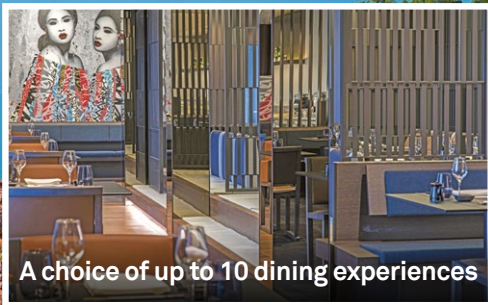


THE KIMBERLEY

EXCLUSIVE 2021 DISCOVERY VOYAGES



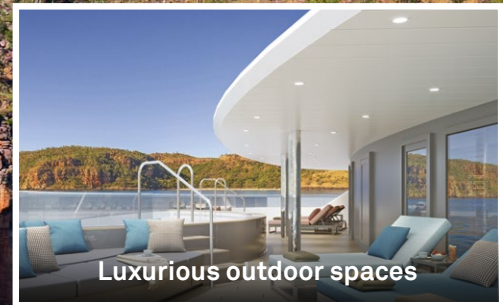
[Download e-Brochure](#)



A choice of up to 10 dining experiences



Indulgent Senses Spa⁺⁺



Luxurious outdoor spaces

Thank you for your support and response to this exclusive Kimberley season.

We invite your clients to enjoy the experience of a lifetime in 2021, as we reveal the many wonders of the Kimberley region from the elegant surrounds of Scenic Eclipse, The World's First Discovery Yacht™.

They will soar above the horizon by helicopter[^], explore by Zodiac with an expert Discovery Team who will share their unique insights and indulge in truly all-inclusive luxury. Strictly limited to up to only 228 guests during this exclusive season.

Scenic Eclipse is the benchmark in ultra-luxury cruising.

UNCOVERING THE KIMBERLEY COASTLINE



11 day cruise from \$19,410*pp

Broome > Darwin 29 June, 19 July, 8 August

Darwin > Broome 19 June, 09, 29 July

Limited departures available. Enquire for Earlybird Offers*

Truly all-inclusive luxury:

- Up to 228 guests for an exclusive guest experience
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- All meals and premium branded beverages⁺
- Up to 10 dining experiences from Asian, international and fine French cuisine
- Immersive Scenic Discovery Excursions[^]
- Indulgent 550m² Senses Spa, Gym, Yoga and Pilates studio⁺⁺
- Airport transfers and tipping

The advertised itinerary is subject to the grant of Australian and international regulatory approvals for operations within Australian territorial waters. +All drinks on board are included except for a very small number of rare, fine vintage wines, Champagnes and spirits. ^Helicopter and submarine at additional cost, subject to regulatory approval, availability, weight restrictions, medical approval and weather and tidal conditions. ++Spa treatments at additional cost. Advertised price is per person twin share, in Australian dollars and based on 101029062021 in a category DD: Grand Deluxe Verandah Suite, full cruise fare subject to availability at time of booking. For full terms and conditions visit scenic.com.au/aus

Vent on our podcast

THE Travel Daily confidential encrypted WhatsApp tip line is now inviting the industry to leave full and frank feedback in the form of a voice message.

With the sector in so much distress, we hope it might be therapeutic to leave an anonymous message, and your heartfelt venting could also be included in an upcoming episode of our *News on the Fly* podcast.

To leave a message simply connect to the special WhatsApp number on +61 2 8007 6760 and press the 'microphone' button at the bottom right hand of your smartphone screen to record.

Pour your heart out by **CLICKING HERE** - and of course you can also send confidential tips via the chat function too.

HLO wholesale flight cut

EXCLUSIVE

HELLOWORLD Travel's in-house wholesale operations will cease selling flights effective 01 May, with the company saying that with ongoing changes to fare rules, schedules and conditions "the manual processes have become beyond time consuming".

In an update to agent customers of Viva Holidays and Sunlover Holidays yesterday, HLO Executive Director Cinzia Burnes said the last 12 months of the pandemic had "provided opportunities to review all areas of our wholesale business operations at Viva, Sunlover, ReadyRooms, Cruiseco and Seven Oceans to see if there are better and more efficient ways to serve you".

She apologised for escalating wait times over recent weeks as bookings have rapidly increased, saying the company was bringing back consultants as fast as possible but also "looking to see where there may be blockages in our processes that exacerbate these delays".

While the wholesale division had traditionally offered both domestic and international flights, "the double-handling of flight issues between wholesale and retail has become unsustainable," Burnes said.

The HLO Executive Director noted that many travel agents already book and/or issue flights via the company's Air Tickets

consolidation operations, with Helloworld now working on loading wholesale/IT fares onto the Air Tickets platform to utilise in conjunction with land bookings.

"We will also continue to offer from time to time flight inclusive packages," she added.

"The reality is that our strength and expertise as a wholesaler is in the land arrangements and this is where we should be spending our consultants' time.

"They should be dedicated to assist you in crafting the perfect holiday for your clients, whether on land or water."

Burnes confirmed the firm was continuing to undertake significant system developments, which will see the Helloworld agent booking platform transformed before the end of the year.

"When our new system launches later this year, it will not have an air booking system...you will, however, be able to drop in the PNR so that the details will show on the itinerary and final documents," she promised.

Viva and Sunlover will cease taking new air bookings from 30 Apr, but will continue to service existing air bookings and credits without disruption.

Burnes said HLO was confident Air Tickets delivers "best in class technology" adding "this really is the platform we continue to invest heavily in to cater for all your air ticketing needs".

Today's issue of TD

Travel Daily today has five pages of news including our **PUZZLE** page plus a cover page from **Scenic** and a product profile from **Outback Queensland**.

Scenic Kimberley

SCENIC is thanking its travel industry partners for their support for and response to the company's planned upcoming Kimberley *Scenic Eclipse* season.

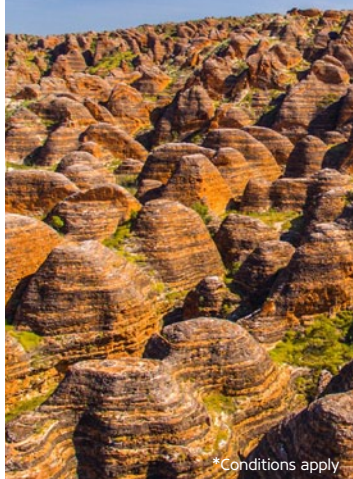
The ship features spacious all-verandah suites, butler service for all guests, all meals at up to 10 dining experiences, premium branded beverages and a 550sqm Senses Spa, Gym, Yoga and Pilates studio - along with immersive Scenic Discovery Excursions.

More details on the **cover page**.

evergreen

**NEW 2021
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KIMBERLEY**
Darwin to Broome

**12 Day Tour
Now Available
From \$5,445pp***



*Conditions apply

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Eastern Hemisphere Market Manager

Department of Jobs,
Tourism, Science
and Innovation

Tourism
WESTERN AUSTRALIA



Level 6, \$102,966 - \$113,590 pa +
superannuation, PSCA 2019. For further
information please click [here](#).

Position closes 30 March 2021 at 12 noon WST
Late applications not accepted.

Adventium pays operators

ADVENTIUM, the owner of online booking platform Website Travel, has now repaid about \$6.5 million in withheld payments to 350 Australian tour operators, after an Australian Competition and Consumer Commission (ACCC) investigation into the company.

According to an ACCC update today, Adventium in Apr 2020 announced it would hold back the payments due to the impact of the COVID-19 pandemic, prompting several Queensland-based operators to raise concerns.

ACCC Commissioner Sarah Court noted that in some instances Adventium had withheld the payments for almost a year, "in circumstances where these tour operators had already provided their travel services to consumers and incurred costs".

"We recognise that Adventium has now made all outstanding payments to affected tour operators, and we took this

into account when deciding to conclude our investigation," Court said this morning.

Adventium has also taken steps to avoid a similar situation occurring in the future by ensuring that all funds obtained from travel agents for payment to tour operators are now held separately to other monies.

The technology provider is owned by travel entrepreneur Andrew Cox, whose Imperium Group also owns operations in Fraser Island and Byron Bay, as well as Outback Tour Services and Adventure Tours Australia which was acquired from Intrepid Travel 18 months ago (**TD** 20 Dec 2019).

The Imperium portfolio includes Backpackers World Travel, Peterpans Adventure Travel and Freedom Hostels, while Cox also owns and operates several hotels in Queenstown, NZ including the upmarket Spires and Eichhardt's Private Hotel.

TokyoTokyo Old meets New

Become a Tokyo Expert

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Qld resort for sale

MIKE Gooley, the founder of UK travel agency group Trailfinders, is selling his Bloomfield Rainforest Lodge in Qld's Daintree Forest.

Gooley, now aged 84, bought the property in 1990 when Thai Airways started direct flights into Cairns, developing it into a luxury eco-resort with 18 guest suites.

He used it personally for family and friends, as well as for paying guests, but the property has been mothballed since 2015.

NZ bubble deferral

WIDESPREAD speculation that a trans-Tasman travel bubble is imminent was dashed yesterday by NZ Prime Minister Jacinda Ardern, who confirmed that after deliberation about a plan by her Cabinet, there would be a further delay before any announcement.

Ardern has now confirmed she expects to reveal more on the NZ Government's approach to opening up borders on 06 Apr.



Window Seat

ONLY in America.

The domestic tourism sector has taken another blow in the USA after police officers in Miami fired pepper spray and tear gas into a crowd of holidaymakers at South Beach.

The travellers, mostly interstate revellers celebrating Spring Break, were allegedly breaching an 8pm emergency curfew which had only been announced four hours earlier.

Rather than asking people to simply move on, the response apparently escalated quickly with the involvement of military-style vehicles and SWAT teams.

Miami Beach Police Chief Richard Clements defended the heavy-handed tactics, saying "I think officers felt threatened at the time".

You're NOT IN BED BY 9 P.M.
WHY SHOULD YOUR CRUISE BE

MORE SPACE. MORE OPTIONS. MORE LUXURY.

With sophisticated bars and lounges, and world-class entertainment around the ship—and around the clock—there's no such thing as bedtime on our award-winning ships.

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Uluru business events push



VOYAGES Indigenous Tourism Australia is ramping up its promotion of Ayers Rock Resort as a business events venue, last Fri hosting a group of key meeting organisers at a Sydney gathering.

CEO Matthew Cameron-Smith told attendees about the Voyages' recent Supply Nation accreditation which means spending by corporate clients can go towards achieving Reconciliation Action Plan goals, as well as the \$16 million upgrade to the Sails in the Desert Hotel undertaken during the COVID-19 enforced downtime.

Flight frequencies to the Red Centre are gradually increasing, and Uluru has been designated as one of the destinations to benefit from the Federal Government's 50% fare subsidy under the recently announced \$1.2 billion tourism and aviation funding deal - while Jetstar is already offering \$89 one way fares from Sydney for travel in Jul this year.

Also on the agenda for Ayers

Rock Resort is the pending reopening of a refurbished Wintjiri Art Gallery which will showcase local Indigenous artists - more details in today's issue of **Business Events News**.

Pictured at Fri's event are, from left: Matt Cameron-Smith, Voyages; Sharnel Bor, Voyages Business Events Senior Sales Executive; Rebecca McCaig, Tourism NT Business Development; Kathy Majetic, Voyages Business Events Manager; and Freni Violan, NT Business Events Executive.

Rex you very much

REGIONAL Express (Rex) is pledging support for the NSW coastal city of Port Macquarie, after it was ravaged by floods just days ahead of the airline's first flights arriving on 28 Mar.

Rex advised Mayor Peta Pinson it will allocate a budget of \$500,000 for Port Macquarie to use at its discretion, for the purchase of flights or to benefit local residents affected by the deluge, as well as to serve relief and recovery organisations.

Deputy Chairman John Sharp said after the Federal Government had stepped in to save regional airlines from "near certain bankruptcy" when COVID hit, "we believe it is only right that Rex does its level best to now assist those in dire need".

Virtuoso cuts Trump

VIRTUOSO has removed all ten Trump-branded hotels and resorts from its portfolio, according to US trade media reports.

Neither Virtuoso nor Trump Hotels have commented on the move, which sees the properties no longer preferred with the luxury travel advisor network.



AFTA UPDATE

from the Australian Federation of Travel Agents

ALONGSIDE the multiple challenges of operating a travel agency and businesses within the current environment is the issue of chargebacks.

AFTA has continued to work behind

the scenes including with the ACCC and the RBA to increase understanding of the multiple challenges of chargebacks and the significant and inappropriate strain they place on agencies, especially now.

As part of this ongoing push for a more sensible approach, AFTA will shortly be surveying our members to provide a real time snapshot of the actual burden of chargebacks for travel agencies and consumers.

This will add further weight at a data level to our case for urgent action to immediately relieve this unfair pressure on our members while ensuring that consumers have their funds returned to them promptly from suppliers.

We remain concerned that a number of suppliers are taking their time in refunding on COVID-impacted travel despite knowing of the significant impost their delay has on both consumers and travel agents.

The results of this survey will also support our representations to the new Australian Small Business and Family Enterprise Ombudsman Bruce Billson.

His appointment to the role is welcome given his extensive experience in both small and medium business as Federal and Shadow Small Business Minister, and as Chair of the Franchising Council of Australia.

Our discussions with the Federal Government around the very welcome first grant scheme of \$128 million and even more welcome second Grant of \$130

million have continued to stress the need for an equitable approach.

We have been consistent in this, in pressing the reality seven in 10 of our members are small and medium retail leisure agencies and urgently need

help to keep the doors open until international travel resumes.

There is an ongoing conversation about how to achieve the most equitable outcome in the rollout of this \$258 million.

AFTA continues to press the importance of our member feedback for a model anchored to critical skill retention.

Other industry bodies have differing views and objectives.

We continue to press our case on behalf of our members with government and Austrade, which has carriage of implementation.

AFTA has also continued to lobby state and territory governments for additional support both via direct financial support and as additional voices within the National Cabinet.

It was great to see the Tasmanian Government's "future-proofing our tourism industry" announcement of a \$1 million support package specifically for travel agents this week.

This has been something that we have been working on for several months and it's great to see it finally happening.

The past week has also seen ongoing conversations with the Australian Treasurer, and Tourism Ministers, their offices and departments, as well as Austrade, plus ongoing engagement at a state and territory level.

The AFTA Board is heavily involved in these conversations, providing practical and detailed context to help shape Government's thinking.



Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

A	U	D
P	D	A
E	L	P

Good – 16 words
Very good – 24 words
Excellent – 31 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

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!

Get your chocolate fix

THIS recipe comes from Muri Beach Club Hotel in Rarotonga, Cook Islands, which is known for having some of the best cocktails in the city and features a daily happy hour.

Until we can enjoy one of these looking out over the beautiful Pacific, why not try to make it at home.

Make sure to send your recipes to chocolate@traveldaily.com.au.



xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



Snickers Bar Cocktail

INGREDIENTS

- 15ml Baileys
- 30ml Butter Scotch Liquor
- 15ml Creme de Cacao
- 15ml Frangelico
- 75ml milk or you can substitute with cream or ice cream for a thickshake feel
- 1 heaped tbsp Cadbury Drinking Chocolate powder
- 1 heaped tsp crunchy peanut butter
- 1 scoop of ice (you can use the glass you are going to use to be your measure)

METHOD

Add all ingredients to a blender and blend on high. Serve in a hurricane glass.

Garnish with freshly whipped cream and if you have access to cherries, top it with a cherry!

ANSWERS 22 MAR

Where in the world: Livraria Lello, Porto, Portugal

Pick the nation: Germany

Whose mascot is this: Harvey the Hound - Calgary Flames (Ice hockey)

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



Two decades with Penny!



SPENCER Travel on Fri celebrated General Manager Tina Killeen's 20-year anniversary with the corporate travel agency.

Managing Director Penny Spencer congratulated Killeen, admitting the company would not be where it is today without its enthusiastic General Manager.

"Whilst we have seen our challenges in the past 20 years, nothing could have prepared us for the year we have had," Spencer said of 2020.

"Your drive, optimism and strength have helped to get us through and I look forward to working with you for many years to come."

Pictured, Killeen and Spencer share a toast to what will hopefully be a better year!

Kakadu upgrades

KAKADU National Park is set to undergo major upgrades to its tourism infrastructure.

Access to major attractions will be enhanced alongside visitor facility refurbishments, with the destination expecting to offer a memorable tourism experience for visitors having been through one of its wettest wet seasons in a decade, replenishing the region's spectacular landscapes.

With Darwin now included in the Government's 50% airfare discount scheme, high levels of demand are expected, with enhancements including the addition of Koolpin Gorge to the Spirit of Kakadu 4WD adventure tours - kakadutourism.com.

Ctl-Alt-Del regos

TRAVEL advisors wanting to hit Control-Alt-Delete on 2020 can now register for the tri-brand Club Med, Globus and Norwegian Cruise Line trade events (**TD 22 Mar**) which will roll out across the country from next month.

Locations for the Reboot, Regroup, Reconnect face-to-face sessions include the Sunshine Coast, Brisbane, Gold Coast, Newcastle, Sydney, Wollongong, Canberra, Albury, Doncaster, Mornington, Geelong, Hobart, Adelaide, Perth and Bunbury.

Registrations are essential, with strong demand for attendance expected.

Star Alliance moves into Singapore

STAR Alliance overnight announced the establishment of a new Center of Excellence in Singapore, with the management office complementing the organisation's existing presence in Frankfurt, Germany.

The new facility will focus on progressing the Alliance's strategy in digital customer experience, alongside existing innovation hubs in Singapore already operated by Alliance members Singapore Airlines and Lufthansa.

Star Alliance Chief Executive Board, comprising the CEOs of its 26 member carriers, said it considered the expansion of its formal presence into Singapore to be "an important dimension of positioning the Alliance to deliver on its post-coronavirus strategy, and for it to remain innovative, resilient and nimble".

Get on your bike!

A **NEW** peer-to-peer online marketplace called Quipmo is promising to "revolutionise adventure travel," allowing travellers to book bikes, e-bikes, surfboards and snowboards.

The platform, which has the backing of an Australian private equity firm, is the brainchild of Chris Evans, while former Ignite Travel Marketing & Sales chief and Mantra exec Jake Falkinder is Quipmo's VP of Digital.

For more info see quipmo.com.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.772

THE Australian dollar has rebounded overnight, as eyes look to American bond yields.

The Aussie bounced back from early lows alongside most major financial markets, ending the session flat after earlier falling as much as 0.8%.

The AUDEUR and AUDJPY also rebounded from earlier lows, with the former ending slightly lower and the latter slightly higher.

Wholesale rates this morning.

US	\$0.772
UK	£0.557
NZ	\$1.074
Euro	€0.647
Japan	¥84.18
Thailand	฿23.72
China	¥4.976
South Africa	11.31
Canada	\$0.963
Crude oil	US\$64.53

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CRUISE WEEKLY

travelBulletin

business events news

Pharmacy Daily

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Lake Dunn Sculpture Trail – via Aramac



Boodjamulla (Lawn Hill) National Park – via Mount Isa



Saltbush Retreat - Longreach

Drive Outback Queensland

There's more to explore in Queensland's backyard!

Outback Queensland is good to go! Did you know our region covers 2/3rds of Queensland? The perfect destination for clients seeking an adventure, away from the crowds, unlimited fun for families, and plenty of new attractions and experiences of offer – which means it's a destination that requires you to visit multiple times as there's always more to see. Outback Queensland is home to an abundance of authentic heritage attractions, vibrant country towns and stunning natural wonders. And with sealed and comfortable roads and a great range of self-drive itineraries, it's a perfect time

to jump in the car and head out for unforgettable Outback adventure.

Drive the wide-open spaces to experience a timeless landscape or explore historic towns and get to know the locals. Come face to face with Australia's largest dinosaur or follow in the footsteps of our storied pioneers. Visit a real working cattle station and throw in a line beside a peaceful billabong. Or scoot down a sand hill at sunset and sink into a relaxing artesian bath under a canopy of stars.

Whether you're looking to connect with nature, experience genuine country hospitality or share a once in a lifetime journey with family, you can be

assured of a warm welcome in Outback Queensland.

Download our '[Drive Outback Queensland](#)' guide [here!](#)

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Mobile: 0474 784 400