

New Langham role

BOB van den Oord has been promoted to the newly created role of Chief Operating Officer for the Langham Hospitality Group.

Van den Oord is based in Hong Kong, and moves up from his most recent role as MD at The Langham, London as well as being the hotelier's regional VP Europe, US and Middle East.

Podcast episode 18

AFTER a week's hiatus, the latest edition of our *Travel Daily - News on the Fly* podcast went live overnight, with commentary on all the latest industry news.

The weekly 10-minute wrap-up sees the team discuss the big issues - available wherever you get your podcasts or online at traveldaily.com.au/podcasts.

Parliamentary petition live

THE Australian travel industry is being urged to sign a formal petition to Federal Parliament which highlights the ongoing COVID-19 difficulties of the sector.

The petition has been compiled by Tracy-Ann O'Sullivan and Louise Lye, both members of the Savenio advisor network, who said the initiative came alongside "so many brilliant group and individual efforts to highlight our industry's plight".

"However, we felt the need to collect signatures of support in a manner that would be presented directly in the House, and then onto the relevant minister addressing our terms," they said.

The online petition has now been approved by the Parliament meaning it is open for signatures.

The formal request notes the reality that the Australian travel industry, and in particular agents, will not be able to rebuild until Australians are able to travel freely again.

The petition details the reality that agents have had no income due to refund of earnings for holidays processed in 2019 for travel this year and beyond.

"We continue to retrieve client funds from overseas suppliers, a long and arduous fight.

"Agencies are primarily small businesses employing predominantly women...we

Travelex relaunch

ACCOUNTING firm PwC has been appointed as the administrators of UK-based Travelex Holdings Limited, the parent company of the global Travelex travel money operation.

The business has been sold in a "complex restructuring deal" to a newly created company called Travelex Acquisitionco Limited.

PwC said the move had seen Travelex recapitalised, and safeguarded thousands of jobs globally, although over 1,300 employees in the UK have been made redundant.

support citizens in their safe international movements and are vital to the corporate sector, enabling businesses to trade across the world.

"Loss of Australian-owned agencies will ensure future dollars are spent directly with overseas entities," the petition says, adding that despite following government direction encouraging clients to travel domestically, the recent outbreaks had devastated consumer confidence to travel even intrastate.

"We therefore ask the House to specifically consider travel agents for specialised support moving forward from JobKeeper... support for travel agents should be reflective of the situation particular to them.

"This will enable them to keep meaningfully employed, ensure the continued safe return of Australians abroad and the return of overseas funds ultimately back into the economy," the petition concludes.

More than 400 people have already added their signatures to the petition, which is open for signing online until 02 Sep.

O'Sullivan and Lye said the aim is to collect as many signatures as possible as a collective voice to the Federal Government.

"If ever an industry so giving needed a hand up, it's now."

[Sign the petition](#)

Today's issue of TD

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

Chimu launches safe Antarctic flights

CHIMU Adventures has announced the debut of new Antarctica overflights from Australia, taking travellers from each state individually to view the frozen continent.

The operations will utilise a privately chartered Qantas Boeing 787 Dreamliner, with reduced capacity and strict cleaning protocols, and tickets priced from \$1,199 per person.

"This may be your best chance this year to visit another continent, without technically leaving your state or needing to worry about quarantine once you return," Chimu said.

Bookings will be fully refundable if flights do not depart due to government restrictions on travel, and tickets can be transferred to another person up to 24 hours prior to departure with a \$100 service fee imposed.

Itineraries for the "Antarctica in a Day" flights are planned to depart from Sydney, Brisbane, Melbourne, Perth and Adelaide, in each case carrying only passengers from each state to maintain border integrity.

A total of seven 787 Antarctic trips are planned between Nov 2020 and Feb 2021 - see chimoadventures.com.

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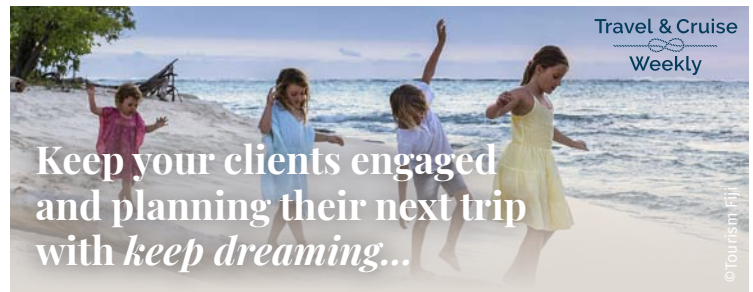
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Flight Centre tech deal

FLIGHT Centre has confirmed the acquisition of San Francisco-based travel technology provider WhereTo.

Described as an “enterprise travel platform and technology company that simplifies and improves business travel planning for corporations”, WhereTo collates content from scores of sources and uses artificial intelligence to guide users to optimal trip options within corporate travel policy.

Criteria factored in include travel deals, personal preferences and even traffic conditions, with Flight Centre planning to integrate WhereTo into products and services offered across the FCM Travel Solutions and Corporate Traveller brands.

Charlene Leiss, Flight Centre Travel Group’s President for the Americas, said the acquisition would serve “multiple purposes

within our businesses, in addition to fortifying the continued growth of the already successful WhereTo portfolio with our global resources and footprint”.

“Our continued investments in booking technology, content aggregation, AI, and mobile services provide our corporate customers with best-in-class technology tools to help them stay ahead of the rapidly evolving corporate travel landscape.”

The company said the ongoing need to provide customers with an advanced digital platform that accentuates the Flight Centre blended service model had been “further heightened with the COVID-19 pandemic,” particularly when it comes to the complex duty of care requirements which the global corporate travel sector will be facing as restrictions lift.

More business travel news on **page three** of today’s **TD**.

Theme park boost

THEME park operators in Qld have received a funding boost, with Village Roadshow Ltd raising \$70m from existing lenders and the Qld Govt, while Ardent Leisure also secured a \$69.9m govt rescue package, a loan of \$66.9m and a grant of \$3 million.

Malaysia, Singapore opening up

SCHEDULED international services between Malaysia and Singapore are set to resume under a “Reciprocal Green Lane” system for essential travel.

However, Singapore Foreign Affairs Minister Vivian Balakrishnan said it would only be for a limited group of people at this stage, in a controlled manner.

“I seek the understanding and patience of Singaporeans that we are some time away from full and open travel, even to Malaysia,” she said.



Window Seat

INTERNATIONAL Cat Day is set to pounce on us all tomorrow, and to celebrate the LEGOLAND Discovery Centre in Melbourne is launching a competition which will see one lucky “ailurophile” score a custom-made LEGO model of their favourite feline.

Submit a pic of your cat **HERE** to have a chance of master block builder Kieran Jiwa (**pictured**) starting work on your precious kitty replica - meow!



Expression of Interest in Marketing Representative Tender (Melbourne/Victoria Based)

The Singapore Tourism Board (STB) is seeking suitable parties to provide marketing representation services in Melbourne/Victoria for a period of two (2) years, with an option to renew for a further two (2) years.

The objectives of the marketing representative are to engage with the Leisure and MICE travel trade in Victoria; build awareness, consideration and advocacy of Singapore as a compelling leisure and business destination to drive visitor arrivals to Singapore from the Victoria market. You must be a resident of Australia and live in Victoria with over 10 years of experience in sales and marketing, and possess a good network of tourism industry contacts.

This tender will launch on **11 August 2020 11:30AM (AEST)** and close on **24 August 2020 17:00PM (AEST)**. Please email your expression of interest to int_procurement@stb.gov.sg

Interested companies will be contacted with further details (including mode of proposal submission accepted), and be invited to submit a proposal. Please note that we may not be able to respond in time to expressions of interest made near the closing date/time. The results of the tender will be announced in the trade press.

Some snood for thought



ETIHAD Airways has launched new protective wear for its First and Business class guests, a snood-style facemask (pictured).

The reusable snood has been treated with a broad spectrum antimicrobial treatment called MicrobeBARRIER to reduce the presence of germs in fabrics.

It is made out of soft, lightweight, breathable and stretchy jersey fabric and can be slipped on and off as needed.

The snood has been designed to allow travellers to wear it around their neck like a scarf and when in close proximity to others, pull it up over their mouth and nose to act as a facemask.

The MicrobeBARRIER treated snood is one of the initiatives

under the airline's health and hygiene program, Etihad Wellness.

theDesk HK hotel

KERRY Hotel Hong Kong has teamed up with theDesk to provide a flexible co-working space and business solutions within the hotel.

"Today, we partner with theDesk and integrate the co-working concept which goes beyond the traditional layout, with an ability to connect business travellers, entrepreneurs and local communities and be able to cater to their needs for inspiration and networking," GM Andrew den Oudsten said.

Virtual agent launch

EXPEDIA Group has confirmed in its Q2 2020 results the roll out of its virtual agent to its travel business arm Egencia in the US and France "to drive increased efficiency in customer service.

"Several functions typically handled by customer services agents such as accessing itineraries and confirmations and making cancellations can now be handled by the virtual agent," Expedia said.

The company has not yet confirmed whether the virtual agent concept will be rolled out to the Australian market.

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Virgin sticks by Business

THE trimmed Virgin Australia under new ownership of Bain Capital will maintain its focus on both corporate and leisure customers, the carrier confirmed on Wed (**TD** 05 Aug).

The changes will see Virgin Australia move to a simplified all-Boeing 737 mainline fleet and Virgin will maintain a two-class cabin offering.

According to the VA website, the airline currently has 73 Boeing 737-800 aircraft in its fleet, configured with 168 Economy class seats and eight Business class.

The two, smaller Boeing 737-700 aircraft feature 120 Economy seats and eight in Business class.

Virgin Australia also confirmed it would continue to offer a domestic lounge network and would maintain lounges in "key domestic locations with a plan to reopen when demand returns".

However, reports say the airline will close its lounges in Wellington, Alice Springs and one of its lounges in Perth.

The Velocity Frequent Flyer

program will continue to be a focus for the airline, with plans to invest in the digital re-platforming of the offering and for all points to be carried forward under the new ownership.

GBT reconciliation

AMERICAN Express Global Business Travel (GBT) has adopted its first Reconciliation Action Plan (RAP).

The RAP is certified by Reconciliation Australia, with GBT saying the move marks a commitment to proactively seek to improve understanding, build long-term relationships and collaborate with Aboriginal and Torres Strait Islander communities and peoples.

"Adopting this RAP is a natural first step in enriching our understanding of Aboriginal and Torres Strait Islander communities," said Jo Sully, GBT VP and GM for APAC.

"Through the RAP we seek to enrich our contribution and learn how to better embrace reconciliation," Sully said.

CWT hacked

CWT was reportedly targeted by hackers last week, forcing the US travel management firm to pay US\$4.5 million after computer files were encrypted and rendered unusable until payment was received.

The company confirmed the attack to *Reuters*, but declined to comment on the details of what it said was an ongoing investigation.

"We can confirm that after temporarily shutting down our systems as a precautionary measure, our systems are back online and the incident has now ceased," CWT said.

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Travel Daily

ACCC has changed its guidance around refunds - read how it will affect you in the August issue of *travelBulletin*.

CLICK to read

travelBulletin



Etihad volume slide

ETIHAD Airways carried just 30,000 passengers between Apr and Jun, a 99% drop on the same quarter in 2019.

The airline only filled 16% of available seats, compared with 74% between Jan and Mar.

Passenger revenue also dropped to US\$60 million for the second quarter, down from US\$950 million in the previous quarter.

Etihad Aviation Group Chief Executive Officer Tony Douglas said by Sep, the company aims to increase its number of flights to half its pre-COVID-19 capacity.

WA tourism pledge

A \$57.7 million tourism package for Western Australia's Great Southern region has been unveiled as part of the state's recovery plan.

The scheme is part of an overall \$5.5b commitment, and will include infrastructure support for the tourism & hospitality sectors.

Part of the plan will see \$12.78 million allocated to establish trail towns and centres to service existing and new trails in the Great South, including the realignment of Munda Biddi Trail through William Bay National Park to Denmark, new trails in the Valley of the Giants to Walpole, new & upgraded trails in Torndirrup National Park, as well as new and upgraded trails at Castle Rock in the Porongurup National Park.

Tourism jobs hit harder

THE tourism sector saw a decrease of 21,000 jobs filled for the Mar quarter 2020 when compared to the previous corresponding period, new Australian Bureau of Statistics (ABS) figures suggest.

The number represented a 3% fall in employment, while full-time jobs declined by 6,300 (-4.3%) and part-time jobs also dipped by 5,800 (-1.7%).

The ABS attributed the falls to the bushfires earlier in the year and the beginning of the pandemic as the primary drivers of the decline, the biggest drop in tourism jobs since data collection started in 2004.

Travel agencies and information centres only saw a mild drop of 0.9% during the period,

QR returns to AKL

QATAR Airways has announced it will resume flights from Auckland starting 19 Aug.

The airline plans to fly to AKL thrice weekly via Brisbane utilising an Airbus A350-1000.

Services will initially only carry outbound passengers from Auckland, with inbound services to be introduced between Auckland and Brisbane in line with easing of New Zealand's entry restrictions.

The schedule will make available 46 Qsuites in Business class and 281 seats in Economy per flight.

however that number is tipped to be a larger decrease at the next reporting period, as it only accounts for the first month of the global pandemic.

One of the hardest-hit sub-sectors was accommodation, which suffered a plummet of 11,600 in jobs being filled (-12.4%), while tourism positions in sport and recreation were also impacted heavily, down 15.9% for the quarter (-4,500 jobs).

Head of ABS Tourism Statistics Amanda Clark said the estimates showed that the Mar quarter took a heavier toll on tourism jobs than the wider economy.

"Tourism activities tend to be labour intensive and this data shows the impact of the bushfires and the early stages of COVID-19 on tourism," she said.

The figures also showed that men had been left worse off than women, with a 5.4% decrease in males, while a smaller 3.3% dip was noted for females.

The Jun quarter figures, to be released in Sep, are expected to provide a fuller picture of the COVID-19 impact on the sector.

NCLH flags return

NORWEGIAN Cruise Line Holdings (NCLH) Chief Executive Officer Frank Del Rio has revealed cruises could return in a limited capacity later this year.

Del Rio flagged limited-capacity cruises could begin as early as Nov, but admitted that a full relaunch of cruise operations would take six months, with capacity to start out at 50-60%.

He noted the business is in a "relatively strong" position, with NCLH seeing solid demand for cruises in 2021, and the overall cumulative booked position within its historical range.

However, the company still reported a net loss of US\$666.4 million in its second quarter.

More details available in today's *Cruise Weekly*.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Stuba Pacific

Top 5 Video Conferencing Hacks



1 – Tell your spouse that you are at the kitchen table (office) on your laptop at

9.30 Saturday morning for a national zoom conference, so they can ensure when they walk in just wearing their undies that they are nice ones.

2 – Just iron the front of your shirt, no one can see it doesn't match your tracksuit pants or uggs. If going down the shops later, make sure the colour of your business shirt matches the trackies.

3 – When agreeing with your housemate that "I could definitely smash a few cones as this #\$\$\$ is boring, pack me one" ensure you have double checked you are on mute. The burbling sound is distracting.

4 – Don't cough whilst connected over 5G as you will give yourself Covid. That's how it started.

5 – The "SelfView" window is great for video conferencing to ensure your hair looks good. Not everyone knows that it can also be used to locate and remove boogers or dingleberries, especially if you move closer to the camera for a better view.

Mark Luckey,
CIO, Stuba



Q: WHERE IN THE WORLD IS FLANDERS?

A: A fantastic region in Europe with gorgeous medieval art cities, history & culture, cycling, fries, beer, waffles, chocolate, fries, beers, waffles, chocolate, fries, beers (repeat).

VISITFLANDERS



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Pub quiz

- Which US state is home to the Diamond Head volcanic tuff cone?
- What happened to the final inhabitants of Pompeii?
- What body of water is technically the world's largest lake?
- Couscous is the national dish of which country?
- In a survey launched by Continental, what meal received the most votes to be considered Australia's national dish?
 - Meat pie
 - Barbecue prawns
 - Roast lamb
 - Steak and veggies
- What is the national sport of Japan?
- What does Argentina have in the middle of its flag?
- Who is the current Chancellor of Germany?
- What is the currency of Sri Lanka?
- True or false: Australia is larger in area than Brazil?
- What city is this collection of pictures spelling out?



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.

H	O	L
B	P	E
Y	R	E

Good – 17 words
 Very good – 25 words
 Excellent – 33 words

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



INSTALLED in 2000, these bright bowling pins stand out from the surrounding city where they are located.

The sculpture was commissioned by the city where it is located and they wanted

something that was eye-catching and represented its achievements at the beginning of the new millennium.

Do you know where in the world this sculpture can be found? Check Mon for the answer.

Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you a blast from the past. Here's some gems from 20 Jun 2013.

A JAPANESE rail company is offering the chance for a lucky couple to have a train enthusiast's dream wedding. JR East is celebrating the 141st anniversary of the launch of Japan's railways with the competition which will see the winners tie the knot aboard the Yamanote line, in the presence of up to 120 wedding guests.

"We expect applications from couples who are somewhat attached to the Yamanote line, including those who live nearby. "But they need not necessarily be rail fans," the company said. The wedding party will have exclusive use of an 11-car train which will take an hour to traverse the 35km line, stopping at all 29 stations along the way.

THE renowned Parisian proclivity for rudeness has led to the creation of a new manual for French locals, aiming to teach them to be more welcoming.

Dubbed "Do you speak Touriste," the booklet includes greetings in eight languages plus cultural tips for various visiting nationalities.

Chinese are described as "fervent shoppers," and that "a simple smile and hello in their language will fully satisfy them".

Italians like to be shaken by the hand, while Britons prefer to be called by their first names, the manual says.

About 30,000 copies of the leaflet are being distributed to taxi drivers, waiters, hoteliers and tourism workers.

ANSWERS 06 AUG

Whose flag is this: Panama

Know your brands: 1 Nike, 2 Target, 3 Starbucks, 4 McDonalds

Whose animal is this: Snow leopard - Afghanistan (national animal), Pakistan (national predator)

Booking.com cuts

BOOKING.COM has announced plans to decrease its global workforce by approximately 25% in the wake of ongoing financial pressure caused by COVID-19.

CEO Glenn Fogel said the health crisis was the “largest social and economic crisis of our lifetime”, when making the announcement to staff this week.

“In my heart, for a long time, I hoped that this would not happen, however nothing can mitigate the impact this crisis has had, and will continue to have, on both the travel industry and our business,” he said.

The company currently employs about 17,000, with the cuts to affect roughly 4,000 employees.

No dates for the layoffs have yet been revealed by Booking.com.

Oceania feedback

OCEANIA Cruises has launched a new trade survey which provides an opportunity to give feedback about trade initiatives.

The five-minute questionnaire may also score respondents a case of premium wine, with those who answer the question, “Tell us where you want to travel in 2021”, earning a chance to be in the running to win.

Send answers **HERE** for a chance to win, and take the survey **HERE**.

Uluru trespasser

A **LOCAL** indigenous corporation has alleged a woman has tried to break into the Uluru-Kata Tjuta National Park, despite tourists being temporarily barred from entering (**TD** 04 Aug).



IT WAS Spencer Travel, Anywhere Travel and Deja vu Travel’s turn to share their insights and concerns about the industry with new AFTA CEO Darren Rudd, who was again out and about lobbying government representatives on behalf of Australia’s travel sector.

Rudd was joined by key members of the AFTA team, including Head of Strategy and Finance Courtney Duddlestone and Compliance & Membership Supervisor Gina Dounis, who all rendezvoused with Sydney’s Kingsford Smith MP Matt Thistlethwaite to meet and greet with travel agencies in the area.



Pictured: The AFTA team stands united with travel agents in Sydney this week, along with Matt Thistlethwaite (far left), while **inset** Spencer Travel’s CEO Penny Spencer put her case forward for the industry.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily’s* Friday feature. If your firm has released a travel special you’d like to make the industry aware of, send the details to specials@traveldaily.com.au

Savings of up to 15% are available on selected Brisbane properties with **Arise Hotels & Apartments**. Deals are valid for set travel from Aug to Oct, with the discount off two and three-bedroom, fully self contained apartment stays of two nights or more. Visit www.arisehotels.com.au.

The Fraser Coast’s **Mantra Hervey Bay** in Urangan is offering a whale watching deal ideal for those migrating to Queensland for a vacation. Valid until the end of Sep, the deal includes a 10% discount off whale watching tours, a bottle of wine on arrival and a whale watching gift pack - book at www.mantra.com.au/whale-watching.

Book any itinerary which sails through to May 2022 with **Regent Seven Seas Cruises** and travel agents can get a \$500 Visa gift card. Valid for bookings made by the end of Aug. Call 1300 455 200 for more.

Australia trips with **Intrepid Travel** booked in Aug, can save 10% off. Small group tours on offer include Uluru Adventure, Daintree Retreat, Perth to Broome Overland and Top End & Arnhem Land Adventure. For more information visit www.intrepidtravel.com/au.

Canary Islands push

IN A bid to lure more tourists, The Canary Islands have taken out a broad “travel assistance policy” that will cover visitors for incidents related to COVID-19.

The coverage will extend to any costs associated with having to stay in hotel quarantine.

A spokesperson for the Spanish Tourist Office in Dublin said all COVID-related expenses would be paid for, so long as travellers are staying at regulated tourist accommodation, and not with friends and family.

Tassie council win

CLARENCE City Council and Northern Midlands in Tasmania have won an appeal in the Federal Court as part of an ongoing dispute over fees with the state’s two largest airports.

The councils claim Hobart Airport and Launceston Airport both owe them million of dollars in unpaid land rates.

Yesterday a federal judge ruled the appeal successful against a previous finding in favour of the airports, deciding the case would be referred back to the Federal Court for a final determination.

Both councils are arguing the airports selectively altered what parts of their properties should be subject to rates.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**