

## Today's issue of TD

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

## VA credits coming

**VIRGIN** Australia customers will have all travel credits and Velocity Frequent Flyer points carried forward, with the value of travel credits to be provided after the airline emerges from administration.

Customers with credits for bookings made prior to administration will have their booking dates extended to 31 Jul 2022 for travel until 30 Jun 2023.

The carrier said further information about the use of credits would be provided to customers in due course.

Meanwhile, AFTA has welcomed the announcement that all credits and forward bookings will be honoured, as well as Virgin's commitment to supporting regional Australia.

## Old blocks NSW

**QUEENSLAND** Premier Annastacia Palaszczuk has announced the state will close its border to all of New South Wales and the Australian Capital Territory at 1am this Sat 08 Aug.

All visitors will be denied entry except for rare exemptions, and returning Queenslanders will have to pay for 14 days mandatory hotel quarantine.

## Virgin to resize & reset

**VIRGIN** Australia Group will be "reset", with Tigerair Australia and one third of its workforce to be cut as it comes out of voluntary administration under its new owner Bain Capital.

The company revealed its plans this morning (**TD** breaking news), which will see it overhaul and simplify its cost base and aim to be "the best value carrier in the market, not a low-cost carrier".

Its initial focus will be on domestic and short-haul international operations and it will serve business travellers, including corporates, and customers travelling for a holiday and to visit family.

The Tigerair Australia brand will cease to operate in the Australian market, "as there is not sufficient demand to support two brands at this time," the group said.

The door will be left open to operate an ultra-low-cost-carrier in the future when the domestic market can sustain it, with TT's Air Operating Certificate (AOC) and necessary resources to maintain the AOC to be retained.

Tigerair customers affected will retain their travel credit to be used on Virgin Australia services.

Virgin Australia Group will reduce its workforce by 3,000 people, primarily from the operation functions and corporate roles.

CEO Paul Scurrah outlined plans to retain 6,000 jobs "when the market recovers" and an

aspiration to grow the workforce to 8,000 in the future.

However, he also flagged expectations that it may take at least three years until demand for domestic and short-haul international travel returns to pre-COVID-19 levels, with "the real chance it could be longer".

Scurrah said departing staff would be "closely supported through our alumni program, have all their entitlements honoured and be provided with a two-year extension of employee travel benefits and early access to retiree and long-service benefits".

Those who remain stood down are on leave without pay and will continue to receive JobKeeper until it expires in Mar.

As part of its efforts towards cost efficiency and simplifying its fleet, VA will move to an all-Boeing 737 mainline fleet for domestic and short-haul operations, removing ATR, Boeing 777, Airbus A330 and Tigerair Airbus A320 aircraft types.

The regional and charter fleet will remain, while options at Virgin Australia Regional Airlines (VARA) are assessed, including different operating models.

Long-haul int'l ops will remain suspended & the group will take on a supplier contract review.

VA will also maintain a network of lounges in key domestic locations, with plans to reopen when demand returns.

## Amadeus cash dip

**AMADEUS** CEO Luis Maroto says the company has seen an increasing number of flights being scheduled, and air traffic and bookings have been responding, but warned the situation remains "highly uncertain".

The company reported an adjusted profit decline of 113.4%, to a loss of €89.2 million (A\$147.5m) in the six months ending 30 Jun.

In distribution, Amadeus' volumes reached a low in Apr and travel agency air bookings turned positive from approx mid-Jun.

## VA tech investment

**INVESTMENT** in digital and data technologies will be key to Virgin Australia Group's vision for the future, the company has said.

Under the management of Bain Capital, the group will invest "significantly in the comprehensive digital re-platforming" of the airline & the Velocity Frequent Flyer program.

The group said this would improve Virgin Australia's commercial capability and customer experience, significantly enhancing the employee experience and increase the pace of profitable revenue growth.

The sale of Virgin Australia Group to Bain will be implemented through a Deed of Company Arrangement, to be voted on at the second creditor's meeting planned for 26 Aug.

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## Tourism hub progress

**CONSTRUCTION** tenders have been awarded to local firm Hazell Bros Queensland for two projects being delivered under the Gold Coast's Spit Master Plan.

Member for Gaven Meaghan Scanlon said the projects will create more attractive visitor spaces at the top of The Spit, with progress continuing despite the COVID-19 pandemic.

"This creates more spaces for people to be enjoying the best of what the Gold Coast's waterways and foreshores have to offer," Scanlon said.

"Key features include viewing spots for watching the sunrise at the end of the Seaway Promenade and the sunset over the water from Moondarewa Spit, which I'm sure will become must-see destinations."

## TC enhances its T&Cs

**TRAVELLERS** Choice has released a new template of terms and conditions (T&Cs) available for its members to use for all new bookings.

The template was created in consultation with lawyers, can be fully personalised, and incorporates a Schedule of Professional Service Fees that each member can adjust according to their individual pricing policies.

Managing Director Christian Hunter said the network's members previously had access to a T&C template which was primarily used for online bookings through their Travellers Choice "Site Builder" websites.

"Any Travellers Choice agent using the T&C template can now

be confident they are meeting all of their legal obligations in respect to Australian Consumer Law, Fair Trading and the Australian Competition and Consumer Commission's guidelines (ACCC)," Hunter said.

The release follows the introduction of a "best practice guidance" for the travel industry in relation to COVID-19 travel cancellations by the ACCC and ACL regulators, which outlined that businesses are able to retain expenses incurred in the instance of a cancellation, provided it is specified in the T&Cs (**TD** 20 Jul).

## Rocky safety push

**ROCKY** Mountaineer is planning to implement a range of new health procedures once its rail-tour operations resume in 2021.

The company said its procedures, which include guest screenings at check-in and prior to boarding each day, will continue to evolve as guidelines and best practices develop.

Passengers will also be asked to wear protective face coverings.

## Whitsundays support

**TOURISM** Whitsundays is seeking financial support from the Qld Government, with over 40 tourism products reporting losses of over \$5 million in direct bookings in the first 72 hours following the announcement of Sydney travel restrictions.

The tourism body has reached out to Premier Annastacia Palaszczuk for an aid package, arguing the Whitsundays is one of the "most tourism reliant regions in the country".

The destination accounts for around 40% of the \$6.3 billion Great Barrier Reef market to Qld, with one in three jobs in the Whitsundays being in tourism.

During the initial coronavirus restriction period, the region's economy suffered losses of more than \$75 million a month.



## Window Seat

**PLANS** have been announced for Northern Ireland's first socially distanced music festival.

The organiser behind Stendhal, which is one of the biggest annual music and arts festivals in the region, is hoping it will be the first of its kind in the world.

The three-day hootenanny was initially abandoned, but is returning as Stendhal Festival Presents: Unlocked, which is planned to take place over five weeks in Aug and Sep, with the first set of dates confirmed as 21 & 22 and 28 & 29 Aug.

Each weekend will have a capacity of between 500 and 1,000 people, subject to the government's gathering policies.



## Italy's new modules

**TWO** more modules have been released within the Travel to Italy Academy, an online training initiative by the Italian National Tourist Board.

Travel agents can learn and familiarise themselves with "Italy's Art Cities", highlighting the plethora of attractions, museums and architecture in cities including Florence, Milan, Genoa and Naples.

A food and wine module takes a culinary look at some of the most notable cuisine found across the region, including wine production in Italy which boasts more than 63 million bottles of Chianti production annually.

There are now six modules currently available for completion, along with many generous prizes on offer.

To register and start your learning - see **HERE**.

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## Hyatt profit slide

**HYATT** Hotels Corporation has reported a second-quarter adjusted net loss of US\$183 million, significantly down from the US\$82 million net income reported in the previous corresponding period.

However, Hyatt noted its Chinese operations were looking "better of late", with occupancy rates in the country reaching 65% at the end of Jul, and by the end of last month, more than 87% of Hyatt's hotels were back in operation, up 20% from Apr.

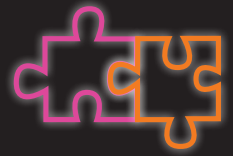
## Emirates hits 50%

**EMIRATES** will deploy its A380 aircraft to Guangzhou in China from 08 Aug, with the carrier having now resumed its passenger network operations to 50% of its pre-pandemic destinations.

The airline also restarted its A380 operations to Amsterdam and Cairo this week, and introduced a second daily A380 service to London Heathrow.

COVID-19 PCR tests are now mandatory for all inbound and transit pax arriving in the UAE.





## Vic arrivals on notice

**THE** NSW Government has introduced a strict new permit system for all flights from Victoria in a bid to plug any gaps in its COVID-19 mitigation strategy.

Eligible travellers to apply for a permit include defence officials, doctors and nurses, critical energy workers, mining and construction, child protection and disability workers.

Anyone without a permit will be escorted by NSW Police to quarantine accommodation, while returning NSW residents will have to follow new rules before self-isolating for 14 days.

These include getting picked up by family instead of using public transport, wearing a mask, and sitting in the back seat of the car with the windows down and the air conditioning turned off.

## Skal WA networking

**SKAL** International Perth is set to hold a special networking breakfast at the Metro Hotel South Perth on 13 Aug.

Attendance at the industry event is open any members of the travel sector, with tickets priced at \$29 per person.

Price includes food and drinks - register to attend [HERE](#).

## TTNQ appoints

**TOURISM** Tropical North Queensland (TTNQ) has appointed Lani Strathearn as its new Marketing Manager, where she will be charged with the rollout of the Cairns & Great Barrier Reef brand.

She arrives in the role with four years of experience working with agencies in Melbourne and Adelaide, managing clients such as luxury touring company APT.

"Lani's expertise in developing marketing strategies for diverse tourism clients will be invaluable in leading the promotion of Cairns & Great Barrier Reef in a very challenging marketplace," said TTNQ CEO Mark Olsen.

## Virgin Atlantic files Ch 15

**VIRGIN** Atlantic (VS) has filed for Chapter 15 bankruptcy protection in the United States yesterday, as the carrier works to secure a rescue deal from the British Govt by next month.

VS told a London court it would run out of cash by Sep if no rescue plan was approved, with chapter 15 bankruptcy allowing foreign companies with US assets to protect themselves against United States-based claims while they work out a turnaround in their home country.

A current rescue plan is already supported by a majority of Virgin Atlantic's stakeholders, which the airline hopes will come into effect in Sep, as it seeks emergency funding of £1.2 billion (A\$2.2b).

Under the proposal, alternative investment management firm

Davidson Kempner Capital Management will provide about £170 million in secured financing, while Branson himself will contribute £200 million after raising money from his Virgin Galactic venture.

Virgin Atlantic said it obtained an order from the court to convene four creditor meetings on 25 Aug to vote on the restructuring as part of a process that will bind all debt classes to the rescue plan.

VS had previously announced plans to lay off more than 3,150 staff across all functions of the business in May, in an attempt to ensure it emerged from the COVID-19 crisis in a recoverable position (**TD** 06 May).

## Regent incentives

**REGENT** Seven Seas Cruises' Return with Regent incentive (**TD** 21 May) has been extended for Alaska, Northern Europe and Mediterranean voyages in 2021.

The offer has been lengthened for reservations made before the end of the month, with Australian travel partners booking any sailing through to May 2022 by the end of Aug also able to receive a \$500 Visa gift card.

Agents can also sail for free with Regent when they book any three suites by the end of Aug.

## Qld consular clamp

**QLD** Premier Annastacia Palaszczuk has revealed that any diplomatic staff returning to the state from overseas or interstate "hotspots" will now need to go into hotel quarantine.

The new mandate follows a positive COVID-19 test from a consulate official on board a Sydney to Maroochydore flight earlier this week.

Previously, consulate officials were part of the exception list for Qld, but Palaszczuk said the risk of maintaining such a policy was simply "too high".

## APT cooks Kimberley

**APT** has announced the return of its long-time ambassador, chef Luke Nguyen, who will host an exclusive Kimberley sailing departing in 2021.

The famous culinary personality will prepare meals for guests on the line's 14-day Kimberley Coastal Cruise & Purnululu leaving 08 Jul 2021, which includes a nine-night voyage on expedition ship *MS Caledonian Sky*, as well as two nights in Kununurra and two nights at APT's exclusive Bungle Bungle Wilderness Lodge.

Prices for the 14-day adventure start from \$14,595ppts, with \$2,000 of savings also on offer - [CLICK HERE](#) for more details.

## Vail downs its lifts

**VAIL** Resorts will not reopen its lift operations at Falls Creek and Hotham for spring skiing following the Victorian Government's introduction of Stage 4 restrictions for Melbourne and Stage 3 restrictions for regional areas.

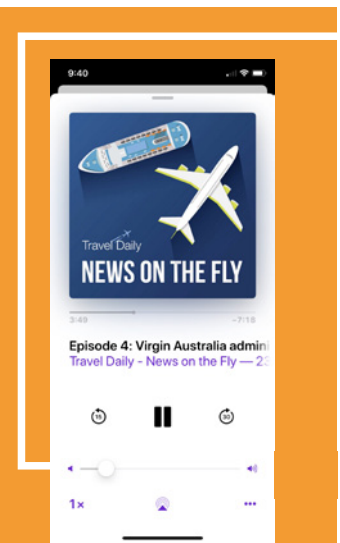
## Aitken to rep VSC

**VISIT** Sunshine Coast (VSC) has named former Tourism Australia New Zealand General Manager Jenny Aitken to be its New Zealand Representative.

Aitken successfully drove major increases in leisure and business events travel to Australia in her 12 years with the major tourism body, departing the position only last month.

"Jenny offers VSC invaluable experience promoting Australia in New Zealand and she is already very familiar with what the Sunshine Coast offers Kiwi travellers," said interim-CEO of VSC Craig Davidson.

NZ is the area's primary int'l market, attracting 84,000 visitors from the country in the year ending Mar, an increase of 20.5% from the previous year.



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## James' spirit never broken



CHIMU Adventures' Qld and NT Relationships Manager James McAlloon set up camp in Broken Hill overnight, marking another significant accomplishment in his philanthropic Footsteps for Food journey across Australia.

McAlloon touched base with some admirers on Facebook last night, updating everyone on how he has found the journey so far.

So far he has trekked an estimated 1,618km on his massive pilgrimage from the Sunshine Coast in QLD to the Margaret River in WA, all to raise

money for families around the world affected by challenges associated with COVID-19.

He has already managed to help 562 families through the walk, with a Chimu Adventures spokesperson encouraging people to stay in touch with James via the company's social media channels, commenting that "James hasn't spoken to many people for many days, I think he could use the company."

Donate to the walk [HERE](#).

**Pictured:** McAlloon sets up camp in Broken Hill.

## Hydrogen the answer?

A NEW report published by the CSIRO contends that clean hydrogen energy could be utilised by airports as soon as 2025 - significantly reducing the carbon footprint of the aviation industry.

The report, funded by Boeing, also asserts the sector has the potential to replace its reliance on conventional jet fuel completely in less than 40 years.

CSIRO Chief Executive Larry Marshall said the current disruption to air travel caused by COVID-19 could precipitate a timely interval to rethink aviation's energy model.

"As we see travel resume, hydrogen presents a key solution to enable a sustainable recovery for the industry using liquid renewable fuel, and to grow future resilience from threats like oil shocks," Marshall said.

"Science becomes real in the hands of visionary partners like Boeing who are willing to embrace science to support the

development of a whole new sustainable and resilient industry that supports a green recovery," he added.

The Australian science agency's report indicates that cryogenic hydrogen has a superior energy density by mass compared with kerosene and other standard air fuels, while also producing no CO<sub>2</sub> emissions on combustion.

However, due to hydrogen's density and mass, the study also concedes that current aircraft models would not be able to accommodate the larger volumes required for long-haul flights.

"This may lead to a move away from conventional aircraft design to revolutionary aerodynamic models," the report notes.

"Coordinated research and development efforts are required in the near-term to enable the deployment of cryogenic hydrogen planes around 2050."

Read the full report [HERE](#).

## Sabre renews Air NZ

SABRE Corporation has extended its global distribution agreement with Air New Zealand.

The new tie-up includes an opt-in content program in New Zealand and Australia, which provides agents with access to Air NZ's preferential content through the Sabre marketplace.

"The value of our travel agency partners cannot be underestimated in helping travellers to make the best choices and regain trust in travel during this time, and we're thrilled to be able to connect to them through Sabre's Global Distribution System," said Air NZ Regional General Manager Sales & Alliances Andrew Dale.

## PATA versus plastic

THE Pacific Asia Travel Association (PATA) has signed on to become a supporter of the Global Tourism Plastics Initiative, a movement designed to encourage the tourism sector to eliminate plastic pollution.

By becoming a signatory, PATA has pledged to actively promote plastics reduction within the tourism industry, as well as advise its members on the best ways to better manage plastic waste and its supply chains.

## Agents back cruise

A SIGNIFICANT number of agents in Australia and New Zealand have remained "steady cruise supporters" despite the unprecedented challenges facing the industry, a survey conducted by Celebrity Cruises has found.

The study concluded that 43% of agents have remained supporters since early May, with 89% believing that Australian sailings will be the most popular once restrictions are eased.

## TICT calls for clarity

TOURISM Industry Council Tasmania Chief (TICT) Executive Luke Martin has called on the Tasmanian State Government to provide more "clarity" around its COVID-19 travel strategy, following a backflip from the state to partially reopen its border on 07 Aug (TD 04 Aug).

"If we are adopting a no risk or eradication strategy for Tasmania, we should talk openly about it, and the implications for our economy & community," he said.

Martin contends Tasmania needs to pursue a path that looks to steadily reintroduce interstate travel from COVID-safe states in the first instance.

"We still believe that's the way to go when public health is forthcoming," Martin said.

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Travel Daily





## Sudoku

### BEGINNER

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Numbers can only be used once in each row, column, and 3x3 box.

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

www.sudokuoftheday.com – visit them and get a new Sudoku every day!

## Pub quiz

1. Which is larger – Mexico or the Canadian territory of Nunavut?
2. The first environmental political party in the world was thought to be founded where?
3. In terms of passengers served, which airline alliance is the largest in the world?
4. Elizabeth II is the longest-serving current head of state, having reigned since 1952. Who is second-longest?
5. The British Empire was the largest in history, controlling 35,500,000km<sup>2</sup> at its greatest extent. Which was the second largest?
6. Mandarin Chinese is by far the most spoken language on Earth. What is the second most spoken?
7. Which of Australia's islands is also known as Karta, or "island of the dead"?
8. Which two airlines merged in 2011 to create the holding company International Airlines Group?
9. Carrauntoohil is the highest point on what island?
10. The Blue Train travels approximately 1,600km between which two South African cities?

## Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you a blast from the past. Here's some gems from 06 May 2014:

**TIGER** Airways Australia has reinforced perceptions of a "no frills" carrier this week - particularly when it comes to keeping the industry informed.

The shock announcement of the carrier's withdrawal from Alice Springs was revealed last Fri afternoon via social media network Twitter.

The brief tweet simply read "Alice Springs & Sunshine Coast flights cancelled post 22/07 due to network cancellations. Pax will be contacted within the next two weeks".

Luckily the momentous news fit into the 140 characters limit.

### ANSWERS 04 AUG

Unscramble: aged, aglet, doge, dotage, flag, glog, FLOODGATE, footage, gale, galoot, goal, goaled, gate, gated, gatefold, geld, glad, glade, gloat, gloated, goad, goal, goat, gold, golf, golfed, good, goof, goofed, legato, lodge, logo, ogle, ogled, toga

Whose flag is this: Burundi

Pub quiz: 1 Dominican Republic, 2 New Jersey by approximately 700,000 people, 3 New Holland, 4 2011, 5 Both, 6 Qatar, 7 Russia's Sakha Republic, 8 Tawang, 9 b) 34, 10 Slovenia

## Where in the world?



THESE ornate ceilings are usually more at home in grand palaces than metro stations, but in this city public transport is a bit more glamorous-looking than Sydney's CityRail.

Many of the subway stations in

this city feature frescoes, marble columns and ornate chandeliers that wouldn't be out of place in a museum.

Do you know where in the world this is?

Check tomorrow for the answer.

### HA appoints Hrdlicka

**FORMER** Jetstar CEO Jayne Hrdlicka has been appointed to the board of Hawaiian Airlines.

Hrdlicka worked at Bain Consulting, the new owner of Virgin Australia, before moving to Jetstar and later A2 milk, which she resigned from late last year.

She advised Bain Capital during its efforts to buy Virgin Australia (*TD* 03 Jun), which prompted speculation that she may reemerge once Bain secures control of the carrier following the creditors vote on 26 Aug.

HA also appointed Exec VP and CIO of Target Corporation Michael McNamara to its board.

“Jayne brings significant airline and int’l perspective to our company, while Mike adds deep expertise in tech with consumer-focused companies,” HA Chairman Larry Hershfield said.

### Singapore tags it

**TRAVELLERS** arriving in Singapore from 11 Aug will be required to wear an electronic monitoring device to ensure they comply with coronavirus quarantines, as the destination gradually reopens its borders.

Travellers from a select group of countries allowed to isolate at home rather than at a state-appointed facility will wear the device, to be activated upon reaching their accommodation.

### Thredbo kick off

**THREDBO’S** Back Country tours will kick off for the season on 10 Aug, with the new addition of the Mt Kosciuszko Summit Tour.

Also available is The Introduction to Back Country Tour, for those taking their first foray into alpine touring.



**ONE** agency has taken the COVID-19 crisis as an opportunity and relaunched the business as a hybrid cafe.

Barrow & Bear Travel + Coffee in Wavell Heights, QLD combines the retail travel agency with a cafe, serving menu items inspired by different countries and cities.

Managing Director Callum Whitehead said the company lost a huge amount of bookings overnight when borders started closing, but he promised himself that COVID will not win.

“I have decided to take this downturn in business as an opportunity to position our business even stronger for the post-COVID comeback,” he said. “Barrow & Bear Travel + Coffee is about being unique, diverse and is now proven to be a place

### KE Care first plan

**KOREAN** Air has rolled out a program for safe air travel called Care First.

The initiative covers cabin disinfection, self-check-in options, temperature checks, social distancing between pax, boarding and deplaning, and strengthened cleanliness safeguards for in-flight catering - more details [HERE](#).



of growth during challenging times, he added.

Whitehead urged anyone interested in franchise opportunities to get in touch.

Barrow & Bear Travel + Coffee’s talented barista is **pictured** and the shop is **inset**.

### Oaks MICE rewards

**OAKS** Hotels, Resorts & Suites has launched the Oaks Experience MICE Rewards Programme, which introduces three tiered accounts for MICE partners to control their commission structure and utilise tier benefits to incentivise clients.

The tiers are Ruby, Emerald and Diamond, with the Diamond tier including an increased commission base, free organiser room, free wi-fi, a bed bank of FOC rooms, a discounted local experience offer, complimentary conference plenary and dinner venue hire & PCO staff incentive.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily’s* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Accor has landed its first property in Rockhampton, rebranding the Travelodge Hotel Rockhampton to **Mercure Rockhampton** under a franchise agreement. The eight-storey, 74-room resort overlooks the Fitzroy River and

features six conference spaces, an outdoor swimming pool, fitness centre and 24-hour reception.



Adelaide Hills boutique hotel **Mount Lofty House** will open a luxury lodge called **Sequoia** in Nov. Government restrictions saw a temporary pause on the \$15m project and work is now continuing on the luxury lodge’s guest reception and lounge,

breakfast room, gardens, sundeck and natural spring-fed hot pools. Guests will have access to experiences not available to the general public, such as lunch with some of the country’s top winemakers.