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## Today's issue of TD

*Travel Daily* today has seven pages of news including our PUZZLE page plus a front full page from **Norwegian Cruise Line** and a page from **CLIA**.

## Norwegian specials

**NORWEGIAN** Cruise Line has today launched a major Black Friday Sale, offering all five of the company's popular "Free at Sea" offers with bookings of all stateroom categories on all ships and destinations.

The offer is valid for bookings to 10 Dec 2020, meaning guests will receive a free beverage package, free shore excursion credit, free specialty dining package, free wi-fi package and access to NCL's "3rd and 4th guest sail at a reduced rate" deals.

The company has also announced the pending relaunch of its Norwegian Central trade portal in the coming weeks.

See the **cover page** for more.

## Qantas, Accor partnership

**QANTAS** and Accor this morning launched a reciprocal loyalty program deal, which will see members of the Qantas Frequent Flyer program and Accor's Live Limitless simultaneously earn points when making bookings for both flights and accommodation.

The partnership will apply for Accor hotel stays right across the Asia Pacific region, as well as QF domestic and international flights, with Qantas Loyalty CEO Olivia Wirth saying "this is an entirely new way to recognise the loyalty of our frequent flyers."

"Although our members haven't been flying much lately due to border closures, we know there is huge pent-up demand, and we've been looking at how we provide even more value when their travel resumes, whether that's for business or leisure," she said.

Members will be also offered more opportunities to redeem

points, along with a "suite of exclusive benefits for top-tier members," Wirth added.

Accor Pacific CEO Simon McGrath described the pact as a "major milestone for the travel industry," complementing the existing agreement which allows Qantas Frequent Flyers to convert their Accor points to Qantas points at the rate of one to one.

That means that under the new deal, QFF members can effectively earn double points for every flight or hotel booking.

## TC AGM on today

**TRAVELLERS** Choice will hold its first online Annual General Meeting today, using a tech platform called Vero Voting.

After the formal proceedings, the group's management team will host an online Members Forum to give the opportunity to raise any topics of concern.

## Push for "Agent of Last Resort"

THE concerned *Travel Daily* reader who published a discussion paper urging support for an Agent of Last Resort to take over bookings of agencies forced to cease trading due to COVID-19 (**TD** 15 Jul) has reiterated the need for a plan, reflecting the ongoing industry frustration about a lack of direct support.

A new opinion piece from "Anonymous" appears on **page five** of today's **TD**, amid persistent industry rumours that any action from the Government to help out was unlikely to be put in place until JobKeeper ends in Mar.

"Agents are currently flying on fumes," Anonymous noted, with major concerns about liabilities from disgruntled customers if an agency ceases trading, while Mar 2021 will mark 13 months of minimal revenue for the industry.

See the opinion piece on **page five** of *Travel Daily* today.

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## Inquiry blocks Crown

**CROWN** Sydney's gaming operations will not commence next month as planned, with the New South Wales Independent Liquor & Gaming Authority (ILGA) deferring its consideration of required applications until Feb.

Operator Crown Resorts said it would continue to focus on opening the non-gaming operations at Crown Sydney, in consultation with the ILGA.

Crown Sydney's gaming operations were blocked from opening over money laundering concerns, after Crown Resorts admitted criminals may have laundered cash through the company's bank accounts.

ILGA Chairman Philip Crawford, said he was "not comfortable" with the opening until the inquiry into Crown's licence is completed.



## Govt orders data collection

### EXCLUSIVE

**TRAVEL** agents and OTAs have been told by the Federal Government they must collect pax contact data for all domestic flight bookings, including mobile phone numbers, postcode of residence and email addresses.

The new mandatory requirements were advised via IATA yesterday, in a letter from the Department of Infrastructure Transport, Regional Development and Communications, which noted Government recognition that "a significant portion of flight bookings occur through third party booking agents rather than directly through airlines".

Following discussions between the Department and IATA, AFTA and several GDS providers, it is now mandatory that third party booking providers include Special Service Request (SSR) fields in the PNR as follows:

- CTCE - Email address
- CTCM - Mobile phone number
- DOCA-R - Postcode of residence

"To assist all travel agents in collecting this information, some airlines have commenced sending automated messages where they see these details missing or identified as being possibly incorrect," the update said.

"Health authorities have advised that collecting these details for every passenger, as a matter of routine, will help mitigate COVID-19 community transmission from airline passenger movements across domestic borders and aid recovery for the domestic aviation sector and the economy more broadly," the Dept said.

"Routine and consistent data collection would also contribute to the measures already implemented to build confidence amongst passengers and jurisdictions in the reopening of borders to interstate travel."

Agents were also reminded that in implementing the approach they must ensure they uphold their obligations under the Privacy Act 1988.

## Vic tourism boost

**VICTORIA'S** \$200 travel vouchers scheme will form part of a multi-million-dollar funding boost for the state's industry.

The Victorian State Government will offer 120,000 travel vouchers to drive tourism to regional areas, as part of a \$465 million Victorian Tourism Recovery Package.

The initiative will also fund large infrastructure projects at various popular tourist locations.

Victorians will require an application to obtain a voucher, with applicants encouraged to spend at least \$400 on accommodation, attractions or tours in rural Victoria.

The remainder of the Tourism Recovery Package will be spent in key tourism areas such as the Alps and East Gippsland.

## DY protection move

**NORWEGIAN** Air Shuttle has filed for bankruptcy protection in Ireland from its creditors.

Two of Norwegian Air's main subsidiaries will file for "examinership", which it says will buy it time to reorganise its debt, cut costs and raise new capital.

Examinership gives companies 100 days of protection from creditors, with Norwegian saying it would continue to operate its network, which has been scaled back to a handful of routes.

The Government of Norway last week refused a second bailout for the airline, saying it wouldn't be a sound use of taxpayers' money.

DY reported an \$820 million full year loss to 30 Jun in Aug (**TD** 31 Aug), owing to "ongoing changes in travel advice".

## Uniworld 2022

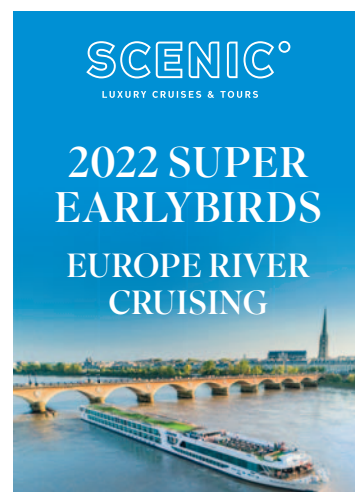
**UNIWORLD** Boutique River Cruises has launched its 2022 program earlier than anticipated, in response to strong demand.

The season features a wide range of popular voyages down the rivers of Asia, Egypt and Europe, with highlights including the Rhine, as well as the wine regions of Bordeaux.

Guests can now book 2022 travel dates and take advantage of a number of special offers available, including a 10% early payment discount on all 2022 cruises when guests pay in full within three days of booking.

Travellers can also make use of Uniworld's Picture Perfect promotion, where guests can save up to \$1,500 per person on select European cruises when bookings are made before the end of the year.

The line's MD Australia Fiona Dalton said cruises were "filling faster than usual due to the current travel restrictions".



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## Rex now set for jet takeoff

**REGIONAL** Express today flagged the rollout of its new domestic jet operations to “cover all the major cities in Australia,” after finalising its new funding agreement with Singapore-based private equity firm PAG worth up to \$150m (**TD** 22 Sep).

The deal underpins the launch of the new Rex major city operation, which is already under way with the first Rex Boeing 737 aircraft delivered on 05 Nov.

“Our crew will carry out training on the aircraft over the next three

weeks before the CASA proving flight on 02 Dec 2020,” said Rex Executive Chairman Lim Kim Hai.

“We anticipate CASA approval shortly after,” he added, with five more 737-800NGs to arrive from next month through until Mar.

“We will debut on the Sydney-Melbourne route with three aircraft on 01 Mar 2021, and will ramp up to five aircraft by Easter that will see flights to other capital cities,” Lim promised.

PAG Chairman Weijian Shan said Rex plans to “provide Australia’s major cities with affordable and high quality air travel is consistent with their disciplined and focused approach over the past 18 years”.

“PAG is excited to partner with Rex on this expansion,” he said.

## VA, Alliance tick

**THE** Australian Competition and Consumer Commission today granted interim authorisation for increased cooperation between Virgin Australia and Alliance Airlines (**TD** 03 Nov).

The proposed deal covers around 40 regional and two short-haul international routes, with the carriers saying they will now look at re-establishing a number of regional routes which were suspended or withdrawn in response to COVID-19.

“As a leading Australian airline, we recognise our role in providing heartland communities and businesses in regional Australia with choice and convenience, and through this initiative we’ll be able to further cooperate with Alliance on new destinations and travel arrangements for customers,” a VA spokesman said.

## 737 MAX cleared

**BOEING** says the lessons it has learned from the 737 MAX groundings have “reshaped” the company, with the United States’ Federal Aviation Administration (FAA) overnight approving the jet to resume operations.

An Airworthiness Directive issued by the FAA spells out the requirements that must be met before US carriers can resume service with the MAX, including installing software enhancements, completing wire separation modifications, conducting pilot training and accomplishing “thorough de-preservation activities”.



## Andrew leaves WWT

A **GLOBAL** management restructure at Wendy Wu Tours (WWT) will see the departure of Managing Director Australia Andrew Mulholland by the end of the month (**TD** breaking news).

The announcement arrives just nine months after Mulholland returned to Wendy Wu from Flight Centre (**TD** 27 Feb), where he spent five months as its Leisure Product Leader Australia.

“Mulholland has been instrumental in leading the team through a significant process of business improvements, implementing a new website and integrated CRM solution, and other technological improvements,” WWT said in a statement today.

“He has also resized the business to better meet the challenges of a significantly impacted 2020, regrettably the reality of this year.”

To accommodate his departure, Commercial Director Lauren Wardle will step into the newly created role of Country Manager Australia, reporting to UK-based Glen Mintrim, who has been appointed the Global CEO.

WWT added the restructure was needed in order to react to the disruption caused by COVID-19, with founder Wendy Wu praising Mulholland for his contributions.

“Andrew is one of the best communicators and operational leaders I have encountered,” Wu enthused.



## Window Seat

**MANY** hopefuls go into a job interview seeking to know more about the role they are applying for, and we’re pretty sure that will be the case with QT Hotels & Resorts latest job posting: “Director of Sunshine”.

In the “job ad”, applicants are told by QT to “think outlandish costumes, poolside hijinks and a theatrical recruitment process”, but that’s probably still not enough info to go on.

QT also claims its successful applicant must be able to “outshine anyone in the room, come armed with a sunny disposition and a flair for poolside showmanship”.

The role is described as part concierge, part food and beverage expert, with the Director of Sunshine bringing a little magic to each stay, tackling guest’s many poolside requests to deliver a ray of sunshine to their summer holiday at QT Gold Coast’s newly refurbished luxury pool.



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The COVID-19 pandemic has the pay packets of the industry's top earners looking a little more lean than they do usually - read more in the November issue of *travelBulletin*.

travelBulletin



## QR Student Club

**QATAR** Airways has launched an exclusive worldwide loyalty program for students.

Members of Student Club will enjoy savings and benefits such as special fares on flights, extra baggage allowances, flexibility to change dates, and complimentary Super wi-fi on board.

Student Club members will also be automatically enrolled into Qatar Airways Privilege Club, and will also receive a tier upgrade as a special graduation gift, as well as the opportunity to earn up to 5,000 Qmiles.

## Vietnam bailout

**VIETNAM** Airlines is set to get a bailout from the country's National Assembly worth \$12 trillion (A\$709 million).

The country's flag carrier will also be allowed to sell more shares to existing shareholders to help boost its cash reserves, and follows the carrier reporting a loss of \$10.75 trillion (A\$635 million) for the year to Sep as revenues declined by nearly 60%.

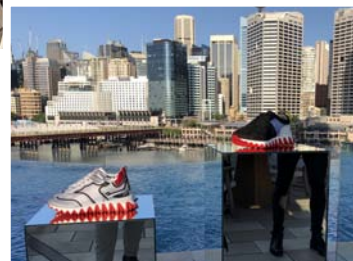
Vietnam Airlines expects a full year loss of about \$15 trillion.

## If the Atout shoe fits...



**PATRICK** Benhamou from Atout France was looking particularly sharp - or should we say shark - last night at a lavish launch of a new shoe from French fashion house Christian Louboutin.

The funky new Loubishark sneakers retail for a cool \$1,300-odd, with the French Tourist Board organising the event replete with influencers and fashionistas including Benhamou himself as well as Club Med's Rachael Harding (pictured) who



are both looking so hot right now.

Benhamou told **TD** the party was "quite a unique co-branding affair between a tourism body and a luxury brand," with Atout France developing similar partnerships with other French non-tourism brands to "keep everyone inspired to our destination".

He hinted at similar future events in conjunction with other famous luxury suppliers such as Cartier and Louis Vuitton.

## Green Preferred

**PREFERRED** Hotel Group has announced the debut of "Beyond Green," a new sustainable tourism brand which launched this week with 24 founding properties across the globe.

The collection includes several &Beyond properties in Africa, Cavallo Point in Sausalito, California, Big Sur's Post Ranch Inn and The Brando in Tetiaroa, French Polynesia.

Beyond Green member hotels will also be bookable on a common GDS chain code which will be announced in early 2021.



## SUSTAINABILITY MATTERS

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**HURTIGRUTEN** were the very first cruise line to ban Heavy fuel oil more than a decade ago and continue to lobby and lead the fight to ban heavy fuel (HFO). HFO

is not only extremely difficult to clean up in the event of a spill, but also produces higher levels of air and climate pollutants than other marine fuels. HFO also produces a lot of soot, or Black Carbon, when it is burned in a ship's engine. Black Carbon is especially harmful in the Arctic where it can settle on and increase the melt rate of sea ice. With leading environmental partners such as Clean Arctic Alliance and European Climate Foundation, Hurtigruten is spearheading a campaign to ban the use of HFO in Arctic waters. In 2019, AECO, the umbrella industry for cruise tourism, embraced this ban. And now, before the IMO is expected to finalize a proposed heavy fuel oil ban for the entire Arctic, Norway announced plans for more stringent regulation for waters surrounding Svalbard. This is fantastic news to protect our pristine oceans and vulnerable oceans. Not great news for ships (which there are many) using Heavy Fuel oil wanting to sail in the Arctic. Do ships you sell use Heavy Fuel Oil? If so, ask them to ban the use. Hurtigruten's ultimate goal is to operate our ships completely emission-free. By introducing the world's first hybrid-electric powered cruise ships, we are taking industry-leading steps. By retrofitting existing ships with large battery packs and LBG/LNG engines, we are constantly innovating to reach this goal.

Damian Perry, Managing Director Hurtigruten APAC



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## With no timeframe for recovery, what's the plan?

### OPINION

*"Anonymous," the concerned Travel Daily reader who raised the issue of an Agent of Last Resort some months ago, believes now is the time for action.*

*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 EARLY Jul, I proposed the establishment of the Agent of Last Resort as part of a suggested plan in dealing with the issues facing the local retail travel industry (TD 15 Jul).

At that time a number of **Travel Daily** readers responded that things were just not that bad.

It is time to recognise that for the most part the Australian retail travel industry is closed until the international borders reopen.

Shortly after my original discussion paper the Federal Government extended JobKeeper to the end of Mar 2021, while at the end of Sep the National Code of Conduct for commercial tenancies was extended to the end of Dec. (Note: the NSW State Government has just extended the Code to the end of Mar 2021 - TD 17 Nov).

This has created a liability for businesses of owing landlords 12 months of capitalised, discounted rent - not an insignificant sum or liability to have on the books.

Under the stewardship of Darren Rudd, AFTA has roused the industry to lobby the Federal Government to make a one-off grant of \$125 million in the recent budget, which was not granted.

AFTA has now, without providing any details, apparently upped the request to \$250 million, but at this time the grant is still a work in progress.

I have spoken to many across the industry. All are happy to receive the grant, but unfortunately the amounts proposed will not be a complete solution.

After almost ten months of no income and still dealing with refunds and credits, agents are currently flying on fumes.

What financial resources does a business need to survive another three, six, nine or 12 months?

The recent news of now two possible vaccines is very good for morale. However the bad news is there is no firm timeline for distribution of such vaccines (and of course we all fervently hope that they do pass the trials).

“  
The end of Mar 2021 represents 13 months since any travel business has had a normal trading month, and that is before accounting for refunds...in my opinion those businesses that can survive in some form will be those that have access to other sources of income or capital  
”

Consequently there is no plan for the reopening of the international borders. So for businesses to plan for survival, where to from here?

I am calling on AFTA to start putting into place the Agent of Last Resort or an equivalent based on my previous discussion paper.

Let's face facts; the annual

summer shut down of business in Australia is only just over a month from now.

Nothing happens in Australia from mid-Dec until late Jan.

And as we are all well aware, JobKeeper is scheduled to terminate at the end of Mar.

By mid-Mar the entire industry could be on a two week notice period. In my opinion, those businesses that can survive in some form will only be those that have access to other sources of income or capital.

The end of Mar 2021 represents 13 months since any travel business has had a normal trading month and that is before accounting for refunds.

In general, most agents are still waiting on some refunds; we all have clients with credits.

And whether the businesses that provided the credits will still be around by the time the international borders reopen, is another very big question.

If some mechanism is not put in place soon for those that must walk away, liabilities post shut down are a real threat, with agents who cease trading likely to be pursued by unhappy clients.

This new Agent of Last Resort institution (whatever it is called) must be funded and staffed so all who hand over the remains of their businesses can rely on the integrity of said body.

If the Agent of Last Resort does not exist, who will trust those businesses that do survive in the post COVID-19 world and any new agents that rise in the future?

COVID-19 is not the fault of the global travel industry, but unfortunately without a mechanism for management and recovery of legacy bookings, the current situation and the demise of the sector, without a mechanism for management and recovery of legacy matters, it will damn those that wish to transact in the post COVID-19 world.

## Ghan plan derailed

THE Ghan's last voyage of the season was turned around close to the Northern Territory-South Australia border and sent back to Adelaide yesterday, after the sudden return of restrictions between the two regions.

The train was carrying 221 passengers and was stopped in Alice Springs on orders from the Northern Territory's Department of Health, following an outbreak of COVID-19 cases in Adelaide.

There were no suspected or confirmed coronavirus cases on board, with guests given the option to either disembark in Alice Springs and quarantine for 14 days or stay on board and continue through to Adelaide, where they will be supported in returning home safely.

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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



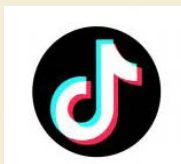
2



3



4



## Whose animal is this?



**ALTHOUGH** the water buffalo is not officially the national animal of this country, it is generally accepted by its people that it is due to its importance in the economy and history.

Over time the water buffalo has become a powerful symbol in this country's culture as its qualities of hard work and diligence, gentle

manner and loyal disposition are all valued in this nation.

Water buffalos are important to this nation's agriculture, being used to plough rice fields even today, as the geography of the country's north can make using machinery difficult.

Whose national animal is the water buffalo?

### ANSWERS 18 NOV

Pub quiz: 1 False – it is third, behind Buddhism and Christianity, 2 LaGuardia Airport, 3 London, 4 Brasilia, 5 North Island, 6 Stockholm, 7 Dussel River, 8 Federal Capital Territory, 9 b) 1930s, 10 Siem Reap, 11 Exmouth (X + mouth)

Whose flag is this: Kiribati

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

## Where in the world?



**THIS** unique-looking building houses the private collection of one person, but is open to the public to visit.

The museum covers ancient, modern and contemporary art and has over 1,900 artistic works spread across three levels which are largely underground.

It is infamous for many of the artworks having themes of sex or death and has been described by the founder as a "subversive adult Disneyland".

The site on which it is located also includes a winery, brewery, restaurant and hotel.

Where in the world is this?

## Travel word search

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

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

AIRPLANE  
ATTRACTIONS  
BROCHURE  
COACH  
CRUISESHIP  
CURRENCY  
DESTINATION  
GUESTHOUSE

HOLIDAY  
HOTEL  
RESORT  
SOUVENIR  
TICKET  
TOURGUIDE  
TRAIN  
TRAVELAGENT

## Adelaide Festival cuts launch events

**FOLLOWING** tough new restrictions implemented by the South Australian Government, organisers of the Adelaide Festival have cancelled their launch events that were due to take place between 19 & 25 Nov.

Any person who had purchased tickets to the events will receive a full refund and be alerted by email or SMS.

The 2021 Adelaide Festival will kick off on 26 Feb & end 14 Mar.

## Carnival delays US

**CARNIVAL** Cruise Line has cancelled all United States cruise embarkations between 01-31 Jan in order to adhere to the US Centers for Disease Control and Prevention's (CDC) framework for resuming cruise ship operations.

The line has also cut Baltimore, Charleston, Jacksonville, Long Beach, Mobile, New Orleans and San Diego sailings through to 28 Feb, as well as delaying *Carnival Legend* until at least 26 Mar.

## Find Your Shine now

**MARKETING** organisation Townsville Enterprise has launched a new campaign called Find Your Shine, encouraging domestic visitation to Townsville following a challenging 2020 shutdown period.

Summer is normally the off-peak period for the tropical destination, with the marketing push designed to promote new packages and spike volumes, including family getaways, rainforest treks, marine tours and fishing experiences.

See the list of packages [HERE](#).

## NZ covers its bases

**FROM** midnight tonight (NZDT), the New Zealand Government is enacting new laws that require travellers to wear face coverings on all public transport in Auckland, including taxi and ride-share journeys, as well as on domestic flights throughout the entire country.

Children under the age of 12 will be exempted, as well as people with "certain medical conditions".

## InterCon Sydney upgrade



**THE** historic InterContinental Sydney will soon be redeveloped under a major \$95 million refurbishment project after the property's owner, Mulpha Australia, was granted approval this week from the NSW Department of Planning and Environment.

The renovation will see upgrades to the property's 500 guest rooms, reception area, restaurant and pool areas, as well as the construction of a brand new bar within the level 32 Club InterContinental lounge.

The refurb will also aim to

ensure its heritage facade is maintained, one that dates back to 1851.

**Pictured** celebrating the news are: Ian Lomas and Tracey Wiles from renovation lead designer Woods Bagot; Mark Short, from construction company Built; Leanne Harwood, outgoing InterContinental Hotels Group MD Australasia and Japan; Joshua Whittaker, Built; Jennifer Brown, GM, InterContinental Sydney; Tim Spencer, Executive GM Developments, Mulpha International; and Greg Shaw, CEO Mulpha International.

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

**Cara Morton** has taken on the role of Group CEO of travel insurance company **Cover-More** after spending five months in the role on an interim basis. She joined Cover-More in Jun 2018 as CEO, Global Medical Assistance, and in Oct of the same year was promoted to Group Chief Operating Officer as part of a global restructure.

The **Seychelles** has appointed **Sylvestre Radegonde** to be its new Minister for Foreign Affairs and Tourism. Radegonde previously served as the government's Chairman and Chief Executive of the Seychelles Tourism Board from Mar 2005 to Feb 2006.

**BWH Hotel Group** has appointed **Karl Corkhill** as its new Sales Manager, where he will be charged with managing the corporate, leisure and MICE segments, with a primary focus on increasing sales in the New Zealand and Victoria markets.

Experienced guide and lecturer **Pierre Thomas** has joined the expedition team at cruise line **Swan Hellenic**, where he will take on the position of Director of Expedition Operations.

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### EDITORIAL

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