

## UA boosts LAX/SYD

UNITED Airlines has announced it will lift frequencies on the Sydney-Los Angeles route to five weekly effective from 01 Dec.

The LAX route resumed in Sep, alongside daily UA services from San Francisco which have operated throughout COVID-19.

## Carnell urges agent help

AUSTRALIAN Small Business and Family Enterprise Ombudsman (ASBFEO) Kate Carnell has today called for an "urgent lifeline for drowning travel agents," saying an industry-specific support package is vital.

Almost 1,300 distressed travel agents completed an online survey conducted by ASBFEO last month (TD 19 Oct), with the results confirming the situation for the respondents is dire.

"More than half told us their revenue is down by over 100%,

meaning they have been paying out more in refunds, including previously made revenue, than they are selling in new business."

Carnell said travel agents continued to work hard to negotiate refunds from travel companies and airlines.

"In fact 56% of these small businesses said they would have already closed down, if not for their commitment to ensure customers were reimbursed for the holidays they could no longer take," Carnell noted today.

She said a number of respondents had specifically highlighted Qantas for being extremely slow to offer refunds.

"If these small business owners were to walk away now, customers would be unlikely to get a refund...travel agents are losing money by keeping their businesses open as they try to do the right thing for their customers," the Ombudsman said.

"With international travel restrictions likely to remain in place for the foreseeable future, this is an incredibly difficult situation for small businesses in the tourism sector, but travel agents are among the hardest hit and they will need targeted support to continue the important work they are doing."

## COVID insurance

THE Singapore Tourism Board and Changi Airport Group today announced that foreign visitors will be able to purchase inbound travel insurance coverage for COVID-19 related costs incurred when visiting Singapore.

The initiative is launching after a tender process which saw three insurance companies develop new products providing at least S\$30,000 in coverage for COVID-19-related medical treatment and hospital costs.

The new offering is available effective immediately with premiums from just S\$5.35, with Changi Airport Group CEO Lee Seow Hiang saying "with the gradual resumption of travel and the re-opening of borders, having robust travel insurance options in place is integral to ensuring a successful and sustainable revival of inbound travel to Singapore".

## Travlr heads to NT

10 TRAVLR is back on air, and will this weekend showcase the Northern Territory as part of a new series supported by several state tourism organisations.

Tourism NT worked closely with 10 Travlr for this new episode premiering at 4.30pm AEDT on Sat.

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

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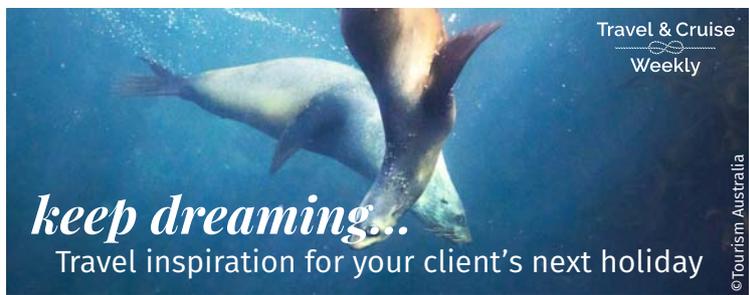
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**HURTIGRUTEN**





## Rocky launches US

**ROCKY** Mountaineer will launch a new train journey in the United States next year.

The Rockies to the Red Rocks route will operate a two-day rail journey between Denver and Moab, with an overnight stay in Glenwood Springs.

This new train journey will be in addition to the three that already run in Western Canada, between Vancouver and Banff, Jasper and Lake Louise.

For more details, [CLICK HERE](#).

## It's luxury united

**REPSUNITE** has launched to the market, aiming to "revolutionise the luxury travel industry" through a collation of leading independent travel representation agencies.

Co-founders include Jacqueline Campbell, Christine Galle Luczak, Tina Lyra, Janine Glasspole, Astrid Oberhammer, Jonica Paramor and Maria Topolskaya.

## Silversea adds even more

**IN A** bid to become more inclusive, Silversea Cruises has announced it will offer at least one shore excursion at every port and roundtrip flights in the price of its cruise fares for the upcoming 2022/23 season.

The new offering will apply to cruises departing between Mar 2022 and May 2023, a season that will boast close to 12% more itineraries compared to the previous programs.

These include 315 voyages across all seven continents, calls at 669 destinations in 114 countries, with 61 maiden calls.

"With the inclusion of roundtrip air and transfers, we are further enriching our all-inclusive offering, which is among the most broad-ranging in the ultra-luxury cruise sector," said the line's President and Chief Executive Officer Roberto Martinoli.

The inclusion will also include

transfers, while Business class upgrades are also on offer in a number of destinations and on selected voyages, adding to existing included value such as in-country flights on some itineraries, lectures, Zodiac tours and marine equipment hire.

**MEANWHILE** Silversea Cruises has reorganised its sales territories in Australia which will see Queensland, Western Australia and NT trade partners be managed by Jacqueline Tufala, while NSW and the ACT territories will be headed up by Christine Gardiner, who will also temporarily look after Victoria, Tasmania and South Australia.

Inside Sales Account Manager Jo Bingham will now support a portfolio of travel partners, who will be reached out to individually in due course, while Julie Golding will continue in her role as National Account Manager.

## Creative gets into the Cruise Spirit

**CREATIVE** Cruising will next year introduce an exclusive new membership program called Cruise Spirit (**TD** breaking news).

The scheme will deliver a range of unique benefits and enhanced rewards tailored to its members, from curated cruise packages with handpicked inclusions to dedicated sales and marketing support and priority communication channels.

Members will have access to cruise technology platforms and all partners will also receive their own branded online cruise booking website.

Australian travel agencies can register their expressions of interest in being part of the Cruise Spirit membership program in 2021 with Creative Cruising Australia National Business Development Manager Lara Anderson by [CLICKING HERE](#).

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To celebrate the arrival of these two stunning ships and their immersive itineraries, bookings made before 30 November on select sailings can enjoy included business class flights\*.

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## Win EK cricket tix

**EMIRATES** is offering travel agents the opportunity to win tickets to the upcoming Australia vs India cricket matches.

To enter, simply register at the Emirates Partners Portal (**CLICK HERE**) by 5pm AEDT on Tue 24 Nov and answer the question "Which country is Australia playing in the ICC One Day International/Test series during Summer 2020/21?"

Email your answer to [events@emirates.com](mailto:events@emirates.com) with the subject line Cricket Tickets.

## Get bums on seats

**TOURISM** Whitsundays has launched a major airline campaign to "get bums on seats".

In partnership with Hamilton Island, Tourism & Events Queensland and Whitsunday Coast Airport, the \$600,000 push represents a shift from the main drive component marketed during the pandemic, promoting the message of easy air access.

"This campaign will assist in combatting the misconception from southerners that The Whitsundays is a difficult region to get to, we have two airports right here in the heart of the Great Barrier Reef, both offering several direct flights weekly," said Tourism Whitsundays Chief Executive Officer Tash Wheeler.

## Samoa exchange

**SAMOA** is calling on Australian tourism specialists to participate in a new South Pacific Tourism Virtual Exchange Program.

The country's Tourism Authority is appealing to Australian tourism experts and businesses to collaborate on the upskilling of industry workers ahead of a possible Pacific bubble.

The Virtual Exchange Program will enable international industry skill-sharing via interactive online webinars, mentoring sessions and the sharing of key industry insights, with a particular focus on food & beverage, language and social media lessons.

## Auf Wiedersehen, GNTO!



**LAST** night the 250th birthday of Germany's famous composer Beethoven was celebrated at the Sydney Opera House, in a bittersweet commemoration which also marked the closure of the German National Tourist Office (GNTO) in Australia.

Another victim of COVID-19, the GNTO leaves local shores after more than nine years of representation through Gate 7.

A small group was treated to an intimate dinner in the Opera House's Jorn Utzon room, accompanied by some mesmeric Beethoven piano music.

Participants also did the very first tour of the Opera House since the start of the COVID-19 pandemic, including a new immersive experience inside a purpose-built venue complete with surround sound, 270° visuals and heritage interiors.

Although Germany will no longer have direct representation in the local market, the mantle is being taken on in some

sense by Collette Tours, which participated in last night's event and showcased its new range of trips to the Oberammergau Passion Play which has now been postponed until 2022.

Collette Marketing Manager James Hewlett also noted the tour operator's strong customer commitment which had seen more than US\$150 million refunded in full to customers whose trips were disrupted due to this year's pandemic.

"That's our policy, and we know that means our guests will come back to us when they are ready to book again," he said.

**Pictured** at the event are, from left: Jo Palmer, Gate 7; James Hewlett, Collette; Nadja Warner, German National Tourist Office; and Amanda McCann and Lexy Wildash from Collette.

## Rail journeys delayed

**JOURNEY** Beyond has delayed its Great Southern journeys through to 31 Dec and Overland trips through to 03 Jan following a cluster of COVID-19 cases in South Australia, with affected pax to receive full travel credit that can be used until 31 Dec 2022.



## Window Seat

**THERE** are just so many reasons to visit the shores of Japan, with the bustle of Tokyo, the cherry blossoms and the amazing seafood trails - but tour operator Japan Holidays is reminding Aussies there is also a more personal incentive to book that next trip to the Asian nation - the high-tech toilets.

Yes, when nature calls you can be assured of technology attending to your every whim and desire when on a Japanese holiday, from seat warming capabilities, automatic deodorising, to sensor flushing, features that don't always make the main tourist brochures but are very nice creature comforts all the same.

And Japan Holidays is also keen to let Aussies know the high-tech innovations don't stop in the bathroom either, with robots installed at many of the country's airports and hotels to provide helpful directions and a plethora of automatic food dispensers for a quick bite.



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## CORPORATE UPDATE

### Hybrid meetings are key

**THE** varying rates of recovery in travel volumes forecast for 2021 in different areas of the world mean that hybrid business events are likely to pave the way for the industry's recovery, according to American Express Global Business Travel Regional GM Jo Sully.

Citing the newly released American Express Meetings & Events 2021 Global Meetings and Events Forecast, Sully said "engagement with customers and colleagues is fundamental for businesses to grow."

"The most pressing question for meetings & event professionals across Asia-Pacific has not been 'if' but 'how' they gain maximum engagement in a healthy and safe way," she said.

There's significant positive sentiment across the region, with almost half of the 560 event professionals polled saying they expect to resume operating at least some in-person meetings and events before the end of Dec.

Overall, 60% of Asia-Pacific respondents said they already had in-person events booked or contracted, with the report finding that web conference

platforms had revealed both "benefits and limitations" as planners develop engagement strategies to combat "virtual meeting fatigue".

"Looking ahead to 2021, planners must reconcile pent-up demand for in-person events with tightening and shifting budgets," Sully said.

Another factor was uncertainty, with many suppliers shifting to more lenient cancellation or change policies.

Global trends include the expectations that the return will initially involve more small and simple meetings, taking place closer to home or in regional destinations.

To view the full report see [amexglobalbusinesstravel.com](http://amexglobalbusinesstravel.com).

### Serko partnership

**LISTED** corporate travel tech provider Serko has announced a new agreement to become a strategic supplier partner for group purchasing organisation Omnia Partners.

The deal allows members of Omnia to leverage Serko's Zeno expense management and travel solution.

Earlier this week, Serko also confirmed that amid the disruption of COVID-19, many of its TMC resellers and partners had "requested accelerated timetables to onboard new customers, deliver new features and expand existing partnerships".

Reporting the results for the six months to 30 Sep (**TD** 18 Nov), Chief Executive Officer Darrin Grafton said priorities for the coming year included "expanding the breadth and depth of content channels across all markets, and responding to new and changing business traveller needs".

He said the vision had been backed by investors in Serko's recent capital raising, with the company now in the process of recruiting additional software engineers to deliver on the goals.



Hear how Hurtigruten and Silversea are planning for future travel and more in the November issue of *travelBulletin*.

travelBulletin

### FTG to debut Aeronology in NZ

**NEW** Zealand's First Travel Group (FTG) is set to roll out the new Aeronology Travel Applications platform in early 2021, after gaining exclusive rights to the system under an Oct 2020 agreement by FTG's Australian majority shareholder, Express Travel Group.

Aeronology will be accessible solely to First Travel Group members in NZ, comprising almost 60 independently owned professional travel businesses.

The new Aeronology Mobile application (**TD** 18 Nov) offers significant productivity gains for consultants, a key factor in helping the industry recover from COVID-19 which has seen thousands of travel agents across Australasia made redundant.

Efficiencies will also flow from Aeronology interfaces with accounting systems such as Xero, QuickBooks and MYOB, according to the firm's CEO Russell Carstensen, as well as plugging into Sabre, ATPCO, Travelport, TravelSky and eventually Amadeus.

The single screen pulls together "potentially all travel supplier

systems," with estimates that it will enable agents to manage about three times the volume compared to legacy platforms.

"Aeronology can be operated remotely meaning that a NZ travel agent can operate out of Fiji...you can issue tickets out of other markets, if contracts allow," Carstensen added.

First Travel Group CEO Malcolm MacLeod said the technology should "help balance the consequences of reduced staff," with initial testing allowing fare search, bookings, the addition of seating and luggage and then issuing of tickets and EMDs all in a single transaction.

The addition of rail, insurance and other APIs is still a work in progress, but "this is extremely slick technology and even I got excited," MacLeod said.

"I've been in the travel business for 35 years and I've never seen any tech closing the gap like this."

"It's an exceptional development at a time when things are difficult for travel agents in Australia and New Zealand," MacLeod added.

### CAPA live catch-up

**SESSIONS** from this month's CAPA Live online conference are now available for on-demand streaming, with the event gathering over 1,200 industry leaders and experts to discuss the future of commercial aviation.

Passes are also now available for CAPA Live in Dec and Jan - see [capalive.capaevents.com](http://capalive.capaevents.com).

### GBTA elections

**THE** Global Business Travel Association (GBTA) has confirmed that an election for a two-year Allied Member-at-large seat on its Board will take place at the upcoming virtual annual general meeting scheduled for 07 Dec.

Candidate details are available at [vote.escvote.com](http://vote.escvote.com).

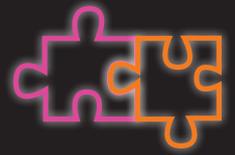


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## Whose flag is this?



**THE** red stripe and yellow star in the centre of this flag were likely inspired by the independence movement in Vietnam, despite the fact that this country is located on a different continent.

The flag belonged to one of the largest groups fighting for independence for this country

and became the official flag in 1975 when the previous ruling nation withdrew.

The black part of the flag symbolises the people of the nation, while the machete and cogwheel represents workers and labourers.

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 11 Mar 2014:

**THE** British city of York is claiming a UK first with the launch of a sensory travel guide which allows potential visitors to use their olfactory sense to experience the destination before they arrive.

The new Smell York guidebook features scents such as "Afternoon Tea," "York in blossom," "Railway Heritage" and "York's Antiquities" - a musty infusion of leather, old books, wood and dust.

There's also "Spooky scents" - strong smells of sulphur and roses which are said to be often associated with spirits, and the delightful "Foodies Favourite" - a mature smell of strong Yorkshire cheese.

**YOU'VE** heard of a bird strike affecting an aircraft - but how about a fish strike?

According to the *Tampa Tribune*, a Gulfstream G-IV jet had to abort a takeoff from the nearby MacDill Air Force Base last year after it hit a "nine-inch sheepshead fish".

The pilot said he was nearing the point of lift-off "when an osprey with something in its claws flew in front of our aircraft".

They heard a thud and thought they had hit the bird - but after investigating found only a dead fish on the runway.

## Pub quiz

1. Mount Ainslie offers stunning views of which city?
2. Walter Burley Griffin is famous for designing Canberra, as well as which other Australian city?
3. The Chao Phraya River flows through which city?
4. Which Chinese city was once known as Port Arthur?
5. Which country is often referred to as the "Rainbow Nation"?
6. Berlin is situated on which river?
7. Suncorp Stadium is located in which Australian city?
8. Air France merged with what other airline in 2003?
9. Alliance Airlines' fleet consists of aircraft made entirely by which manufacturer?
10. How many airports service the Los Angeles area?
11. What country is this collection of pictures 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.

I	U	T
D	B	C
A	O	N

**Good – 15 words**

**Very good – 22 words**

**Excellent – 29 words**

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

### ANSWERS 19 NOV

Know your brands: 1 Citroen, 2 Expedia, 3 Paypal, 4 TikTok

Where in the world: MONA, Hobart, Australia

Whose animal is this: Water buffalo - Vietnam

## Hilton flags Tahiti

**HILTON** Hotels & Resorts has signed its second Hilton Hotels & Resorts property in French Polynesia, revealing plans to open Hilton Tahiti in the Tahitian capital of Pape'ete in H1 2021.

The move is the result of a management agreement with Hotel Tahiti SAS, with the 171-room resort to feature a host of culinary options such as an all-day dining restaurant, signature brasserie, Asian cuisine restaurant and terrace bar.

Other amenities on offer include the largest outdoor pool in French Polynesia overlooking the Moorea Island, 732m<sup>2</sup> of flexible events space with a large ballroom, a fitness centre, an executive lounge, treatment rooms and a spa.

## We want Facebook!

**TOURISM** Solomons is calling on its government to overturn a ban on Facebook, claiming the social media platform is a vitally important channel to market itself as a holiday destination - especially during the shutdown.

"We view social media as a key vehicle with which to maintain our tourism profile in the current COVID-19 environment which has seen our international visitation grind to a complete halt," said CEO Josefa "Jo" Tuamoto.

"Currently, 80% of marketing activity takes place on Facebook, with just under 36,000 active users interacting with the national tourist office," he added.

The govt claims the ban is in response to "abusive language" and "character assassinations".

## 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)

Savings of up to 50% are available on selected **InterContinental Hotels Group** hotels and resorts for IHG Rewards Club members. The cyber sale is valid for participating properties across Australia, Africa, Asia, the Middle East and the South Pacific for members when booking a two-night minimum stay. Non-members will also receive a guaranteed 45% off when booking a two-night minimum stay - [CLICK HERE](#) for details.

**Globus'** new nine-day Rugged Tasmania tour will take nature-lovers to Mount Field National Park, Lake St Clair and Cradle Mountain, among other destinations. Book now and save almost \$1,000 per couple, with Globus also offering its free SafetyNet Booking Protection so you can change or cancel your tour - [CLICK HERE](#) for more information.

Book a stay with **Accor** via its Take Two offer, which provides a selection of flexible, great-value deals. Starting as low as \$99 a night, the promo is valid for all bookings until the end of Jan. Call Accor on 1300 65 65 65.

**Exodus Travels** is offering a Polar deal of up to 30% off selected departures until Mar 2022. Available on journeys in both the Arctic and Antarctic, the deal is also available with reduced down payments - [HERE](#).

## QF celebrates Qld route



**AUSTRALIA'S** domestic travel sector is beginning to slice its way back to some sort of normality, with a celebratory cake-cutting taking place at the Sunshine Coast Airport this week to mark a key step in the rebound.

QantasLink and the Qld hub gathered to welcome the carrier's inaugural thrice weekly service between the Sunshine Coast and Canberra, a route that will provide more than 2,600 seats of capacity to the popular holiday destination each month.

The service is expected to deliver more than \$4.5 million to the Sunshine Coast tourism economy each year and contribute to more "high-value" visitors to the region.

"With international borders still closed, we know there is significant pent-up demand with Australians wanting to take a holiday in their own backyard," said QantasLink CEO John Gissing.

"We expect these new flights will be popular with Canberra travellers looking to visit the pristine beaches and natural wonders of the Sunshine Coast and the flights are also another step towards our recovery, and drive much-needed tourism and get more people back to work."

Sunshine Coast Airport Chief

Executive Officer Andrew Brodie added that the new route would be an important step in driving its tourism sector forward after the challenges of the pandemic.

"A lot has changed since Qantas last touched down at our airport eight months ago with our new runway now open for business, and we're hopeful this momentum will continue for our airport, our industry and our region," he said.

**Pictured:** Gareth Williamson, Sunshine Coast Airport; Vynka Hutton, Tourism Noosa; Elsa D'Alessio, Qantas; Andrew Brodie, Sunshine Coast Airport & Andrew Fairbairn, Visit Sunshine Coast.

## Airbnb Dec IPO

**AIRBNB** will reportedly push ahead with its long-awaited plan to launch an initial public offering next month, with the accommodation platform listing the value of its float at close to US\$1 billion.

However sources close to the company suggest this is just a placeholder figure, and that Airbnb is hoping to raise closer to US\$3 billion from the IPO.

The company will float on the Nasdaq Global Select Market and be managed by Morgan Stanley and Goldman Sachs Group Inc.

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