

## Today's issue of TD

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

## CLIA suspends US

**CRUISE** Lines International Association (CLIA) has announced that its ocean cruise line members have agreed to voluntarily suspend US sailing until at least 31 Oct, pushing voyages back even further from the previously planned resumption date of 17 Sep.

"We believe this proactive action further demonstrates the cruise industry's commitment to public health," CLIA said in a statement overnight.

More details in *Cruise Weekly*.

## Accor bushfire relief

**ACCOR** has raised a total of \$404,000 through its Accor Bushfire Disaster Relief Appeal, for bushfire affected people and communities across Australia.

## Alliance weathers storm

**ALLIANCE** Airlines has so far weathered the COVID-19 storm, announcing a record full year profit before tax of \$40.7 million, a whopping 24.1% on the previous financial year.

The company said its operations had been largely resilient to the impact of COVID-19, with the exceptions of wet lease, inbound tourism and RPT services.

Total revenue from continuing operations in the year amounted to \$298.6 million, a 7.8% rise on 2019, with contract and charter revenues jumping by 22.5% and 97.7% respectively.

Contract revenue was boosted by a number of resource sector clients increasing flights throughout the year, with social distancing requirements on flights for FIFO workers leading to additional revenues.

Alliance operated 124% more charter hours during the period than the prior year, with an

expanded client base including various state government emergency services agencies, sporting groups and 10 new resource sector clients.

Decreases of 46.3% for wet lease and 15.9% for RPT, along with ceasing tourism charters are all a result of COVID-19 restrictions.

Alliance MD Scott McMillan said the airline continued "to demonstrate the underlying robustness and diversity of Alliance's business model despite the impacts of COVID-19".

Despite retaining a positive outlook for the 2021 financial year, the board has decided not to declare a final dividend "due to the Embraer fleet expansion project and a number of other growth projects being pursued", the carrier said.

Alliance revealed on Mon a \$111.1m deal to buy 14 Embraer E190 aircraft (**TD** 03 Aug).

## Viking sails Panama

**VIKING** has announced two of its new Panama Canal itineraries departing in 2021 are on sale.

The new product includes an 18-day Panama Canal & Coastal Holiday sailing from 24 Dec 2021, exploring Cozumel and Cabo San Lucas in Mexico, Cartagena in Colombia, Puntarenas in Costa Rica, and Leon in Nicaragua.

Rates for the voyage lead in at \$7,995 per person, twin share.

Another new option is the 11-day Classic Panama Canal Passage voyage departing 06 and 16 Nov, making calls at Key West in the United States, Cozumel in Mexico, Belize City in Belize, Roatan in Honduras, San Jose in Puerto Rico and Colón in Panama.

Prices start from \$5,495ppts and is inclusive of six guided tours.

All voyages will embark on the 930-passenger *Viking Star*, with bookings able to use the line's risk-free guarantee, allowing cancellations up to 24 hrs prior to embarkation - call 138 747.



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## NSW check-in app

**THE** Service NSW app is being retooled to include a customer check-in solution for hospitality venues in the state, a move to ensure contact tracing can take place quickly if required.

The app now has a QR code check-in, with the trial to take place in Dubbo, as well as at Merivale-owned venues.

## NSW tightens up Vic arrival policy

**MANDATORY** hotel quarantine will soon apply to all New South Wales residents returning from Victoria in a bid to curb the spread of COVID-19.

The 14-day quarantine will be at the travellers' expense, and will come into effect at 12.01am.

All returning New South Wales residents, unless they live within the state's border regions, will only be allowed to return to the state through Sydney Airport.

## Qatar app plans ahead

**QATAR** Airways (QR) has updated its mobile app to allow its passengers to better plan trips and minimise physical contact and interactions on their journey.

The mobile app's existing "My Trips" feature will now be displayed on the home screen, allowing users to more seamlessly plan ahead digitally instead of in person, with access to functionality including preferred seat and meal choices, check-in, downloading of boarding passes to a mobile wallet, as well as generating baggage tags that can be printed off at home.

The app also provides the ability for travellers to receive alerts about their upcoming flight's departure times, baggage tracking and collection, and book services at Hamad International Airport in Doha ahead of time.

"Our refreshed mobile app is the perfect travel companion for

our passengers, allowing them to take control of their travel plans, keep them informed at all times and, importantly in the current climate, limit physical contact throughout their journey," said Qatar Airways Chief Executive Akbar Al Baker.

"Our customers expect their digital interactions with the Qatar Airways brand to be as smooth and seamless as their journey on board, and we are working to ensure that our digital products continue to be world-class."

As an added incentive to access the app, members of Qatar Airways' Privilege Club can now earn 1,000 Qmiles when they download the updated software.

QR describes the app update as having an "intuitively designed look and feel", with those without a booking also to benefit, receiving special deal alerts tailored to each user's location.

## BAC 25% job cut

**BRISBANE** Airport Corporation (BAC) has slashed a quarter of its jobs due to the effects of the COVID-19 pandemic.

The airport's managing company said the positions include vacancies which it is now not planning to fill.

Despite CEO Gert-Jan de Graaff saying there is a positivity on the horizon, more than 100 positions have been axed.

"While we are seeing a glimmer of hope with slowly growing schedules and passengers, full recovery to pre-COVID passenger numbers will take many years," de Graaff said.

## Sabre inks deal

**ROYAL** Air Philippines has signed a new distribution partnership with Sabre.

The carrier said it needed a "robust" solution to help it achieve its growth plans.

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## U pivots brand/2021 out

**THE** Travel Corporation's river cruise brand targeting a younger generation of travellers has opted to revert from the U River Cruises name back to its former moniker, U by Uniworld.

The line initially launched as "the world's first millennial river cruise" and later removed its 21-45 age restriction to target "a whole new generation of adult travellers to river cruising" (*TD* 09 Mar 2018).

U by Uniworld is now positioning itself as a "modern river cruise for the active traveller", offering four itineraries throughout Europe.

The company has also released details of its 2021 program, including new and updated itineraries on *The A* and *The B* such as the Amsterdam & Brussels Bound, Vienna Vibe, Eastern Europe Escape and a refreshed Rolling on the Rhine.

In 2021, the line will encourage teens to bring their parents along, with the introduction of a family program called "GenZ on

U" on six sailings.

The departures will feature a designated lounge for teens, along with experiences such as a culture and food tour by bike through Antwerp's neighbourhoods, kayaking through the canals of Ghent and yoga in the Wachau Valley.

U's first foodie-themed cruise will also set sail on 24 Jul 2021 in collaboration with food influencer Salvatore DiBenedetto, known as The GrubFather (@the grubfather).

The Rolling on the Rhine itinerary features a specially curated menu, excursions, and onboard activities, created by Salvatore and the U team.

New inclusions are also on offer, with beer and wine included at lunch and dinner, roundtrip airport transfers, all gratuities and active and cultural excursions such as biking to Domburg Beach & a pub crawl through Vienna.

Each itinerary is seven nights in length, with prices leading in at \$4,199 per person.

Darren Rudd's first official interview as AFTA CEO. Read all about his plans for AFTA in the August issue of *travelBulletin*.

**CLICK to read**

**travelBulletin**



## Insurance shrinks

**THE** Australian travel insurance sector is set to contract by 7.7% in 2020, according to data compiled by GlobalData.

The slide marks a sharp decline from the 46.3% growth in 2019, with GlobalData forecasting travel insurance will grow at a compound annual growth rate of just 0.2% during 2019-2024, mainly due to the restrictions on international travel.

GlobalData Insurance Analyst Deblina Mitra said "despite the initial success in containing the COVID-19 outbreak, Australia is now experiencing a second wave.

"As a result, re-imposition of travel restrictions is expected, which will impact the travel insurance industry," she added.

Insurers are also bracing for refunds, with some companies such as Insurance Australia and Allianz providing full refunds for policies falling in the lockdown period, which is expected to put further pressure on the industry's profitability.

GlobalData also flagged that domestic tourism offered only "limited opportunities".



## Window Seat

**GOLD** Coast Mayor Tom Tate has suggested year 12 students wanting to celebrate the end of their academic career on its iconic beaches, should do so online instead this year.

Schoolies week on the Gold Coast's golden beaches is a huge tourism event on Qld's calendar, but with COVID restrictions likely to still be in place by Nov, Tate had some alternative advice for teens wanting to blow off some steam this summer.

"You're the technology people, maybe you use Zoom or whatever it is, social media, to do Schoolies like that from home," he suggested.

Yes Tom, but how do Toolies crash that kind of party???



## Branson's sign of sympathy

**Always part of the Virgin Australia family.**

Thank you for your time with Virgin Australia.

Richard Branson Paul Scurrah



**IT'S** not all bad news for the 3,000 Virgin Australia Group employees who will depart the company as part of a restructure under new ownership of Bain Capital (*TD* yesterday).

Sir Richard Branson will provide Virgin Australia's departing employees with an autographed photo of a Virgin Australia

aircraft, which will also be signed by CEO Paul Scurrah.

Parting Tigerair employees will receive a photo of a Tigerair plane, however it will only be signed by Scurrah.

Team members will also have all their entitlements honoured and travel benefits extended.

**Pictured:** The departing gift.

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## Birthday in the outback



WITH Personal Travel Manager Aileen Collins' (pictured) 69th birthday celebrations in Bali scuppered due to the COVID-19 pandemic, the sexagenarian instead headed to the South West Queensland town of Charleville.

Collins is TravelManagers' representative for Carrara, and after four decades of specialising in Southeast Asia and the Indian subcontinent, she says the

COVID-19 pandemic has given her a deeper sense of gratitude for the travel experiences she's been able to enjoy in the past.

"I've always said that we baby boomers are privileged to have been able to enjoy so many amazing travel experiences that simply aren't possible anymore," she explained.

"So many of the world's great sights have changed so much."

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## MH duty-free deal

**MALAYSIA** Airlines has partnered with in-flight concessionaire 3Sixty to bring the airline's store Temptations online.

The platform is integrated with the airline's frequent flyer program Enrich, with customers able to have their pre-ordered purchases delivered anywhere in the world.

For more info, visit [temptations.malaysiaairlines.com](https://temptations.malaysiaairlines.com).

## Thai webinar update

**THE** Tourism Authority of Thailand (TAT) is hosting a Friday Morning with Amazing Thailand webinar over the next six weeks, with the first slated for tomorrow.

Educating travel agents on what is going on in the Land of Smiles, the webinar will take place at 11am (AEST), with attendees encouraged to ask questions and participate in a quiz to go in the running for prizes.

Register [HERE](#) to join the fun.

## AS covers itself

**ALASKA** Airlines (AS) has strengthened its mask policy, implementing a "no mask, no travel" rule, with no exceptions.

Passengers who do not comply with the requirement will not be permitted to travel, with guests also required to don a face covering in the boarding area.

The stipulations apply to all passengers aged two and over, with any guests who refuse to face possible travel bans.

## MentorMe goes on

**THE** Travel Industry Mentor Experience (TIME) has announced its MentorMe initiative for graduates will continue until the end of the year.

MentorMe provides TIME graduates one-on-one mentoring sessions with a number of approved mentors.

For more information, contact TIME Program Manager Marie Allom, or [CLICK HERE](#).



## SUSTAINABILITY MATTERS

*Today's Sustainability Matters is brought to you by Hurtigruten*

### Humbled yet hopeful



This week has been a tough one for Hurtigruten and all our staff, crew and guests impacted by the recent

Covid-19 outbreak. Their welfare is, as always, our top priority. We must now take an unflinching look at our processes, acknowledge our mistakes, make improvements, and vow to do better.

People have always been at the heart of Hurtigruten, and despite the extraordinary destinations we take them to, it's the experience with our Expedition Teams, crew and staff, and the like-minded travellers they meet on board, that is the highlight for so many of our guests. We care about our people, from the small local communities that dot the coast of Norway and depend on us to deliver an essential service, for employment, and to support their businesses, to the remote communities whose heritage, culture and wilderness we are privileged to share and support.

The travel industry community is also a part of the Hurtigruten family, and we are humbled by the support shown to us this week.

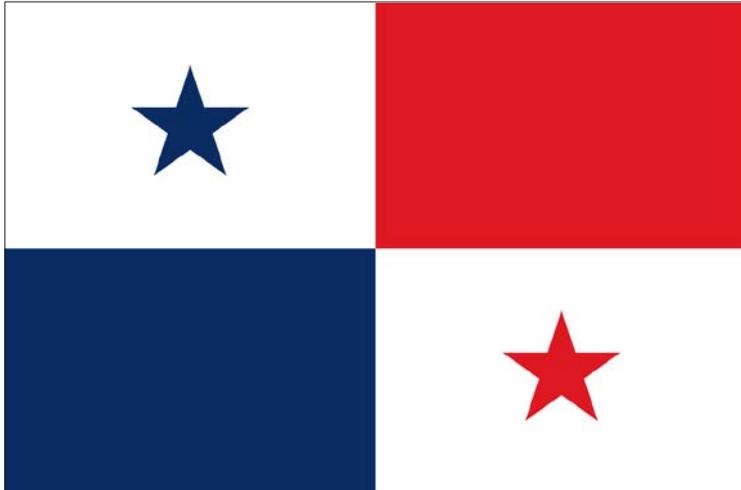
As we learn from our experiences, we will share our insights so others can also be prepared. As always, our commitment to sustainable travel is unwavering.

*Damian Perry, Managing Director  
Hurtigruten APAC*



**HURTIGRUTEN**

## Whose flag is this?



**THIS** country used to be part of another, and when it seceded from its parent nation, they initially proposed a flag that utilised the same colours as the other country.

However the flag that was eventually chosen incorporates

colours symbolising the two major political parties in the government, and also has a strong influence from the United States, who helped the country become independent.

Do you know whose flag this is? Check tomorrow for the answer.

## Know your brands

**LOGOS** are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.



### ANSWERS 05 AUG

Pub quiz: 1 Nunavut, 2 Tasmania, 3 Star Alliance, 4 Hassanal Bolkiah, Sultan of Brunei, 5 Mongol Empire, 6 Spanish, 7 Kangaroo Island, 8 British Airways and Iberia, 9 Ireland, 10 Cape Town and Pretoria

Where in the world: Metro, Moscow, Russia

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

## Cruise dining word search

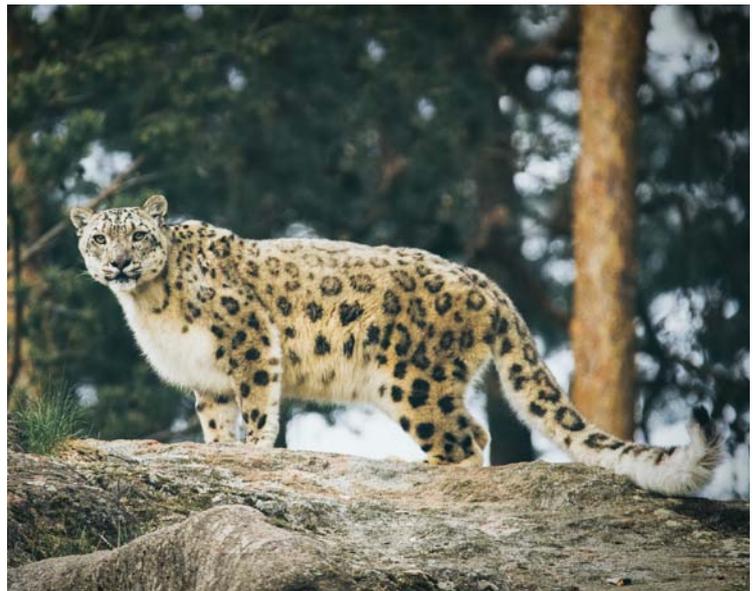
R	V	A	R	A	H	C	E	G	F	X	S	I	F	C
Q	A	R	Z	O	V	S	G	I	B	A	G	N	U	X
M	T	B	T	Z	E	A	N	J	P	K	S	R	S	K
T	S	P	O	N	I	E	T	A	L	B	F	O	I	T
C	O	E	A	T	D	P	T	Q	L	E	V	O	O	J
T	A	P	A	I	A	S	M	Y	I	O	E	M	N	X
I	A	F	N	F	U	L	R	H	R	Z	S	D	Q	K
J	R	I	É	U	O	I	E	Y	G	I	B	I	B	H
B	N	A	A	E	M	O	O	G	L	C	C	N	K	E
G	T	E	F	F	U	B	D	I	O	L	N	I	P	C
T	H	A	I	J	N	N	X	N	O	K	L	N	O	K
I	T	A	L	I	A	N	I	I	P	A	O	G	P	D
W	F	F	E	Q	O	J	E	I	I	E	R	T	L	Y
O	G	D	N	A	B	A	R	G	I	T	N	Z	D	R
Y	O	U	S	F	W	U	G	H	B	S	L	Z	H	R

**SEE** if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

FINEDINING  
ITALIAN  
THAI  
JAPANESE  
FUSION  
PIZZA  
CAFÉ  
STEAK

SEAFOOD  
GRABANDGO  
INROOMDINING  
TAPAS  
HOTPOT  
BUFFET  
GELATOBAR  
POOLGRILL

## Whose animal is this?



**SNOW** leopards are a fairly rare sight in the wild, being listed as vulnerable with only around 10,000 mature individuals in the world.

They are however the national animal for one country, and the

national predator for another.

To give you a hint, the snow leopard is a large cat native to Central and South Asia and (as its name suggests) inhabits alpine and subalpine regions. Do you know whose animal this is?

## Tours for hearing impaired



**COCKY** Guides, a tour operator specialising in travel for those with sight impairments, has launched a range of new small group options for deaf travellers.

The company is offering travellers day trips with an Auslan Interpreter on board each bus, exploring popular NSW destinations such as the Blue Mountains, Shoalhaven and the Southern Highlands.

“Over the past two years we have been delivering engaging sensory experiences on tour for blind and low vision travellers, as word spread, I’d receive requests to tailor experiences for travellers with different needs,” said Cocky Guides founder James McFarlane.

“Our success has been to focus on tailored group experiences for a specific need, allowing us to deliver group support and create accessible tours that offer great value, it was a natural progression for us to support deaf travellers

requiring an Auslan Interpreter,” he added.

The company also flagged plans to expand its trips across Australia once the country suppresses the number of COVID cases and border restrictions ease.

**Pictured:** James “Buck” McFarlane (right) on one of his specialists tours.

## Training goes online

**THE** Airports Council International (ACI) World has announced its global ACI-ICAO Airport Management Professional Accreditation Programme, which offers training to airport staff, will now be accessible by online learning for the first time.

The training modules provide education on airport management, an awareness of best practices and standards, airport communication strategies, and knowledge sharing.

## Temporary shutdown

**AUSTRALIAN** Adventure Travel has announced its business will enter a phase of “semi-hibernation” until Western Australia’s international borders are re-opened.

The private charter tour company will still be available to take enquiries, and is currently “busy planning for 2021”.

Send email enquiries to [info@safaris.net.au](mailto:info@safaris.net.au).

## Canopy of bros love

**THE** Canopy by Hilton Philadelphia has opened its doors to the public this week, the first Pennsylvania location for the Hilton luxury and lifestyle brand.

The property features 236 rooms and boasts amenities such as a fitness centre, pool, indoor and outdoor meeting spaces, as well as a restaurant.

Further features include free wi-fi and complimentary bikes to explore the city.

The hotel has also opened with COVID-19 safety protocols in place, such as limited capacity in its common areas.

## Bruny Island refurb

**THE** Tasmanian Government has announced a multi-million dollar upgrade for the Bruny Island Ferry Terminal.

The project will see the ferry berth double its capacity from two to four, improving travel congestion and queue time.

Construction is expected to start in spring this year, and be completed by Mar 2021.

## Saving cats & dogs

**ADVENTURE** World Travel has pledged its support for animal welfare group FOUR PAWS’ #ProtectMillions campaign, a push to end the trading of dog and cat meat in South East Asia.

The tour group has revealed it will help the charity lobby governments and tourism boards in countries such as Cambodia, Indonesia and Vietnam, where the practice is common.

“As a travel company who sends so many travellers to SE Asia each year, we feel it is important to show we care about the welfare of...animals in this region,” said Managing Director Neil Rodgers.

## 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](mailto:appointments@traveldaily.com.au).

**Lani Strathearn** has been named Marketing Manager of **Tourism Tropical North Queensland**. Strathearn has worked in agencies for the past four years with clients including APT and will spearhead the rollout of the Cairns & Great Barrier Reef brand.

**Hilton Worldwide** has appointed **Chris Carr**, Chief Operations Officer of Sweetgreen to its board of directors, effective immediately. He will serve on the Nominating and ESG committee of the board.

The **International Air Transport Association (IATA)** will appoint Regional VP for Africa and the Middle East **Muhammad Albakri** as SVP for Customer, Financial and Digital Services (CFDS), effective 01 Mar 2021. He will replace Aleks Popovich, who will retire.

**Visit Sunshine Coast** has secured former Tourism Australia New Zealand Manager **Jenny Aitken** to represent the Sunshine Coast region.

The leadership team at **Crystalbrook Collection** has expanded, with the appointment of **Megan Knoetze** as Group Director, People and Culture. Knoetze joined the company on 27 Jul.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

