

## Uber flights still on

**UBER** has revealed it will push ahead with trials of its futuristic "flying taxi" concept in Melbourne, despite delays and challenges associated with the global pandemic (**TD** 12 Jun 2019).

Recent media reports had suggested the ambitious travel project was set to be scrapped, however, Uber Elevate chief Eric Allison said the company remained committed to Melbourne and was mulling trials within the next two years.

"We are still really excited about Melbourne, and we are still committed to [the city] being the first international expansion market outside of the United States," he said.

Uber had previously stated that the biggest challenge with getting the Uber Elevate services off the ground would be the certification process, which could take "some time" the company conceded.

## ACCC biz update

**THE** Australian Competition and Consumer Commission (ACCC) has expanded its advice for small businesses impacted by COVID-19, to answer common questions businesses have about their rights and responsibilities under Australian Consumer Law.

The advice includes a new "best practice guidance" for the travel industry in relation to COVID-19 related travel cancellations, which was released earlier this month (**TD** 20 Jul), more **HERE**.

## Aus important to Swan

**EXCLUSIVE**

**AUSTRALIA** and Asia-Pacific will be one of the most important regions to the reborn cruise line Swan Hellenic (SH), (**TD** 23 Jul), CEO Andrea Zito told **TD**.

Speaking to **TD** yesterday, Zito said cruises to Antarctica from the Australian continent were being explored, and would complement semi-circumnavigations from the Antarctic Peninsula to the Ross Sea offered in Swan Hellenic's 2021-22 return season, departing Ushuaia and disembarking in Dunedin.

"It is possible, we are studying it...our ship which will be based in the Bering Strait will have to commute to Antarctica through the Pacific Ocean, so we are

designing some itineraries through Papua New Guinea and Japan, so hopefully there is an option to, instead of going back to Ushuaia, take a deep dive in Antarctica from the Australian continent," Zito said.

The cruise line revealed last week that it would be resurrected in Nov 2021, three-and-a-half years after last operating a cruise.

It will operate using two 152-passenger expedition ships which are currently being built in Finland (**TD** 23 Jul).

Zito also revealed a multitude of options were being considered for an assertive sales strategy in Asia-Pacific, with Swan Hellenic having previously been represented in Australia by GSA Discover the World.

"We're not in the position to open an office in Australia, but we are in contact with various partners & we will announce our strategy in the next few months."

Swan Hellenic also hopes to revive the previously positive relationship it had with the trade.

"We want to be very friendly with the travel agent community because we can offer good options for our guests, but we can also offer a profitable environment for our partners".

"We are developing quite an aggressive strategy," Zito said.

## Boeing 747 cease

**BOEING** will cease production of its "Queen of the Skies", the 747, as part of a number of changes being made due to the prolonged impact of COVID-19.

In a letter to employees, Chief Executive Dave Calhoun said "these production rate changes are not a reflection on your work or our capability."

"The market simply won't support higher output levels at this time, and we need to adapt accordingly."

Boeing will also slow its ramp-up of 737 production, reduce the combined 777/777X production, ease its 787 production and warned of further workforce cuts.

## Today's issue of TD

*Travel Daily* today has eight pages of news including our PUZZLE page.

## Vic-less bubble?

**THE** trans-Tasman bubble may go ahead without Victoria, after the state reported record coronavirus numbers this week.

Minister for Tourism Simon Birmingham said yesterday the bubble could be approved on a state-by-state basis, and that he is keen for it to go ahead this year.

"If New Zealand was ready to move and the rest of the country in Australia was ready to move - but we had this quarantine still in place around Victoria - well that's an idea that's worth entertaining," Birmingham said.

The Government has previously said Australia would only enter such a travel agreement if state borders were open.

## Carnival sells ships

**CARNIVAL** Corporation is reportedly selling another two ships, in addition to the 13 already announced to be leaving the company (**TD** 13 Jul).

The move was announced during a recent financial disclosure, although the ships were not identified.

They will leave the fleet within the next 90 days, the filing said.

Carnival did not respond to **Travel Daily** before today's publishing deadline.

## Eddie to Visit Vic

**VISIT** Victoria has nabbed two big names for its board, appointing businessman, media personality and Collingwood Football Club President Eddie McGuire and Marketing Exec & Company Director Janette Kendall.

McGuire's credentials span four decades in media, sports and events, including 13 years on the board of the Victorian Major Events Corporation, and hosting *Millionaire Hot Seat*.

Kendall is a company director with more than 25 years of board experience across public, private and not-for-profit organisations.

## VA Melbourne flts

**VIRGIN** Australia has added a Melbourne to Brisbane service, to begin in Sep.

The route will be flown on an Airbus A330 thrice weekly, from 07 Sep to 20 Oct.

Flight VA303 will leave Melbourne at 6am in the morning, arriving in Brisbane at 8.10am, with the return leg, flight VA324, leaving at 10.55am and arriving at 1.20pm.

**Become a Territory Expert**  
Win a \$5,000 Discover the Red Centre package\*

**Live webinar**  
Tuesday 11 August  
11am AEST

Register now



\*For registration and eligibility, visit [www.tourismnt.com.au/trade](http://www.tourismnt.com.au/trade)



## MGM names CEO

**MGM** Resorts International has named William Hornbuckle as its new Chief Executive Officer.

Hornbuckle has been serving as Acting Chief Executive Officer & President since Mar, but has now had the Acting tag removed, effective immediately.

He succeeds former Chairman and Chief Executive Officer Jim Murren, who stepped down earlier this year (**TD** 14 Feb).

## Vic testing in place

**THE** Tasmanian Government has introduced mandatory testing on arrival of all essential travellers from Victoria, or from other hot-spots, such as those outlined by the Government of NSW.

The state will subject freight and logistics operators to a test on arrival unless they have evidence of having had a COVID-19 test not less than seven days prior to their arrival.

## Travelmarvel Eu 2021

**TRAVELMARVEL** has launched its 2021 European season, which includes Balkans river cruises, Adriatic small ship cruises, new river ships, a range of earlybird offers and a COVID Flexible International Booking Cover.

New to 2021 is Travelmarvel's Best of the Balkans 14-night cruise, starting at \$6,495 per person twin share, including a fly free deal.

Travelmarvel is also offering two small ship coastal cruises in 2021: the eight-day Adriatic Coast & Dalmatian Islands, priced from \$3,795ppts, and the 10-day Croatia Coast with Montenegro, starting at \$4,995 ppts.

In Russia, Travelmarvel's program features river cruises aboard *Rossia*, with the 11-day Treasures of Russia cruise starting at \$5,995 per person, twin share.

Travelmarvel is holding preview prices until 31 Aug for European

river cruises in 2021, and is also running a special fly free deal, which is valid on all cabin categories across all departure dates for certain cruises.

Other specials include earlybird savings of up to \$3,000 per couple on selected itineraries and more.

Solo travellers can save up to \$4,900 when booking selected European Gems cruises in category A, A+ or P cabins.

All deals are limited and available until sold out.

The COVID Flexible International Booking Cover is available on all bookings until the end of Sep, allowing travellers to postpone their holidays with any paid deposit able to be transferred to another date or trip up to 65 days prior to departure.

Also available under the cover is a reduced deposit of \$500 per person and more.

## LUX Collectables

**LUX** Resorts & Hotels has launched Collectible Experiences, a range of holidays in destinations such as China, the Maldives, Mauritius and Reunion.

The adventures have been put together by locals, and feature intimately local experiences, such as casting a line out to sea with Mauritian fishermen in a traditional wooden pirogue, and exploring an active volcano with a picnic on the volcanic plateau.

The new experiences are live now on [luxresorts.com](http://luxresorts.com).

## JTB integrates

**JTB** Corporation has integrated Kuoni Global Travel Services and Tumlare Destination Management into a single business.

The new company hopes the single entity, called Kuoni Tumlare, will enable "a simplified client journey and streamlined processes".

## OUR PROMISE OF CARE

### BOOK WITH CONFIDENCE



#### BEFORE THE FLIGHT

For a more contactless journey, your customers can use the SingaporeAir Mobile App to check in, generate their mobile boarding pass and create their own entertainment playlist.



#### AT THE AIRPORT

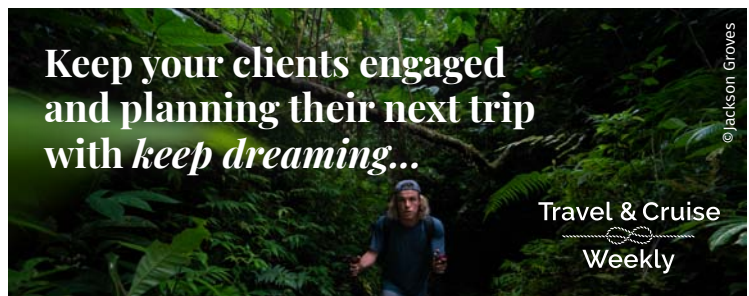
From arrival at the airport to transiting through Changi Airport, passengers will notice increased sanitisation, temperature screenings and staff wearing protective equipment.



#### ON BOARD

Your customers will continue to receive the kind of care that you expect from Singapore Airlines. Each passenger will also receive a complimentary Care Kit for their journey and every aircraft is thoroughly cleaned and equipped with HEPA filters.





## Rex hails ACCC call

**REGIONAL** Express (Rex) has welcomed the recent draft decision made by the ACCC (TD 30 Jul) to allow the airline to continue to cooperate with Qantas and Virgin on 10 regional competitive routes.

"Whilst in normal operating circumstances such an approach would be anti-competitive, the fact of the matter is that regional passenger traffic is still only about 15% of what it was before the pandemic, with some destinations down to almost 2% due to border closures," said Rex Chairman John Sharp.

"The most important priority now is to keep regional air services alive," he added.

The draft authorisation is valid until Jun 2021.

## Ponant resumes Arctic

**PONANT** has announced the resumption of luxury cruising to the Arctic, with five sailings on board *Le Boreal* scheduled to take place before Sep.

Four of the five voyages are new to the cruise line's typical suite of Arctic product, visiting destinations such as the Bering Strait, the remote Chukotka region in Russia, Svalbard and its Nordaust-Svalbard Nature Reserve, as well as the Kuril Islands & the Northeast Passage.

Options in the newly launched program include the 22-night Northeast Passage itinerary, departing Norway on 26 Aug for the Russian Far East and exploring the Russian Arctic National Park, the polar desert of Severnaya Zemlya, the New Siberian Islands and Wrangel Island.

Rates for the adventure lead in at \$33,790ppts.

Another cruise on offer is the 15-night Russian Arctic sailing from Kamchatka to the Kuril

Islands, taking in the Chukchi villages to meet with Siberian villagers, as well as the chance to spot brown bears and marine life unique to the Kuril Islands.

Prices for the cruise start from \$13,430 per person, twin share.

Ponant was one of the first cruise lines to resume operations following the COVID shutdown period, following close behind Norway's Hurtigruten.

Call 1300 737 178 for details.

## Pymont tourism hub

**THE** NSW Government has released details of a new 20-year vision for Pymont in Sydney, a strategy aiming to transform the area into a hub for "hi-tech" tourism attractions.

The plan is considering constructing a metro station at Pymont as part of the Sydney Metro West project, a new indoor sports and entertainment venue, and better public spaces including the return of Wentworth Park as local parkland.

The proposed project forms part of the state's COVID Recovery Plan and would create up to 23,000 more jobs.

## A Royal refresh

**ROYAL** Caribbean Cruises has officially changed its name to Royal Caribbean Group, a move designed to provide the brand with a "simpler, fresher and more modern" appeal.

"Royal Caribbean Group sounds like a parent company name, reflective of our growth and evolution since we last updated our identity more than 20 years ago," said Royal Caribbean Group Chairman and CEO Richard Fain.

The name change has not created any structural changes within the company, with Royal Caribbean International, Celebrity Cruises, Silversea, Azamara, TUI Cruises and Hapag-Lloyd Cruises all remaining under the parent group's new banner.

## Crown defends

**THE** NSW Independent Liquor and Gaming Authority's inquiry into Crown Resorts has heard this week that the company had no evidence linking junkets for Chinese businessman to Australia to any drug syndicates.

Crown's Chief Legal Officer Joshua Preston told the Inquiry that he had searched the company's records for any reference to alleged organised crime and found no link.

## Emirates PCR test

**ETIHAD** Airways has announced that from tomorrow mandatory COVID-19 PCR testing will need to be taken by all passengers before they fly from any airport outside of Abu Dhabi.

Customers will also need a test if they are travelling from Abu Dhabi to any European Union country, as well as Switzerland and the United Kingdom.



## Window Seat

**HAVING** to obey all of the COVID-19 protocols can seem pretty full on when visiting a theme park, but Hello Kitty Land Tokyo in Japan has found a way to make all of the new health and hygiene measures in place a little more digestible and fun.

The park has released a video, available with English subtitles, with its colourful band of fuzzy characters singing along to the park's "eight asks" song, the eight different protocols the popular tourist attraction asks its visitors to abide by.

"We wanted to bring a smile on our fans' and visitors' faces when they watch the video to inform about our current admission system and special safety guidelines", said the park's owner Sanrio Entertainment's Yuya Makizato.

Watch the cute & hygienically responsible video [HERE](#).

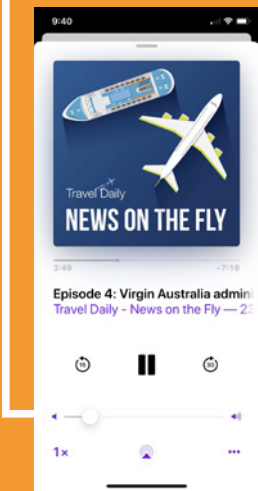


## VA relocates office

**VIRGIN** Australia has flagged plans to relocate its headquarters in Sep to Southpoint in Brisbane, a building which already houses Flight Centre's head office.

The carrier plans to occupy five floors of the 21-storey office tower on Grey Street, departing its long-standing presence at the Bowen Hills office location.

The airline has recently undergone an ownership change under Bain Capital and is now embarking on a period of rationalisation in order to cope with the financial challenges posed by the global pandemic (TD 29 Jun).



Do you listen to Travel Daily - News on the Fly to catch up on the news?

Use the podcast to update our listeners with your company's news.

[CLICK HERE TO ENQUIRE](#)

## CORPORATE UPDATE

### GBTA calls for wider testing

**THE** Global Business Travel Association (GBTA) has called on governments across the European Union (EU) to implement wider COVID testing capabilities instead of blanket travel restrictions.

The plea was made this week amid fears the uniform restrictions from select nations would do significant damage to the corporate travel sector.

"Sudden and unilateral shifts in government response, such as imposition of quarantines or border closures, take a heavy toll on the travel industry, further impeding economic recovery and causing chaos for travellers", said GBTA Executive Director David Hilfman.

"Increased testing is what we need to restart travel safely, it will restore confidence and revive travel demand whilst preventing new waves of infection.

"Borders cannot stay closed indefinitely, the economy needs trade to resume with people back to work and travelling," he added.

### Budgets to drop

**THE** International Air Transport Association (IATA) this week predicted that corporate travel budgets will continue to be reduced as COVID-related restrictions continue to wreak havoc in the travel sector.

"Corporate travel budgets are expected to be very constrained as companies continue to be under financial pressure even as the economy improves," IATA said in a statement.

"While historically GDP growth and air travel have been highly correlated, surveys suggest this link has weakened, particularly with regard to business travel, as video conferencing appears to have made significant inroads as a substitute for in-person meetings."

IATA also predicts pax volumes won't return to pre-COVID levels until 2024 (**TD** 30 Jul).

Improved testing has already been implemented at a number of airports in the EU, with some governments recently announcing they are making COVID-19 testing mandatory for travellers arriving from specified countries.

Despite this, the GBTA believes a "unilateral and coordinated" approach to testing is needed to mitigate the financial damage to the travel sector.

"The European Commission should work with EU governments to unlock appropriate funding to expand testing capacity, improve the accuracy of data and speed of information sharing", Hilfman contends.

"This is a prerequisite to resurrecting travel and accelerate Europe's economic recovery".

### Gett more biz travel

**RIDESHARING** start-up Gett has raised US\$100 million from investors that the company says it will use to improve its range of corporate travel services.

Gett believes there is an increased opportunity in the corporate travel segment, even during the challenging COVID-19 period, because many businesses are taking extra precautions to ensure their staff are as safe as possible while travelling.

The B2B company offers an all-in-one booking system that allows corporate clients to book and manage a range of transport options, including taxi, chauffeur, limousine & ride-hailing options.

Gett's latest round of funding brings its total garnered investment to US\$750 million, with its business travel services catering to more than 30% of the Fortune 500 as clients, the company claims.

The news follows a similar push from ride-sharing business Ola, which launched new services last week aimed at personalising corporate travel (**TD** 24 Jul).

## THE TRAVEL DAILY TRAINING ACADEMY

A PROVEN SOLUTION TO GROW KNOWLEDGE IN THE TRAVEL INDUSTRY

Travel Daily



### MEL Biz Lounge delayed



**THE** ongoing COVID-19 crisis in Victoria has forced Qantas to push back the opening date for its Melbourne Business Lounge (**pictured**).

Originally slated to reopen in Aug, the carrier has flagged Sep as the earliest time that the Business Lounge could open to corporate travellers, a date which could change depending on how the state manages to reel in the spiralling number of cases.

The re-opening of Chairman lounges across the country have

also been pushed back amid the rising health threat, with the facilities in Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney likely to be operational from Sep at the earliest.

Any Qantas domestic lounges that are open are now subject to health requirements, such as capacity limits, physical distancing and opening of hand sanitation stations.

Meanwhile, Qantas Int'l Business lounges remain closed until further notice.

**submit your cocktail recipes!**

**We want your recipes from around the world for our weekly feature.**

**CLICK HERE TO SUBMIT**

Travel Daily





Discover travel industry businesses that are transforming to cope with the challenging conditions of COVID. Read more in the July issue of *travelBulletin*.

**CLICK to read** **travelBulletin**

## KiwiRail on track

**KIWI RAIL** has announced its New Zealand TranzAlpine train service will be back in action from Sep, following what will be a six-month shut down following COVID-19 travel restrictions.

Bookings are now open for the service which will run from Christchurch to Greymouth on Fri, Sat, Sun and Mon.

"A record winter school holidays on Interislander and a highly successful winter promotion of the TranzAlpine gives us the confidence that the public will support these tourism trains which will be back in time for the summer holidays," said KiwiRail Group CEO Greg Miller.

For booking info, **CLICK HERE**.

## Norwegian terminal on way



**NORWEGIAN** Cruise Line's new terminal at PortMiami is nearing completion (**pictured**).

The facility has been designed by local architect Bermello Ajamil & Partners, and was inspired by the nautilus, which is a pelagic mollusc.

Spanning 15,470m<sup>2</sup>, the terminal integrates high tech features in order to facilitate quick and efficient embarkation and disembarkation process, and will also feature a dedicated lounge and service area for corporate groups and charters.

The terminal is also being constructed to LEED silver standards, meaning it has been

optimised for energy use, indoor air quality, water efficiency and more.

## HAL renames ship

**HOLLAND** America Line has changed the name of its newbuild from *Ryndam* to *Rotterdam*, and has designated it the cruise line's new flagship.

The vessel, which is expected to be delivered by 30 Jul 2021, will be the seventh in Holland America's history to bear the iconic *Rotterdam* name.

*Rotterdam's* delivery date has been pushed back slightly from the original scheduling of May 2021.

## Hotelbeds new deal

**HOTELBEDS** is strengthening its distribution reach for its ancillary partners via a new agreement with transportation services platform Servantrip.

The deal will see Servantrip's travel trade buyers gain access to Hotelbeds' Beyond The Bed portfolio of 18,000 activities, 25,000 transfer routes and 500+ car rental providers.

Servantrip will access the portfolio via Hotelbeds' ancillary API solution, with Beyond The Bed's ancillary partners to benefit from real-time bookings from Servantrip's own global network of partners.

## Choose your Cruise

**CHOOSE** Your Cruise is postponing its 2020 cruises.

The Cruisin' Country and Rock the Boat cruises have been combined for 2021 via the launching of a super music cruise aboard *Ovation of the Seas*, while the Bravo cruise has been postponed until 2022.

**CLICK HERE** for more information on the changes and updates to itineraries.

## TripADeal expands

**REBECCA** Maitland and Samantha Waldron have joined TripADeal as Contracting & Partnerships Managers, as the online travel agency expands to focus on domestic itineraries.

Maitland arrives after two-and-a-half years at Luxury Escapes, while Waldron's most recent travel appointment was with Helloworld Travel.

Both will be tasked with TripADeal's expanded domestic scope, which will feature deals with brands such as Journey Beyond, Mantra Hotels, Oaks Hotels & Resorts, QT Hotels & Resorts, Sofitel and more.

Other expansion initiatives include small group local tours, such as hiking in the Snowy Mountains and rail journeys on the Indian Pacific.

## WIN LAST SURVIVOR BY TONY PARK



This week Travel Daily and Swagman Tours is giving five lucky readers the chance to win *Last Survivor* by Tony Park.

Few people are aware of the robust real-life illegal trade in cycads, an ancient plant species. This lucrative but destructive trade is the backdrop for *Last Survivor* which sees Tony's recurring heroine, former mercenary Sonja Kurtz, join forces with a squad of elderly plant and gun enthusiasts, known as the Pretoria Cycad and Firearm Appreciation Society to track down the remaining cycads.

To win, simply be the first person to send through the correct answer to the question below to:

**tonypark@traveldaily.com.au**

**Swagman Tours have taken on a new destination in their portfolio. What is it?**

## TRAVEL SPECIALS

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to **specials@traveldaily.com.au**

**Celebrity Cruises** has today kicked off a five-day flash sale, throwing in classic beverage packages, unlimited internet, US\$150pp to spend on board and up to A\$750 in savings per stateroom. For more, **CLICK HERE**.

**SEA LIFE Sydney Aquarium, WILD LIFE Sydney Zoo and Sydney Tower Eye** are offering free entry offer for frontline workers throughout the month of Aug. **CLICK HERE** for details.

**South Sea Cruises** has expanded its Buy Now, Travel Later campaign until 31 Aug, valid for travel until 31 Mar. A Full Day Cruise for the whole family to South Sea Island leads in at FJD\$99pp (A\$65) for adults - more **HERE**.

**TFE Hotels** is running an Adina Staycation sale, offering stays from \$129 per night, including a fresh breakfast hamper at participating hotels in Australia and New Zealand. Head to **www.tfehotels.com**.



## Use this time to plan, not just to take a breath

### OPINION

Malcolm Peak  
is Director of  
Peak Corporate  
Solutions.

Got an opinion  
to share? Let us  
know in up to 400  
words via email to  
[feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).



IN A recent survey undertaken by travel agents in Australia commissioned by **TD**, I was not surprised that almost 97% would need to make significant changes to the way their business operated if the JobKeeper wage subsidy program ended without some other type of govt support.

The JobKeeper program is being extended, although at a slightly reduced rate and on a tiered basis. There will be renewed eligibility criteria, different payments for those working more or less than 20 hours per week, and the rates will decline into Mar 2021, with the idea being that businesses will begin to stand on their own two feet.

Does this mean businesses have a little more breathing space? Not necessarily.

JobKeeper is only impacting one part of a company's expenses - wages - and in some cases the wage subsidy received by employees stood down under JobKeeper directions are significantly less than their regular paycheck.

Companies still have other expenses - rent, utilities, insurance - and if you are in an industry like travel, you will also have to process refunds/credits for travel that can't be taken with restrictions in place.

Companies in some industries also have no revenue, and need to plan for no revenue for some time - in the case of no int'l travel until potentially mid 2021.

Adding to this, the hopes that some had that they could engage with domestic travel have been dealt a blow by the lockdowns in

Vic, and the reluctance of some travel destinations to deal with agents, preferring to deal directly with consumers. This means there is a limited ability to earn revenue even domestically.

Some are trying to take a more positive mindset, confident in the ability of industries such as travel to survive and make it through stronger to the other side. This approach can be beneficial to mental health, so long as it doesn't stretch into the realm of delusion. That's when an overtly positive mindset can become an issue. The other issue with this approach is that it assumes all players in a market operate in the same way, with the same types of customers. This is far from reality.

A cafe in a central business district (potentially located on the ground floor of an office building) has to adopt COVID-safe practices, while coping with a lack of customers, given less people are working from the office at the present time. A cafe in a local suburban shopping centre may be experiencing a significant increase in takeaway orders (coffee and food) which more than offsets the loss experienced by seated patrons. Travel agents are also different. Some specialise in int'l travel of a specific type, and others focus only on the domestic market. The impact of travel restrictions on both may be different, as the domestically-focused travel agent could still earn money from local travel.

So, is it all a bit pointless?

Again, not necessarily.

Every business has had to undertake some form of business continuity planning since Mar, whether they have been impacted or not.

Unfortunately, the reality is

that smaller businesses don't tend to have the type of rigorous planning in place that larger corporates do, however there are a number of simple things every business should be looking to do to ensure their best chance of weathering the storm.

The first is ensure that you have a budget, this might need a few different iterations to allow for some different scenarios, but at least a business should be able to look at the cash outflows vs the inflows and know what the

gap is. You can then look at how long you can operate and use that as a benchmark for some of the other planning you need to do. The second is to look at your business and when and how you can start to earn revenue. Here is where you as a business owner need to really understand

the options available to you, how you can pivot and diversify, and what the real-world scenarios are likely to be for your business. The JobKeeper payments, while recorded as revenue, aren't really revenue. As the PM noted - they are social security payments made via private payrolls.

The bottom line is that if you can't see a way to earn revenue and use the extended JobKeeper to help you do that, then you seriously need to consider whether you have a business.

The third is to engage with your people, necessity is the mother of all invention, and sometimes tapping into the ideas of your people might give you some ideas to keep your business afloat.

Proactively engaging with your people is also an opportunity to keep them connected with your business and this knowledge can be used by employees to make decisions about whether they should continue in your industry,

or consider potentially re-skilling. Some businesses are very worried about retaining their good people throughout the COVID-induced recession, however they need to take a hard look at how they could achieve this, especially if the revenue is not there to pay them outside JobKeeper.

It is important to remember that there are a suite of support measures in place from banks deferring loan repayments, to landlords not being able to terminate leases for non-payment which go hand-in-glove with the government subsidies. Not all these additional support measures will continue in-step with the government initiatives, so it is important to realise that you simply may not be able to retain all the people you want to throughout this period.

What you need to think about is how to ensure you retain your company's brand strength so that you will be able to either re-attract those people or others of equal capability when the time comes and you need to.

The final consideration is your customers, they are either looking to make bookings for domestic travel, or are looking to have refunds/credits processed.

Businesses are about networks, and even if you need to close yours, you need to take care of these relationships (including potentially handing them off to another party to manage) because you never know when you might need to engage with those people again in the future.

Be real. The key point in all of the above is to remain realistic. That doesn't mean overly optimistic or overly pessimistic. Ensure you are informed about the support available to your business if it is impacted by the COVID-19 pandemic induced recession, and that you are able to react to changing situations in the economy as this is something no-one has experienced before.

“  
Tapping into the  
ideas of your  
people might  
give you some  
ideas to keep  
your business  
afloat  
”

## Pub quiz

1. Are plants or weaponry a more popular feature on national flags?
2. Which country's Antarctic territory is largest, at over five million square kilometres?
3. What is the world's second-largest continent by population?
4. New South Wales is building its first new ocean pool at which Mid North Coast beach?
5. The Bechuanaland Protectorate became the Republic of what on 30 September 1966?
6. Canadian singer Celine Dion represented which country at the Eurovision Song Contest in 1988?
7. Which major airline operates Scoot and SilkAir as subsidiaries?
8. KLM Royal Dutch Airlines is the oldest carrier in existence, and Qantas Airways is the third-oldest. Which is the second?
9. Which airline introduced the Boeing 747 to the skies on January 22 1970?
10. Which country's national anthem is *March of the Volunteers*?
11. What city is this collection of pictures spelling out?



+



+



## Whose flag is this?



**THIS** is definitely one of the cooler country flags that we've seen.

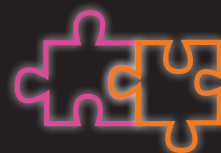
The trident in the centre was used as part of the country's seal

when it was under colonial rule, and the flag designer decided to keep it as part of the new flag as it was so distinctive.

Do you know whose flag it is?

## NEED A DISTRACTION AMID THE DOOM AND GLOOM?

Check out our daily puzzle page.



Travel Daily

## 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.

V	C	L
I	T	E
N	R	E

Good – 29 words

Very good – 43 words

Excellent – 57 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 03 Jun 2014:

**GUIDE** dogs are usually extremely well behaved, but that wasn't the case for one of the service animals on a US Airways flight this week which was forced to make an emergency landing after the dog "relieved itself in the aisle".

The flight from Los Angeles to Philadelphia made an unscheduled stop in Kansas City, where a crack crew addressed the issue with a rapid clean-up - but the disruption meant it took 14 hours to complete the trip.

The passenger and his pooping guide dog were rebooked onto another flight, with a US Airways spokesman describing it as a "rare and unfortunate situation."

**AVIATION** authorities in the US have received a formal request from the movie industry, asking for an exemption to fly "drones" to make films and TV shows.

Currently the Federal Aviation Administration is considering a new rule governing the use of drones, but the reporting deadline of Sep 2015 isn't soon enough for the film makers.

Seven companies have banded together in the application, saying they would only use drones on closed sets with additional safety precautions so there's no chance of interfering with commercial flights.

### ANSWERS 30 JUL

Pub quiz: 1 France, 2 Delta, 3 Oklahoma, 4 Denmark, 5 Adelaide Parklands Terminal, 6 Dutch, 7 Canberra, 8 Africa, 9 Botany Bay, 10 A whale's tail

Whose animal is this: Giraffe - Tanzania

Where in the world: Bryce Canyon National Park, Utah, USA



## Tour sector doubts

**THE** Professional Tour Guide Association of Australia (PTGAA) is questioning whether or not JobKeeper 2.0 will be sufficient to save the profession.

PTGAA welcomed the extension of the program, but flagged likely job losses will result from the reduction in support.



"The majority of our members are independent contractors and the loss of income is ongoing until international guests can return," a PTGAA spokesperson said.

## BoB Earth push

**BUSINESS** of Brand (BoB) is providing 100 places on the BoB Earth platform to businesses around the world which have been heavily impacted by COVID-19.

The platform provides programs to build purpose-driven businesses with models that drive impact and change.

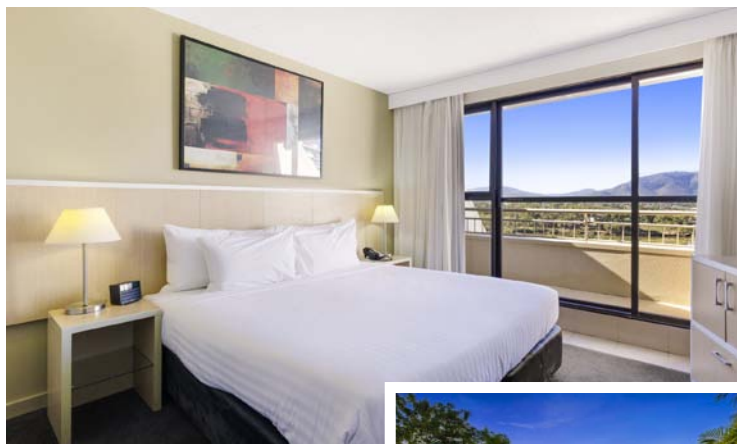
"BoB's business growth programs have been an invaluable tool during this current climate," Julie King & Associates CEO Julie King said - apply [HERE](#).

### Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

## Accor grows in Rockhampton



**ACCOR** has expanded its presence in regional Queensland, opening its first property in Rockhampton.

The Travelodge Hotel Rockhampton has been rebranded to Mercure Rockhampton under a franchise agreement and is located in the heart of the city.

The 74-room resort overlooks the Fitzroy River and features six conference spaces, an outdoor swimming pool, fitness centre, 24-hour reception, and easy access to Great Keppel Island and many other locations along the



Capricorn Coast.

"There is no doubt the [that] decade ahead will be one of the most competitive and challenging eras in the history of the Australian hotel industry," Accor COO Simon McGrath said.

"However, the uncertainty of recent times unequivocally highlights the benefits of our scale, as well as the market strength of our brands."

A Mercure guest room is **pictured** and the pool is **inset**.

## Kia Ora back on

**AIR** New Zealand's *Kia Ora* magazine will be back in seat pockets on domestic flights following a break during the COVID-19 pandemic.

*Kia Ora* was last published in Apr, with the Aug edition produced in partnership with Tourism New Zealand.

The magazine is also available online and in the airline's lounges.

## Sabre Pacific deal

**PACIFIC** Airlines (BL) has entered into a strategic partnership with Sabre which will see the low-cost carrier adopt the Sabre passenger service system.

BL and sister Vietnam Airlines will now both benefit from an integrated passenger platform.



T & CS + full prize details

## SHARE YOUR FAVOURITE AUSSIE CRUISE PORT TO WIN!

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!**

Enter by emailing: [celebritycomp@traveldaily.com.au](mailto:celebritycomp@traveldaily.com.au)



Celebrity **X** Cruises®  
SAIL BEYOND™

Got a confidential tip? Contact Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)