



# EMERALD

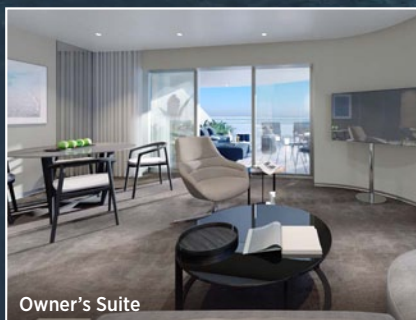
CRUISES



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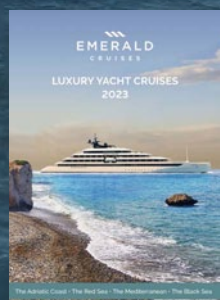


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## The small ship allure

**EMERALD** Cruises is reminding travellers that it offers the true small ship experience on the Mediterranean, with its ships capped at only 100 passengers.

The cruise line is currently offering eight-day cruises of the Mediterranean from only \$4,845 per person, including explorations of towns that can only be accessed by smaller ports.

See the **front page** for further details about selling points.

## Trivago facing \$90m fine

**THE** Australian Competition & Consumer Commission (ACCC) has told a federal court that hotel comparison site Trivago should be fined at least \$90 million for misleading consumers about hotel rates (**TD** 21 Jan 2020).

The penalty hearing for the online travel company is currently before Justice Mark Moshinsky after Trivago failed to overturn a court ruling late last year (**TD**

05 Nov 2020), which at the time stated the Expedia-owned brand had breached Australian Consumer Law when it knowingly "tricked" users into believing the most visible search results were the best value.

If a penalty in the vicinity of \$90 million were to be handed down, it would make it one of the highest ever imposed in Australia for a breach of consumer laws, a justifiable amount in the view of Tim Begbie QC representing the ACCC, who said Trivago's conduct was "careful and calculated".

The court heard yesterday that 213 million searches for hotel rooms on Trivago's site were made over a 13-month period, less than half of the time the company had misled people.

In its presentation, Trivago argued a much smaller fine was reasonable, putting forward \$15 million as a logical amount.

During its failed appeals case, the Full Federal Court ruled that Trivago had not sufficiently disclosed to users that its website used an algorithm that gave prominence to accommodation providers, paying the site a higher payment fee (cost per click).

ACCC Chair Rod Sims said at the time the case represented an important warning to comparison sites that they must not mislead consumers about the results they recommend.

The penalty hearing continues this week.

## Today's issue of TD

*Travel Daily* today has five pages of news plus a front cover page from **Emerald Cruises** and a full page from **World Culture Tourism Village**.

## NCL tickled pinked

**NORWEGIAN** Cruise Line (NCL) has partnered with *Travel Daily* to provide readers with the chance to Colour Your World, with the winner scoring a \$200 wellness hamper.

To be in the running to win and improve your wellness, simply colour in your favourite illustration from the NCL colouring book and submit.

See **page three** for details.

## Qld maps reopening

**QUEENSLAND** Premier Anastacia Palaszczuk has launched a road map to reopening, which will see the state likely open up to all quarantine-free travel from 17 Dec for those who can produce negative COVID tests.

The plan will also allow double jabbed international arrivals to substitute hotel quarantine for two weeks of home quarantine at 80%, and only at 90% will the state lift all borders restrictions/ measures for vaccinated travel.

However the Brisbane Airport Corporation has highlighted its concerns, namely the 90% vaccination requirement for overseas arrivals, 10% higher than most other states.

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weekly\*

\*Darwin flights commence Jan 31 2022

**SEALINK**  
[sealinkqld.com.au](http://sealinkqld.com.au)

## QF reward seat bonanza

**QANTAS** Airways has released a massive amount of reward seats for next year for Frequent Flyers, to celebrate the reopening of Australia's borders next month.

Millions of seats are now able to be booked with points, in the largest single release of additional Classic Flight Reward seats in Qantas' history, across its international and domestic network.

From today, Frequent Flyers will have access to up to 50% more reward seat availability on popular routes until the end of next year.

Frequent Flyers can use their points to book one of millions of reward seats across both Qantas, and Jetstar, as well as more than 45 international partner airlines.

Qantas is also getting set to launch more Points Planes, where every seat in every cabin on a flight is available to book as a reward seat, as more states and territories ease domestic and international travel restrictions.

"Throughout the pandemic, many Qantas Frequent Flyers have been stockpiling points they

have earned on the ground so they can use them to travel once travel restrictions are lifted," said Qantas Loyalty Chief Executive Officer Olivia Wirth.

"With members keen to travel internationally and domestically we have released more reward seats to make it easier for our Frequent Flyers to use their points to go on holidays and be reunited with family and friends in 2022.

"There's no doubt we will appreciate travel in 2022 like never before and Qantas is excited to help Australians rediscover the joy of flying and making travel memories with their loved ones."

Frequent Flyers can book their flights with no fees to change or cancel an international Classic Flight Reward seat booking for travel until the end of next year, on bookings made by the end of Feb.

Qantas is also offering even more value when booking hotels and holiday packages, providing 25% off when you use points.

## Vouchers extended

**TASMANIA** has extended the validity of its tourism vouchers following the short lockdown in the state's south.

The \$7.5 million scheme has been extended until 07 Nov, meaning the 25,000 Tasmanian voucher holders have an additional week to use them.

More than 50% have been submitted for reimbursement, with an expected increase in school holiday redemptions.

## Great Qld Getaway

**DISCOUNTED** \$75 fares with Virgin Australia are up for grabs until the end of the month for Queenslanders, as part of the Great Queensland Getaway.

VA has partnered with the Queensland Government for the campaign to encourage the state to book a flight between Brisbane and Cairns, Townsville, Hamilton Island or the Whitsunday Coast for travel until 12 Dec.

At \$8 million, the campaign is one of Queensland's biggest-ever.

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## True Nth changes

**TRUE** North Adventure Cruises has unveiled a new look.

A new logo and refreshed crew uniforms were introduced earlier in the year, and the cruise line has recently launched a new website, designed to provide visitors with a more immersive experience.

In the coming weeks True North will also begin distributing a new brochure featuring new departures and an amended sailing schedule for the end of the year.

The company has also added two departures to bucket-list destination Rowley Shoals for late next month, as well as an opportunity for private functions in early Dec.

Check out the new site [HERE](#).

## Monaco refreshes

**MONACO** Government Tourist & Convention Authority is launching a new dedicated digital travel trade platform.

The website will enable travel partners to find the latest industry initiatives, customised resources and tools essential to the promotion of Monaco.

Available in English, the website is divided into five main content areas: what's happening in Monaco, discover Monaco, toolbox for travel professionals, marketing campaigns, and webinars.

Users will have access to a variety of exclusive, specific and tailored content to discover both iconic landmarks and hidden gems through destination presentations, thematic dossiers, key data, and more.

**CLICK HERE** for details and to access the site.

## MSC crash ruling

**MSC** Cruises told *Travel Daily* it welcomes the judgement of a court this week in London, requiring the cruise line to pay for repair costs to Uniworld Boutique River Cruises' *River Countess*.

MSC said for additional losses it has made itself available from the very beginning to cover any demonstrated amounts in connection to the accident.

More details in today's *CW*.

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## Passionate discount

**COLLETTE** has launched a special offer for rescheduled Oberammergau Passion Play tours taking place next year.

The event was scheduled to be performed in the small Bavarian town in May 2020, but due to the pandemic, it was postponed and rescheduled for 2022.

Collette is offering visitors a special discount of \$500 per person off every tour, on every date which includes the Passion Play and land touring.

## Agent advocates

**TRAVEL** agent advocate Anna Shannon joins Richard Taylor and Charlie Trevena to discuss Travel Agent Finder via The Travel Community Hub tomorrow at 1pm AEDT - register [HERE](#).



**COLOUR  
YOUR WORLD**  
ADULT COLOURING BOOK

It's time to embrace your inner artist with NCL's mindful adult colouring book, "**Colour Your World**".

Because wellness means different things to different people, during NCL's Walk for Wellness challenge this October, the line has partnered with *Travel Daily* to encourage readers to take a moment for mindfulness.

Simply colour your favourite illustration from the new colouring book and submit it for your chance to go into the running to win a \$200 wellness hamper.

Request your complimentary copy [HERE](#)

Download pages from Marketing HQ: [HERE](#)

**SUBMIT ENTRIES**

#NCLMindfulMoments  
#NCLWalk4Wellness

## Sabra opens door on bright future



**YESTERDAY** marked an exciting new step in the future of Sabra Travel, with the Bondi-based travel agency opening up its office for the first time in many months.

Speaking with *Travel Daily* earlier today, the company's Director Barbara Gross said her business was fortunate in that it was in a healthy financial position prior to the travel shutdown, enabling the agency to withstand the worst of the hiatus.

"We were so lucky that we have been conservative in the way we've run the business and we have never drained it so we managed to survive, and in fact when JobKeeper stopped in Apr, I was able to bring all of my staff back and pay them for three months," Gross explains.

But when the wider lockdown hit Sydney later in the year, it meant standing all staff down and moving into hibernation mode.

Opening up the doors to the business this week with her daughter Lauren (**pictured**), Gross said a core team of four will be on deck to cater for the strong travel rebound expected over the

coming months, with Sabra Travel likely to recruit to keep pace with the demand already noted.

"Slowly we will look for staff and we will have to because we are so, so busy," Gross said.

Reflecting on the future of travel, the agency's Director is also optimistic about what lays ahead, fuelled by the camaraderie of the travel sector.

"To all of those people who hung in there, well done, we are a strong community and during COVID it has shown what a supportive community we have been...we have travel agent Facebook pages, women in travel pages, people have asked questions and nobody has been shy to help other people," Gross enthused.

Sabra Travel is a Club Med Boutique office, Virtuoso travel dealer, and also specialises in cruise trips, corporate travel and groups and incentives.

## Explore Washington

**AGENTS** can now register for the Port of Seattle's Cruise from Seattle and Taste Washington State virtual famil taking place on 03 Nov at 11am AEDT.

The 45min session will feature how to cook fresh mussels and more - register [HERE](#).



## Window Seat

**BAKERS** of the world rejoice, there is now no reason to put your travel plans on hold thanks to a new hotel that promises to baby-sit your sourdough bread.

However there is one catch, the hotel is located near Stockholm's Arlanda Airport.

Stockholm bakery RC Chocolat owner Charlotta Soor recently opened a 24/7 sourdough hotel at one of her storefronts, pledging to look after travellers' sourdough creations while they head off and explore the world.

Although most bakers will tell you crafting the perfect sourdough loaf isn't exactly rocket science, they do need to be nurtured with small amounts of water and flour every day.

"It needs to be fed and taken care of on a regular basis, so we're the perfect solution if you want to keep your sourdough alive and travel at the same time," Soor said.



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## Lady Musgrave invites you



**A NEW** multi-million-dollar snorkelling and diving attraction (pictured) is set to drive economic recovery in the badly COVID impacted Bundaberg region in Qld (TD 26 Jun 2019).

Lady Musgrave Experience, which opened today, is located at the southern end of the Great Barrier Reef, around 90 kilometres north of Bundaberg.

Visitors will be offered snorkelling and diving experiences, an underwater observatory, a bar/kiosk area, and the unique opportunity to sleep on the Reef.

The new \$3.6 million pontoon

has been supported by the Queensland Government through the Growing Tourism Infrastructure Fund.

Lady Musgrave Experience Director Brett Lakey said initial bookings had been great, with two-to-three months of forward reservations.

The attraction has also partnered with Alliance Airlines for a new day trip from Brisbane.

The Great Barrier Reef Day Trip package includes charter flights between Brisbane and Bundaberg, and a day trip to Lady Musgrave pontoon.

**CLICK HERE** for more details.

## Show us your best New Years Eve Photo!

Rediscover Australia and Unique Cruises are partnering with *Travel Daily* this month to offer readers the chance to win a ticket on the **NYE Hits on the Harbour Cruise**, as well as offering \$100 and \$50 gift vouchers for 2nd and 3rd prize by providing your best picture of your past New Years Eve celebrations.

This ticket gives you access to:

- 6 Hours Sydney Harbour Cruise on Journey Beyond Cruise Sydney's *Spirit of Migloo*
- Continuous premium food
- Unlimited beverages including premium sparkling wines and beers - For more information on what is offered **CLICK HERE**

To enter send a picture of your best New Years Eve along with, in 25 words or less, what made it so memorable.

Entries to competitions@traveldaily.com.au

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## AFTA UPDATE

from the Australian Federation of Travel Agents

**IT'S** hard to believe we're just eight weeks from Christmas and how wonderful to see those borders continuing to re-open.

The ongoing implementation of the National Cabinet's agreed



lag even once international travel normalises. The runway to recovery for Australia's travel sector is a long one. Australia's travel agents and businesses have been in hard lockdown for more

Roadmap to Reopening is a great relief, as is the resumption of international travel without hotel quarantine for fully vaccinated Australians and their immediate families, but this must also apply to anyone who is fully vaccinated.

There is no difference in the medical risk of a fully vaccinated Australian and someone else who is fully vaccinated but carrying a non-Australian passport.

To make it economic, we also need the capacity caps on airline seats to end and we need the cruise sector to be supported back into full throttle as soon as possible.

There is a long-term economic

than 600 days and until airlines and cruise capacity return to normal levels with international tourists allowed in, which won't be until at least the second quarter of 2022, we will continue to be in lockdown. We need ongoing Government help so we can keep providing travelling Australians with the expert support they need.

Our new CEO Dean Long will tomorrow brief our members for the first time on AFTA's immediate priorities as well as how the strategy and direction for AFTA will be set.

AFTA members can register to attend **HERE**.

## EY's ATPCO deal

**ETIHAD** Airways has signed a multi-year retailing deal with ATPCO content.

The privately held corporation will create and distribute universal product attributes (UPAs) to Etihad's third-party distribution channels.

The deal also enables the airline to accurately and consistently display its unique offers in its own brand voice and tone in multiple languages, regardless of the channel in which the flight is sold.

UPAs bring unique airline fares, products, and services to life with messaging, images, videos, and cabin tours.

The content can be highly targeted by aircraft, cabins, routes, times of day and fares.

## Eat like Kingsley

**CRYSTALBROOK** Kingsley's flagship rooftop restaurant Roundhouse has opened.

Positioned on the ninth-floor rooftop of the newly opened hotel, Roundhouse brandishes modern Australian cuisine, and boasts panoramic views over Newcastle, from Nobby's Head to the Hunter Valley.

Menu highlights include dry aged Nelson Bay tuna with lemon myrtle golden broth, soba noodles, chilli jam & house pickled ginger, and zucchini flower stuffed with aromatic wild red rice, toum garlic sauce & sea parsley gel.

Roundhouse is headed by Executive Chef, the world-renowned Natalie Bolt.



Access denied to the million dollar club for many of the industry's top execs, a tourism hub like no other and more in the October issue of travelBulletin.

travelBulletin

CLICK to read

## Taronga 2030 goal

**THE** Taronga Conservation Society Australia has outlined a new sustainability strategy that will aim to have its two Zoos in Sydney and Dubbo powered by 100% renewable energy by 2030.

Taronga has also revealed that both of its zoos will reach a 70% reduction in carbon emissions by 2030 by adopting electric vehicles and reducing emissions in Taronga's supply chains.

Taronga Zoo, Sydney and Taronga Western Plains Zoo both resumed operations yesterday.

## The ultimate Oscar award



**EXPEDIA** TAAP's recent incentive run in partnership with the Australian Travel Agents Co-operative (ATAC) has seen Oscar Mike Travel in South Yarra Victoria take out the Top Sales category.

The competition was designed to engage agents through the lean times of COVID by exploring all of the experiences and activities available to book through TAAP.

Representing Oscar Mike Travel on their win was Selina Hauwert (**pictured**), who said she loved using Expedia because it made it easy to search, book and manage travel around the world, all at great rates converted into Aussie dollars for easy of payment.

## I want to break free

**BREAK** free with Norwegian Cruise Line (NCL) with exceptional value on close-to-home sailings departing in 2022 and 2023.

Sailings include Australia, Hawaii and the South Pacific, with savings on offer of up to 30%.

## Accor QLD deals

**ACCOR** is inviting travellers to Experience Queensland Summer Days in partnership with Tourism & Events Queensland.

The new campaign is part of the government agency's Great Queensland Getaway campaign, which incentivises Queenslanders to explore their home state.

Deals start from as low as \$118 per night and are valid for new bookings until the end of the month, for travel until the end of Jan next year.

To book, visit [all.accor.com](http://all.accor.com).

## MONEY

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

**AU\$1 = US\$0.739**

**THE** Australian dollar reversed after earlier jumping to one-month highs, after a sharper-than-expected rise in New Zealand's inflation, which is now at a decade-long high.

Adding to the volatility was disappointment in China, after its poor GDP reading hit regional sentiment of 4.9% over the Sep quarter, a sharp fall from the previous 7.9%.

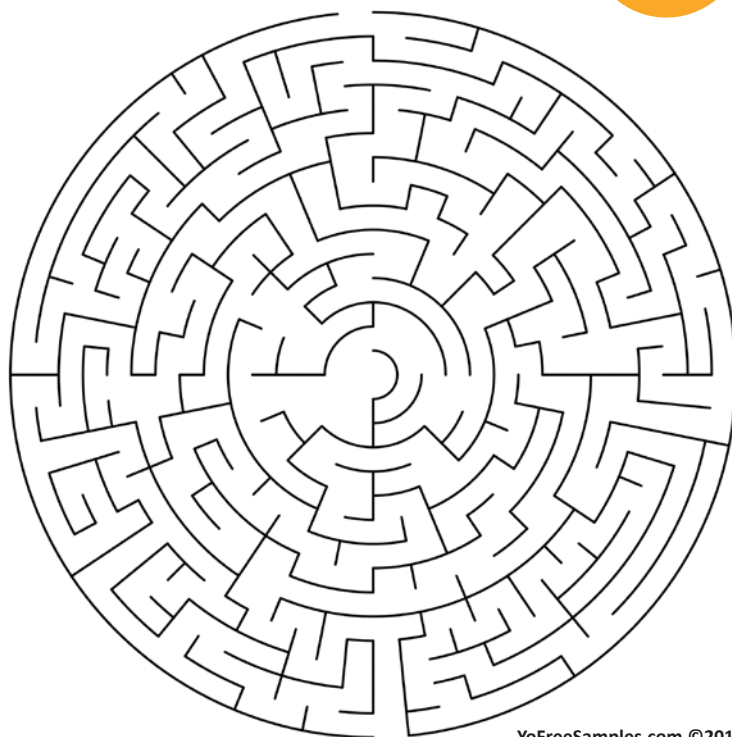
Wholesale rates this morning.

US	\$0.739
UK	£0.538
NZ	\$1.038
Euro	€0.636
Japan	¥84.61
Thailand	฿24.61
China	¥4.703
South Africa	10.80
Canada	\$0.910
Crude oil	US\$84.86

## A-maze-ing

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| 4 Destination Shopping Outlets          | 11 Wave Park                           |
| 5 Theme Hotel and Function Centres      | 12 Potential Residential Development   |
| 6 Cultural Industry Quarter and Museums | 13 Eco Leisure Tourism Area            |
| 7 Eco Adventure Zones                   | 14 Eco Conservation Area               |

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