerary will run 12-24 Nov (**CLICK HERE**), followed by a new seven-day voyage Unseen Fiordland and Stewart Island 24-30 Nov (**CLICK HERE**).

Viking training

VIKING Cruises is launching a second, four-week trade training email series dedicated to its new Mississippi River cruises.

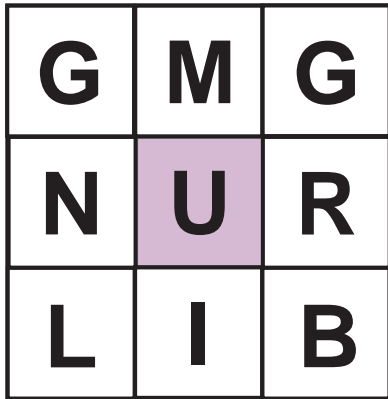
The new series will begin on 22 Jul and follows the success of its first round, which focussed on Viking Expeditions (**TD** 13 May).

Agents who sign up will receive a dedicated learning email that calls out key information about the new destinations and *Viking Mississippi*, as well as where agents can find materials for their own marketing activity.

To sign up, **CLICK HERE**.

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.



Good – 14 words
Very good – 21 words
Excellent – 28 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 04 Apr 2012:

SOCCER fans, brace yourselves. Real Madrid football legend and former French international Zinedine Zidane, in conjunction with the royal family of the UAE emirate of Ras Al Khaimah have announced the creation of the Real Madrid Resort Island.

Perhaps planning on being ready for the controversial 2022 FIFA World Cup - taking place in nearby Qatar - the football fan's fantasy is set to be situated on an artificial island to be reclaimed from the sea, and the 50ha project will be the first recreational tourism complex designed and created under the Real Madrid football trademark.

Once completed, the complex will contain a theme park, the world's first stadium open to the sea, multiple sport facilities, a residential area, luxury hotels and villas, and a museum dedicated to Real Madrid.

THE world's most expensive non-jewelled chocolate egg has been sold in London, as one of many Guinness World Records the city aims to break this year. The 50kg egg, designed by London-based William Curley, sold at auction for £7,000.

London has a couple more world records it plans to break in 2012, including the longest marathon hug, longest curtsy relay and the most participants in an easter-egg hunt taking part in the capital.

ANSWERS 13 JUL

Pub quiz: 1 A low corporation taxation rate, 2 Minsk, 3 900m (863m), 4 Eight years, 5 South Korea, 6 True, 7 Nova Scotia, 8 The Empire State building is more than 100m taller, 9 San Francisco, 10 Uber

Whose flag is this: Cuba



Missed the July issue of *travelBulletin*? Check it out now to catch up on the operators who are pivoting in the face of COVID, plus all our usual news and analysis.

CLICK to read

travelBulletin

Pub quiz

1. What is the capital of Northern Ireland?
2. What country are you visiting if you are trekking through the Gorkhi Terelj National Park?
3. Which major archaeological discovery depicts the armies of the first Emperor of China, Qin Shi Huang?
4. Which Australian beach are you visiting if you walking along the longest wooden jetty in the world?
5. Vinson Massif is the tallest peak on which continent?
6. Cape Malay curry is a traditional food consumed in which African country?
7. What popular bean is one of East Timor's most lucrative exports?
8. Who is currently fourth in line to the British throne?
9. What is the primary currency used in Lithuania?
10. In what year did Chernobyl officially open itself to tourists?

Where in the world?



AUSTRALIA may be seen as the home of "big things", with our big banana, big merino and many more, but it's not the only country where you can find these


kind of statues.

Case in point is this place, which is both a factory and museum.

Do you know where it is?

Check tomorrow for the answer.

Travel Daily



Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

Arctic exp webinar

AN ARCTIC expedition webinar is being offered by Adventure Canada through Cruise Traveller.

Taking place on 22 Jul, attendees will have the chance to win a US\$2,000 travel voucher during the webinar.

The session will explore the country's Arctic Archipelago, hosted by Adventure Canada Expedition Leader MJ Swan, who will discuss various itineraries, tips on what to bring & wear and info about Arctic scenery - [HERE](#).

Hilton EventReady

HILTON has introduced Hilton EventReady, an initiative designed to set new standards for event cleanliness and customer service.

The global program, part of Hilton's recently launched CleanStay initiative (**TD** 15 Jun), will deliver "innovative solutions" to meetings professionals, as well as peace of mind to attendees.

Shaped by extensive research and feedback, EventReady incorporates cleanliness protocols, flexibility and more.

Park Hyatt Auckland opening



PARK Hyatt Auckland is set to open as the brand's first location in New Zealand.

The hotel is due to welcome customers to its restaurants and bars this spring, with guestrooms currently available from 15 Sep.

Overlooking Waitemata Harbour, Park Hyatt Auckland managed to keep all 150 of its employees despite the COVID-19 pandemic, and will look to recruit again upon opening.

Guests booking by 31 Oct for stays in 2020 can take advantage of Park Hyatt's opening offer of NZ\$50 credit per night to spend on site, as well as a complimentary room upgrade.

Pictured: Harbour suite.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

A\$1 = US0.692

DESPITE enjoying a strong day yesterday, the Australian dollar was hit late by an eleventh-hour sell-off on Wall Street.

The United States' Dow Jones index saw a 500-point-plus reversal to end flat for the session, with other key markets seeing similar reversals, such as the S&P500, down 0.9%, and the Nasdaq, falling 2.1%.

The sell-off was largely attributed to a rise in US coronavirus cases.

Wholesale rates this morning.

US	\$0.692
UK	£0.551
NZ	\$1.054
Euro	€0.610
Japan	¥74.42
Thailand	฿21.63
China	¥4.802
South Africa	11.61
Canada	\$0.938
Crude oil	US\$43.24

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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.



In 25 words or less, tell us your favourite cruise port along the East Coast of Australia and why, and you could WIN!



Email celebritycomp@traveldaily.com.au to enter.

T & CS + full prize details

NT voucher scheme

NORTHERN Territory tourism vouchers have generated \$3.3 million for local businesses in the fortnight since the program launched (**TD** 22 Jun).

Over 4,500 vouchers have been redeemed under the \$5.2 million scheme, with those retrieving the vouchers compelled to book within 30 days.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)





WHERE IN THE WORLD IS FLANDERS?

Flanders is the Dutch speaking region of Belgium, located in the heart of central Europe.

Home to the beautiful medieval art cities of Bruges, Ghent and Antwerp, the historic remembrance trail of Flanders Fields, the world's best beer (sorry, not sorry Germany), the world's best chocolates (sorry, not sorry Switzerland) and the most tenacious cycling heritage on earth (we have Eddy Merckx – no apology needed)!

Find out more about the fabulous region of Flanders with training modules designed specifically for the travel trade in Australia and New Zealand.

The first two modules are available now;

- 1 Introduction to Flanders (including Brussels)
- 2 Bruges, Ghent and Antwerp

The remaining two modules will be released in a fortnight.

For each module a lucky winner will be confronted by the difficult choice between Belgian chocolate or beer.

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TO DISCOVER
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