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RCI says WOW

ROYAL Caribbean International (RCI) is highlighting its Global WOW Sale, which ends on Tue.

Guests can get up to 30% off, a free balcony upgrade on selected sailings, and up to \$300 to spend. See the **cover page** for more.

Tauck webinar

TAUCK is today promoting its exclusive cruise month webinar, where National Sales Manager Sharon Hando will discuss river and small ship cruising.

Agents can also unlock an exclusive cruise month offer. More details on **page six**.

Today's issue of TD

Travel Daily today has five pages of news and photos, a front cover wrap from RCI, plus full pages from:

- Tauck
- AA Appointments jobs
- United Airlines

AFTA debunks TCF claims

THE Australian Federation of Travel Agents (AFTA) has debunked suggestions that the former Travel Compensation Fund (TCF) would have helped following the "catastrophic collapse" of Tempo Holidays/Bentours, issuing a formal Advisory Note to help provide clarity on the current situation (**TD** breaking news).

AFTA said in the face of the company's failure, some agents have been seeking the return of the TCF "under the false belief that it would provide some level of consumer protection."

"The simple fact is that no government, nor industry, is prepared to cover the losses of illegal behaviour by a wholesaler," the note says, adding that at this stage the fate of the company is still to be determined.

"In this case specifically there is still the unknown fact that the parent company in India remains in operation, and has

considerable assets at its disposal.

"To simply suggest a prior, flawed scheme would resolve matters is simply not true," AFTA said, urging the industry to focus on facts rather than fiction.

The note addresses discussions currently taking place on social media channels, highlighting key drawbacks of the TCF which saw successful businesses forced to finance a "get out of jail free" slush fund for failed companies.

The AFTA Chargeback Scheme (ACS) has also protected agents who are part of the program for any credit card payments to Tempo/Bentours up until 22 Aug, AFTA CEO Jayson Westbury said.

He noted that the AFTA team was available to talk to members about their situations relating to the collapse.

The fact sheet, which also details measures being put in place by several key suppliers, is online at afta.com.au.

Travel Daily en route to Boston, USA

Today's issue of **TD** is coming to you courtesy of **Scenic**, which has invited us to experience the new **Scenic Eclipse**.

SCENIC Eclipse today cruises into US waters, with the newbuild set to make a call at Boston, Massachusetts, one of the oldest cities in the USA.

A host of activities are on offer for guests, including a Scenic Discovery excursion exploring the city by bike.

Passengers can also uncover the history of the Founding Fathers on the Freedom Trail, take a tour on an amphibious Boston Duck vehicle, or experience a food tour.

There are lots of great culinary options on board the ship too - see facebook.com/traveldaily.

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Thursday 26th September 2019

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TAG has been using tramada in the Australasian region for more than a year, boosting productivity.

SMALL GROUP TOURING

Asia 2020 | 21



**Bunnik
Tours**

MU Shanghai-Perth trial

CHINA Eastern Airlines will operate its first direct flights to Perth from Shanghai over a five-week trial during the Chinese New Year period in 2020.

From 12 Jan-17 Feb, the carrier will offer three non-stop flights per week between Perth (PER) and Shanghai Pudong International Airport (PVG).

The announcement is a result of a partnership between the State Govt, through Tourism WA, Perth Airport and Tourism Australia and follows an extra \$1m in funding allocated by Tourism WA this year to marketing in Shanghai.

WA Premier Mark McGowan said "Having never flown directly to Perth, these China Eastern direct flights will make it that much easier for Chinese visitors to access the great tourism experiences we have to offer in Western Australia".

Perth Airport Chief Executive Officer Kevin Brown said the

trial would "add much needed seats to the market during this seasonal busy period."

"If the trial is successful and leads to the introduction of three weekly services year-round, it could mean an additional \$40 million in tourism spend for the WA economy."

The flights will be operated on Mon, Wed and Fri and utilise a 232-seat A330-200 aircraft.

Virtuoso cuts C&K

VIRTUOSO has confirmed the cessation of its partnership with Cox & Kings (C&K), due to ongoing financial issues of C&K India.

C&K was a preferred supplier to Virtuoso in the USA and Dubai.

"With continued negative financial reports from their India operations, our members began to lose confidence, which resulted in their termination," according to a Virtuoso statement.



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NCL plastic free

NORWEGIAN Cruise Line (NCL) is partnering with rapper Jaden Smith's JUST Goods Inc to remove single-use plastic bottles from its fleet by 01 Jan.

The line will roll out JUST's refillable and recyclable cartons made from plant-based materials.



Highlights of Portugal 2020



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Travel Daily

Thursday 26th September 2019



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Pullman Maldives

PULLMAN Hotels & Resorts has opened a new luxury 122-villa resort in the Maldives this week, featuring two exclusive Aqua Villas which are submerged beneath the islands waters.

See images of the Pullman Maldives Maamutaa Resort [HERE](#).

evergreen

Europe River Cruising 2020

NEW
Updated Edition



**Latest Availability,
Deals & Prices**

"The brochure that helps you sell"

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NEW BROCHURE >**

DFAT Smartraveller revamp

THE Department of Foreign Affairs and Trade will no longer encourage Australian travellers to register when going abroad, under a major makeover of its Smartraveller advisory platform.

Set to roll out in Nov this year, the revamp includes a new-look website which will make advisories "easier to read and navigate," while travellers will be able to subscribe to receive travel advice updates via email.

"We'll also offer a new option to get SMS 'critical alerts' in a crisis," the Department noted.

Registration, which is currently part of the Smartraveller offering for all travellers, will only be activated when there's an overseas crisis once the new arrangements are implemented.

Registration will be offered through a simplified online form which will appear on the Smartraveller site when overseas

situations warrant it.

"This means we'll be quicker to respond to those who need our help," the Department said.

Existing subscriptions will need to be updated when the new service goes live in Nov.

Travel companies with an existing API and/or RSS feed to the Smartraveller website will also need to confirm that the technology interfaces still work after the new site rolls out.

VA lodges Haneda

VIRGIN Australia has applied for an allocation of one frequency per day for passenger services during daytime hours from Brisbane Airport to Haneda Airport in Tokyo.

The submission notes it intends to utilise its proposed capacity for joint services with All Nippon Airways, granted for five years from the date of determination.

Virgin Australia last week signalled its intent to compete with Qantas for the upgraded allocation (**TD 18 Sep**), with VA applying for one of the two daily slots up for grabs and QF seeking both slots (**TD 17 Sep**).

The increased capacity follows the expanded Australia-Japan Air Services Agreement (**TD 17 Sep**).

With two carriers applying for the same limited capacity, the International Air Services Commission is inviting submissions about the applications, due 02 Oct.

Virgin Hotels Miami

VIRGIN Hotels has announced plans to launch Virgin Hotels Miami which is scheduled to open its doors in 2023.

To be located in the city's financial district, the 40-storey, 250-room property will feature large meeting and event spaces.

It will also offer multiple dining and drinking outlets, such as the brand's signature culinary experience Commons Club, as well as a beer garden with live music venue and coffee shop.



Window Seat

AIRBNB is sending five lucky people to Antarctica, all expenses paid, but of course, there's a catch.

The Antarctica Sabbatical is a research expedition the company is running, and it is seeking volunteers to join environmental scientist Kirstie Jones-Williams to investigate the presence of microplastics on the continent.

Over four weeks, participants will train in Chile, conduct research in Antarctica, including a visit to the South Pole, and return to Chile to prepare the findings.

It's certainly not the only sabbatical Airbnb is running, but it's by far the coolest - [CLICK HERE](#) to apply, before 08 Oct.

NZ sustainability

AIR New Zealand has released a comprehensive sustainability report that outlines how it plans to make its operations more sustainable in the future.

The 60-page document highlights how the carrier will achieve its "sustainability in the bloodstream" long-term strategic plan, outlining cultural diversity, reducing its carbon footprint, supporting the Zero Carbon Bill, and promoting tourism's role in protecting the environment as key components of the plan.

For the full report, [CLICK HERE](#).



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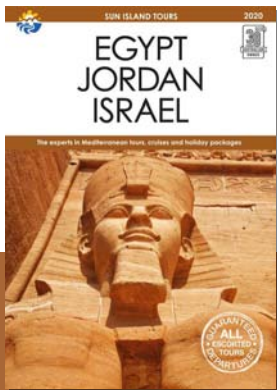
Crown staff strike?

CROWN Casino workers are threatening to refuse alcohol service during Melbourne's Spring Racing Carnival, or even walk off the job as part of strike action.

The union has applied to the Fair Work Commission to allow for a ballot of its members to endorse action, with the warnings coming in the midst of struggles between the casino and the union over a new enterprise bargaining agreement.

The ballot is targeted to be finished before 28 Oct with strikes planned to commence by 01 Nov.

The union has rejected Crown's offer of a 2.5% annual wage increase over the next three years, and is demanding 5% over the same period, as well as increased job security.



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Aus immune to Brexit



VISITATION to Britain is feeling the pinch from Europe thanks to Brexit, but Australian numbers remain strong, VisitBritain Director Asia Pacific, Middle East & Africa Tricia Warwick said.

Speaking at the tourism board's "Find Your Great Britain" event in Sydney last night, Warwick told **TD** VisitBritain's research found geographical distance had insulated Australia from the harshest effects of Brexit.

"The closer you are to the UK, the more affected you feel, and the more you're concerned," Warwick said.

"Numbers-wise, it hasn't affected us from Australia...

but Europe is down a couple of percent in the last few months.

"It's a period of uncertainty, so people are putting plans on hold...planning periods are longer from here, so people are less affected by that.

"We've got e-gates now for Australians which can speed you through, particularly at the main arteries like Heathrow, Gatwick and Manchester, which are the main Aussie gateways."

Pictured in line for the phone is the VisitBritain team: Kristen Angus; Maria Sykes; Nada Poole; Tricia Warwick; Natalie Hone; Clare Gull; George Christakis; Erika Stewart; and Louise Bryce.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Air New Zealand



Australia is vitally important to Air New Zealand's Pacific Rim network, and as New Zealand's biggest source of

inbound tourism we'll continue growing this market.

But we're determined to grow sustainably, and part of our carbon management strategy involves investing in a modern, fuel-efficient fleet to help reduce carbon emissions and fuel burn.

Our new A320 and A321neo aircraft that operate between Auckland and nearly all our Australian destinations are an example of this. We currently operate 10 Airbus neo aircraft (with a further three to be delivered over the next couple of years), which are replacing the A320 fleet on our Tasman and Pacific Island services.

New generation engines, fuel efficient Sharklet wing tip devices and approximately 25 percent more seats mean the neos are expected to deliver fuel savings and efficiencies of at least 15 percent compared with the A320 aircraft they're replacing.

These new aircraft are an important part of our sustainability agenda until viable fuel or technology alternatives like electric aircraft or biofuels come to market.

*Cam Wallace
Chief Revenue Officer*

AIR NEW ZEALAND

Thursday 26th September 2019

Crystal brochures

CRYSTAL Cruises has published two new brochures, detailing its all-inclusive ocean journeys from Oct through to Dec 2020 and all-suite, all-inclusive 2020 European river cruises.

The 96-page Worldwide Atlas brochure details over 80 ocean departures with maiden calls to Pohnpei, Micronesia; Majuro, Marshall Islands; Hambantota, Sri Lanka; Mooloolaba and Airlie Beach, Australia; and Alghero, Sardinia, Italy.

Highlights include an extended season in the Mediterranean with a total of 25 sailings.

Almost every voyage features one overnight stay, at over 55 cities around the world.

The 104-page 2020 European River Cruises Brochure details the line's 146 departures in 2020 along Europe's Danube, Main, Moselle and Rhine rivers.

Delta animal tweak

DELTA Air Lines has revised its policy on emotional support animal by discontinuing its eight-hour flight limit, a stipulation the carrier implemented following 40 animal attacks last year.

Despite the relaxing of its regulations, Delta said it is keeping its ban on pit bulls in place, citing the breed accounting for 37.5% of vicious dog attacks.

Let's Strand together

HURTIGRUTEN has named polar expedition expert Karin Strand as the godmother of its hybrid powered cruise ship, *MS Roald Amundsen*.

Strand will carry out her traditional duties with a twist at a naming ceremony taking place 08 Nov, including breaking a chunk of ice instead of a champagne bottle against the ship's hull.

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.

W Hotels has named **Philipp Haupenthal** as the Director of Beverage and Food of its **W Bali** location in Seminyak. Haupenthal was most recently in the same role at the brand's Koh Samui location.

Zagame's House has appointed **Claire Gomolla** as its Head of Sales. She joins the hotel with almost 10 years of industry experience, with her most recent position as Area Sales Manager in the Victorian and Tasmanian regions for The Art Series Group.

Benjamin Cross has taken on a new Consulting Chef role with **Aqua Expeditions** for its new ship, *Aqua Blu*. He joins the cruise line ahead of *Aqua Blu's* Nov inaugural sailing and begun his career working with Australian culinary talents Neil Perry and Janni Kyritsis.

Spicers Retreats has announced the appointment of **Martin Hamilton** as General Manager of **Spicers Peak Lodge**, moving from his current role as Lodge Manager of the New Zealand property The Lodge at Kauri Cliffs.

Pulling out the Scenic paddles



SOME of the Australasian agents aboard *Scenic Eclipse* this week took to the water in much smaller craft during a visit to Lunenburg in Nova Scotia yesterday.

The charming UNESCO World Heritage village provided plenty of opportunities for exploration with walking and historical tours, but some of the more active participants decided to don the Scenic-provided dry suits and take a paddle in two-person kayaks.

A busy day in Lunenburg also saw a few lucky passengers head below the surface on the *Scenic Neptune* submarine to visit a local dive site, before operations had to be suspended due to adverse conditions.

Scenic 1, one of the on-board helicopters, also took some guests to the air for a panoramic bird's-eye view of the region.

Pictured from left: Jeffrey Liu and Evelyn Lee of Middy Travel Auckland; Jill Johansen, Helloworld Travel Mackay; Helen Clarkson, Helloworld Travel Ocean Grove; and Jade Sinclair, Scenic.

Pionair Kiribati

CHARTER airline Pionair Australia has applied to The International Air Services Commission (IASC) to operate twice weekly passenger services from Brisbane to the Kiribati capital of Tarawa.

The airline's application requests to operate the service in both directions and includes a combined passenger/cargo service to Nauru.

IHG Africa expands

INTERCONTINENTAL Hotels Group (IHG) has signed a deal with Aleph Hospitality to open 10 new hotels across Africa.

The agreement will see IHG expand its midscale and upscale footprint across the continent in growth market countries such as Kenya, Ethiopia, Nigeria, Morocco, Algeria and Ghana.

IHG revealed it holds ambitions to expand its portfolio of hotels to 35 hotels across the Middle East/Africa by 2025.



Exclusive Cruise Month Webinar

Join National Sales Manager Sharon Hando to learn all about
Tauck River & Small Ship Cruising, and unlock an
Exclusive Cruise Month Offer

River Cruising



Discover the Tauck River Cruising difference. Learn about the great waterways of Europe, unique selling points and inclusions, and how to recognise the Tauck client.

Monday 30th September 2019

8:30am AEST

[Register Here](#)

11:30am AEST

[Register Here](#)

Small Ship Cruising



Gain first-hand knowledge of the Tauck Small Ship difference. Learn about the culturally-inspired journeys, insider tips on selling Tauck small ship cruises.

Tuesday 1st October 2019

8:30am AEST

[Register Here](#)

11:30am AEST

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