

## Simplifying Celebrity

**CELEBRITY** Cruises has launched a new brand approach called Always Included, which will see every one of its cruises offer complimentary wi-fi, drinks and services as part of the one standard fare price.

Bar tabs will be dropped in exchange for unlimited drinks, which includes classic cocktails, wines by the glass, beer, sodas, specialty coffees and teas.

Guests can now also choose a new Elevate package, which encompasses unlimited premium drinks, as well as shore excursions up to the value of US\$200pp.

"More than two out of three guests who are new to cruise or first-time Celebrity cruisers are seeking the luxury of a simplified experience where everything is included in the price," said the line's VP & MD APAC Tim Jones.

The new pricing will come into effect from 18 Nov - more details in today's *Cruise Weekly*.

## FCTG raises \$400 million

**FLIGHT** Centre Travel Group (FCTG) has shored up its finances overnight with an offering of \$400m in "senior unsecured convertible notes" to investors in Singapore.

The notes will mature in 2027 and pay interest at 2.5% per annum, with Flight Centre saying it intends to use the proceeds to repay \$100 million of its existing debt as well as to "further strengthen its liquidity position".

Flight Centre will also refinance its current loans, with MD Graham Turner saying the initiatives "substantially enhance our funding position".

"While trading conditions continue to improve, we continue to reduce our cost base and we remain prepared for almost all scenarios including a prolonged downturn," Turner said.

Flight Centre's sales in Sep were at just 12% of normal levels, with Turner saying the recent

easing of lock-downs locally "gives us confidence of further improvement in the near term".

He also welcomed the recent news of Pfizer's positive COVID-19 vaccination trial data (**TD** yesterday), which has "the potential to fast-track the recovery in travel activity".

Yesterday's vaccine news led to a surge in travel stocks, with Flight Centre up 9%, Webjet up 14%, Corporate Travel Management up 16%, and Helloworld Travel jumping 19%.

## One&Only Wolgan Valley awaits

**TRAVELLERS** planning their next trip in Australian nature will be impressed by all of the natural delights on offer at Emirates One&Only Wolgan Valley in NSW, from orienteering adventures for the kids to cocktails in the sun for adults - see **back page** for details.

## Today's issue of TD

*Travel Daily* today has five pages of news including our PUZZLE page plus a full back page from **One&Only Wolgan Valley Resort**.

## Collette cuts by 10%

**COLLETTE** has slashed the prices of all 2021-22 tours by 10% in a bid to encourage Aussies to start booking their next o/s trip.

Examples of the discounts include a \$355 reduction on the price of its Southern Italy and Sicily tour, now leading in at \$3,195 per person.

The adventure includes visits to Taormina, Matera, Alberobello and the Amalfi Coast.

Also available is a \$715 saving on Collette's Cultural Treasures of Japan experience, now priced from \$6,434 per person.

The promotion will run until 31 Dec and applies to travel dates between 01 Jan and 30 Jun 2022.

For more details, **CLICK HERE**.



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\*"Always Included" Pricing Packages apply to sailings booked and departing on or after 17 November 2020, excluding Galapagos cruises, in an Inside through AquaClass stateroom ("Eligible Bookings"). All guests in an Eligible Booking who choose the "Always Included" pricing package will receive a Classic Beverage Package and Service Charges, plus an unlimited Surf Internet package for the 1st and 2nd guest. All guests in a stateroom must choose the same pricing package. Visit [celebritycruises.com/au](http://celebritycruises.com/au) or [celebritycruises.com/nz](http://celebritycruises.com/nz) for complete details. ©2020 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.

## A&K confidence

**ABERCROMBIE & Kent (A&K)** has introduced a more flexible reservations policy, allowing clients to either change or cancel bookings up to 15 days before a departure if plans are scuttled by a COVID-related event.

Cancellations will not incur a penalty, with customers receiving a future travel credit.

The extended offer only applies to new A&K bookings made before 28 Feb 2021 for travel through to 30 Nov 2021.

## GET YOUR MESSAGE TO LISTENING EARS



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Travel Daily

## QR to offer basic Business

**QATAR Airways** is set to roll out a new fare structure, including an entry-level Business class option which is not eligible for lounge access or advance seat selection.

The carrier is also heavily incentivising consumers to book direct, saying it is "reserving a number of ancillary products and services across each of its fare families to customers booking directly with the airline".

These direct-booking advantages include the option to exchange tickets for a future travel voucher, and discounts of up to 40% at Qatar Duty Free retail and food & beverage outlets at Doha's Hamad International Airport.

Overall there are six QR fare families on offer: Classic, Convenience and Comfort in Economy Class, and Classic, Comfort and Elite in Business.

"Each of Qatar Airways' new fare families offer passengers a clear, distinct set of products

and services designed to meet the different needs of its broad range of customers," the carrier said, with the new offering effective immediately.

Different allowances for checked baggage apply to the various Economy fare families, while the Comfort options for both Business and Economy class allow unlimited, complimentary changes to travel dates as well as fee-free refunds.

Members of the Qatar Airways Privilege Club also earn different numbers of QMiles based on the type of fare they purchase.

The carrier wasn't able to respond to questions about its commitment to trade distribution in light of the new policy prior to *Travel Daily's* deadline today.

## Tour guide merger

**THE Professional Tour Guide Association of Australia (PGTAA)** has announced plans to merge with Guiding Organisations of Australia (GOA), with the aim of creating a stronger voice for Australian tour guides.

The pact will also provide a single point of contact for tour operators and other tourism industry businesses.

Guides have been massively impacted by COVID-19, with the merger also including the priority development of a flexible National Tour Guide Accreditation Scheme for the industry.



## Window Seat

**MANY** returned travellers have had to face the claustrophobia and boredom of quarantine over the last eight months, but very few have felt inclined to break the shackles by attending to somebody's gingivitis or root canal issues.

At least one rogue dentist did opt for this however, with the Perth-based dental practitioner sentenced to two months jail this week for illegally attending to patients while she was supposed to be in self-isolation.

The punishment is Australia's toughest COVID-related sentence to date, probably owing to the fact the dentist in question, Natalia Nairn, didn't transgress just the once, treating 41 patients while under travel restriction, with at least one of those appointments occurring after already been warned by police to stop.

She eventually decided not to fight the judge tooth and nail on the sentence.



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## Opera House tours

**THE** Sydney Opera House has introduced a new range of tours to encourage greater visitation as it reboots operations.

The new experiences include the Architectural Tour, informing Aussies about the story behind the building's famous design and the eccentricities of its chief architect Jan Utzon.

Also on offer is a behind-the-scenes look into where reside prior to performing.

Prices start from \$42 per adult.

Overseas tourists can also take a new digital guided tour running three times a week every Mon.

## Major travel hack

**MORE** than 10 million customers of bookings sites such as Hotels.com and Booking.com may have had their personal data and credit card numbers exposed due to an Amazon misconfiguration, according to IT company Website Planet.

## Sabre's big AI move

**SABRE** Corporation has unveiled plans to launch its first product powered by its proprietary Sabre Travel AI technology in partnership with Google.

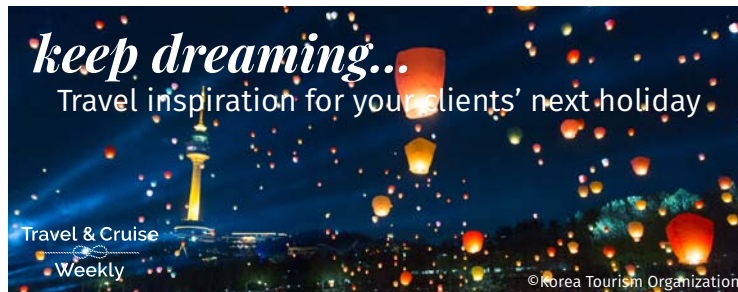
The company said it expects the first iteration of its Sabre Smart Retail Engine to be available by early next year, allowing customers to take advantage of enhanced personalisation capabilities via an accelerated delivery of "a smart, scalable retail engine".

## Boomer NZ trips

**NEW** Zealand coach operator Grand Pacific Tours has launched a range of new tour dates between Sep 2021 and May 2022, including 30 itineraries and more than 250 departures.

The company will use full-size coaches, offering capacities of 20, 32 and 48 seats.

For info on flexible deposits and departure dates - **CLICK HERE**.



## Tas trains eye on tourism

**THE** Tasmanian Government has allocated \$1 million over two years to fund the creation of a new not-for-profit industry Registered Training Organisation (RTO) to support the state's tourism and hospitality sectors.

The extra funds, handed down as part of Tasmania's 2020/21 budget, will seek to facilitate the development of skills in the industries through a combination of accredited and non-accredited training opportunities, following repeated calls to action from the Tasmanian Hospitality Association and the Tourism Industry Council.

"This funding demonstrates our clear commitment to improve training options for these important sectors in Tasmania and fulfils the Government's long-term aspiration to grow our skilled Tasmanian hospitality and tourism workforces," said Tasmania's Minister for Small Business, Hospitality and Events

Sarah Courtney.

The new RTO will look to augment and support the work of existing private training providers and TasTAFE's Drysdale campus to help drive growth in the tourism and hospitality markets, with the Tourism and Hospitality Workforce Advisory Committee to be established to advise the State Government on what skills are the most pertinent to spur economic opportunities.

"The RTO will help to build specific skills that will meet the demand of emerging markets, create new pathways and improve access and employment opportunities, particularly for Tasmanians living in regional areas," Courtney added.

The news follows a major upgrade plan for Hobart International Airport (**TD** 09 Nov), which will see capacity at the hub expanded to cater for more international arrivals.

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## The only way is up!



**THEME** parks in Australia have faced an extremely challenging period in 2020, but there is some good news on the horizon at least, with a new roller coaster planned for Sea World starting to take shape and pointing the park onwards and upwards.

The upcoming \$20 million Leviathan thrill ride (render pictured) will be the first new wooden roller coaster built on Aussie soil in close to 40 years, featuring the unusual (and slightly more scary) trait of backward-facing seats.

When completed, the action-packed ride will stand at 32 metres high and is set to be the centrepiece of Sea World's new Atlantis precinct, which will also boast the Trident, an experience that will lift passengers and spin them 52 metres in the air.

Village Roadshow Theme Parks CEO Clark Kirby said the \$50 million precinct would be completed in time for the 2021 Australian winter school holidays.

The new attractions will be a "game-changer" for the industry and help lure visitors back to the Gold Coast following the massive impact the coronavirus has had on GC tourism, Kirby noted.

### Sensing Americas

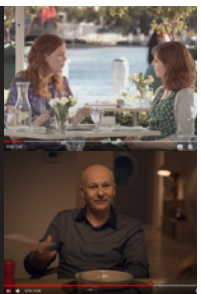
**SIX** Senses has revealed it will soon open its first property in the Americas, with the Six Senses Botanique in Brazil to commence operations in early 2021.

The resort, offering seven suites and 13 private villas, will feature an outdoor pool, kids' club, a bar offering locally inspired cocktails, and wellness centre.



Read about Cover-More's COVID insurance and Webjet's thoughts on those ads in the November issue of *travelBulletin*.

**travelBulletin**



## RETHINK TRAVEL

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### Reskilling the travel agency workforce



**FORECASTING** the shape and recovery of the travel industry is almost impossible.

However, we know from past crises that building up critical workforce capabilities is a necessary step in recovery.

In a travel era defined by rapid change and ongoing disruption, travel agencies will need to ensure their workforce has the right skills and technology to compete and deliver better traveller journeys. AI and automation will see the role of the travel agent become more dynamic, as the World Economic Forum describes, "Personal travel assistants, who are partially data scientists, partially lifestyle gurus."

In Amadeus' report, The Travel Consultant of Tomorrow, more than 50% of travel agency leaders said that their people are the most critical success factor. At the same time, 35% said that recruiting and retaining the right talent was their biggest concern. Many travel agencies said they struggle to find people with the right technical skills to build and manage new technology, alongside uniquely human capabilities such as creative thinking and problem solving.

According to these leaders, the travel agency workforce will reskill in four critical areas:

#### 1) Evolve from travel bookers to consulting

With 46% of business leaders planning to invest in automation over the next five years, this technology will free up travel consultants to

spend less time on admin and more time providing proactive and personalised support to travellers.

#### 2) Master the fundamentals of digital technology

Having the right blend of technical skills will be essential, particularly when you consider the role technology has played during the pandemic. Travel consultants will need to master new digital skills such as the ability to analyse traveller data for risk management and use social media to reach new customers.

#### 3) Build resilience to manage disruptions effectively

The pandemic has also shown us how critical it is to plan and prepare for disruptions. Travel employers will need to consider how to motivate and upskill a workforce that may need to manage disruptions for travellers remotely and adapt processes and operations to alleviate the impact of a crisis.

#### 4) Strengthen emotional skills for stronger relationships

In these challenging times, a competitive differentiator will be the ability to connect with customers on an emotional level. *For travel consultants, this means being seen as more than a travel-booker and honing in on interpersonal skills like empathy to listen and connect with what matters most to travellers.*

Recovery will come. Rethinking travel is the first step.

**Justin Montgomery,**  
Managing Director at  
Amadeus IT Pacific

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## 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?



**SHARED** by two neighbouring countries as their national animal, the lynx is native to areas of Europe and Asia.

One of these countries also has

the wolf as its national animal, while the other only has the lynx.

Lynx inhabit forests up to 5,500m above sea level.

Whose animal is it?

### ANSWERS 10 NOV

Unscramble: aide, aired, arid, dairy, dare, dear, deary, diary, dire, dray, dreary, drey, drier, dryer, dyer, HAIRDRIER, haired, hard, harder, hardier, hary, hared, harried, hayed, hayride, head, heady, heard, herd, hide, hied, hydra, idea, raid, raider, rayed, read, ready, ride, rider, yard

Pub quiz: 1 Swanston Street, 2 c) 1930s, 3 Hastings River, 4 Ayres Rock Airport, 5 a) More than 70, 6 *Queen Mary 2*, 7 All Nippon Airways, 8 Indigenous Fijians, 9 57 years, 10 Art deco

Whose flag is this: Singapore

## Where in the world?



**THIS** rustic town is a true outdoor enthusiast's paradise.

Set against a background of native beech forest and a towering mountain range, its landscapes have become a prime

location for film scouts, depicting many scenes from *The Lord of the Rings* trilogy as well as featuring in the *Narnia* movies.

This beauty is definitely a must-visit, but can you guess where it is?

## Action & adventure in NZ

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

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

ADRENALIN

ADVENTURE

AJHACKETT

BACKPACKING

CATAPULT

HELICOPTER

JETBOAT

MOUNTAINBIKE

MOUNTCOOK

QUEENSTOWN

RAFTING

SKYDIVING

SKYWALK

TREKKING

WILDWIRE

ZIPLINE

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## Cooking the bubble

**THE** New Zealand Government will send a team to the Cook Islands to investigate the potential of a travel bubble between the two countries.

If the trip goes smoothly, a bubble could be established within a fortnight, New Zealand PM Jacinda Ardern confirmed.

The Cook Islands has been declared coronavirus-free, with the tourism-dependant nation pleading for a travel bubble with neighbours now for months.

## EY warns its pilots

**ETIHAD** Airways has warned pilots that job cuts would likely be made soon as the pandemic continues to cripple the airline.

The warning said affected pilots would be notified within 24 hours, and comes after Etihad earlier this week said it was pushing on with plans to shrink to a mid-sized carrier (**TD** 09 Nov).

Most of Etihad's pilots are not native to the UAE, and therefore are not eligible for financial assistance from the country.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Delivering "high tea with a twist", **Q Station** has unveiled its G&Tea House, overlooking Sydney Harbour. The restored cottage is set high on North Head, with the hotel partnering with Manly Spirits to pair freshly brewed tea and coffee with traditional high tea, Devonshire treats and tea infused gin cocktails. G&Tea House offers a "creative re-imagining" of favourites such as Gran's Remedy, made with Australian dry gin and organic elderflower syrup.



**Flynn**, part of the Crystalbrook Collection, has officially opened its doors to the public this week, with the Cairns-based hotel offering guests 311 rooms and suites, many with views of the Coral Sea, two glass pools, an Eleme day spa and 24-hour gym. The property will also boast a new Italian restaurant in the coming months called Flynn's Italian, serving up locally sourced "heartfelt Italian food" that celebrates local produce from the city.



**Zentis Osaka** is offering a "modern take on the city's urban edginess", with the brand's first hotel to open courtesy of the company behind Palace Hotel Tokyo. Zentis Osaka is adorned with exposed bricks, timber beams and ceppo stone. Public spaces include a stone & garden terrace interlinked with a guest lounge, which features a double-sided fireplace. Rates at Zentis Osaka start at JPY 18,300 (A\$239) for a Studio room.

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Travel Daily

Austrian National Tourist Office

## Woodward joins GALTA board



**GAY** and Lesbian Tourism Australia (GALTA) has welcomed CaPTA Group Director of Sales & Marketing Ben Woodward as its new Vice President.

The appointment was made following GALTA's 2020 Annual General Meeting, with Woodward to also join the board, bringing his experience and knowledge in tourism and LGBT events.

In addition to his role with CaPTA, Woodward is also currently Skai International Cairns President, and is on the board of the Australian Tourism Export Council (ATEC).

He has also served as Tourism Port Douglas and Daintree Chairman and Cairns Tropical

Pride Festival President.

Woodward said that due to the impact of the COVID-19 pandemic, the tourism industry needed to look more into opportunities with niche travel markets like the LGBT community.

**Pictured** is the GALTA board: Sean Hodges-Colavitto, Rod Stringer, Louise Terry, Ben Woodward and Dennis Basham.

## Apply MAX force

**NOT-FOR-PROFIT** organisation FlyersRights.org is suing the United States' Federal Aviation Association (FAA), demanding to see documents that have led to the proposed resumption of flights for the troubled Boeing 737 MAX aircraft.

FlyersRights.org wants the public and various independent experts to review the documents before the Boeing 737 MAX is cleared to fly again, and alleges the Federal Aviation Association has denied multiple freedom of information requests.

## NT budget boost

**THE** NT Government has allocated \$4 million in its 2020 budget to improve its roadtrip infrastructure, including upgrades to wayside inns and roadhouses.

The govt has also allotted \$63m to maintain quarantine services.



Nature's playground



Nature's theatre

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