



Justine Sealey
Ramsgate Travel Service

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Today's issue of TD

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

VA adds 737-800s

VIRGIN Australia has announced plans to introduce nine more Boeing 737-800 aircraft into its mainline fleet from Oct as the airline prepares for a rebound in domestic travel.

VA said it hoped all nine jets would be in the air mid-Feb 2022, with a select number to take to the sky earlier to cater for the peak summer period.

"These extra aircraft are an important part of our planning and ensure we're ready to ramp up flying and meet the pent-up demand for domestic travel as soon as the opportunity presents itself," the airline's CEO Jayne Hrdlicka said.

VA will also welcome its first 737 MAX 10 aircraft by mid-2023.

Cruise at the double

VIKING will for the first time offer a choice of two departure dates for its 2023-2024 world cruise, with *Viking Sky* departing 20 Dec 2023 from Fort Lauderdale and *Viking Neptune* leaving Fort Lauderdale on 23 Dec 2023, with both ships sailing identical itineraries in parallel.

The sailings, which span 138 days, 28 countries and 57 ports, lead in at \$79,995ppts.

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

196 grant applicants axed

EXCLUSIVE

ALMOST 200 applications for the second round of the Government's \$258 million COVID-19 Consumer Travel Support Program will be withdrawn from the scheme, with Austrade claiming applicants have failed to respond to requests for additional information.

The Australian Federation of Travel Agents provided a progress update on the program earlier this week, confirming that follow-up emails were sent by Austrade to applicants on 04 Aug requesting any outstanding information to be submitted by 06 Aug, to enable the assessment and payment to eligible grant recipients.

"Of the 403 applicants emailed, 196 have not provided the requested information to date (two weeks after the due date).

"As Austrade has not received any response, they will email these applicants to advise their application will be withdrawn from the program," AFTA said.

The update also summarised the current state of the grants scheme, indicating that of 3,917 claims received in Round 1, payments were made to 3,211 successful applicants.

Round 1 also saw 442 "exceptional circumstances" claims lodged, all of which have now been processed, while just eight manual claims remain for

the first round of the program.

The second round saw 2,344 claims received from travel agents, tour operators and service providers, of which 1,816 payments had been made as at 24 Aug.

A total of 891 claims relating to businesses with turnover of greater than \$500,000 have had their additional financial verifications completed, while 143 are still pending - of which 96 are still awaiting information from applicants, according to Deloitte.

Of 400 exceptional circumstances submissions for the second round of the program, 156 have been completed, while 142 are awaiting a certificate from the Australian Taxation Office and 102 are in progress.

In relation to the financial verification process, AFTA noted that "a number of applicants have received outcomes that they did not expect," with Austrade now asking Deloitte to engage applicants on a "personalised, one-on-one basis to explain the calculations behind the advice that was provided to Austrade and the basis for the decision".

This will enable applicants to make an informed decision on whether they wish to continue with a review of their outcomes.

"Austrade will reach out to applicants directly to start this process once they have contacted us with questions about their outcome or have expressed an intent to request a review," the Government agency stated.

The update did not specify how much of the allocated \$258 million had actually been distributed via the grants program at this stage.

Pherous sells \$39m

CORPORATE Travel Management founder Jamie Pherous disposed of 1.74 million shares yesterday, selling off \$39.1 million in value - more corporate travel news on [page three](#).

CLIA maps cruise path to revival

CRUISE Lines International Association (CLIA) has outlined a four-phase pathway for a careful resumption of cruising in Australia, designed to align with government plans to revive tourism and reopen borders.

Key goals in the cruise industry pathway include developing a framework with the government on cruising's resumption and the implementation of the industry's layered health protocols which include testing and vaccination.

Further goals include resuming limited domestic cruises within an Australian bubble when 70% of the adult population is vaccinated, with more domestic sailings and the rebooting of controlled trans-Tasman itineraries when the country reaches 80% of double jobs.

MEANWHILE Carnival Australia President Sture Myrmell has announced that P&O Cruises will mandate full vaccination for Australian passengers planning to board its ships.

Speaking at CLIA's online Cruise Forum this morning, Myrmell confirmed the move was necessary for a safe resumption of sailing, and indicated it was likely for other Carnival brands to follow suit.

Stay tuned to *Cruise Weekly* and *Travel Daily* on Mon for more exciting news from CLIA's online Cruise Forum taking place today.

Jayride revenue dip

NET revenue for airport transport company Jayride dropped by 77% to \$759,000 for the 12 months to 30 Jun when compared to the previous year.

However, the company has managed to recover across most key metrics during the latest reporting period, including posting a resurgent net profit after tax result of \$7.08 million, a 37% jump on the \$4.487 million recorded last year, while costs were also reduced by 23%.

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Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called *Keep Dreaming* is specially designed for agents to send their clients.



SAA resurrection

AT ONE stage the prospect appeared unlikely but South African Airways (SAA) is preparing to take to the skies again after a long period of financial instability.

The carrier launched its first tickets to the market yesterday for return flights that will leave the tarmac on 23 Sep, initially operating routes from Johannesburg to Cape Town, Accra, Kinshasa, Harare, Lusaka and Maputo.

"After months of diligent work, we are delighted that SAA is resuming service and we look forward to welcoming on board our loyal passengers and flying the South African flag," Interim CEO Thomas Kgokolo said.

The once South African Government-controlled airline has faced many hurdles over the last 24 months, which ultimately saw 51% of the company sold to the Takatso Consortium in Jun (TD 16 Jun), putting an end to any more government bailouts.

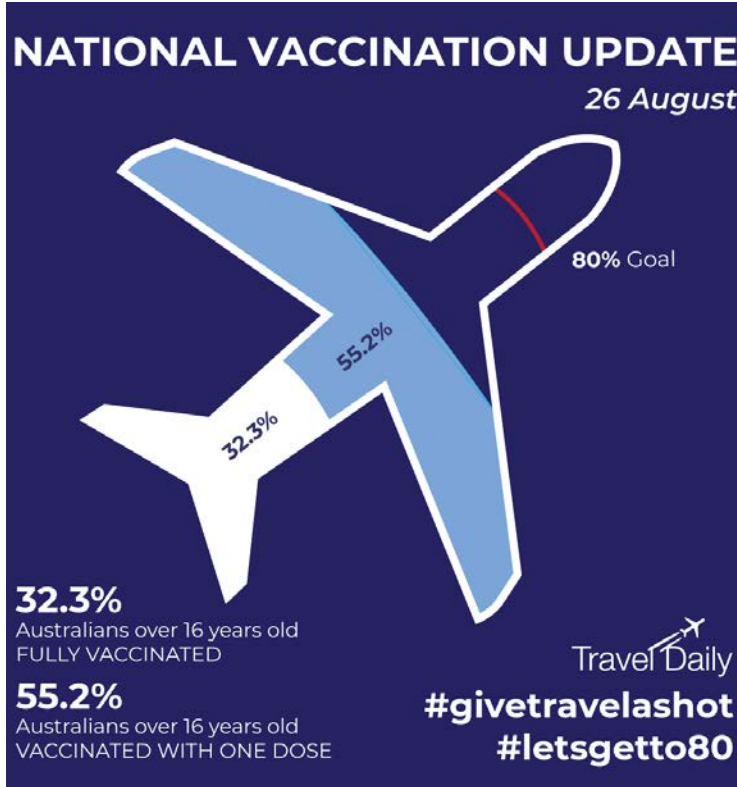
Carnival appoints

CARNIVAL Cruise Line Australia has recruited Mark Richards (pictured) to the newly created role of National Sales Manager.

Richards joined Carnival in 2013 and his move into the new position will see a staff reshuffle including Lance Dye moving to the Flight Centre account, Sarah Miller adding home-based agency networks, Kim Ryan taking on automobile clubs and Emma Judge expanding her current Queensland territory.



On route to our freedom!



HOLD on to your hats readers because the travel sector can finally see some light at the end of the tunnel.

Travel Daily's in-house marketing team has illustrated the healthy progress Australia is currently making towards becoming fully vaccinated against

ADL boss to depart

LONG-TIME Managing Director of Adelaide Airport Mark Young has announced his retirement at the end of the year.

Young has been in the position for 10 years and also spent 21 years as a Senior Executive, revealing this years seemed like a good opportunity to foster new talent in the leadership role.

"The time is now right for the next generation Managing Director who will take us through for the next exciting phase of Adelaide Airport's development," Young said.

A search for a replacement has begun with the aim of appointing a new leader by Dec.

COVID-19 (pictured).

With freedoms awaiting us at the 70% and 80% marks, let's all spread the word & get First class and the cockpit jabbed next!

Seabourn axes WC

SEABOURN has announced the cancellation of its 145-day World Cruise aboard *Seabourn Sojourn* in 2022 based on feedback from its guests, with updated plans to see its upcoming 2024 World Cruise itinerary replicate next year's cruise plan.

The 2024 global trip will go on sale from Oct, with guests and travel advisors who have booked cabins on the cancelled world cruise voyage to receive specific information from the line shortly.

Due to lengthy anticipated wait times, Seabourn is requesting affected guests visit the online resources available on its website first rather than calling the company's reservation call centre.

The round-the-world sailing was originally scheduled to depart Los Angeles on 11 Jan 2022.



Window Seat

FABIO, the most beautiful man in the Cosmos, is speaking out for the first time in 22 years about an unfortunate mishap that took place on a roller coaster in Virginia.

Discussing the incident on the *People in the '90s* podcast this week, the globally famous Italian model said he was attending an event in Williamsburg at Busch Gardens to be aboard the inaugural Apollo's Chariot ride when a goose flew into his perfectly symmetrical face at a speed of up to 85 miles per hour.

"So what happened is, over the pond there was a bunch of geese there, I'm talking about hundreds...the geese hit the video camera...I was with reflex fast enough to turn my head just in time," he recalled.

"And I saw totally the metal passing by and cut the bridge of my nose, then I turned and it really was a miracle but because then it was all the rest of the ride after I was cut upside down, of course the blood rushes to your head so when I came off, my face was bloody."

There was much weeping and gnashing of teeth at the hospital to determine if Fabio's perfect face had been compromised, but thankfully he only required one single, solitary stitch.

Fabio added that following the theme park mishap attorneys circled like vultures to see if the star wanted to sue the owners of the park, but in truly suave fashion, he claimed he wasn't interested in ruffling feathers.



CORPORATE UPDATE

Corporate travel surprises

CORPORATE Traveller has observed a surprising growth in intrastate business travel amid the latest border closures.

The company's General Manager Tom Walley believes Australian small & medium-sized enterprises have become more resilient and adaptable to snap restrictions, resulting in the growth of surprising segments of the travel market.

Walley said Corporate Traveller's data showed a significant spike in several intrastate flight bookings during the country's many various lockdowns, including Brisbane to Townsville, Brisbane to Mackay, Perth to Port Hedland and Perth to Karratha.

"I believe we will see a continued shift towards such travel routes as lockdowns continue," Walley said.

He added that travel management companies have buffered the financial impact of travel restrictions on both the business market and the travel industry alike by providing travel advice, which allows essential business travel to continue.

By providing credit for any postponed travel, TMCs have ensured businesses avoid more financial losses through their change in travel plans, which has also ensured the industry retains its revenue to enable it to keep operating.

"A travel management company can act as a vital support system during uncertain and challenging periods - both for businesses and the travel industry," he said.

"The best ones provide up-to-the-minute advice around border rules and inflection controls.

"While SMEs may need to postpone travel during restrictions and lockdowns, it won't come at a cost to the business or industry and guarantees a spike in travel once lockdown ends."

Walley also observed that while lockdowns have impacted several industry verticals with traditionally high rates of corporate travel, other surprising industries have emerged as the more frequent travellers, such as pharmacy, agriculture, retail, and insurance.



The pandemic and the environment. Has this been a time for travel businesses to pause for effect? Read more in the August issue of *travelBulletin*.

CLICK to read

I'm screening drunk!



A RECENT survey of 738 business travellers globally found that 60% would prefer to return to pre-pandemic levels of business travel despite media sentiment that technology such as Zoom calls may dent the sector moving forward.

The BCD Travel survey also found that business travellers are raising concerns about the reliance on screen-based interaction as their primary meeting method, with three in

four respondents rating face-to-face human interaction as the primary reason to get back out on the road and meet clients.

While most business travel organisers concede virtual meetings are here to stay, the study noted some significant pain-points associated with online catch ups, including becoming easily distracted (54%), unsuitability for specific meeting types (51%), 'Zoom fatigue' and technology issues (49%) and a lack of human contact (66%).

"Meeting face-to-face not only remains a critical component to achieving company goals, it's also essential to satisfying businesses' needs for efficiency and human interaction," BCD Travel Global Chief Operating Officer Mike Janssen said.

Flight Centre rally

FLIGHT Centre's TTV across its corporate travel brands in the Australian market has shown strong signs of recovery late in the 12 months to 30 Jun, with the company's latest financial report revealing the final quarter had already matched 97% of TTV volumes recorded for the entire first half of the year.

The final quarter also doubled Q1's TTV, mirroring similar trends in other markets such as North America and Europe.

Flight Centre has been vocal over the last 12 months about further enhancing its corporate travel platforms and call centre operations across all brands, headlined by the FCM Platform and Melon products which are designed to accelerate marketshare of business travel in a rebounding post-COVID world.

Back before 2022?

AMERICAN Express Global Business Travel's (GBT) client confidence is growing, however the rise of the COVID-19 Delta variant is pushing back restart sentiment in some regions.

Almost all (98%) of GBT's clients expect corporate travel to return before the end of the year, with North America in the lead, with 26% of clients ready to get back on the road within a month.

However, in Europe, the Middle East & Africa, just 10% are ready to travel in a month's time.

AUSTRALIANS WILL BE ALLOWED TO TRAVEL WHEN WE REACH 80% OF THE POPULATION VACCINATED, SO LETS

#givetravelashot
#letsgetto80

GET INVOLVED!

- 1 Get vaccinated
- 2 Use the social media hashtags
- 3 Access our toolkit of assets
- 4 Tag us: the best post wins a gift card



Icon under a microscope



THIS landmark is iconic and easily recognisable when you see the whole picture, but can you identify it from this small portion of the image?

This church is breathtakingly beautiful, despite the fact that it

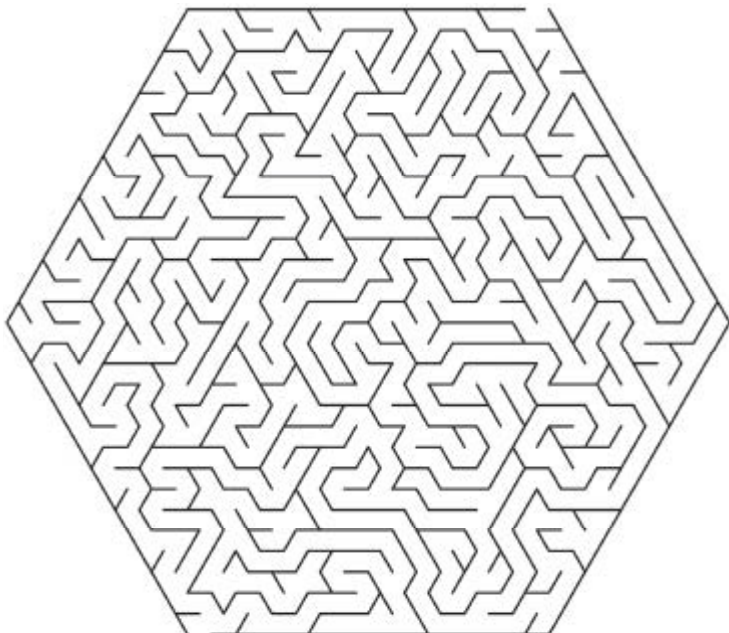
remains unfinished.

In fact it began its construction way back in 1882, and only in 2010 did it pass the midway point of the build.

It is a mix of gothic and art nouveau architectural styles.

A-maze-ing

CAN you find your way through this maze?
Start at the top and finish at the bottom.



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Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you a blast from the past. Here's some gems from 03 Sep 2014:

NOBODY really likes returning to work after a holiday, but what if you couldn't return to work due to a fear of flying?

That's what happened to a poor young woman from the UK who was celebrating her engagement, whisked away for an impromptu holiday in exotic Tunisia in northern Africa.

The lady was a very nervous flyer and suffered a panic attack during the journey from the UK to Tunis, the *UK Daily Mail* said.

At the end of the trip, her anxiety became so bad she was passing out at the thought of even going to the airport, with her partner repeatedly cancelling their flights home.

The panic episodes went on for weeks, with the hotel charging an additional £104 per night to extend the stay, a lot more than the £1,600 total cost for their entire original holiday.

The woman's partner even flew her mother to the resort to try to calm her down, and eventually she agreed to board a ferry to Marseille, France.

From there, the couple caught a train to Paris before boarding the Eurostar home.

All up, the extended "holiday" cost the couple more than £5,000 in extra accommodation, forfeited airfares, transfers and medical bills from Tunisian doctors.

National Red Wine Day



TOMORROW is National Red Wine Day, so make sure you crack out a glass or two in celebration.

While the origins of the actual celebration on 28 Aug are unknown, red wine has been around for centuries, with the oldest known winery discovered in what is now Armenia dating

back to 4,100 BC.

There are so many varieties of red wine today, so you are sure to be able to find a drop that suits your taste.

Otherwise, you can always celebrate with some sangria, or cook using red wine - we recommend a [beef bourguignon](#).

Icon under a microscope: Sagrada Família, Barcelona, Spain

ANSWERS 27 AUG

The sun will rise again



VISIT Sunshine Coast (VSC) has launched its International Restart Program this week in partnership with tourism agency Pinnacle Marketing.

The event saw 18 suppliers participate in the trade-focused program with an emphasis on getting the tropical destination prepared for the future influx of travellers from the strong New Zealand source market.

"The New Zealand market has always been the Sunshine Coast's number one international market, attracting over 85,000 visitors annually prior to the pandemic," VSC Trade and Distribution Manager Emily Zinowki said.

"The potential of the market was further boosted with the start of direct year-round flights from Auckland, and while these flights have been temporarily suspended, we know there is a great appetite for Kiwis for what the Sunshine Coast offers.

"Having a wide range of new trade-ready accommodation and experiences will be crucial for rebuilding the market and our operators are ready to welcome back Kiwis as soon as borders reopen," she added.

Pictured: Back row is David Taylor, Treetop Challenge Sunshine Coast; Matt Stoeckel, VSC; Stuart Whitney, Ecotekk; Kylie Gretener, Paddle Days; Simon Thornalley, Saltwater Eco Tours; Adam Cheshire, Bellingham Maze; Verena Olench, Maleny Botanic Gardens & Bird World; Karl Mayne, Ocean View Heli; Jonathan Large, Lovestone Cottages; Michael Nelson, Pinnacle Marketing and Beth Mahoney, VSC.

Front row is Emily Zinowki, VSC; Craig Schiller, Rumba Resort; Mark Cameron, The Point Coolum Beach; Kylie Bartholomew, Coco Mooloolaba; Georgia Hill, Adventure Rafting; Shell Rodney, Misty View Cottages and Tamara Large, Lovestone Cottages.

Minister nabbed

A FORMER Tourism Minister for the Maldives has been arrested in the United Kingdom this week on charges of sexual misconduct.

The allegations against Ali Waheed were due to be heard in a Maldivian court before the accused flew to the UK for medical care and did not return.

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Go Luggage Free

GUESTS staying at any Six Senses resort around the world can now pay for the privilege of feeling less encumbered, with the hotel company offering to ship travellers' luggage via a new partnership agreement.

Six Senses' tie-up with shipping service Luggage Free means its guests can dispense with the need to carry, check-in or pick up their bags at the airport, and can instead have items delivered directly to their rooms, even larger accessories such as golf clubs, skis and snowboards.

"Partnering with Luggage Free will allow our guests to begin their vacation before even arriving at their destination," Six Senses Hotels Resorts Spas CCO Bryan Gabriel said.

Short-term travel dented by Delta

SUPPORT among American travellers to open their communities to visitors has dropped from a peak of 67% in early Jun to 57% this week, a new study by Longwoods International has found.

Confidence to travel domestically in the US has been impacted by increased spread of the Delta variant, which has led to an increase in hospitalisations and deaths in the country.

The survey also saw travellers express solid support for inbound int'l travellers to be fully vaccinated before entering, with more than half wanting it to be mandated and 14% in favour of the requirement for travellers from "high-risk" countries.

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

Earlybird discounts of up to 10% are up for grabs on **Virgin Voyages** seven-night Greek Island Glow Athens roundtrip itinerary sailing between 09 Oct 2022 and 16 Oct 2022 aboard *Resilient Lady*. Discounted rates start from \$2,635 per person, twin share. Call Travel the World on 1300 857 037.

The **American Queen Steamboat Company** is offering discounts for Aussies of up to US\$2,000 per couple and US\$1,000 for solos on a river journey through America's Pacific Northwest in 2023. Bookings are required before 31 Oct. Call Cruise Traveller on 1300 680 374.

Savings of up to 20% on the base rate are on offer for car rentals when you travel in Australia or New Zealand with **Europcar** until 11 Dec. The offer is only valid for bookings made for two days or more and at least 21 days in advance. Blackout dates apply. Call 1300 13 13 90 for details.

Virgin Australia is still offering half price flights to 25 domestic destinations when bookings are made by 30 Nov (unless sold out prior). The cheaper fares are based on the Australian Federal Government's Tourism Aviation Network Support program. Call 13 67 89 to book.

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

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