

Travel Daily

First with the news

Today's issue of TD

Travel Daily today has five pages of news including **Business Events News** plus full pages from:

- **Qatar Airways**
- **Malaysia Travel Expert**
- **Silversea Cruises**

Vax passport by Oct

PRIME Minister Scott Morrison yesterday said Australia could have its proposed new vaccine passport platform (**TD** 07 Jul) in operation as soon as Oct.

During a press conference he noted that "we already have vaccine certificates, they already exist...and this month we expect them to be in a form that can be dropped into Apple Wallets, things of that nature."

"And, later in the year, about Oct we estimate, we'll have a vaccination certificate that will be able to be used, internationally recognised, to facilitate when people are moving out of the country and into the country, being able to recognise others' certificates," the PM added.

He said vaccination certificates had been key topics of discussion with leaders of other nations.

Inviting Travel Agents

What does a bright future look like for travel agents in a post pandemic world?

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Thursday 22nd July 2021

Momento NCAT appeal push

EXCLUSIVE

WHOLESALER Momento Travel Services has set the record straight in relation to the successful appeal by Helloworld Gosford's Wendy Kiss against a NSW Civil and Administrative Tribunal (NCAT) decision reported earlier this week (**TD** 20 Jul).

Momento MD, Stephanie Savage, who also operates retail and corporate agency Impulse Travel, told **Travel Daily** she was concerned the reporting of the decision "does not assist in getting travel agents to understand the difficulties that Australian wholesale operators are facing day-in and day-out with this type of issue".

Savage said it had actually been her suggestion that Wendy Kiss should dispute the initial NCAT ruling, which had forced Kiss to repay clients for airfares personally, despite at that stage not having received any refund.

She had also called on AFTA and CATO to support Kiss' action "because without lodging an appeal would have set a very dangerous precedent for the entire travel industry".

Momento had tailored an itinerary for the agent which included a journey on board the Rocky Mountaineer and hotel accommodation and tours across Western and Eastern Canada.

"Momento was bound contractually to these service providers and was unable to repay funds to the agent that were paid in deposit or that Momento was committed to pay.

"Momento staff made every effort to secure the best outcome for Wendy knowing the NCAT dilemma she faced, and is holding credits to be used for future bookings made by the agent."

Savage said the case highlighted the fact that wholesalers face the same issues as travel agents, "which become even more complicated as we work with overseas suppliers who are not bound by Australian consumer laws...we are constantly working to achieve the best possible outcome for our clients – the travel agent".

Helloworld retail stand down

NEWLY appointed Helloworld Group GM Retail and Commercial Nic Cola (**TD** 28 Jun) has confirmed the standing down of much of the company's workforce in NSW, including the retail team of Julie Primmer, GM of Branded and Associate Networks, and National Sales Manager Associate Network Nicola Nanninga.

An update to members yesterday noted that the current lockdowns had forced the closure of HLO's NSW offices due to Government mandate.

"There will be support available through the interstate teams, however there may be delays in responding," Cola said.

"Given that all travel agents are now also largely furloughed in NSW and Victoria, that all state borders are now closed and that SA has just announced a seven-day lockdown on the back of Victoria's seven-day extension it is very quiet at present," he added.

Silversea 2022 out

SILVERSEA Cruises is today showcasing its 2022 Worldwide Brochure, offering an "unparalleled range of experiences in over 900 destinations across all seven continents".

The new program is available for download via the link on **page 8**.

Malaysian gifts

TOURISM Malaysia and Malaysia Airlines are offering travel advisors the opportunity to win gift cards by participating in their Malaysia Travel Expert training program - see **page 7**.

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Thursday 22nd July 2021

COVID confusion

CLOSE to three quarters of airline passengers believe the paperwork surrounding COVID safety is a challenge to understand, according to a Jun survey of travellers conducted by The International Air Transport Association.

The study also found that two thirds of air passengers viewed testing as a "hassle", however, the vast majority (89%) felt that protective measures in place at airports and on planes are well implemented.

Nine in 10 respondents said airline personnel were doing a good job of enforcing the measures, and 83% noted "strong support" for mask wearing in the air, but a majority also wanted to see it phased out as soon as it was safe to do so.

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CruiseCritic
EUROPE
2016
Emerald Waterways
Best River Cruise Line Value

emeraldcruises.com.au

QF reveals triple threat

QANTAS has this morning unveiled one of the biggest points promotions in its history, offering loyalty customers the chance to earn triple the points on flights, holiday packages, hotels and Avis car hire bookings.

At least 2,400 Qantas Points will be earned on each single flight booking, including via travel agents, as well as nine points per \$1 spent on hotels and resorts in Australia and New Zealand, 12 points per \$1 spent on Avis vehicles (usually 4 points), and nine points for every \$1 spent on packages with Qantas Holidays.

The promotion kicks off today and will run through to 27 Jul and apply to travel taken from 28 Jul until the middle of next year (30 Jun), with Qantas Chief Customer Officer Stephanie Tully suggesting the offer should incentivise those currently in lockdown and dreaming about their future holiday to go ahead and make a

Not much TIME left

THE Travel Industry Mentor Experience's (TIME) Go the Extra Mile scholarship applications close Fri 06 Aug.

TIME committee member Timo Lorenzen's initiative provides a scholarship for the 08 Sep uptake.



To fee or not to fee...travel advisors are being faced with the question of whether to charge service fees. Read more in the July issue of *travelBulletin*.

**CLICK
to read**

Animal welfare focus

CLUB Med will stop promoting dolphin and whale shows, elephant rides, bullfighting, and photo opportunities with animals on its resort experiences.

The operator has released a new animal welfare guide, which will take effect next month.

The policies also include a fur ban in the company's boutiques and a push for ethical animal sterilisation to protect habitats.

Camplify earnings

NEWLY listed campervan, motorhome and caravan sharing community Camplify has not been affected by lockdowns in major cities, with gross transaction volume growing 163% against the prior corresponding period to \$9.6 million.

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Window Seat

MOST of us are aware that quitting smoking can be a difficult proposition - you need only look at the extreme lengths a woman in hotel isolation on the Gold Coast was willing to go to, to understand that point.

A drone was seen delivering a packet of cigarettes to the guest on her balcony of the Crowne Plaza at Broadbeach on Sun, earning her a hefty \$1,300 fine for organising the stunt.



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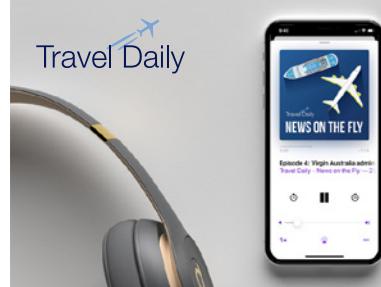
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EOI Closes 2 August 2021
Contact for more information

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Catch up on the news of the week

[CLICK HERE TO LISTEN](#)



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by PONANT

PONANT once again recognised for its ongoing environmental commitment



I AM delighted to announce today that for 2021 PONANT has again received an excellent assessment under the

respected North American Green Marine Environmental Certification programme.

Reflecting long-standing corporate commitment, determination and investment in order to achieve responsible and sustainable operations, PONANT received an average 4.5 out of 5 in six of the eight level 5 (leadership and excellence) shipping-specific categories.

These included important measurable reference indicators such as underwater noise levels, pollutant air emissions (SOx and PM), greenhouse gas emissions (CO₂) and management of residues and oily discharges.

Founded in 2007, the Green Marine environmental certification programme is a programme which recognises all those in the maritime industry who undertake to measure their environmental performance each year in order to reduce their ecological footprint through monitoring practices and technologies that have a direct impact on the environment. I am sure you will agree that this result reconfirms PONANT's position as the cruise industry benchmark in sustainable tourism.

Deb Corbett
General Manager Sales & Marketing Asia Pacific, Ponant

PONANT
YACHT CRUISES & EXPEDITIONS

Brisbane secures gold!

LAST night's announcement that Brisbane will host the 2032 Olympic and Paralympic Games will deliver the city around \$20 billion in extra tourism spend, according to estimates from Qld Premier Annastacia Palaszczuk.

The major sporting event is also tipped to accelerate the development of key visitor infrastructure, create 130,000 jobs and precipitate \$8.6 billion worth of new trade opportunities.

Prime Minister Scott Morrison hailed Australia's third successful Olympic bid as an "historic day" for Queensland's economy.

"We know the impact on Sydney more than two decades ago was transformative - we can now expect a repeat for Brisbane and communities across Qld," he said.

The details of the Brisbane bid predicted the state would need an operating budget of approximately \$4.5 billion to pull off a successful event, a crucial expenditure that Tourism & Transport Forum Chief Executive Margy Osmond believes will lead to "a massive post-COVID boon for Australia".

"While it may be hard to picture long-term goals or achievements beyond the current major challenges in front of us, particularly for those currently in lockdown, this announcement is an early gold medal victory for the nation and the busy eleven-year lead up to and then beyond the Games," Osmond enthused.

"Many Australians will remember the lasting value and impact that the Sydney Olympics in 2000 had not just within NSW but to the nation more broadly, including the large numbers of long-haul travellers visiting and spending...well before and after the event."

"Nights in hotels, spending in restaurants and cafes, plane trips between airports large and small, public transport use, cruising trips, visits to attractions and cultural performances, related



business events, the list goes on."

Virgin Australia chief Jayne Hrdlicka was also quick to sing the praises of the Qld Government's win, stating the games would be a major money-spinner for the country's aviation sector.

"The past several Olympic and Paralympic Games have shown that host cities can expect up to 500,000 additional international visitors over the course of the games, and increased levels of domestic and international tourists over the subsequent years," she said.

But the positive benefits for tourism and travel will extend well beyond Brisbane, Visit Sunshine Coast CEO Matt Stoeckel believes, with the Sunshine Coast scheduled to host a plethora of outdoor events such as cycling, mountain biking, athletics and sailing.

"The Olympics will turbocharge the Sunshine Coast's economic development and with the new international-capacity runway at Sunshine Coast Airport, there is excellent prospects for attracting additional hotel and tourism development aimed at both domestic and international travellers," Stoeckel said.

"We are particularly excited about showcasing the Sunshine Coast's reputation as a premium cycling destination – both for road cycling and mountain biking, council has been developing these resources over recent years and we will be looking to attract large numbers of domestic and international cyclists in years to come," he added.

The XXXV Olympiad will take place from 23 Jul to 08 Aug 2032.

Thursday 22nd July 2021

businesseventsnews.com.au

BE PERTH EXTENSION

BUSINESS Events Perth yesterday announced a six-month extension of its Event Here Now Fund, which offers sponsorship of up to \$15 per delegate, up to a maximum of \$10,000, for new in-person events in WA.

Business Events Perth CEO Gareth Martin said the extension followed "overwhelmingly positive" feedback on the initiative since its launch almost 12 months ago.

"The purpose of this initiative was to support the recovery of the Western Australian business events industry, after major disruption to the sector caused by the global pandemic," he said.

Martin said so far more than 200 state-based events had been supported through the program, bringing together over 100,000 delegates in total.

"Clients have told us that without this sponsorship their events would not have been able to proceed with certainty, if at all, so we are thrilled to have made a difference," he said.

The extension comes amid

further lockdowns and border closures, although local venue capacity restrictions have started to lift within WA.

A wide range of activities are eligible for support under the scheme, including conferences, exhibitions, trade shows, workshops, seminars, corporate meetings and incentive group events with a business event program.

WA Tourism Minister David Templeman noted that the funding had supported the local industry and the "long supply chain of jobs associated with business events".

"We all love to meet in person, and it is encouraging that Western Australians have returned to business events with enthusiasm," he said.

Event Here Now sponsorship is valid only for new business event bookings to be held in WA prior to 31 Dec 2021, with total support dependent on event duration and the number of delegates attending - for more details call 08 9218 2900.

Qld regional push

QUEENSLAND Tourism Minister Stirling Hinchcliffe has confirmed 22 events across nine of the state's regions will share in \$374,500 in funding under the latest round of the Queensland Destination Events Program.

Initiatives supported include Brisbane's Wynnum Fringe festival, the Fraser Coast's Hervey Bay 100, Beach Rugby Australia on the Gold Coast, the Warwick Rodeo and Outback by the Sea in Tropical North Qld.

Hinchcliffe said the scheme was helping encourage more overnight hotel stays, eating out at restaurants and "enjoying our first-class Qld holiday experiences".

ITB Asia theme

THE organisers of ITB Asia 2021 Virtual scheduled for 25-29 Oct have announced the event will be themed "The Decade Ahead: Braving New Realities in Travel".

Buyer, trade visitor and exhibitor registration is now available, with virtual booths from US\$500 - itb-asia.com.

SA arts showcase

BLACK Box Live will be broadcasting shows from Adelaide's Bakehouse Theatre to screenings at Hollywood Fringe, available on-demand for Edinburgh Fringe next month.

Black Box Live is an Adelaide Fringe "institution" with the pivot seeing its craft adapted to a virtual platform allowing the continuation of SA arts export.

ACC closure

THIS week's snap lockdown in South Australia has seen the closure of the Adelaide Convention Centre (ACC) to all organised gatherings from 21-27 Jul inclusive, in line with instructions issued by the SA Government.

IBTM buyer rego

IBTM World has opened hosted buyer registration for this year's event scheduled to take place in Barcelona from 30 Nov-02 Dec.

The in-person gathering, taking place for the first time since 2019, will be followed by IBTM World Virtual from 07-09 Dec.

For more info and to register see ibtmworld.com.

BIG ECO WIN FOR DARWIN



DARWIN will welcome the world in 2023, after having been announced as the host destination for the *World Conference on Ecological Restoration*.

The event, anticipated to attract up to 1,200 delegates from across the globe, was secured through a partnership between NT Business Events, Darwin Convention Centre and the Society of Ecological Restoration Australia.

Tourism Australia (TA) also supported the bid via the Business Events Bid Fund Program, with TA MD Phillipa Harrison saying it was a "great win for Darwin and Australia".

"Business events such as the 2023 World Conference in Ecological Restoration are a critical part of Australia's visitor economy and play a key role in generating tourism activity as well as trade, investment and employment opportunities.

"We look forward to welcoming international delegates to Australia and showcasing our world-class business events facilities and extraordinary experiences."

The conference will be staged at the Darwin Convention Centre, and is also expected to see many delegates take up the opportunity for pre- and post-conference touring right across the Northern Territory.

NT Business Events Director, Rebecca McCaig, noted the Territory's support for the sector via the NT Business Events Support Fund, which offers backing for eligible events at the consideration or bidding stage and which align with priority industry sectors including land management, agribusiness, renewable energy, minerals, mining & gas, health, education, tourism, space, defence, digital and creative industries.

Thursday 22nd July 2021

Rex reduces flights

REX Airlines has implemented capacity reductions due to pandemic restrictions.

Domestic and regional routes on Rex's network in New South Wales, Victoria, Queensland, SA and Tasmania will be either temporarily suspended or greatly reduced until the end of border closures and/or lockdowns.

Affected passengers can go online to Rex's COVID Refund Portal [HERE](#), with the money to be returned to the original form of payment within a few days.

The portal is available for both direct bookers and those who booked via a travel advisor.

BA brings the heat

BRITISH Airways has introduced a new digital heat map to help Britons plan for travel.

Customers can now check travel restrictions and entry requirements of any destination BA flies to on a new interactive map found [HERE](#).

The new page has been developed in partnership with global tech company Sherpa, which has developed an online tool providing travellers with the latest travel rules for inbound and outbound destinations.

The tool brings together the latest information for over 100 countries.

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.

Cora Cora Resorts has named **Chanapach Khumkhur** as the Director of Spa and Wellness for Moksha Spa & Wellbeing Centre of **Cora Cora Maldives**. Khumkhur will oversee the day-to-day operations of the facility, which features seven treatment rooms, a relaxation lounge, an overwater yoga pavilion, a gym, and an expansive outdoor recreational area.

Rezdy has appointed **Susan DeBottis** as its new Chief Growth Officer. She joins Rezdy having worked in tours and activities at Marriott International, where she was employed for nine years leading the division globally.

Will Blakelock has taken on a new Area Director of Revenue Strategy - Australia, New Zealand role with **Marriott International**. Over the last 16 years, Blakelock has worked extensively in Marriott's international network, more recently bringing his talents to Australia.

Nina Didio has been appointed **Tourism Western Australia's** Content Officer. Didio, the founder and Creative Director of Second Nature Marketing, said "It has always been my dream to work for Tourism Western Australia to promote our beautiful state and all the wonderful things to do and see here". She will report into Senior Manager Content Cory Gale.

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



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Love is in the Daintree



THE upcoming series of *Love Island Australia* is expected to deliver a major tourism boost to Port Douglas, which is playing host to the show bursting with scantily clad talent.

"We are thrilled Port Douglas has been selected to play backdrop to globally renowned *Love Island*, this is a very welcome boost to our region as we enter more uncertain times for tourism," Tourism Port Douglas Daintree told *Travel Daily* this week.

"We anticipate *Love Island* production will deliver more than \$6 million to the local economy from Sep to Nov as the peak winter season draws to a close."

"We look forward to the destinations lush rainforests, world renowned Great Barrier Reef and pristine beaches being showcased globally."

The steamy reality television show was previously filmed in tropical overseas destinations like Fiji and Spain, but due to ongoing closure of international borders,



filming has been shifted to Qld's tropical north.

The good news for Port Douglas' visitor economy is that the show is expected to be viewed by millions as it will be broadcast in more than 20 countries when it airs, meaning Australia's tourism sector may be the closest to finding an actual love match.

Pictured: The cast of *Love Island* in 2019 and inset Port Douglas waiting for its chance to find some new affection.

MSC extends deal

MSC Cruises has extended its Ready to Sail onboard credit promotion until the end of Sep.

Under the promotion, guests who book by 30 Sep can take advantage of onboard credit of up to \$600 per cabin.

We know times have been tough, and that you long to do the things you love; live, breath, talk and sell travel.

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Create incredible holidays, memorable moments and help us make travel fun and safe again.

If this sounds like your ticket to a new future, come and join us at Qatar Airways Holidays today.



Current vacancies

● Retail Sales Manager

ID136096

As Retail Sales Manager, you will be responsible for the operational management of Qatar Airways Holidays. Ensure that the daily business of the division, its outstations and implants are performing according to company procedures and policies, and achieving outstanding customer satisfaction through all Qatar Airways Holidays touch points, in addition to being responsible for sales performing of the Retail Sales team.

<https://bit.ly/retail-sales-man-qrh>

● Retail Sales Coordinator

ID136184

As Retail Sales Coordinator for Qatar Airways Holidays, you will be responsible for all tasks related to the booking process whether it is an Inbound or an Outbound booking and done from Qatar Airways Holidays Doha or Qatar Airways Holidays in Outstations. You will provide appropriate holiday information to the customer with the highest level of customer service and as per Qatar Airways Holidays Retail Sales process. You will also provide customer support for Qatar Airways Holidays Retail Sales at all touch points.

<https://bit.ly/retail-sales-off-qrh>

● Retail Sales Officer

ID130278

As Retail Sales Officer in Qatar Airways Holidays, you will be responsible to provide and sustain 5-star standards in customer services and to achieve the sales and revenue targets by employing effective processes to provide quality holiday consultation and service through the team of holiday consultants.

<https://bit.ly/retail-sales-co-qrh>

● Regional Sales Manager Discover Qatar

ID137858

(1 x East region & 1 x West region)

Responsible for creating a sales plan for the assigned region and providing world class service to customers through exceptional commitment and self-managed, pro-active sales focus for the assigned region. Manages all sales activities within the region and is responsible for implementation of sales business plan for the assigned region. Design the annual sales and communications plan for the region based on strong understanding of the nature of the market, the relevant audiences for all available sales and distribution channels.

<https://bit.ly/retail-sales-man-dq>

● E-commerce Analytics Specialist

ID130561

Responsible for generating online sales reports, identifying market trends and opportunities and analyzing Discover Qatar and Qatar Airways Holidays e-commerce activities by evaluating changes in online sales statistics, identifying trends in customer purchases, and reviewing the return on investment of marketing campaigns and activities to ensure that the performance of the online platforms is well understood. Demonstrate experience of working with data analytics tools/platforms, MVT testing methodology and platforms to propose enhancements to websites and existing systems.

<https://bit.ly/Analytics-Specialist-DQ>

● Sales Support Manager

ID135700

Responsible for managing the support function for the Discover Qatar Sales Team, this role is critical in being the link with the Product and Marketing departments. Along with managing the Sales Support Team, role responsibility will provide leadership and direction for the future development of Discover Qatar'. As well as identifying new opportunities, role functionality will coordinate all sales reporting to provide insights to the Regional Managers to support the development of the strategy. Discover Qatar Sales Team work closely together with the Qatar Airways Sales Teams and Qatar Tourism in order to contribute towards the performance of the Tourism Industry in Qatar.

<https://bit.ly/Sale-Support-Manage-DQ>

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