

Today's issue of TD

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

QF/JQ takes off

QANTAS Group is adding Qantas and Jetstar flights between New South Wales and Victoria, rapidly responding to the news that borders will reopen on 23 Nov (**TD** 04 Nov).

Upon the reopening, QF and JQ will operate more than 250 flights per week across five routes, offering travellers 48,000 seats between the two states, with both carriers to add more flights if there is sufficient demand.

Across both airlines, Sydney-Melbourne will see 117 weekly return flights, Melbourne-Newcastle will be served 10 times weekly, Ballina-Melbourne and Bendigo-Sydney five times weekly and Mildura-Sydney four times weekly.

FCTG promises volume

FLIGHT Centre Travel Group (FCTG) doesn't expect its leisure travel operations to be profitable until the second half of 2021, but MD Graham Turner today told the firm's AGM he was "optimistic that travel's medium-term outlook is fairly bright".

Turner gave an update on talks with suppliers, including a new contract with Virgin Australia and an extended agreement with Qantas, "with a view to agreeing a longer term deal".

He said Flight Centre had engaged closely with key partners to understand their needs, adding "now more than ever, suppliers need volume and we will have the capacity, distribution and marketing expertise to deliver it".

Turner noted a key strategy was to rejuvenate the key Flight Centre brand, including the introduction and acceleration of a central sales centre model and investments in digital commerce.

Alongside that, the new Home of the Travel Entrepreneur (HOTTE) initiative (**TD** 15 Sep) was also generating strong enquiry from agents wanting to become part of the group's independent networks, Turner said.

The company detailed its liquidity position, including confirmation that it is currently holding \$560 million in client funds owed to suppliers.

He also flagged the "possibility of further workforce reductions if heavy travel restrictions are maintained and government support is removed", but noted recent measures which reduced net operating cash outflows to \$40 million per month in Sep.

The Flight Centre chief said despite cuts the company had retained a "highly accessible network" with capacity to grow as travel recovers and with the "right brands and models to gain share, even in a smaller market".

Huge demand - FC

RESEARCH conducted among Flight Centre's leisure customers indicates that almost 60% are considering booking an international trip to travel in the next 12 months once travel restrictions are lifted.

The data was unveiled during the Flight Centre Travel Group AGM today, with just 3.6% saying they don't plan to travel at all.

More than half also said they were hoping to travel interstate, with a massive preference for trips to Queensland, indicated by 47% as the Australian destination they wanted to visit next.

Almost one in five said they were considering a cruise, with 8% saying they would opt for a domestic voyage and 9% wanting to cruise internationally.

Flight Centre MD Graham Turner said the results of the survey once again highlighted "the widespread benefits safe and sensible border reopenings will deliver".

Grow WITH YOUR COMMITMENT

We formally declare our commitment to Australia and New Zealand—The Celebrity Commitment—based on the principles of integrity, transparency, and personal care, which guide us as we rebuild the travel industry together.

It's our commitment to grow this industry, alongside our valued travel partners, by offering real tools, real solutions, and real people. Watch for upcoming announcements.

Celebrity  Cruises®
SAIL BEYOND®

The CELEBRITY
COMMITMENT

©2020 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.



Thursday 5th November 2020

A&K Air Safaris

ABERCROMBIE & Kent has launched new Australian air safaris in a bid to focus more on the Australian domestic market.

Utilising a chartered Citation X, billed as the world's fastest midsize jet, adventures include South Australia & Outback Queensland, Qld & Western Australia, WA, SA & King Island and golf at Barnbougle.

Prices for each eight-day safari is estimated to be between \$25-34,000 per person, twin share, based on eight guests travelling on the same jet.

Regional Managing Director Australia Asia Pacific Sujata Raman said the products were aimed at "exclusive groups of friends and family", with journey designers to specifically tailor each trip - [CLICK HERE](#) for details.

Travello youth push

TRAVELLO has acquired youth-focussed OTA Backpacker Deals, a move designed to further push into the millennial segment.

The deal will see Backpacker Deals founder Dinesh Kaku join Travello as Head of Growth, and the company use its social community to scale Backpacker Deals and build on its current growth trajectory.

"Backpacker Deals is a market leader in the youth vertical and they've built some great tech we haven't seen in other companies," said Travello CEO Ryan Hanly.

Trivago fails to overturn

HOTEL comparison site Trivago has lost its appeal against a court decision earlier this year (*TD* 21 Jan) which ruled the company had breached Australian Consumer Law when it made misleading representations about hotel room rates.

The Expedia Group-owned company was pursued by the ACCC through the courts in Aug 2018, with the consumer watchdog successfully arguing last Jan that Trivago has knowingly "tricked" its users into believing the most visible search results were the best value.

Yesterday the Full Federal Court upheld the first ruling, agreeing with the original judge's assessment that Trivago had not sufficiently disclosed to users that its website used an algorithm that gave prominence to accommodation providers, paying the site a higher payment fee (cost per click).

"This is a win for consumers and is an important warning to comparison sites that they must not mislead consumers about the results they recommend," ACCC Chair Rod Sims said.

"We brought this case because we were concerned that consumers were being misled by Trivago's claims that their site was getting the best deal for consumers, when in fact they were shown the deals that benefited Trivago," he added.



LOVE NSW

Book your client an unforgettable road trip in NSW.



QR Climate deal

QATAR Airways has partnered with the International Air Transport Association and ClimateCare to launch a voluntary carbon offset program for its passengers.



TRAVEL AGENT AFFILIATE PROGRAM

safe
secure
competitive

Expedia TAAP

**KEEP YOUR
CLIENTS
COMING
BACK**

2020 TRAVEL DAILY AWARDS WINNER
Most supportive hotel group/ accommodation supplier

www.expedia.com.au/taap
 telephone 1800 726 618
 email expedia-au@discovertheworld.com.au

Barry takes Contiki

MANAGING Director for the Travel Corporation's (TTC) Trafalgar and Costsaver brands, Katrina Barry, has added the role of Contiki MD to her duties, returning to the position she previously held for six years.

TTC said it was undertaking a leadership restructure of Contiki back in Jun (*TD* 22 Jun).

MEANWHILE, the first Contiki trip to operate globally since Apr is scheduled to depart 14 Nov, exploring North Queensland with visits to a wildlife park at Magnetic Island, the Greater Barrier Reef and Cairns.

Register by 30/11/20 on
www.TahitiSpecialist.org

to become a

And be in with a chance to **WIN 2 TICKETS** to Papeete courtesy of

Become a Territory Expert Win an Apple iPhone 12*

Live webinars

Tues 10 Nov 2pm AEDT
Thurs 12 Nov 11am AEDT

*For registration and eligibility, visit tourismnt.com.au/trade-aus

Register now



Thursday 5th November 2020

Plans for safer int'l travel

A NEW international code is being developed by World Tourism Organization (UNWTO) to provide greater legal protection for travellers overseas, which it believes will help hasten the rebound of the tourism sector.

The International Code for the Protection of Tourists has received the support of almost 100 UNWTO member states so far, with plans to make the support available to tourists affected by emergency situations more consistent and clear.

The UNWTO recommendations include drawing up contingency plans, coordination protocols & training tourism stakeholders to better assist travellers in emergency situations.

The industry body is also lobbying for improved real-time access to information for tourists, addressing cross-border cooperation between governments and tourism

service providers, fostering closer collaboration between governments and travel accommodation providers, as well as enhancing repatriation procedures for tourists.

The first meeting for the development of the Code featured the participation of 92 states, and saw the adoption of a concrete plan of action to restore confidence through a common and harmonised framework.

Next week will see the European Commission and other int'l organisations called upon to join the initiative to achieve a fairer approach for all stakeholders.

"Uncertainty and a lack of trust in travel are among the biggest challenges we face as we work to restart tourism," conceded UNWTO Secretary-General Zurab Pololikashvili.

The report will be handed down at the next UNWTO General Assembly in late 2021.

Travel Daily Training Academy

Warriors of Wisdom

MODULE TWO | NOW AVAILABLE
River Cruising with Viking

[CLICK HERE](#)



Window Seat



WHEN considering the stress and anxiety endured by so many in 2020, it makes sense to combine a holiday package with some complimentary booze.

Caravan hiring platform Camplify has launched what it claims to be the first ever dedicated Botanist Gin caravan, offering travellers who book the accommodation a fridge stocked with a bottle of The Botanist gin and four cans of Indian Tonic Water.

Those wanting cocktails also have a number of fruit garnishes to really make the holiday special - cheers to that!



Taylor leaves sector

A FORCE For Good founder and travel industry stalwart Helene Taylor is leaving the sector to return to her roots in real estate.

Those searching for property in Sydney's beachside Manly may bump into Taylor down the track.

With characteristic positivity, rather than lamenting COVID-19 forcing the change, Taylor said "don't be sad that it's over...smile because it happened".

Sebel Ringwood opens for bookings

THE Sebel Ringwood in Melbourne is now open for bookings, with stays available from 22 Feb 2021.

Discounts and flexibility are also on offer, with the hotel giving 50% off the second night when two guests book, while reservations can also be cancelled up until 6pm on the day of arrival - [CLICK HERE](#) for more details.

SILVERSEA EXPEDITIONS

GET POLARISED

EXPLORE THE WHITE CONTINENT WITH ALL-INCLUSIVE PACKAGES IN 2021 & 2022

ADVENTURE BEGINS AT THE EDGE OF THE WORLD

Invite your clients to join Silversea Expeditions in 2021 and 2022 for a truly spectacular, once-in-a-lifetime adventure to Antarctica.

Silver Cloud and *Silver Explorer*, our custom built expedition ships are the perfect luxury expedition outposts for these stunning voyages and accommodate only 240 and 144 guests respectively.

Your guests will enjoy the hallmarks of Silversea's All-Inclusive Lifestyle with gourmet dining, included beverages, Wi-Fi and more plus a host of exclusive offers - available for a limited time only.

ANTARCTICA – ALL-INCLUSIVE OFFER*

Included economy international and internal flights, or upgrade to business with reduced fares

Included transfers and baggage handling

Included one night pre-cruise accommodation and post-cruise day-use accommodation

Included guided Zodiac® cruises, shore excursions and daily onboard lectures and presentations

Included Silversea Expeditions polar parka



DOUBLE BONUS OFFER*

Enjoy an au\$1,500 reduced deposit per suite, plus receive us\$1,000 shipboard credit per suite when booked and paid before 14 December 2020



EARLY BOOKING BONUS*

Save 10% on full cruise fare when booked and paid before 14 December, 2020



SINGLE SUPPLEMENTS*

Solo travellers can enjoy single supplements from as low as 25% on select voyages



FOR MORE INFORMATION, CONTACT YOUR SILVERSEA BDM OR OUR LOCAL RESERVATIONS TEAM ON 1300 727 155 OR +61 2 9255 0600 | [SILVERSEA.COM](#)

T&Cs apply, visit [www.silversea.com/terms-and-conditions.html](#)

Thursday 5th November 2020

Rising above it all



THE resilient crew at independent travel company itravel Carlingford recently gathered with key members of the cruise and travel sector to celebrate all of the fun and spookiness of Halloween.

Pictured rising above it all are: Sue Todorovski, itravel Carlingford; Isabel Limn, Globus family of brands Australasia; Anita

Utah polishes site

THE Utah Office of Tourism has revamped its website, visitutah.com, to help cultivate more responsible year-round visitation.

Part of the tourism body's Red Emerald strategic plan, the site focuses on the quality of tourist visits over volume, and highlights off-the-beaten-path destinations to foster more tourism dispersal.

Andonovska, itravel Carlingford; Emily Kadinski, itravel Carlingford; Nicole Sonic, Celebrity Cruises; Kim Ryan, Carnival Cruise Line; Annalee Ilievski, itravel Carlingford and Jess Jones, Celebrity Cruises.

Key West reforms

CRUISE ships with a capacity of 1,300 or more passengers will be prohibited from visiting Key West in Florida, and daily disembarkations at the city will be limited to 1,500 people, in reforms voted on yesterday.

Key West will also prioritise cruise lines with the best environmental & health records, as part of the amendments.

Last year, Key West received around 400 ship calls and more than 1.2 million passengers.

keep dreaming...

Inspiration for your clients' next tropical getaway

Travel & Cruise Weekly

Cat is out of the bag!

THE latest issue of *travelBulletin* is out now (**pictured**), revealing the dwindling pay packets of executives leading some of Australia's biggest travel businesses.

Publisher Bruce Piper has put together a comprehensive wrap about the various belt-tightenings at the top end of town as the travel sector continues to reel from the global health crisis.

The issue also covers all of the latest news in the cruising world, including how Cruise Lines International Association (CLIA) is stepping up its plans to resume sailing in the safest way possible.

travelBulletin

TRAVEL'S FAT CATS LOOKING SKINNY



Intrepid scribe Myles Stedman also puts pen to paper to outline some of the best road trips on offer in NSW, while all of the usual travel trends are also covered in detail, such as the changing of the guard at Virgin Australia, and *travelBulletin's* exclusive chat with controversial travel Webjet CEO John Guscic.

Access the online version [HERE](#).

The kids are on JQ

JETSTAR has announced a kids fly & stay free Uluru holiday package, available exclusively from Sydney and Brisbane.

The offer includes three nights at either the 4.5-star Sails in the Desert or 4-star Emu Walk Apartments, and is priced at \$758 per adult from Sydney and \$738 from Brisbane.

NORTHWEST TERRITORIES
FEATURING YELLOWKNIFE
THE AURORA CAPITAL OF THE WORLD

DOWNLOAD NOW

All NEW Canada Aurora flyer – featuring all the tools you need to plan ahead for a bucket list Aurora experience

Old meets New
Tokyo
Tokyo

Want to become a Tokyo Expert?

To learn more click here





Travel Daily

Thursday 5th November 2020

Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

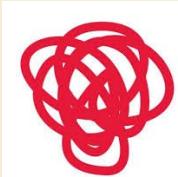
1



2



3



4



Whose animal is this?



©Sarah Hartwell

CHOOSING an animal that is already extinct to represent your country seems like a strange idea, but that's exactly what has happened in this instance.

The dodo was native to this country but became extinct in the

17th century.

Nevertheless, the bird is depicted on the country's currency, customs stamps and national seal.

Do you know whose national animal is the dodo?

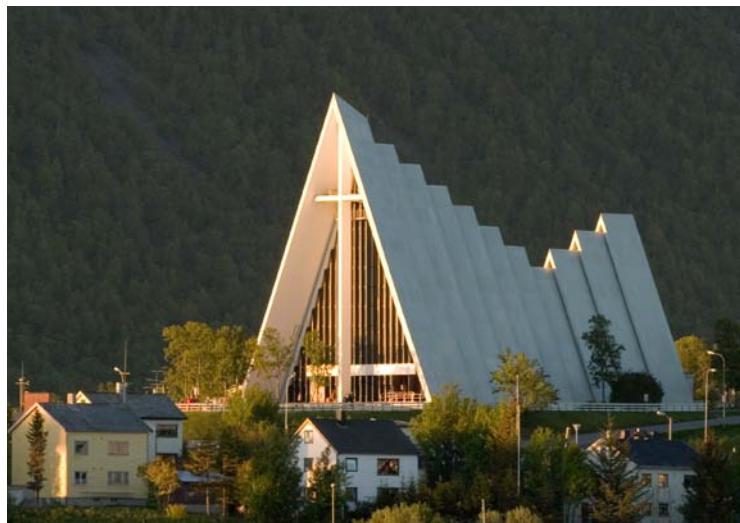
ANSWERS 04 NOV

Pub quiz: 1 Adelaide, 2 Darwin, by roughly 100 kilometres, 3 Algeria, 4 India, 5 Sydney Wildlife World, 6 Freycinet National Park, 7 South Korea, 8 Louis Armstrong, 9 Vietnam, 10 Cape Byron, 11 Snowtown (snow + town)

Whose flag is this: Coromos

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

Where in the world?



DESPITE being commonly referred to as a cathedral, this is actually just a parish church.

It is one of the most notable churches in the city it is located in, largely due to its design.

In its location it stands out among the surrounding buildings and is visible to travellers coming to the city from a number of

different points.

The church was built in the 1960s and comprises 11 concrete slabs in an asymmetric form with openings in between each slab which let daylight in.

This is particularly useful as the church is in a place that has short winter days.

Where in the world is this?

Museums & galleries search

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

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

ACROPOLIS
BRITISHMUSEUM
GUGGENHEIM
HERMITAGE
LOUVRE
METROPOLITAN
MONA
MUSEEDORSAY

MUSEODELPRADO
REINASOFIA
RIJKMUSEUM
SMITHSONIAN
TATEMODERN
THEGETTY
UFFIZIGALLERY
VATICAN

Thursday 5th November 2020

Reeves rides Twilight home



THERE'S a reason the three standing next to The Travel Industry Hub (TTIH) co-founder Richard Taylor look happy - they were the place-getters in the TTIH's Melbourne Cup sweep.

Pictured standing on the podium are Taylor, CATO Managing Director runner-up Brett Jardine, winner Ride the World Director David Reeves and third place Silversea BDM Expedition Christine Gardiner.

Dusit Japan debut

DUSIT International has signed a hotel in Kyoto, marking the brand's debut in Japan.

The company formed a management agreement with Yasuda Real Estate to operate the 150-room Dusit Thani Kyoto, which will feature all-day dining and Japanese speciality restaurants, as well as a lobby lounge and bar and several function rooms.

INTRODUCING THE TRAVEL DAILY TRAINING ACADEMY 'HUB'

Your one-stop home for travel industry training.

More modules added across 2020 and 2021.



Travel Daily



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

Travel Daily

Travel Daily
www.traveldaily.com.au

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper.
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
 Macquarie Park NSW 2113 Australia
 PO Box 1010 Epping NSW 1710 Australia
 Tel: 1300 799 220 (+61 2 8213 6350)

Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.

CRUISE WEEKLY

travelBulletin

business events news

Pharmacy Daily

Eco-friendly funding

ECOTOURISM Australia is providing six bushfire regions with support to revitalise their local visitor economies.

The initiative, run in partnership with WWF Australia, will see the Blue Mountains, Central Coast, Coffs Harbour, Port Macquarie-Hastings in New South Wales, Kangaroo Island in South Australia, and Scenic Rim in Queensland, all receive a two-year, \$30,000 package to cover the costs of setting up more eco tourist attractions.

ICC Sydney returns

EXHIBITIONS are now able to return to ICC Sydney, following advice from NSW Health.

Events will be subject to the one person per four square metres of space rule, except in the case of a corporate event such as a conference, which are still subject to Government of NSW capacity limits of 300 persons per event.

Exhibitions operated will need to do so in line with ICC's EventSafe operating guide, which spans 16 areas of event management - accessible [HERE](#).

Ponant cruise struck

PONANT'S *Le Jacques Cartier* returned 17 positive coronavirus tests after cutting short a recent itinerary and returning to Marseille earlier than planned.

Two initial positive cases were revealed on the evening of 25 Oct, when *Le Jacques Cartier* was in Syracuse.

In line with the Ponant procedures and in agreement with the Italian authorities, a screening campaign by PCR test was immediately undertaken across all passengers and crew members, establishing an initial total of 13 cases.

Following *Le Jacques Cartier's* return to Marseille, four more positive tests were returned, a spokesperson for Ponant confirmed to *Travel Daily*.

New Virgin rules

THE Australian Government is now requiring Virgin Australia to collect a mobile phone number, e-mail address and state of residence from travellers.

VA said the info will be used for tracing, and may be provided to authorities on request.

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.

Ovolo Hotels has named **Mark Stanford** as the General Manager of **Mamaka by Ovolo** in Bali. Mamaka will be Ovolo's first property outside of Hong Kong and Australia, situated on Kuta Beach.

Marriott International has appointed **Satya Anand** as its new President Europe, Middle East & Africa. He takes up the role with his most recent position as Chief Operations Officer, Luxury & Southern Europe and Global Design for EMEA.

Steve Smotrys has taken on a new Vice President Global Sales role with **Seabourn Cruise Line**. He will be responsible for leading the teams that support the travel advisor community in Australia and North America.

The Travel Corporation has announced the appointment of Kelly Jackson to General Manager for the South African market, moving from her current role as Head of Sales & Contact Centre. Jackson brings almost 20 years of experience to the role, and has previously worked as Contiki Holidays' General Manager South Africa.



GET MORE IN 2021

Join CLIA for exclusive benefits and the support you need to navigate our industry's revival



EXCLUSIVE BONUS COMMISSION & REWARDS

Earn bonus commission and other rewards totalling over \$1500* in combined indicative value on eligible bookings from select CLIA cruise lines



Supporting Your Interests



Professional Development & Training



Industry Recognition



Resources & Tools



Connect with Key Industry Representatives



Travel Agent Finder



Cruise Industry Reports



News & Publications



Discounted Travel



Promote Your Credibility



Save on Your Everyday Shopping



Tax Deduction

For more information on CLIA membership and benefits, visit www.cruising.org.au

✉ info-aus@cruising.org

📞 +61 2 9964 9600