

Today's issue of TD

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

Emerald Princess local cancellation

PRINCESS Cruises this morning announced the cancellation of its planned *Emerald Princess* voyages in Australian waters from 28 Dec through to 09 Mar 2022.

The company cited the "continued uncertainty regarding the restart of cruising in Australia," with the ship to instead be deployed on voyages in the Northern Hemisphere.

Princess told its travel agent partners that guests booked on cancelled cruises can elect to have their reservation transferred to an equivalent voyage, with requests to rebook honoured in the order they are received and guests' fares on the replacement cruise protected in the event that the new departure is more costly.

Alternatively a Future Cruise Credit (FCC) worth 100% of the cruise fare paid plus a bonus non-refundable 10% FCC is on offer, or guests can also choose to receive a refund of all money paid.

Pasengers can advise their preferred option by 31 Aug, with Princess once again protecting travel agent commission on bookings for cancelled cruises that were paid in full "in recognition of the critical role you play in our business and success".

"Again, we share in the disappointment of your clients with cancelled cruises, but we hope they stick with Princess and let us shine for them another day," said Princess Director of Sales & Marketing, Nick Ferguson.

Stay at Skroo's place(s)!

SPICERS Retreats has announced the launch of a new collection of upmarket properties, including two "magnificent beachside holiday homes" owned by the hospitality group's founder Jude Turner and her husband, Flight Centre chief Graham "Skroo" Turner.

The new *Private Collection* by *Spicers* is set to debut in Sep, with plans to expand to more than 50 private homes within the next two years in locations such as Hamilton Island, SA's Barossa Valley and Port Douglas.

The Turner-owned homes include the First Point apartment overlooking Main Beach in Noosa, and the Beach Shack on Byron Bay's Belongil Beach.

The collection will also feature an "architecturally stunning property on the 14th Glass House Mountain with 360 views" according to *Spicers* Retreats MD David Assef.

"It's the perfect time to expand

our offering to meet the high demand for unique holiday experiences," he said.

"The luxury home market is a natural fit and extension for our brand, and we are excited to open up these beautiful homes for people to come and stay."

The new *Private Collection* division of *Spicers* will be headed up by David Lacey, whose 40-year hospitality career has seen him work with a range of upmarket brands including award-winning restaurants and wineries.

Spicers Retreats is in contact with a "community of proud property owners who avoid the mainstream booking platforms and see their ethos reflected by a brand of natural luxury," Lacey confirmed.

"Joining the collection can help owners boost their occupancy rate, and they can make the property available whenever they choose," he added.

Bookings for the portfolio will open from 01 Sep, with the new private home offering complementing *Spicers* existing range of nine luxury retreats and the Scenic Rim Trail in Qld.

Tokyo in focus

THE eyes of the world will be on Japan today with the official opening ceremony of the Tokyo 2020 Olympic Games.

The city will showcase key solutions to global sustainability challenges, with innovations including having the Olympic Village designed as a hydrogen-powered "city of the future".

See some of the cleverness at traveldaily.com.au/videos.

Vale Lalie Ngozi



FORMER South African Tourism Country Manager for Australia and New Zealand, Nobulali "Lalie" Ngozi, has tragically died in South Africa at the age of just 41 after a battle with COVID-19.

The vivacious Ngozi joined South African Tourism about 12 years ago (*TD* 15 Dec 2010), and worked as the organisation's local chief until 2015.

The shocked industry has responded with remembrance of her bubbly personality, crazy antics, witty sense of humour and kind heart, with the South African Tourism Australia team hailing "the passion she held for her beautiful country".

NSW travel tender

THE NSW Government has announced that it intends to release a Request for Tender for Whole of Government Travel Management Services by the end of the month.

The existing FCM Travel Solutions contract has been extended by a year until 28 Feb 2022 due to the "unprecedented impact of COVID-19 on NSW Government travel volumes".

NSW Procurement is inviting people wanting more info to email NSWbuy@treasury.nsw.gov.au.

More corporate travel news on page three of today's *TD*.

Crown merger off

THE Star Entertainment Group this morning confirmed the formal withdrawal of its conditional, non-binding indicative proposal to merge with Crown Resorts (*TD* 10 May).

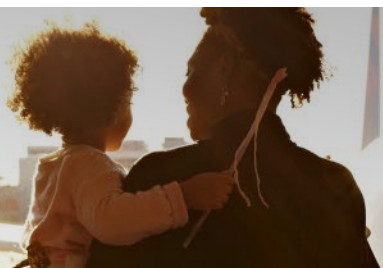
Star said its proposal had the potential to create significant value, including estimated cost savings of up to \$200 million annually as well as a sale and leaseback of the combined property portfolio.

However "issues raised at Victoria's Royal Commission into Crown Melbourne have the potential to materially impact the value of Crown," The Star said.

69%

of people plan to travel
once vaccinated

Source: nib Travel Brands Survey, May 2021, N=1044, Australian respondents - comfort levels around travel once vaccinated.



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NSW support package

THE NSW Government has introduced a new \$9.5 million tourism support package that will see 280 organisations share in the funding to create more products, marketing campaigns and business events.

NSW Minister for Jobs, Investment, Tourism and Western Sydney Stuart Ayres said the package would provide a major boost to the state's struggling visitor economy.

"Our tourism operators, event owners and local tourism organisations are the backbone of this industry - their passion and resilience and incredible diversity of offerings, make them an essential part of growing the NSW visitor economy," he said.

"In 2019, before the pandemic, overnight visitor expenditure hit a record level of \$35 billion - our goal is not simply to regain that position but to smash all previous records by investing in turbo-

charging our recovery."

The funding split sees \$4m allocated to the Kickstart 2021 Sydney Business Events Fund, \$3 million via two streams of the Tourism Product Development Fund, \$1.5 million for Regional Conferencing, and \$1 million for tourism marketing support.

NSW visitor economy businesses affected by COVID can also apply for the \$5.1b support package announced on 13 Jul.

Kiwi bubble paused

NEW Zealand has announced a two-month suspension of the trans-Tasman bubble this morning, citing Australia's spike in COVID cases as the reason.

The decision to block all Aussies follows an existing pause on NSW, Victoria and South Australia, however, NZ said it remained "committed" to restoring the bubble when it was safe to do so.

Qantas warning

QANTAS CEO Alan Joyce has warned the airline's staff to prepare for possible stand downs as border restrictions and lockdowns continue to impact the airline's domestic network, according to an internal memo.

The email stated that the Sydney lockdown had reduced its capacity by around 30%, with Joyce unable to rule out furloughing employees.

We're still here: SQ

SINGAPORE Airlines sales operations and groups teams remain open for business, with the airline confirming it is still continuing to service its valuable trade partners via email while phones remain closed due to the NSW public health order.

Agents can contact the carrier out of hours on 13 10 11, and by email for agencies **HERE** and groups **HERE**, with replies coming back within one to two hours.

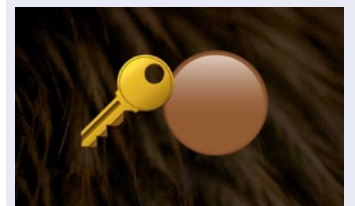


Window Seat

AUSTRALIA has its kangaroo, Bangladesh has its tiger, and even Scotland has its unicorn, but now New Zealand is joining in on the fun, with a kiwi emoji in time for World Emoji Day.

Tourism New Zealand has taken to social media to share the jerry-rigged emoji (**pictured**), which is made up of two existing emojis.

"We have officially applied for a kiwi emoji to be added...twice actually...but sadly, we haven't heard back," Tourism New Zealand said wryly.



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Travel Daily

NEWS ON THE FLY

CORPORATE UPDATE

Olympics boost to business

FLIGHT Centre Travel Group's corporate arms have welcomed Brisbane's 2032 Summer Olympics win (**TD** yesterday), saying the economic stimulation associated with the event will see "business travel take off more than ever".

FCTG Group GM Australia, James Kavanagh, said that with the eyes of the world on the region "the benefit for business, the economy and job creation are undoubtedly endless".

"Southeast Queensland will be transformed into the beating heart for business in the lead-up to, during and after the Games have taken place, and it's an exciting proposition for our corporate teams to be able to work with businesses large and small to cater to their needs."

FCM GM Australia, Melissa Elf, also highlighted the spin-offs for the 'bleisure' sector meaning the win would also benefit the wider travel and tourism industries.

"The sky really is the limit when it comes to combining business with the most-watched

and attended sporting event on the globe, and it's an incredibly exciting time for Brisbane and the state of Queensland as a whole," she said.

Tom Walley, GM Australia for Flight Centre's Corporate Traveller brand, said the event would provide a once-in-a-lifetime opportunity for SMEs to "really make their mark on the world stage by showcasing their businesses to travellers from a multitude of nations".

MEANWHILE FCM Travel Solutions has flagged 21 Oct this year as the date for its annual Illuminate corporate travel conference, with further details expected to be unveiled in the coming weeks.

New TAG application

TRAVEL and event management company TAG has launched a new TAGgo integrated travel app, with the offering promising to meet the changing needs of clients from both the business and entertainment sectors.

The rollout will begin with TAG's corporate and investment management clients, with the new app offering real time updates and essential travel information such as gate changes and baggage collection along with city guides and local information and the ability to share itineraries with family and friends.

Omnichannel CWT

CWT has launched a new global omnichannel customer experience platform, which promises to provide efficient information sharing across all customer channels and work streams.

Travel advisor service will be boosted by a "360-degree" customer view including where clients are in their trip, their travel policy, trip history & contact details, using a "consumer-grade service screen," the firm said.

Did you know?

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



Carnival appoints new chief

KARA Glamore was this morning promoted to become Vice President Australia for Carnival Cruise Line, moving up from her current role as Director of Marketing & PR.

Glamore (**pictured**) has been with Carnival since 2019, and takes over from Jennifer Vandekreeke who is leaving the cruise line to take up an as-yet-unrevealed new role in the local tourism sector (**TD** 18 Jun).

She said she was honoured to take the next step as Carnival Cruise Line VP, adding "there is much to look forward to once we resume cruising within Australia".

The appointment comes alongside the promotion of Anton Loeb to the newly created role of Senior Director Sales & Marketing for Carnival Cruise Line Australia.

Loeb has been with Carnival since the brand debuted its local operations and has "built the sales team to what it is today,"



the company said.

Vandekreeke, who launched the Australian business for Carnival, said having worked alongside Glamore and Loeb for several years "Carnival could not be in better hands to usher in our return to service".

Active success

NEW Zealand small group hiking and adventure tour operator Active Adventures has recorded its strongest sales month in 25 years, with a boom in US clients wanting to secure spots for upcoming trips amid increasing consumer confidence as COVID-19 vaccinations roll out.

The Queenstown-based company currently has trips operating in NZ, Australia, the USA and the Galapagos, with plans to return to Peru, Iceland, Switzerland, Italy and France.

Pfizer teen tick

AUSTRALIA'S medicines regulator, the Therapeutic Goods Administration (TGA), this morning announced the approval of the Pfizer COVID-19 vaccine for use in children aged 12-15.

In other major vaccination news, the Government has also now finally approved in-pharmacy COVID-19 vaccinations, with the move estimated to accelerate the roll-out by up to two months.



Travel Daily

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Rise of youth travel post-COVID

OPINION

Mark Pope is the co-founder of TruTravels.

Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.



THE 18-month mark approaches since Australia closed its borders, it's hard not to think about the young Aussie and Kiwi travellers who have had their overseas experience plans disrupted or postponed, and are still waiting for the day they can finally experience that rite of passage.

What we do know is that they are resilient and will absolutely be back out in the world again - perhaps in bigger numbers than ever before as they seek to reclaim what they have lost.

The great Aussie backpacking adventure will be alive and well again, maybe just with a few post-pandemic nuances.

It's important these travellers do return. This young demographic is one that contributes significantly to local communities in terms of income - they stay in local guest-houses, eat at street food stalls and shop at local markets.

They're not staying in the all-inclusive resorts - they are actively mixing with local people, and sometimes staying for long periods of time in places that rely on their tourism for survival.

We were starting to see this with the rise of the digital nomad and it could increase further with the 'work from anywhere /workation' mindset that is currently emerging around the world.

I also believe that millennial and

Gen Z travellers are committed to travelling better. One of the silver linings I expect we will see is a new respect for travel and the gifts it gives - you don't know what you've got 'til it's gone', and young travellers will lead the charge in terms of reducing plastic waste, protecting local environments, and being culturally sensitive at the same time.

Most importantly, they will share these messages with their networks.

Young travellers are desperate to get out there - to break away from the monotony of pandemic

of younger adventurers, the safety net of a group tour will be a huge selling point as we emerge from this pandemic - customers will be looking to agents to offer their expertise on all the different tour options that are available to make travel easy and safe.

Agents could do very well appealing to their 'boomer' clients with children and grandchildren looking for an adventure when they can travel again.

Travel isn't just about the destinations, it's the people you meet along the way, and as all our group tours place a focus on

the social element of travelling together, we guarantee our travellers will make friends for life and be looked after along the way. TruTravels action-packed itineraries are also ideal for time poor, budget conscious travellers who want to spend less time worrying about budget and more time worrying about what to pack - there's a lot of value at a low price - think getting a Ferrari for the price of a Ford.

All itineraries offer 'TruExclusives' - unique experiences that can't be booked anywhere else, such as dinners on a private beach to 'live aboard' boat trips.

Much has been said of the 'death of budget travel' but I just don't buy it.

Travel might look different for a while in terms of health and hygiene protocols, but no one will be able to take away the spirit of adventure that is so alive in young Aussies and Kiwis.

We see it here in the UK as these young explorers make London their base to explore Europe, and we miss them - we look forward to welcoming them back.

“
Young travellers are desperate to get out there - to break away from the monotony of pandemic life, to pick up lost travel plans and to meet new people
”

lockdown/locked-in life, to pick up lost travel plans and to meet new people and socialise again.

At TruTravels we specialise in social adventures, so the pause caused by this pandemic gave us the opportunity to rethink our strategy as we look to rebuild the business.

What we provide is a solution for independent travellers looking for a more social experience that can be booked as a standalone trip, or as part of a longer independent overseas travel experience.

Our trips will also give parents of younger travellers peace of mind as travel restarts, and accurate advice from agents will be valued more than ever.

For both travellers and parents

CASA rejects call

THE Civil Aviation Safety Authority (CASA) has ruled against a Brisbane Airport proposal to increase the allowable tailwind for aircraft on approach from 5 to 10 knots, a move designed to lessen the noise impact on local residents.

The aviation regulator rejected the call, which would have allowed a reduction in flights over the surrounding suburbs of New Farm, Bulimba, Teneriffe, Hamilton and Hawthorne.

In its decision, CASA said "noise abatement should not be a determining factor for runway nomination when the tailwind exceeded five knots".

"CASA also considers the introduction of an increased level of risk where one does not currently exist and where an alternative safer option is available is not prudent at this time," the body added.

Hotels lose US\$44b

THE American Hotel & Lodging Association has laid bare the full impact of the pandemic on the country's hotel sector, showing the industry has lost US\$44 billion in room revenue so far this year when compared to 2019.

Before COVID-19 struck, revenue was growing steadily to sit at US\$169.3 billion in 2019.

The report also stated close to half a million jobs would be lost by the end of 2021, conceding one in five positions are unlikely to return by this year.

In 2019, hotels in the United States directly employed more than 2.3 million people, however COVID has presided over a major contraction to 1.86 million employees, with 2023 flagged as the point of return to pre-pandemic staffing levels.

On a more positive note, the hotel sector is expected to see occupancy rates bounce back next year, with the report forecasting an increase to 61.7%, up from 44% in 2020.

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?

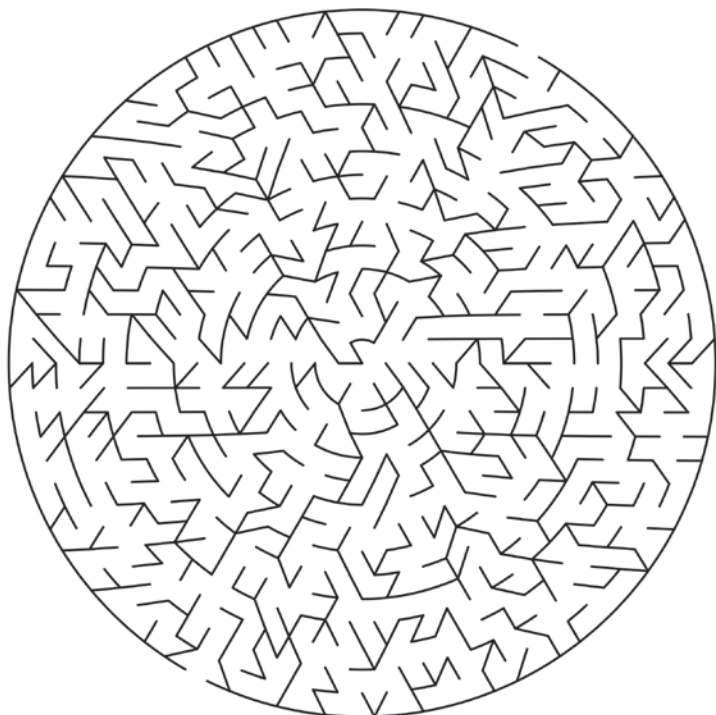
This incredible structure was

once part of a city, built in the late 10th century.

The site was one of the largest cities built by the civilisation, and this landmark pictured was used as a temple.

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 15 Sep 2014:

AVIATION safety is no joke, but some people still don't get it.

A Southwest Airlines flight from Seattle Tacoma to Denver was delayed last Thu, which of all days was September 11, due to a passenger renaming his wi-fi hotspot as "Bomb on Board".

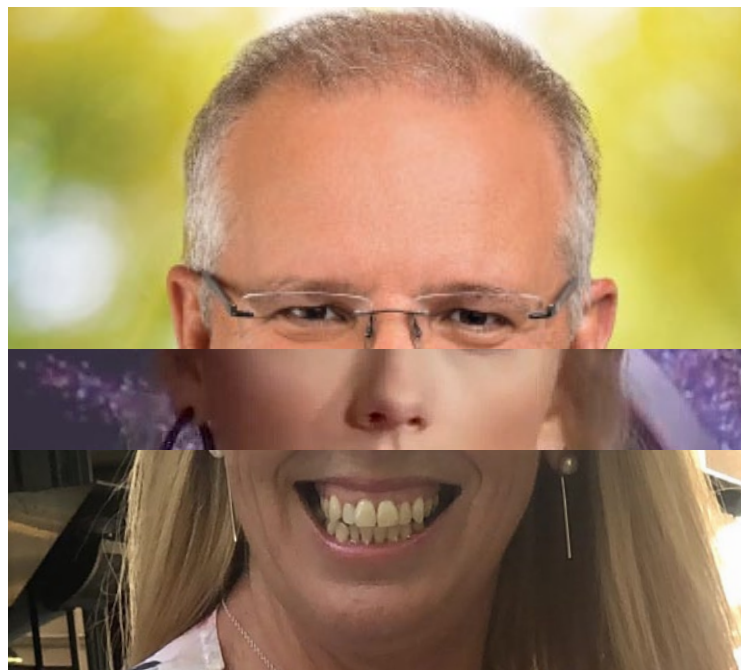
ABC News reported the signal was renamed "Bomb Location 19E" before being changed again to refer to the physical attractiveness of the cabin crew.

The pilots noticed the hotspot names and decided not to take the chance it was a joke, with authorities tracing the signal and detaining the man.

All bags on the flight were offloaded & rescreened before the plane started its journey.

The man was reportedly still in custody as of that evening, with no details of his charge public.

Famous faces



THERE are three different faces that make up this picture.

They are a mixture of famous celebrities and travel names.

Can you figure out who the

eyes, nose and mouth in this picture belong to?

And don't worry if you can't guess them all, two out of three ain't bad!

ANSWERS 23 JUL
Icon under a microscope: Temple of Kukulkan, Chichen Itza, Mexico
Celebrity faces: Eyes - Scott Morrison, Nose - Taylor Swift, Mouth - Susan Haberie, The Inspire Collective

When white turns to green



A GROUP of locals, Thredbo staff and guests all gathered in Thredbo Village this week for a special trek to Mt Kosciuszko to help spread the message of sustainability (pictured).

During the climb to the top led by Thredbo's Head Guide Alex Parsons, the group were educated on the area's rich indigenous heritage and chatted about the importance of creating environmentally forward practices at the resort.

In line with this sentiment, Thredbo is offering dollar-for-dollar tree donations this week, and has also become the first Australian snow resort to achieve

Gold EarthCheck certification, with this year having seen a number of new sustainability initiatives implemented.

These have included investment in new organic recycling, a plastic reduction plan and securing an entire SNOWsat fleet to more accurately map snow depth.

"This week is dedicated to highlighting the initiatives that Thredbo undertakes to ensure that we continue to pursue our goal of being the most environmentally sustainable Alpine Resort," Thredbo's Environmental Services Manager Euan Diver said.

New airport tool

AIRPORTS Council International has released a new tool to assist airports to plan capacity increases as the industry slowly recovers.

The new Static Capacity Tool, developed by Redwater Consulting Group, will assist by helping airports to evaluate the level of resources and equipment needed throughout the airport passenger journey, and assessing queues, times & breaking points.

RV marketplace

THE Caravan Industry Association of Australia has announced the launch of RV Boss.

The new online classifieds marketplace will empower users to buy and sell RVs.

Industry members can take advantage of attractive early onboarding incentives - those who are interested can **CLICK HERE** to receive an introduction.

Airnorth revamps

AIRNORTH has launched its new website, providing users with a more up-to-date, mobile-friendly site boasting a sleek, modern look.

Updated features include larger and clearer font formats, a seven-day calendar search function, a user-friendly layout, as well as an easy-to-find information search bar.

Airnorth.com.au visitors will also be able to easily explore events, travel news and the airline's latest deals in one easy-to-find place.

The website will be rolled out in two phases, with corporate and the internet booking engine launched on Wed, and an updated timetable later this year.

CX closes London?

CATHAY Pacific is reportedly considering closing its London pilot base, following a similar shutdown of its Sydney operation last month (**TD** 10 Jun).

The closure would put as many as 100 jobs at risk, with Cathay Pacific looking to save costs during the travel downturn.

Cathay Pacific has also taken similar action in Canada, Germany and New Zealand.

"We have notified our London-based pilots and their union representatives of a proposal to close our London pilot base," a Cathay Pacific spokesperson told the *South China Morning Post*.

"This is simply a proposal at this stage and no decisions have been made," the airline added.

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

End of winter accommodation specials in outback New South Wales are available through **Out of the Ordinary Outback**. The specials are valid for stays before the end of next month, with Out of the Ordinary Outback also offering an additional 10% discount for those staying at two or more of its properties in New South Wales' Far West in one trip. The special offers are available via direct phone bookings only on 1300 679 688.

Canberra's **East Hotel** in the Manuka Shopping Precinct is offering a Get Fed package - the perfect way to nurture the soul during this cold coronavirus-riddled winter. Stay for one night and dine in East Hotel's Agostinis Italian Restaurant with a \$50 food & beverage voucher from just \$210. Guests also get a bottle of Canberran wine, free parking, and super-fast wi-fi, with up to three extra nights from just \$199 - book **HERE**.

There are only eight more days to access **Airnorth's** half off flights fullon holiday special. Those flying nonstop to Broome, Cairns, Darwin, and Townsville can retrieve the fares - **CLICK HERE**.

Intrepid Travel is hosting a 10% off sale on next year's trips. Book before 09 Aug and browse available trips **HERE**.

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