

Today's issue of TD

Travel Daily today has six pages of news including our **PUZZLE** page and a full page from **Viking Cruises**.

Bunnik Tassie debut

BUNNIK Tours is continuing its pivot to domestic tours, with the launch of its second Australian trip, this time in Tasmania.

The departure will be personally hosted by founder Marion Bunnik, with a 14-day trip starting and ending in Hobart taking in the whole state including Port Arthur, Bruny Island, Launceston, Freycinet National Park, Cradle Mountain, Stanley and Strahan.

All trips will have a maximum of 20 travellers, with all sightseeing, accommodation and many meals included for the \$5,295 price.

Three departures are now scheduled from Oct.

More information at bunniktours.com.au.

Trafalgar cancels

TRAFALGAR has advised travel agents that all of its trips have now been suspended up to and including 30 Nov 2020.

Affected passengers will have a Future Travel Credit automatically available for the full value of the land portion of their trip, to use for travel before 31 Dec 2022.

Credits can also be redeemed across the Travel Corporation portfolio, and be transferred to a friend or family member.

HLO confirms 125 closures

ABOUT 5% of Helloworld's 2,500 members across Australia and New Zealand have elected to close due to the COVID-19 pandemic, according to an update from the company this morning.

That equates to 125 outlets, with HLO saying its \$50 million capital raising (**TD** breaking news) will enable it to weather a prolonged period of disruption to the global travel industry.

The company expects its TTV to remain at 10-12% of previous levels until at least Sep 2020 and then progressively increase as state borders and potential trans-Tasman travel bubbles open.

"The company is already seeing an increase in domestic air and land bookings, aligned to planned capacity increases by the domestic carriers," an ASX update this morning noted.

Moreover, Helloworld's corporate business, which comprises 70% of its domestic TTV, is "increasing week by week as border restrictions have eased".

Once the fully underwritten equity raising - being conducted at \$1.65 per share, a 16% discount to HLO's closing price yesterday - is completed, the company will have "sufficient liquidity for operating and capital expenditure through to the end of 2022, assuming ongoing disruption," it said.

As well as a share placement to institutions managed by Ord Minett, existing investors

will be able to participate in a 1-for-9 accelerated pro rata non renounceable entitlement offer.

CEO Andrew Burnes and Executive Director Cinzia Burnes, say they will take up 70% of their joint entitlement, subscribing for \$5 million in new shares.

In terms of other major shareholders in HLO, Qantas has advised it will not participate in the offer, while the Alysandratos family has "indicated they will consider their participation upon receipt of the offer documentation".

Although it does not anticipate TTV returning to 2019 levels for four years, Helloworld "believes that it is well placed to capitalise on the disruption to the global travel industry by identifying, and having the financial flexibility, to continue to gain market share and drive sustainable cost efficiencies".

In particular, opportunities highlighted included the possibility of boosting its share of the bricks and mortar travel space "given planned reductions by competitors," as well as by focusing on domestic tourism opportunities.

Helloworld forecasts high demand for travel agency services for both leisure and corporate due to new complexities in international travel, more desire for family travel after extended lockdowns, the recovery of cruise travel with enhanced protocols, and the "possible requirement for travellers to have arrangements fully confirmed and recorded prior to departure".

Skyscanner cuts

META-SEARCH giant Skyscanner has announced plans to cut its workforce by 300, including the closure of offices in Budapest and Sofia as well as significant cuts to its operations in Edinburgh.

The cuts equate to a 20% reduction in its employees.

"That letter" prompts feedback

THERE'S been a significant amount of commentary on the open letter to AFTA and the travel industry published in yesterday's issue of **Travel Daily**.

The sector is abuzz with both positive and negative feedback, proving that healthy debate is alive and well.

Many have praised the frank and forthright assessment of the industry's prospects expressed by the writer, while AFTA CEO Darren Rudd this morning confirmed the **TD** letter would form part of papers presented for discussion to the Federation's upcoming Board meeting next week.

An aside at the end of the paper about destination webinars and industry training also polarised commentary, with one respondent saying in his 20 years of agency ownership he had always been told to work **ON** the business, not **IN** the business, but had not had the time to do so.

"Now I do and I am doing all the training I can, as are my staff," he said, hailing webinars from AFTA and other resources as "fantastic and varied, and many of them are from companies that I could not afford to engage on my own".

Viking new Mekong

VIKING Cruises has announced the launch of the new 80-passenger *Viking Saigon*, which is currently scheduled to debut in late Aug 2021 to operate the Mekong River portion of its Magnificent Mekong cruise-tour.

The cruise sails between Kampong Cham, Cambodia and Ho Chi Minh City in Vietnam, with the purpose-built vessel offering 40 outside staterooms with hotel-style beds and a veranda or French balcony.

MEANWHILE agents interested in participating in Viking's new Mississippi education sessions (**TD** yesterday) can do so by **REGISTERING HERE**.

More from Viking on **page 7**.

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).

VISITFLANDERS



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ATG consolidates team

THE APT Travel Group (ATG) this morning confirmed the upcoming departure of its long-serving Chief Commercial Officer, Debra Fox (**TD** breaking news), as part of a major restructure necessitated by the COVID-19 situation.

The current multi-brand structure will be consolidated under David Cox, who is moving from his current role heading up Travelmarvel to become CEO of ATG, with responsibility for all brands including APT, Captain's Choice, Travelmarvel, Botanica and TravelGlo.

A new management team will be formed, with several GM roles to be filled internally.

"Unfortunately, a number of Chief roles have been removed... sadly, this will mean Debra Fox will be departing from ATG," said Chris Hall, MD of the group's parent company Australian Pacific Holdings (APH).

Fox told **Travel Daily** she was

very proud of her time at APT, and understood that the crisis meant tough calls had to be made.

"It is what it is...I'm going to spend my time thinking about what travel 2.0 will look like in the future," Fox said, with her departure in mid-Aug also enabling her to make the most of time with her family.

Hall said evolving to become smaller and leaner would set ATG up for success post-COVID.

"We are a resilient business and will recover, however we are facing the biggest challenge in our 90-year history.

"These changes are being made to ensure we emerge from this period financially solid, retaining as many people as possible, and remain a trusted travel agent partner now and into the future".

He paid tribute to the "respected and admired" Fox, saying her impact had been substantial across ATG & the wider industry.

HAL fleet departures

HOLLAND America Line (HAL) is selling four of its ships, with *Amsterdam*, *Maasdam*, *Rotterdam* and *Veendam* to depart the fleet this year.

Maasdam and *Veendam* will leave the cruise line next month, while *Amsterdam* and *Rotterdam* will move on in the spring, all to undisclosed buyers.

HAL will cancel a number of cruises for the ships' deployments as a result, such as *Maasdam's* Australia schedule, as well as its Asia, Mexico and South Pacific itineraries, and the 2021 Grand World Voyage aboard *Amsterdam*, which is now postponed until 2022 and sailing aboard *Zaandam* instead of the originally scheduled *Rotterdam*.

There will also be cancellations for Canada/New England voyages on *Amsterdam*, as well as and Caribbean, Europe, Hawaii and Panama Canal itineraries which were originally scheduled to be undertaken by *Veendam*.

Favreau at New Cal

NEW Caledonia Tourism has appointed Jean-Gabriel Favreau to be its new President, taking over the role from Briec Frogier.

Upon accepting the position, Favreau noted that the tourism body would do its best to "adapt swiftly" to the challenges posed by the global pandemic.

"New Caledonia Tourism will support the local industry as best it can, to both promote domestic tourism and prepare for the reopening of international visitation," he said.

More appointments are available on **page four**.

Get your tips in!

A REMINDER to all passionate A-League fans to get their tips in to **TD's** tipping comp by 7.25pm tonight before the first game gets started this week.

So make sure you are kicking some well earned goals via aleague.traveldaily.com.au.

#LoveNSW

LOVE ♥ NSW

The time has come for Australians to hit the road and reboot 2020, one unforgettable experience at a time.

[Click here](#) to access the Destination NSW Travel Trade Toolkit.



Old arts to da rescue

TWO new arts programs launched this week in Qld will help the state's struggling visitor economy get back on track, according to the state's Minister for the Arts Leeanne Enoch.

The Spaces and Places program, backed by \$250,000 in state funding, launched yesterday and aims to create new festivals and performing arts tours to help drive interstate tourism.

The revamped Queensland Arts Showcase Program will also create new cultural experiences for tourists.

NT cautious of Syd

THE Northern Territory will not "roll the dice" on accepting visitors from Sydney, NT Chief Minister Michael Gunner has said, with travellers from the city to face mandatory quarantine.

As the Territory opens to visitors tomorrow, visitors from Sydney will have to enter isolation at their own expense for two weeks.

The news comes as the NT declared visitors from Vic are not welcome at this stage.

Crystal Symphony 2023

CRYSTAL Cruises has unveiled details about new 2023 itineraries available on board *Crystal Symphony*, with more cruise options in Ireland, the British Isles and Egypt added.

There are 36 all-inclusive voyages scheduled to depart during *Symphony's* 2023 season, ranging from six to 15 nights.

The latest program will also feature explorations of Canada, the Caribbean, the Middle East, the Mediterranean, New England, New Zealand, South East Asia and Western Europe.

Highlights include six-, seven-, eight- and nine-night voyages exploring Southeast Asia and India, featuring visits to Chennai, Goa and Mumbai in India, as well as Yangon in Myanmar and Ho Chi Minh City in Vietnam.

Crystal Cruises Senior Vice President Marketing & Sales Carmen Roig said the sailings available on board *Symphony* were a reflection of the line's willingness to provide guests with itineraries that go beyond the traditional routes.

"Always with an eye to offering our guests multiple choices, we intentionally planned voyages that explore travellers' favourite places outside the traditional seasons, as this allows them to glean a different perspective on the destinations and their cultures and seasonal traditions," Roig said.

"Voyage durations have also been planned with guests' calendars in mind, from convenient, six-night options to elaborate two-week-plus options, and everything in between," he added.

Bookings open on 22 Jul.

APAC hit hardest

THE International Air Travel Association (IATA) has warned airlines in the Asia Pacific region will be the hardest-hit by the COVID-19 pandemic.

The Association says it is expecting US\$29 billion in losses in 2020 for the region's airlines, more than a third of the projected US\$84.3 billion industry losses worldwide for the year.

"2020 is the worst year in aviation history and airlines are in survival mode," said Vice President APAC Conrad Clifford.

"It will take a few years for the industry to get back to 2019 levels of activity, in the interim governments will need to continue providing financial relief and assistance to airlines".



Window Seat

THIS morning recently appointed AFTA CEO Darren Rudd hosted some of the travel industry from Sydney's Northern suburbs to a breakfast meet and greet with Federal MP for Berowra, Julian Leeser.

Attendees included several local travel agents, as well as TV celebrity gardener Graham Ross, who with his son Kent also runs Ross Garden Tours, the world's largest operator of horticultural holidays.

Leeser and Rudd conducted a full and frank discussion about the concerns of the industry with those present (see p4), with each participant lamenting about the COVID-19 situation.

The Ross pair noted that their business, founded in 1980, was the longest-running enterprise present, with Graham telling guests "we decided to devote most of our marketing budget for 2020 to the fact that this was our 40th anniversary year".

Kent said he'd even had a special logo designed for the occasion, but given the circumstances "we're going to put that on the brochures for next year instead".

"If Tokyo can have the 2020 Olympics in 2021 then why can't we celebrate our big birthday a bit later too," he quipped.

In these times we need a drink!



With COVID continuing to have an impact on the travel industry, now more than ever, we need a drink!

Send us your unique cocktail recipes to lift our spirits for our weekly feature.

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Travel Daily



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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

CMV in trouble?

CRUISE & Maritime Voyages (CMV) is in “rescue” talks with a number of financial institutions and banks to improve its liquidity position, amid reports the cruise line could file for insolvency as soon as this week.

Sky News UK initially reported Cruise & Maritime Voyages’ financial struggles, with the line being turned down for a UK Government-backed bank loan, and is now understood to be in discussions with financial planner VGO Capital Management.

“CMV is confident to finalise these discussions shortly, but given that discussions with several parties are still ongoing we are not prepared to make any further comment at this time,” the line informed *Travel Daily*.

AFTA hears from grass roots



A BREAKFAST “town hall” meeting at a coffee shop in the Sydney suburb of Cherrybrook this morning allowed local travel agents and tour operators to take their concerns to the highest levels in Canberra.

Local MP Julian Leaser, MP for Berowra was hosted alongside AFTA CEO Darren Rudd, with the pair taking the time to hear of the anxieties, hopes and issues of those on the front line of the COVID-19 travel shutdown.

Leaser paid tribute to Rudd, with whom he has had a close association over some years in his previous roles.

“He’s a person who gets things done in Canberra..not only does he have extraordinary networks but he is a policy leader and a policy thinker.”

Key issues raised included the continuation of the JobKeeper program or other ongoing support, the rising tide of entitlements which will have

to be paid out if businesses are forced to make staff redundant, and the reality that domestic travel is not able to replace the massive amount of business lost due to ongoing border closures.

Leaser was also urged to encourage his government colleagues to highlight the benefits of booking through travel agents, and to help the industry by at least providing some certainty in terms of a date for a return to cruising.

One attendee also urged the adoption of technology to implement tracking of people arriving from overseas during their quarantine period, as a way of facilitating a return to travel.

Leaser and Rudd are **pictured** above with Graham Ross from Ross Garden Tours.

Hawke’s Bay webinar

CANUCKIWI has partnered with Hawke’s Bay Tourism to host an upcoming webinar targeting the Aussie travel trade.

Drawcards to be covered in the session include road trips, wine tours, cafe culture, quaint country pubs and artisan outlets.

Attendees also have a chance of scoring one of four Hawke’s Bay hampers.

The session takes place at 9am on 22 Jul (AEST) - register [HERE](#).

Adv World peace

ADVENTURE World Travel has released a new Peace of Mind Policy document, covering the important topic of hygiene and safety on its trips.

The Travel Corporation brand conducted an audit alongside medical experts and government officials to ensure all health policies are at best practice.

Adventure World Travel MD Neil Rodgers said the document would provide agents with “comfort and security” for clients - read [HERE](#).

SA tourism boost

SOUTH Australia’s nature-based tourism sector has received a major shot in the arm, with \$10 million jointly allocated by the State and Federal Govts (\$5 million each) to create new and revamped biking/hiking tracks at Mt Remarkable.



HAVE YOUR SAY

Tell us what you love about *travelBulletin* and what you want to read more of in the magazine.

CLICK HERE TO TAKE THE SURVEY

QR to resume AKL

GDS screens indicate that Qatar Airways (QR) plans to resume services between Doha, Brisbane and Auckland three times weekly from Aug.

The service will be operated by an Airbus A350-1000XWB aircraft, with the Auckland leg previously listed as cancelled until 24 Oct.

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.

Langham Hotels has named **Shane Jolly** as the new General Manager of The Langham, Sydney. Jolly was most recently the Hotel Manager for Cordis, Auckland.

Norwegian Cruise Line Holdings has appointed **Scott Dahnke** to its board. He joins the company with extensive experience with building consumer brands over multiple decades.

Chris Mumford has taken on a new role on the board of LHC International. He joins the international recruitment consulting firm with an extensive background in executive search for hospitality clients.

Pub quiz

- The Lotus Temple in Delhi, India, has how many petals?
- True or false: Ireland has won the Eurovision Song Contest more times than any other country?
- Where are the highest sea cliffs (at over 1km high) in the world?
 - Faroe Islands
 - Hawaii
 - Ireland
 - Norway
- Wales' Brecon Beacons National Park is home to what largest thing in Europe?
- The world's largest roundabout is found in which country?
- Cuba's national dish, which is shredded meat (usually beef) stewed with colourful vegetables, is called ropa vieja which translates to what in Spanish?
- What is the world's largest inhabited island?
- Which country consumes the most fish in the world per year?
- Which three countries share the island of Borneo?
- In 2007 Jorn Utzon became only the second person in the world to have his work recognised as a World Heritage Site while they were still alive. What did Jorn Utzon design?
- What place is this collection of pictures spelling out?



Where in the world?



THERE are many spectacular falls around the world, all famous for different reasons, such as being the widest, tallest or fastest

flowing. Many falls also span two countries, as these do. Do you know where they are? Check tomorrow for the answer.

Belgium word search

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

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

ANTWERP	FRITES
BEER	GHENT
BRUGES	GRAVENSTEEN
BRUSSELS	LIEGE
CHOCOLATE	MANNEKENPIS
FLANDERSFIELDS	WAFFLES

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 06 Feb 2014:

GLOBAL aviation has suffered a tragic setback in the last week or so, after the US Federal Aviation Administration officially grounded a special beerdelivering drone aircraft.

The high-tech gadget was the brainchild of Lakemaid Beers, based in Wisconsin, which planned to use the remotely controlled aircraft to deliver urgent alcohol supplies to people fishing on lakes in Minnesota and Wisconsin.

An announcement by Lakemaid Beer CEO Jack Supple last week was quickly followed up by the FAA, which informed him the proposal was a violation of safety regulations.

"I'm on the FAA blacklist for now," he told the *New York Daily News*.


ANSWERS 07 JUL

Pub quiz: 1 a) 1973, 2 Wales, 3 Austrian, 4 Belgium, 5 Bird, the bee hummingbird, 6 Field hockey, 7 Australia, 8 True, 9 Australia, 10 Belgium, the Netherlands, Luxembourg, 11 India (in + d [note] + ah)

Whose flag is this: Jamaica

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

Travel Daily



Catch up on the news of the week

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Quark chooses biz

QUARK Expeditions has selected V.Ships Leisure to manage operations aboard its upcoming polar vessel *Ultramarine*.

The new partnership will see V.Ships Leisure lead important issues on board including the health and safety of its pax.

Ultramarine boasts many bells and whistles on board, including two twin-engine helicopters and 20 quick-launching Zodiacs.

Elite Havens launch

LUXURY Asian holiday rental company Elite Havens has introduced its Signature Collection, a premium selection of villas and chalets located in destinations such as Phuket, Koh Samui, Bali, Lombok, Sri Lanka, India, Japan and the Maldives.

The properties offer guests the services of in-house chefs serving up local and international cuisines, providing the option of hosting private dinner functions.

Cairns events reborn



WHEN the \$176 million refurbishment is completed in early 2021, the Cairns Convention Centre will boast an extra 10,000m² of meeting, banquet and exhibition space.

The first look at how the major events hub will look has been unveiled this week, including the face lift of the facade (**pictured top**), the new 500-guest Trinity Room (**inset top right**), as well as the new lobby area featuring ground-to-ceiling windows (**inset below**).



Queensland Tourism Minister Kate Jones believes the major upgrade represents one of the most important tourism infrastructure projects in the state's recent history - especially

in light of the challenges posed by the global pandemic.

"Tourism infrastructure will be crucial to our economic recovery," Jones said.

"Once completed, the expanded centre will bring around 20,000 extra visitors to the region and inject up to \$50 million into the local economy annually.

"This will be a major boost for the Cairns tourism industry, with the additional visitors staying in local hotels, eating at restaurants and touring around the region."

Further highlights of the revamp include a new exhibition space that can hold up to 30 exhibition booths, featuring a flat floor Plenary that holds 410 people theatre style and can be divided into two equal rooms.

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WIN A CRUISE FOR 2

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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.

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5 REASONS YOUR CLIENTS SHOULD PLAN THEIR FUTURE TRAVELS TODAY

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