

## Urgent survey data

**AUSTRALIAN** Small Business Ombudsman Kate Carnell has requested that travel agents from across the country complete a survey to collect data supporting the ongoing push for targeted support for the industry.

The move follows meetings with Carnell's office by agents Jo Francis from WA's Global Travel Solutions and Tania Allen from Adelaide-based Oliver Travel.

The survey asks for details of revenue decline, the number of affected passengers, current monies outstanding and how much longer agents are able to continue to service customers under current conditions.

Christine Ross-Davies from Attadale Travel in Perth said it was vital that as many agents as possible complete the survey, which will give Carnell a better understanding of the situation being faced by agents.

"Please complete the information as soon as possible as it will no doubt be invaluable in the coming week's meetings," she said - **CLICK HERE** to participate.

## Luxon elected

**FORMER** Air NZ CEO Christopher Luxon has become an opposition National Party member of the New Zealand parliament, after comfortably taking the electorate of Botany in Auckland in last weekend's NZ election which saw PM Jacinda Ardern returned to power.

## Oz arrivals to go digital

**THE** Australian Government has unveiled a new digital system to support the quick and secure collection of incoming passenger information, a move that will see the retirement of the physical incoming passenger card.

The new Digital Passenger Declaration (DPD) will be completed by inbound travellers on their mobile device or computer, and will allow for certified coronavirus vaccination certificates to be digitally uploaded and connected, if and when they become available.

## Anna pledges \$74m

**QUEENSLAND** Premier Annastacia Palaszczuk has promised to inject an extra \$74 million into the state's struggling tourism sector, should she be re-elected on 31 Oct.

The proposed allocation of funds would see \$20m set aside for major events, \$20m for the Queensland Tourism Activation fund, \$15m for marketing campaigns to encourage intrastate travel, \$4m to be spent on business training, and \$15m to be injected into regional tourism.

## Jayride halts trade

**JAYRIDE** has been placed into a trading halt on the ASX in preparation for a planned announcement regarding a raising of capital.

The Department of Home Affairs will also develop a simple digital visa with a view to making the documents easier to access and more secure.

A new underlying and reusable digital platform will also be built to support these initial applications, with Acting Minister for Immigration Alan Tudge stating the initiatives would help Australia reopen to the world.

"This capability will put us in a prime position to successfully reopen our borders in a COVID-safe way to help with the rebuilding of Australia's economy," he said.

"It will significantly streamline our national response to COVID-19 and our contact tracing capabilities by speeding up information collection and processing," he added.

No specific dates for when it will be implemented have been revealed, with a tender for the project to be issued "shortly".

## RCI out until 2021

**ROYAL** Caribbean International will not sail in Australian waters until the new year, with the company's website now confirming the suspension of local sailings through until 31 Dec.

More details, as well as more information on the planned *Quantum of the Seas* cruise restart in Singapore, in today's issue of **Cruise Weekly**.

## Today's issue of TD

*Travel Daily* today has five pages of news including our PUZZLE page and a full page from **Tourism Malaysia**.

## Tollman and TIME

**THIS** week the future of the global touring sector will be under the microscope in the latest CEO Conversation conducted by *Travel Daily* Publisher Bruce Piper.

Brett Tollman, CEO of The Travel Corporation, will participate in a highly anticipated Zoom interview taking place at 11am Sydney time this Wed 21 Oct.

On Thu 22 Oct, also at 11am, there will be a special session on the Travel Industry Mentor Experience (TIME) to celebrate the organisation's tenth birthday, including international chats with graduates in NZ, Canada and Australia, while on Fri The Travel Industry Hub's Richard Taylor will chat with Malcolm Peak on "The Changing Face of the Workplace".

Free registrations now open at [thetravelindustryhub.com](http://thetravelindustryhub.com).

## Malaysia training

**TRAVEL** advisors have the opportunity to win a 2021 trip to Kuala Lumpur including Malaysia Airlines flights and accommodation at the Shangri-La hotel by taking part in the Malaysia Travel Expert program.

Six training modules are now available - see the **last page**.

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With five more ships leaving Carnival Corporation's fleet, read more about how the company is coping with COVID-19 in the October issue of *travelBulletin*.



**CLICK to read**

**travelBulletin**

## AFP investigation

**THE** Australian Federal Police are investigating possible criminal conduct in relation to a \$30 million purchase of land by the Commonwealth, to be used as part of the Western Sydney Airport project at Badgerys Creek.

The investigation follows an assessment by the Australian National Audit Office that claimed the land was worth only \$3m.

Acquired in 2018, the land sits at the end of the proposed second runway of the airport, an expansion which will not be undertaken for another 30 years.

## Rome's rapid testing

**ITALY'S** Rome-Fiumicino Int'l Airport is now trialling a new 30-min COVID test for flights between Rome and Milan.

The Italian Govt is hopeful a successful result will help restore international traffic volumes faster than current testing allows.

## Flight infection risk low

**THE** International Air Transport Association (IATA) has welcomed a report from the United States Transportation Command (Transcom), which suggests the risk of COVID transmission during commercial flights is minimal.

The testing, which was conducted in Aug, found the overall exposure risk from aerosolised pathogens, like coronavirus, to be "very low".

More than 300 aerosol releases simulating a passenger infected with coronavirus were performed over eight days using United Airlines Boeing 767-300 and 777-200 aircraft, with the testing showing the aerosol was "rapidly diluted by the high air exchange rates" of a typical cabin.

Aerosol particles remained detectable for a period of less than six minutes on average, with both aircraft models tested removing particulate matter 15 times faster than a typical

home ventilation system, and five to six times faster than the recommended design specifications for patient isolation rooms in a hospital.

Testing was done both with and without a mask for the simulated infected passengers.

"Last week, IATA reported that since the start of 2020 there have been 44 cases of COVID-19 reported in which transmission is thought to have been associated with a flight journey, out of 1.2 billion passenger journeys in 2020," IATA Director General & Chief Executive Officer Alexandre de Juniac enthused.

"The US Transcom research provides further evidence that the risk of infection on board an aircraft appears to be very low, and certainly lower than many other indoor environments."

The testing was conducted by America's Defense Advanced Research Projects Agency.

## Checks & balances

**TRAVELLERS** transiting through Sydney Airport are now able to use Service NSW's COVID safety app on check-in when either departing or arriving.

Sydney Airport's decision to utilise the government's app for travellers was hailed by NSW Minister for Customer Service Victor Dominello, who said it would deliver passengers with an important "extra layer of protection".

"I commend Sydney Airport's decision to enable passengers at their domestic and international terminals to check in with the Service NSW app to ensure they can be contacted quickly by our NSW Health experts if needed," Dominello said.

Interstate and international visitors can either check-in as a guest, otherwise those without the app will be redirected to an online form to check-in with their details using a QR code.

## Grow WITH OUR COMMITMENT

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## TTNQ elects leaders

**TOURISM** Tropical North Queensland (TTNQ) has elected five new Directors to its board at its first virtual Annual General Meeting on Fri.

New General Directors are Baillie Lodges Chief Operating Officer Craig Bradbery, Coral Expeditions Commercial Director Jeff Gillies and Crystalbrook Collection Area Manager Cairns Joel Gordon.

Cairns North and South Zone Directors were revealed to be Tourism Port Douglas & Daintree Executive Officer Tara Bennett and Cairns Convention Centre GM Janet Hamilton respectively.

The Reef Hotel Casino GM Hotel Wayne Reynolds was also re-elected as a General Director.

The appointees join existing Directors Norris Carter, Ken Chapman, Paul Fagg, Sam Ferguson, and Mark Evans.

## Vale Hannah Walter

**WELL-RESPECTED** Western Australian travel industry stalwart Hannah Walter sadly passed away on 10 Oct, after succumbing to the onsets of dementia.

Born in Switzerland, Walter moved to Australia in the 1960s and worked as a Reservations & Ticket Officer with Pan American and Lufthansa, before later serving as a travel consultant.

Walter's funeral will be held on Wed 21 Oct at 10am at Seasons Funerals Lake Joondalup in Wanneroo, Western Australia.

## Kiwis make welcome return



**THE** trans-Tasman bubble took off on Fri (**TD** 16 Oct), with travellers from New Zealand landing in Sydney without the need for quarantine for the first time in seven months.

The Tourism & Transport Forum hailed the return of one-way quarantine-free travel between Australia and New Zealand, with Chief Executive Officer Margy Osmond stating her organisation would now continue to work with airports, airlines and governments to achieve a two-way, quarantine-free bubble.

"We know that tourism, travel, accommodation and aviation businesses will be rejoicing at the prospect of more NZ tourists, backpackers and business travellers having the opportunity to return to Australian cities...and in growing numbers as the bubble progresses," she said.

"While there is much more to

do and more government support will be needed, quarantine-free international travel from New Zealand into NSW, the NT and the ACT is the historic first step on our long journey back to full international tourism recovery."

Sydney Airport Chief Executive Officer Geoff Culbert added the arrangement was an important step for the local travel industry.

"For the first time in more than 200 days, a group of international passengers have stepped out into fresh air rather than onto a coach bound for hotel quarantine," Culbert enthused.

"Months of preparation have gone into establishing the protocols around COVID-safe international travel, and we look forward to taking this template and applying it to other international markets when the Govt gives the green light."

**Pictured:** Kiwis arrive in Sydney.



## Window Seat

**NORMALLY** German people are lauded for their pleasant bedside manner, but this virtue is not exactly on display during Visit Berlin's latest ad campaign, aimed at stopping COVID-19.

In a hard-nosed bid to ensure travellers are wearing face masks and appropriate personal protective equipment, the German capital's main tourism body has collaborated with the govt on a decidedly more pointed marketing push, with posters depicting an elderly woman flipping the bird at passers-by for not doing enough to curb a spike in COVID cases.

"Using an elderly woman, who is a representative of a high-risk group and is thus more concerned about rule-breaking in order to achieve maximum effect, was exactly what the entire campaign is about," a spokesperson for Visit Berlin said when defending the attention-grabbing campaign.

Several more iterations are due until the end of Mar - we give this billboard one out of 5.



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## Sudoku

MEDIUM

**THE** aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

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

www.sudokuoftheday.com – visit them and get a new Sudoku every day!

## Whose flag is this?



**THIS** flag was designed by a student organisation in the 1880s, when the country was part of another nation's empire.

The student organisation wanted to preserve the traditions, language and culture of this nation, which was being

suppressed by the empire.

The flag was chosen officially when the country became independent in 1918, but it again fell under another's rule in 1940 and the flag became illegal until the late 1980s when it flew again.

Do you know whose flag this is?

## Who needs a drink?



**AN AFFOGATO** is a delicious after-dinner dessert cocktail and this recipe, which comes to us from Dream Cruises, puts a tasty spin on the usual drink, substituting a Magnum ice-cream for the usual vanilla gelato or ice-cream.

It's a perfect dessert cocktail to enjoy with the weather

starting to heat up.

As always, please keep sending your recipes to [cocktails@traveldaily.com.au](mailto:cocktails@traveldaily.com.au).

xx *Jenny*

Jenny Piper  
Owner,  
Business  
Publishing  
Group



### Affogato with a Twist

#### INGREDIENTS

- 1 shot of freshly brewed espresso
- 1 shot of Frangelico
- Mini Classic Magnum

#### METHOD

Place the mini Magnum inside the cup and pull out the stick if you'd like.

Pour in the Frangelico and then add a freshly brewed shot of espresso over the top. Enjoy!

### ANSWERS 16 OCT

Pub quiz: 1 Ethiopia, 2 Cuba, 3 Islam, 4 Schoolies week, 5 St. Helens, 6 A combination of the words "exploration" and "speed", 7 b) 66%, 8 Norwegian Air Shuttle, 9 Bangkok, 10 Boeing

Unscramble: adore, aloe, ammo, amoral, areola, aroma, demo, doer, dole, dome, dorm, earldom, load, loader, loam, loamed, lode, lord, lore, MELODRAMA, memo, modal, mode, model, modem, molar, mole, moral, morale, more, morel, oared, older, oral, ordeal, radome, redo, reload, road, roam, roamed, rode, role

Where in the world: Forever Marilyn, Palm Springs, USA



### AC resumes to SYD

**AIR** Canada is planning to resume its Vancouver-Sydney flights from 10 Dec.

Initially resuming three times weekly through to 10 Jan with a Boeing 777-200LR, the flight will depart from Vancouver at 11pm and arrive at 9.35am, with the return leg leaving Sydney at 11.35am and arriving in Vancouver at 6.50am.

Air Canada is now also including free COVID-19 insurance on international flights (**TD** 21 Sep).

### Malindo sheds jobs

**MALINDO** Air is planning to shed more than 2,200 jobs and reduce its fleet size to just 11 aircraft as it battles to stay afloat during the shutdown.

Management has proposed to cut its workforce from 3,200 to about 1,000 by the end of Nov, with the airline also recently offering a number of its staff voluntary redundancy packages to reduce its payroll costs, as well as voluntary unpaid leave for up to one year.

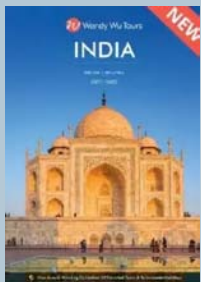


**THE** ongoing lobbying of the Federal Government on behalf of travel agents and AFTA was in full swing last Fri night, with Sylvania Travel Director Vivien Davies having a one-on-one conversation with Prime Minister Scott Morrison to highlight the sector's challenging plight (**pictured**).

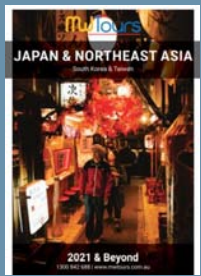
The meeting took place during the Cook 200 Club dinner in Cronulla, with the PM confirming he is aware of issues facing agents such as credit card chargebacks, the handing back of commissions and paying rent with no income.

## BROCHURES

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



**Wendy Wu - India, Sri Lanka, Nepal & Bhutan**  
Wendy Wu Tours has gone to press with its 2021-22 India, Sri Lanka, Nepal & Bhutan brochure. The program celebrates a range of new experiences for Wendy Wu, including a nine-day Kerala tour showcasing the best of the destination's natural scenery and laid-back lifestyle, including a night on board a traditional Kerala houseboat. Also new in the program is the Northern Sri Lanka Explorer itinerary, an 11-day round-trip from Colombo introducing travellers to temples, history, arts and crafts, and beaches. A number of tours also feature exclusive solo departures.



**MW Tours - 2021 Japan & Northeast Asia**  
MW Tours' new 2021 & Beyond Japan & Northeast Asia brochure provides 60 pages of tours to destinations including South Korea and Taiwan. The company has reduced the max group sizes of its landmark Cherry Blossom & Gardens Tour, with the program also showing off Taiwan's natural attractions and local cuisine, including visits to the night markets. South Korea is also explored, with trips to "old folk villages", as well as to noraebangs to sing karaoke. Guaranteed departures and packages targeting solo travellers are also featured in the brochure.

### 10% off cruising

**THERE** is now extra incentive to book a European cruise next year, with European Waterways announcing 10% off departures in France, the UK and Italy in 2021.

Savings are available for bookings made by 31 Oct, with itineraries featuring classic European activities like wine tasting & castle visits - for more information, **CLICK HERE**.

### More Crown issues

**THE** Government's anti-money laundering agency has identified potential non-compliance issues from Crown Melbourne in relation to due diligence on an anti-money laundering/counter-terrorism financing program.

AUSTRAC has now referred the matter to its enforcement team.

### HK/Singapore deal

**HONG** Kong and Singapore have formed an in-principle agreement to establish a bilateral air travel bubble that the two nations say will help to revive cross-border air travel in a "safe manner".

Both countries have recently implemented standardised hygiene and safety protocols.

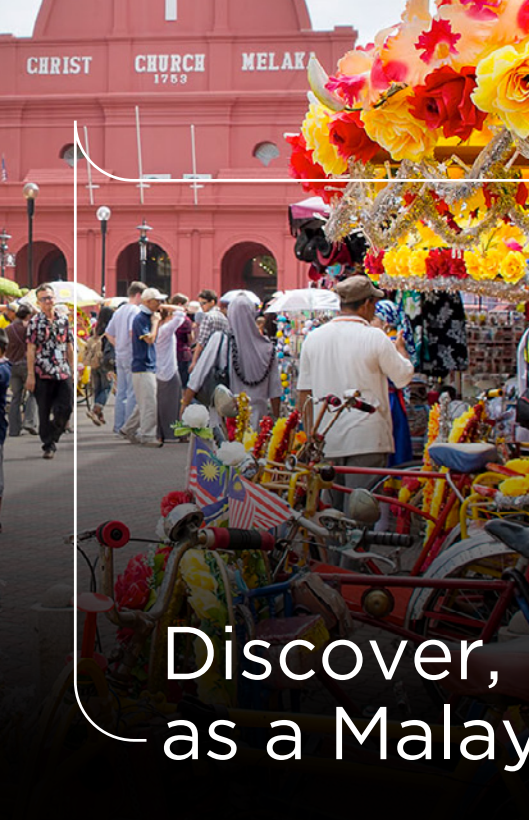
**MEANWHILE** the Hong Kong Tourism Board introduced a new 360° virtual-reality film to support its Great Outdoors Hong Kong campaign - watch **HERE**.

### Kakadu recruits

**THE** Kakadu National Park has flagged plans to add more managers to prepare for the predicted increase in visitors over the coming months.

The major Top End tourist attraction will add two Park Manager roles, plus a Cultural Engagement Manager to assist the Operations Manager.

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



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