

Carnival delayed

CARNIVAL Cruise Line has been forced to further delay its cruises in the local market due to dry dock scheduling, with sailings aboard *Carnival Splendor* suspended through 28 Jun and *Carnival Spirit* through 12 Sep.

The line confirmed to **Travel Daily** that agents are being notified directly and that cancellations can be exchanged for a full refund or a cruise credit. Agent commissions will also be protected for all bookings that have been paid for in full.

“Carnival Cruise Line will resume cruising in Australia when the time is right and will do so with enhanced health and safety measures developed in conjunction with government authorities, public health experts, local ports of call and the Cruise Lines International Association (CLIA),” a spokesperson said.

Symphony's sad tune

CRYSTAL Cruises has delayed ocean cruises aboard its *Crystal Symphony* vessel through to Jun.

The line said the decision was made due to ongoing border restrictions, problematic quarantine policies and limited international air access.

“All affected guests and their travel advisors were contacted directly with details of this cancellation along with their compensation and rebooking options,” the line said.

CLICK HERE for further details.

Luxury Escapes acquires

LUXURY Escapes has announced the acquisition of New York-based technology company Porter & Sail, saying the move will see it “supercharge investment in mobile and app development”.

Porter & Sail was founded in 2015 by Caitlin Zaino and Deepak Shrivastava, with a business model in which it partnered with hotels to allow customers to purchase discounted credits for future stays.

The company has also been on its own acquisition trail, having purchased competitor FutureKey in Aug last year.

The tech deal will enable Luxury Escapes members to use a dedicated smartphone app to easily upgrade their room, arrange early check-ins, late check-outs and book in-hotel services such as spa treatments, restaurant reservations and local experiences.

The app automatically charges members’ nominated credit cards with instant confirmation to provide a “frictionless, best-in-

class experience”.

Luxury Escapes co-founder Adam Schwab said the new functionality would enhance the company’s offering.

“Making in-travel experiences seamless and easy is incredibly important,” he said.

“The ability to make bookings and purchase valuable add-ons like room upgrades, day trips, dining and spa bookings will ensure that Luxury Escapes creates the world’s best holiday experience for all our members, from the moment they book their trip until they return home”.

Porter & Sail Co-founder and CEO Caitlin Zaino will join Luxury Escapes as General Manager of Guest Experience, focusing on “using technology to optimise the in-travel experience”.

She said the deal offered a “unique opportunity to proliferate our innovative platform to millions of members and leading hotels worldwide”.

Quantum leap ahead

ROYAL Caribbean International’s *Quantum of the Seas* will remain in Singapore for at least another four months, after her season was extended until Jun.

Following the success of Royal Caribbean’s safe cruises pilot program, locals can continue to book two-, three-, and four-night Ocean Getaways sailing to and from Singapore.

Blue Mtns spotlight

A PARTNERSHIP between Tourism Australia and the National Bushfire Recovery Agency promoting tourism regions badly affected by bushfires is currently pushing the virtues of the Blue Mountains.

See the full video **HERE**.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page plus a back page from **Viking Cruises**.

VA previews lounge

VIRGIN Australia has confirmed it will be opening a “new-look” lounge at Adelaide Airport later this month.

The carrier said customers can expect to experience an aesthetic more aligned to the Virgin brand they know and love, but declined to reveal specific features and details until closer to the official launch date.

“Our lounges play an important part of our offering for members, frequent flyers and those travelling in Business class,” a VA spokesperson told **TD**.

MEANWHILE Virgin has wasted no time in responding to Rex introducing cheap prices on its upcoming east coast routes yesterday (**TD** 10 Feb), announcing one-way Economy fares between Sydney and Melbourne from the same \$49.

The carrier is also offering one-way Business class fares between SYD and MEL from \$199.

Following the ongoing price war on domestic routes between Qantas, VA and Rex, Skyscanner has revealed that searches for domestic flights has increased by 36% on a week-by-week basis, with ticket flexibility also cited as a factor driving demand.

VIRTUAL TRAVEL SHOWCASE
Europe River Cruising with Emerald Cruises

We invite you and your clients to join the Emerald Cruises Europe Rivers Virtual Travel Showcases starting from February 18. Enjoy interactive sessions with the Emerald Cruises Sales Team learning about Europe River Cruising.

EMERALD CRUISES

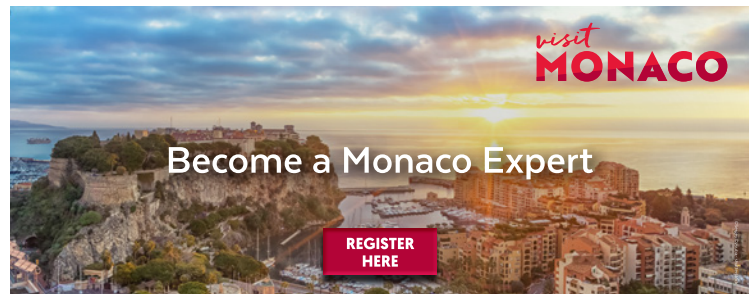
CLICK here for more information and to register for this session.

Private Jet Air Tours
SEE AUSTRALIA IN STYLE

To access the marketing toolkit visit www.atgconnect.com.au

LEARN MORE

LUXURY TRAVEL **APT**



TA business events push

TOURISM Australia (TA) has today announced a six-month marketing campaign encouraging local businesses to resume meetings and conferences to support the important business events sector.

The *Event Here This Year* campaign was launched on the Gold Coast by Tourism Minister Dan Tehan, as a complement to the \$50 million Business Events Grants Scheme which subsidises up to half the cost of participating in 190 approved trade shows, conferences and exhibitions.

The concept initially debuted a year ago as part of bushfire recovery efforts, but was paused shortly thereafter due to the onset of the global pandemic.

Tourism Australia MD Phillipa Harrison said with some restrictions now beginning to ease across the country, it was the ideal time to launch the new marketing push.

"There's no doubt that Australia's business events industry has been hit hard by the COVID-19 crisis," she said.

"This critical part of our economy directly contributed \$35.7 billion last financial year and provided employment to 229,000 people across the country, so it is important that we continue to provide support to this valuable sector.

"With international borders likely to remain closed for the foreseeable future, the recovery

of Australia's business events industry will undoubtedly be driven by Australian businesses and associations choosing to hold events here," she said.

The campaign will roll out across traditional media, digital and social channels and outdoor, with the industry encouraged to adopt the messaging via a special campaign toolkit available at australia.com/businessesevents.

G Adventures takes Certares investment

G ADVENTURES founder Bruce Poon Tip remains the controlling shareholder in the company, after taking on investment from private equity firm Certares.

Poon Tip said the funding would position the business for accelerated growth after the global pandemic, giving it the opportunity to pursue mergers and acquisitions, invest in technology and "execute its mission of changing people's lives through travel".

Certares has a range of investments in other travel businesses, including partnering alongside APT Travel Group owners the McGeary family and others in European river cruise operator AmaWaterways.

It also holds a major stake in American Express Global Business Travel, as well as investments in LATAM Airlines and New York-based Internova Travel Group.

Crown mea culpa

FOLLOWING a scathing report into Crown Resorts' culture handed down yesterday by the NSW Independent Liquor and Gaming Authority (**TD 10 Feb**), Chairman Helen Coonan has offered her "unreserved apologies" for the findings delivered by the inquiry.

"While we have already taken a number of important steps to improve our governance, compliance and culture, I recognise from the Commissioner's report we have much more to do," she said.

Coonan also noted that the report outlined "a pathway towards suitability" for its Barangaroo project to obtain a gaming licence, committing to work in a coordinated manner to make the reforms needed in order to be granted one.

Maldives vax push

THE Maldives has reached the milestone of inoculating more than 16,000 of its citizens with the AstraZeneca COVID vaccine, as the popular tourist nation progresses toward restoring its flagging visitor economy.

The country said it was hopeful its speedy rollout of the jabs over the coming months would restore confidence for tourists wanting to visit the island nation, with more than 350,000 travellers making their way since borders were reopened in Jul last year.

EY jobs crew 100%

ETIHAD Airways has claimed the mantle of being the first airline in the world to have its entire crew of operating pilots and cabin staff vaccinated for COVID-19.

"We proactively made the vaccine available to all our employees to not only help combat the effects of COVID-19 but to make travellers feel confident and reassured the next time they fly with us," said the airline's CEO Tony Douglas.

Air NZ flexibility

AIR New Zealand has extended its international fare flexibility program, allowing passengers with an air credit to rebook flights through to 30 Jun 2022 for departures that can take off as far down the track as 30 Jun 2023.

Customers who book or currently hold tickets for int'l flights scheduled to depart up until 30 Jun can also amend departure dates without incurring change fees, however price differences may still apply.

"We've seen many of our customers using their credits already and we're hopeful Tasman and Pacific travel will be up and running [soon]...for those wanting to go further afield, we recognise this may take longer," said Chief Customer and Sales Officer Leanne Geraghty.

QATAR AIRWAYS
oneworld

Learn more

Travel comfortably on our A350s

Fly greener with us to over 120 destinations

NT Product Showcase 2021

Learn what's on offer in the NT




Meet NT tourism operators and win great prizes!
Starts 16 February, spaces are limited!

Register now at tourismnt.com.au/trade/showcase



Travel Daily



Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

It's virtually Intrepid

THE day tour arm of tour operator Intrepid Travel has introduced new virtual holiday experiences so that travellers can get a taste of its product during the prolonged travel shutdown.

Intrepid Urban Adventures' interactive tours include cooking pierogi with a family in Krakow, baking Anzac biscuits with a Melbourne mum and creating a watercolour masterpiece inspired by artist Frida Kahlo.

Virtual trips leads in from \$33 for one hour - book [HERE](#).

HKTB super fans

AS PART of its post-COVID tourism recovery strategy, The Hong Kong Tourism Board has launched Hong Kong Super Fans, reminding prospective travellers about the city's many charms once borders are reopened.

The fan forum debuted a virtual tour of HK during the Chinese New Year- see the video [HERE](#).

Alliance reports profit surge

LISTED contract and charter operator Alliance Aviation yesterday announced a doubling of its profits for the six months to 31 Dec 2020, with an overall pre-tax result of \$33.6 million.

The carrier's total revenue was \$154.8 million, up \$3.5 million, with MD Scott McMillan saying the outstanding figures demonstrated the "robustness of our business model".

Charter and contract revenue increased significantly, with the uplift more than compensating for drops in wet lease and Regular Passenger Transport (RPT) income.

Alliance operated 43 aircraft during the period, citing a "significant shift by clients now using contracted and charter services on a permanent basis".

The suspension of flying for Virgin Australia did not materially impact the results, and recently resumed on a small scale between Brisbane and Emerald.

The recently announced E190 wet lease agreement with Qantas (TD 08 Feb) is due to commence by mid-2021 with three aircraft entering service initially, and an option to increase to 14.

RPT revenues are expected to increase as border restrictions are eased, while Alliance also has a strategic goal to become the "pre-eminent wet lease operator" in Australia and the Pacific.

The period included the finalisation of the purchase of Toll Aviation Engineering in Nov, which has since been renamed Unity Aviation Maintenance.

Alliance said the record result also reflected a change in revenue mix, a focus on cost reduction, and the receipt of \$6.9 million in Government rebates.

The company employs almost 600 staff, and said that "revenue streams impacted negatively by COVID-10 in 2HFY20 are showing signs of growth".

Window Seat

LOVE is in the air as Valentine's Day approaches, and so are the reservations at many of Australia's hotels as loved-up couples plan to hit the road for their romantic getaways.

According to new data from SiteMinder, outside of Sydney's CBD, Byron Bay and Port Macquarie are the most popular spots for romantic weekend holidays in NSW, while Warrnambool, San Remo and Apollo Bay are among some of the most popular destinations for couples booking their Valentine's Day trips in Victoria.

In the Sunshine State, the love for the Gold Coast is the strongest, beating out Brisbane, followed by Cairns, Noosa, Airlie Beach and Fortitude Valley.

Cupid must be a frequent flyer.

2022 European River Cruising including France & Portugal

SUPER EARLYBIRD OFFERS

EMERALD
WATERWAYS

[DOWNLOAD FLYER](#)

Super Earlybird
Limited Balcony Suite Offer*

SAVE up to
\$6,000 per couple*



Complimentary
Deposit Protection Plan

Flexible
Booking Policy

You can defer your travel plans up to 60 days prior to departure across our collection of European river cruises.

Also ask about our **NEW** Risk-Free Platinum Protection Plan*

*Conditions apply, see flyer & website for full details



Cruise with
Confidence

Our Commitment to
Your Health & Safety

The world may have changed, however, our commitment to your health, safety and wellbeing remains our key priority.

Where in the world?



CITED as an outstanding example of the world's geological history, this National Park boasts one of the longest chains of caves in the world – the largest natural underground chamber is big enough to fit a total of 40 Boeing 747 airplanes inside!

The most distinctive and visible feature of this UNESCO World Heritage Site is the haunting white and upright limestone pinnacles & it is the most studied tropical karst area in the world, with 295km of explored caves. Do you know where this is?

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.

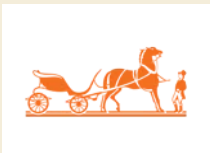
1



2



3



4



Today's puzzle page is brought to you by Malaysia Airlines



Malaysia Airlines search

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

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

CHILDDISCOUNT
ECONOMYFLEX
ENRICHPOINTS
FLEXIBILITY
FLYCONFIDENTLY
FREEREBOOKING
FREEREFUND
POINTSUPGRADE

PRIORITY
BAGGAGE
BOARDING
CHECKIN
STANDARDSEAT
UNLIMITEDCHANGE
WORRYFREE

Whose animal is this?

THIS gorgeous plumed bird is a turquoise-browed Motmot, sometimes called the Torogoz in the country where it is the national animal.

The name torogoz comes from the sound of the bird's call.

The motmot or torogoz is native to Central America, Costa Rica and Mexico.

Both parents care for the young and this family unity is one of the reasons that it is the national animal of this country, reflecting a similar emphasis on family in the culture. Do you know whose animal this is?

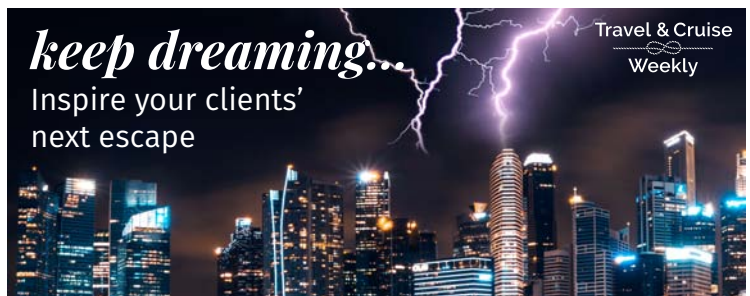


ANSWERS 10 FEB

Pub quiz: 1 India, 2 Asheville, Barcelona, Buenos Aires, Nice, New Orleans, 3 Lazio, 4 Malaysia, 5 Uranium, 6 b) 1850s, 7 Sri Jayewardenepura Kotte, 8 Eight, 9 New York City, 10 Giant panda

Seen it at the movies: No Country for Old Men

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



Robert planning adventures



ROBERT Kirk from Hornsby Travel and Cruise has scored himself a \$3,500 travel voucher from G Adventures after being the top seller for the Oceania region for the month of Jan.

The plucky travel agent emerged victorious in the G-Normous trade incentive, seeing National Sales Manager Dan Coleman drop by in person to deliver the prize. "I was excited to visit Robert

Kirk and thank him for his continued support," he said. "It's been 12 months between visits with a trade partner, and it was great to be doing so for such a positive reason...[Kirk] is already eyeing off which trip he wants to use it on," Coleman added.

Pictured: Coleman bestows the voucher and some trendy G Adventures kit to Kirk this week.

Finnair solar power

FINNAIR is reportedly taking part in trialling electric and solar power for its short-haul flights.

Finnair has previously revealed targets to reduce its carbon footprint by 50% before the end of 2025 and reach carbon neutrality by 2045, with the carrier's CEO Topi Manner confirming early phase testing for solar and electric power, stating in 20 years it should be a feasible way of flying short-haul flights.

Air Guides' big win

BURLEIGH Heads-based tour operator Air Guides has landed \$10,000 in funding from the nbn as part of the network's Innovate with nbn grants program.

The company secured the cash for its ability to refocus its business model on regional storytelling, injecting life into Indigenous communities.

Air Guides will use the money to recruit staff, launch campaigns and create new products.

US aviation package

THE United States Government has unveiled draft legislation to inject US\$14 billion in aid to the country's struggling aviation sector to cover staff costs.

The relief package is designed to ensure airlines are able to keep thousands of workers in their jobs through to 30 Sep and is proposed to form part of the new Biden Administration's US\$1.9 trillion relief package.

So far the US aviation industry has been propped up by US\$40 billion in government relief funding which expires on 31 Mar.

Senior airline executives in the United States have pointed to the rollout of COVID-19 vaccines as providing some light at the end of the tunnel, with Delta Air Lines even flagging a possible return to profitability by mid 2021.

Outrigger cleans rig

OUTRIGGER Fiji Beach Resort and Castaway Island in Fiji have attained Care Fiji Commitment status, a Fiji Government initiative that aims to reassure travellers the island nation is upholding the best health practices possible.

The accreditation means the resorts can feature the globally recognised WTTC Safe Travels stamp, informing visitors that hygiene practices such as higher frequency cleaning and improved social distancing measures are being rigorously adhered to.

The health stamp is a timely addition, with Australia's PM Scott Morrison this week listing Fiji as one of the priority countries for Australia to form a green lane with when the time is right, alongside Tonga and the Solomon Islands.

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.

Melbourne Airport has restructured its board which will see **Lorie Argus** become Chief of Aviation, **Jai McDermott** move to Chief of Ground Transport, **Mari Ruiz** assume the role of Marketing and Internal Communications and **Simon Gandy** become Chief of Infrastructure.

GlobalStar Travel Management has a new leader, with **James Stevenson** appointed to be its CEO from 01 Mar. He was previously the Vice President and Managing Director for American Express Global Travel based in the United Kingdom.

Kokomo Private Island in Fiji has welcomed **Sean Flakelar** as the property's new General Manager. Flakelar had worked with AMAN Resorts for nearly 20 years across properties like Amanjiwo & Amanoi.

Europcar Mobility Group has announced the appointment of **Benoit Garel** as its Managing Director for the company's Australia and New Zealand markets. He joined Europcar Mobility Group in 2008 and has held various management positions in that time.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



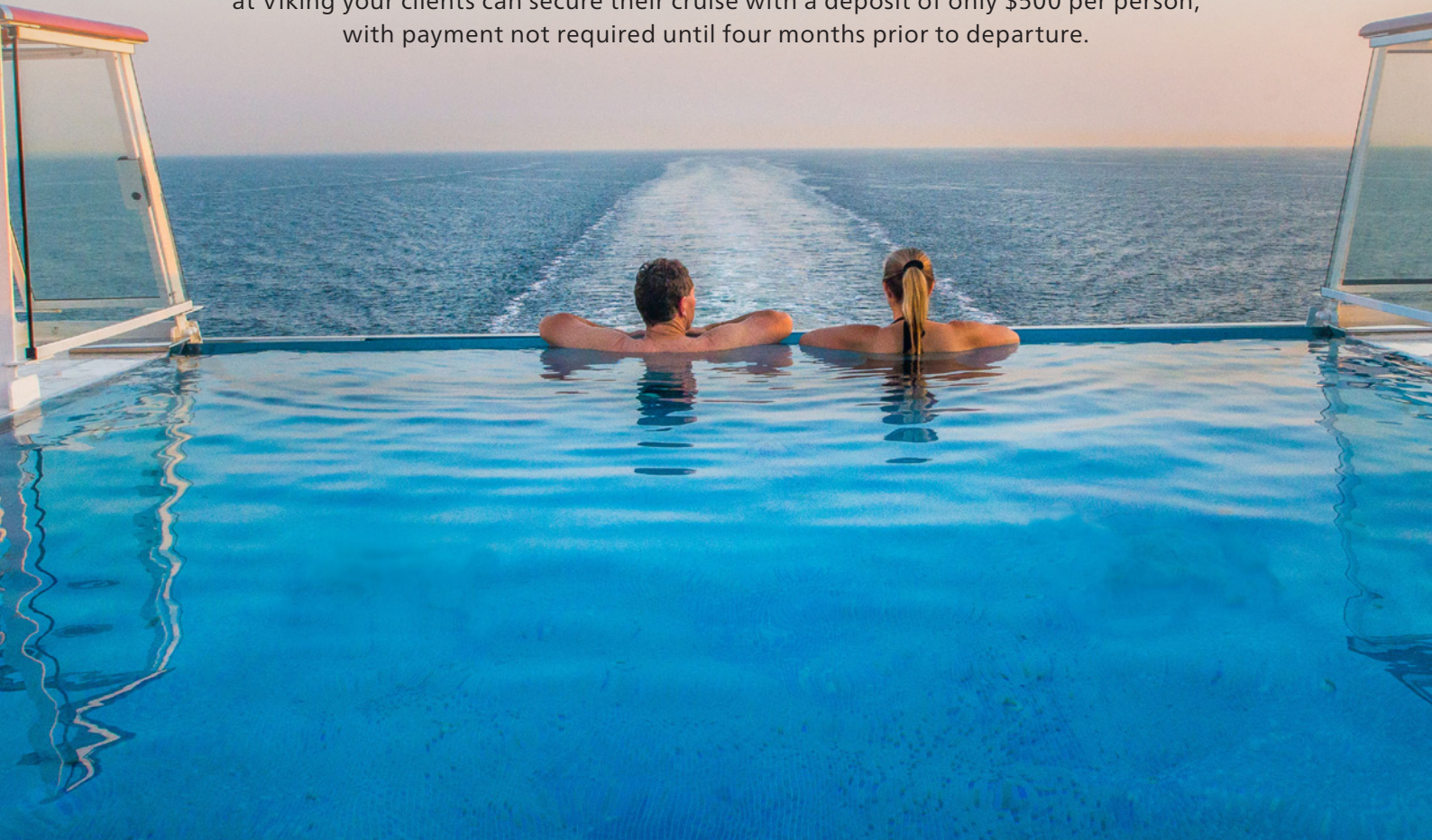
DISCOVER WHY GUESTS CHOOSE VIKING

We know that the joy of planning and anticipating a new travel adventure is second only to the journey itself, so picking the right cruise line for your client is all important.

With itineraries that are destination focused and culturally enriching, Viking is recognised as the world's leading small ship cruise line. We have been rated the #1 cruise line in Travel + Leisure magazine five years running, and have been honoured multiple times on Condé Nast Traveller's "Gold List", Cruise Critic's Cruisers' Choice Awards, and Cruise Critic's Editors' Picks Awards.

- Industry-leading Risk-Free Guarantee
- Small Spacious Ships
- Scandinavian Design
- Most Comprehensive Health & Safety Program
- No Kids, No Casinos
- Newest & Largest Fleet

Even the most experienced traveller needs additional peace of mind right now, and at Viking your clients can secure their cruise with a deposit of only \$500 per person, with payment not required until four months prior to departure.



NO KIDS | MOST AWARDED
VIKING INCLUSIVE VALUE

☎ 138 747 🌐 VIKINGCRUISES.COM.AU

