

## QF's capital move

**QANTAS** has introduced three more routes from the country's capital starting in Nov, as domestic borders around the country continue to ease.

Canberra to the Sunshine Coast will operate three times weekly from 19 Nov, while Canberra to Cairns will be serviced twice weekly from 21 Nov.

Canberra to Hobart flights have also been added, departing three times a week from 04 Dec.

All flights will be serviced by QantasLink's dual class Boeing 717 aircraft, featuring 12 seats in Business class and 98 seats in Economy.

To mark the trio of launches, Qantas is offering discounted fares for select travel dates, with prices for CBR/CNS starting from \$199 one way, CBR/MCY from \$169 one way and CBR/HBA from \$159 for a single one way fare.

## New Aussie travel rep appointed

**THE** International Air Transport Association has appointed Abhilash Raju as its new Travel Agency Commissioner to look after the Australian market.

The role is designed to protect and uphold the rights of IATA accredited travel agencies which may be impacted by decisions made by IATA or IATA member airlines.

Raju will also look after Asia and the south west Pacific regions.

## BA cancels planned return

**BRITISH** Airways this morning suspended all of its flights from Sydney to London via Singapore through until 2021, after previously indicating it would resume operations in Dec.

All existing bookings on the planned Dec flights have been cancelled, with the move coming amid an escalation of the COVID-19 pandemic in the UK.

The carrier hasn't made any public statement about its response to an expanded UK travel ban, but has advised staff that it is pausing all flights from London Gatwick Airport until Dec.

Measures will also see "many more" British Airways staff placed on furlough, with the new restrictions only allowing

outbound travel from the UK for specific purposes such as work or study for the next four weeks.

British Airways is continuing to sell flights from Australia through to the UK under its new codeshare partnership with Qatar Airways (**TD** 19 Aug).

Last Fri BA's parent company IAG revealed losses of more than £5 billion (A\$9 billion) for the nine months to 30 Sep.

## NSW/Vic spike

**QANTAS** and Jetstar this morning confirmed a "huge spike in demand for travel between NSW and Victoria" after Wed's announcement that the border will open from 23 Nov.

Both carriers combined sold more than 25,000 seats in the first 48 hours of the announcement, with almost 17,000 between SYD and MEL and the rest from MEL to Ballina and Newcastle.

A third of the bookings are for flights in the first few weeks of the border reopenings.

Qantas and Jetstar have both added significant capacity to the route as a result of the border reopening (**TD** yesterday).

Melbourne Airport CEO Lyell Strambi hailed the reopening of the NSW/Vic border, saying "reconnecting Melbourne into Australia's domestic aviation network will be an enormous boost to the aviation industry".

## MEL into NZ bubble

**NEW** Zealanders will be able to fly directly into Melbourne without requiring quarantine from Mon, with Victorian Premier Dan Andrews this morning confirming the state would join the Kiwi inbound travel bubble.

The news comes alongside a recommendation from the state's hotel quarantine inquiry, with an interim report suggesting that Vic should reopen to travellers returning from overseas and potentially even allow them to quarantine at home.

Travel from Australia to New Zealand is still not permitted under NZ's strict border regime.

## Today's issue of TD

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

## Tourism Australia media out to pitch

**TOURISM** Australia has put its \$231.6 million media account out to tender as part of a statutory review of its marketing strategy.

Up for grabs are media buying and planning for global spend, as well as SEO marketing activations in the Chinese market.

"Tourism Australia's overall vision is to make Australia the most desirable and memorable destination on earth. Our purpose is to invite the world to experience the Australian way of life," TA said in its tender.

The pitch closes 03 Dec.

## Aint no party like an agent party

**NEW** Caledonia Tourism is inviting agents to attend a virtual lunch 'n' learn event to celebrate the end of a challenging year.

The fun event, hosted by the New Caledonia Australia and NZ office, will take place on 19 Nov at 1pm (AEDT) and feature French lessons, interactive games, giveaways and Q&A sessions.

Prizes will be earned by those who have the best New Caledonia theme dress up and Zoom background - register to go **HERE**.

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## Tourism losses top \$30b

**TOTAL** domestic tourism losses between Jan and Aug this year have plummeted by \$31.2 billion when compared to the same period last year, Tourism Research Australia has revealed.

That number was made up of \$24.7 billion of domestic overnight tourism losses and a further \$6.5 billion leaked through a major downturn in domestic daytrips.

Overnight spend for the month of Aug came to \$3 billion, down 53% on the same period in 2019, while overnight trips and nights spent on holiday accounted for 5.2 million and 18.7 million respectively, down 40% and 39%.

The large decline in spend can be attributed to major losses in higher-value interstate travel brought on by border closures and a limited capacity to socially distance on activities, TRA said.

However, in rural regions of South Australia, Western

Australia, Queensland and the Northern Territory, results bucked the trend and improved due to stronger intrastate travel.

Regional areas in South Australia recorded a 6% increase in the number of domestic overnight visitors during Aug, while in Western Australia the number was up 4% and in Queensland stays rose by 3%.

Despite the grim figures overall, the Aug results do show Australia's tourism sector continues to undergo a steady improvement when contrasted against previous months, with Apr this year recording the worst decrease in visitor spend, down 91%, whereas Aug has clawed back 38 percentage points on that yearly low.

While fractionally down against Jul, the Aug numbers for tourism spend improved by 12% on the Jun figures, with visitor numbers also increasing by 5% on Jun.

## Only half the TIME

**TRAVEL** Industry Mentor Experience (TIME) is currently offering two people access to its next mentoring intake for the price of only one admission.

The six-month program is available at the discounted price of \$1,250 per person, with a monthly instalment option also on offer for those not wanting to purchase as a lump sum.

The next group will be accepted into the program on 17 Feb 2021. Apply to register **HERE**.

## MSC changes it up

**MSC** Cruises has extended *MSC Grandiosa's* Western Mediterranean itineraries into 2021, despite temporarily suspended sailings of *Magnifica*.

Voyages have been extended until Mar, despite the introduction of coronavirus restrictions in France and Germany, seeing *Magnifica* sailings remaining suspended.



## Window Seat

**WILDLIFE** tours are a major tourist drawcard for Aussies travelling overseas, and while we can't go and check out the animal kingdom in all its glory just yet, here is a quick reminder of what to look forward to when travel restrictions finally ease.

The finalists of the Comedy Wildlife Photo Awards 2020 announced this week display plenty of playful snaps, but we just couldn't go past this brown bear captured by Eric Fisher.

The photo is titled "Hi Y'all".



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### Oceania unveils 22

**OCEANIA** Cruises has launched its 2022 Europe and America voyages, with bookings opening next Thu for 110 itineraries including 10 new ports.

The program features 56 itineraries that range from seven to 14 days in length, as well as 54 voyages from 15 to 46 days in destinations such as Alaska, Bermuda, Canada, the Caribbean, the Holy Lands, the Greek islands, Greenland & the Mediterranean.

Discounts of 50% off deposits are valid for bookings made between 12 Nov and 31 Dec.

### Packer off the proj?

**THE** NSW Government has been advised to prohibit Aussie businessman James Packer from having any involvement with Crown Resorts' upcoming casino in Sydney, according to suggestions made at the NSW Independent Liquor and Gaming Authority Inquiry.

### Fiji pushes safety

**TOURISM** Fiji has unveiled a new tourism safety plan that it hopes will help reassure prospective travellers that the tropical destination is safe to visit when travel restrictions are lifted.

The Care Fiji Commitment program will see local Fijian tourism businesses join to become certified, signalling they have completed its COVID safety program which mandates they nominate a Wellness Officer and put in place an action plan on how to curtail the spread of COVID-19 infection.

"Our visitors' health and wellbeing is our top priority and we know safety is top-of-mind for travellers and we aim to reassure them to choose Fiji for their next holiday with confidence," said outgoing Tourism Fiji Chief Executive Matthew Stoeckel.

Fiji will also have a downloadable contact tracing app available for travellers upon entry.



**THE** Korea Tourism Organization (KTO) yesterday hosted an event at the Korean Cultural Centre in the Sydney CBD, with the destination likely to see many more Aussie visitors as the first post-COVID travel bubbles open up.

The afternoon was organised by the KTO's new local representative, Julie King and Associates (**TD** 03 Nov) and highlighted the country's unique landscapes and culture.

Consul General Sang-Woo Hong spoke about the close relationship between Australia and Korea, with about 170,000 Australians visiting the country last year while almost 300,000



Koreans came here too.

Guests were also able to view an exhibition showcasing exquisite Korean "Moon Jars" which have been photographed by Koo Bohnchang in collections and museums across the globe - and there was also plenty of the country's amazing culinary culture on offer including kimchi, fried chicken & beer (**inset**).

KTO Director Insook Lee is **pictured** with Sarah Stevenson of Julie King & Associates.

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# Travel Daily

## CORPORATE UPDATE

### FCTG "growing to win"

**FLIGHT** Centre Travel Group (FCTG) has reiterated its focus on organically increasing its corporate market share, with MD Graham Turner saying recent success in winning accounts in the FCM and Corporate Traveller brands "reflects our compelling customer offering".

Speaking at the FCTG AGM yesterday, Turner said that as well as its global presence, key factors included Flight Centre's financial stability "at a time when some customers are concerned about their current travel manager's ability to survive".

He said more than US\$500 million in new accounts (pre-COVID spend) had already been secured since Jun this year under the FCM brand alone.

Flight Centre has maintained a monthly cost base in corporate travel of around A\$25 million "which has allowed us to invest in key growth drivers.

"Throughout the pandemic we have continued to invest in critical activity, including product research and development, given that many of our customers have continued to travel and many other companies have engaged with us to reassess their program or options," Turner said.

He also noted Flight Centre's ongoing investment in implementation "at a time when our competitors have pulled back or hibernated to save money".

The Flight Centre CEO said the recently acquired WhereTo (TD 07 Aug) would enhance the company's already strong technology suite, and would be incorporated in the upcoming launch of a new SME booking tool that he promised would "give our customers the industry's the best digital platform experience".

FCTG's Australian corporate business is currently trading at about 26% of pre-COVID levels.



travelBulletin

### Ready Safe Travel

**THE** Global Business Travel Association (GBTA) has launched a campaign to bring back its sector, called Ready Safe Travel.

The drive will be aimed at growing public awareness of "the economic necessity of a thriving business travel industry", which contributes US\$1.45 trillion in activity to the world's economy every year, GBTA said.

Ready Safe Travel focuses on pushing government leaders to put in place necessary safety measures and the resources to save jobs & return to travel.

It also focuses on providing GBTA's 9,000 members education & training to ensure a safe return to travel, and tell the story of the value of business travel to the world economy.

GBTA interim Executive Director Dave Hilfman said the launch of Ready Safe Travel was "an extraordinary moment in the history of business travel".

### Taptrip taps growth

#### UK-HEADQUARTERED

business travel platform Taptrip has found itself in a state of expansion despite the challenging headwinds posed by COVID-19.

The corporate travel management service, which is accessible in Australia, has grown its head count and client base in 2020, with Taptrip CEO Thomas Young suggesting its model of making travel plans as simple as possible is the primary reason for its unlikely resilience.

"Our pipeline of TMCs has grown rapidly as many have realised that the online model we use for travel is far more defensible against future challenges we may face," he said.

Taptrip is an app that companies can use to enforce travel policies and maintain expense tracking across the business.

Taptrip COO Neil Ruth says the business wants to make corporate travel as easy as using Netflix.

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## From the slopes to the hills



**THREDBO** is this summer celebrating 30 years of its Mountain Bike Park (**pictured**).

The official summer season launches on 21 Nov, with the Ricochet trail ready and primed for riding, with the Gunbarrel Express chair to be open more often this year, including on every weekend and throughout the school holidays.

The Little Beauty Jumps Park and Valley Terminal Park have also had a revamp and for the first time, Thredbo is offering MTB School Holiday Camps, catering for kids from 7-14 years

old, as well as a nine-week MTB Development Squad to challenge young mountain bikers.

To mark the milestone, Thredbo launched a 30 Years of Gravity campaign this week, which includes a three-part video series highlighting the progression of riding over each decade, and featuring some of the earliest icons of the sport.

The first episode, centred on the 1990s, can be viewed **HERE**.

Thredbo offers the only summer-long chairlift-access mountain biking in Australia, with more than 34 kilometres of rideable trails.

## Rydges OOL opens

**RYDGES** Hotels & Resorts has opened a new airport hotel on the Gold Coast.

Rydges Gold Coast Airport features 192 rooms and is located just a one-minute walk from the international terminal and five minutes from the popular Bilinga and Kirra Beaches.

The new hotel features Deluxe, Premium and Executive rooms over seven levels, with facilities to accommodate short and long stays and the varying needs of corporate and leisure travellers.

Rydges Gold Coast Airport also boasts a 24-hour reception, a resort-style swimming pool, a fully equipped gym and complimentary wi-fi.

## Airbnb partnership

**AIRBNB** has partnered with listing management company MadeComfy as part of a new Australian domestic tourism campaign.

The partnership will see accommodation and experience discounts offered to help encourage domestic tourism, with guests looking to stay in Sydney, Brisbane, the Gold Coast, Canberra, the Blue Mountains or Melbourne able to claim a 15% discount off their nightly rate when booking on MadeComfy.

A 15% discount is also available for Airbnb Experiences taken during their stay.

Register for the initiative **HERE**.

## MGallery Singapore

**SINGAPORE** is set to get its first MGallery Hotel Collection hotel, with the Orchard Hills Residences set to open in H1 next year.

Located on Singapore's famous shopping strip, the 168-room Orchard Hills Residences will operate under an agreement forged between Accor and investment firm SIN Capital.

Designed by Japanese studio Nikken Sekkei, Orchard Hills Residences will be a fully integrated luxury healthcare hospitality development that will offer bespoke health and wellness services, healthy cuisine, and flexible workspaces.

Highlights include the world's first cantilevered clear-bottomed swimming pool, set more than 100 metres above street level, and a digital art installation.

## New Phuket hotels

**INTERCONTINENTAL** Hotels Group (IHG) is expanding its footprint in Thailand with the opening of two new Holiday Inn locations at Kata Beach.

IHG has signed a management agreement with KW Group to develop the locations, which are scheduled to open at the mixed-use Beach Plaza Phuket in 2022.

Holiday Inn Phuket Kata Beach will have 134 rooms, while Holiday Inn Express & Suites Phuket Kata Beach will feature 135 keys.

## Party on, possums!

**THE** Sydney Gay and Lesbian Mardi Gras is set to go ahead in 2021 on 06 Mar at the Sydney Cricket Ground, albeit with a range of health and hygiene restrictions in place.

All 23,000 attendees will be required to remain seated, which is up from the usual 10,000, owing to the new location.

Organisers say the parade will look to move away from large floats and focus instead on outlandish costumes, puppetry and props to entertain the crowd.

## TECHNOLOGY UPDATE

*Today's Technology Update is brought to you by Stuba Pacific*

### Zooming our way to Xmas

...well....hopefully not!



**AFTER** 7 months in lockdown, I've come OUT! (Vale Benj Weinman – he'd already be on the

phone making filthy jokes) but I ate food outside of my house the other day, someone invited me into their home.

My Stuba geeks achieved the miracle of a platform migration. Miracle? None of you noticed. Seamless. Next, we get to make it pretty.

Whilst we are not allowed in our offices yet, hybrid work from home, us on our laptops, is the norm. Sitting at the kitchen table is a great time to reflect upon your colleagues ....your family!

As lockdown was thrust upon us, and we reacted, now is the time to step back and think "well, if it's here to stay, what can we do better?". A great starting place is to say to your family "lets reflect" and on the topic of you working from home, ask them to share with you 3 questions:

- 1- what did I gain
- 2- what did I give
- 3- when did I cause difficulties

It's a Naikan reflection, based on an agile mindset of "what have I learned, how can I do better, what can I do tomorrow?"

Happy Diwali!

**Mark Luckey,**  
CIO, Stuba



## Whose flag is this?



**THE** tree in the centre of this flag is a cedar, which has long been associated with this country.

Cedars were plentiful throughout the country during early historic times and is even mentioned in the bible.

It became a symbol of strength and wealth.

The first flag of this country unofficially had the cedar on a plain background, but in 1920 the country became a state under the administration of France which

had previously ruled over it and the flag had the cedar on top of the French tricolour.

The country became independent in 1941 and the flag wasn't changed.

In 1943 however, an agreement between the main religious groups in the country created this flag, removing the blue from the tricolour and making the stripes horizontal instead of vertical.

Do you know whose flag this is?

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 19 Feb 2014:

**AS VITAL** and appreciated as they are, airport security guards can sometimes go just a tad too far - even to a laughable extent.

Security officers at Heathrow stopped a man during the screening process, saying he appeared to be carrying an item in his bag which looked suspiciously like a gun.

After opening and rummaging, the offending item was found - a miniature six-shooter from a 'Woody' doll from Toy Story.

Taking absolutely no chances, officers carried out their own pat-down on Woody to make sure he too wasn't carrying any contraband, confiscating the tiny gun but letting the doll pass.

**BRITISH** holiday firm First Choice has been forced to pay £1.7m compensation to hundreds of guests who fell ill at a filthy Turkish resort it sold.

The resort reportedly had dirty toilets, no hot water, uncovered food & even faeces in the pool.

## CEO Conversations

with Bruce Piper

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## Pub quiz

1. Prior to moving to Melbourne Park in the city's downtown area, which suburb was the Australian Open played in?
2. Mecca and which other city play host to the two holiest sites of Islam?
3. Which river flows through New Orleans?
4. New South Wales' Northern Rivers region draws its name from which three waterways?
5. The Indonesian capital of Jakarta is located on which island?
6. How many states have territories in the Arctic and what are their names?
7. Nuku'alofa is the capital of which country?
8. Are there more people in Albury or Wodonga?
9. Hervey Bay is known as a prime location to spot what animal?
10. Langtree Avenue is the main street in which town?
11. What city is this picture spelling out?



## 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.

R	G	O
Y	L	E
U	O	N

Good – 18 words

Very good – 27 words

Excellent – 36 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

### ANSWERS 05 NOV

Know your brands: 1 Hyundai, 2 Quiksilver, 3 Smiggle, 4 Parliament of Australia

Where in the world: Arctic Cathedral, Tromsø, Norway

Whose animal is this: Dodo - Mauritius



## Dangerous selfies

**THE** world's most dangerous selfie hotspots have been revealed through research conducted by casino comparison site TopRatedCasinos.co.uk.

Yosemite National Park topped the list as the "most popular" dangerous selfie hotspot in the world, with over 4,869,100 hashtags on Instagram, despite over 1,000 deaths in the park.

The Grand Canyon (4,267,800 hashtags) followed in second spot, a location which records around 12 selfie-related deaths every year.

The most dangerous Aussie selfie spot was listed as Diamond Bay Reserve in Sydney's east.

Research also found 48% of people pick holiday destinations based on photo opportunities.

## Keen for the bubble

**TRAVEL** industry digital marketing solutions company Sojern has noted a spike in flight searches in Sep and Oct between New Zealand and Australia and vv, despite Australians still not being able to enter New Zealand.

Travellers were also found to be searching for winter travel holidays between New Zealand and Australia, with an increase for Jul 2021 noted, which Sojern primarily attributed to the popular ski season.

Future travel between the two countries shows a peak in flight searches between Oct and Dec in both Australia and New Zealand, however, Feb to Dec 2021 searches are still at a low, which Sojern says is due to the effect the pandemic has on lead times.

## 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](mailto:specials@traveldaily.com.au)

A credit offer is currently available on select **Accor** stays in the Maldives. Guests staying at Fairmont Maldives Sirru Fen Fushi, Movenpick Resort Kuredhivaru Maldives and Raffles Maldives Meradhoo can now benefit from a resort credit worth 40% of the room rate, which can be redeemed on dining, spa, and other experiences. This offer is available on stays until 31 Mar 2021 - [CLICK HERE](#).

Travel from the Gold Coast to Cairns with **Travelmarvel** on the 11-day Reef, Islands and Beaches itinerary and save \$400 per couple when booked by 30 Nov. The deal is for travel from Jan to Mar - [CLICK HERE](#) for further information.

Book a stay in Australia or the Pacific Islands with **Marriott International**, with the Upgrade your Summer Campaign. Properties across a range of brands are currently offering 50% off premium room types with breakfast included - [CLICK HERE](#).

Sydney Airport is making available a long weekend offer of \$59 for the entire parking stay for car entries on a Fri or Sat that exit on a Mon. Only 1,000 of these spaces are available - [CLICK HERE](#) for more.

## Sinfield shows off her glassware



**HOBART-BASED** Virtuoso affiliate Robyn Sinfield (**pictured left**) is on a personal "club circuit" advising the people of Tasmania about the plight of agents.

She's brought her friend along with her too - and no, we're not talking about Rotary Club

of Ulverstone President Sue Smith (**pictured right**) - we're talking about Sinfield's new piece of silverware, awarded to her at the **Travel Daily Awards**, as Tasmania's Most Supportive Travel Consultant (**TD 01 Oct**).

## Vegas train derailed

**BRIGHTLINE** West, a proposed privately run high-speed rail route between Las Vegas and Southern California, has been postponed.

Fortress Investment Group said it has suspended fundraising efforts for the project until business confidence returns.

The investment management company was seeking to raise US\$3.2 billion for tax-free private activity bonds authorised by California and Nevada, and later downgraded the sum to US\$2.4 billion due to lack of interest.

"Unfortunately, there is not a lot of liquidity in the market and a lot of economic uncertainty at this moment," said California Treasurer Fiona Ma.

Construction was originally planned to begin late this year, but Brightline said it is fully committed to the project, and that it would continue without a timeline.

## NZ tops the list!

**CASHBACK** website Kickback has revealed where Australians want to fly once the country's borders reopen, with New Zealand topping the list.

Rounding out the top five destinations were the British Isles, Indonesia, the United States and Canada.

Ancillary Kickback research shows travellers are conflicted between reuniting with family and friends (25%) and going on a beach escape (24%) once restrictions ease.

The study also found that most respondents would keep the faith with travel providers, with most travellers confident that airlines and hotels would be clean and hygienic to a COVID-safe level for visitation.

However the survey also noted that the uncertainty created by the coronavirus would mean most travellers are likely to take out travel insurance.

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

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**EDITORIAL**  
**Editor in Chief and Publisher** – Bruce Piper  
**Contributors** – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper.  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

**ADVERTISING AND MARKETING**  
Sean Harrigan and Hoda Alzubaidi  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

**BUSINESS MANAGER**  
Jenny Piper  
[accounts@traveldaily.com.au](mailto: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)

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