

Portugal insurance

AUTHORITIES in Portugal have partnered with an insurance company to provide comprehensive COVID-19 cover for visitors to the country.

The pact between Turismo de Portugal and RNA Assistance includes travel to mainland Portugal as well as Madeira and the Azores, covering any medical, surgical, pharmaceutical and hospital expenses resulting from a COVID-19 infection.

Coverage also includes any expenses relating to cancellation, interruption or extension of travel due to the pandemic.

The tourism organisation is also inviting visitors to register on the Portugal Health Passport website which provides COVID-19 testing and access to hospitals and medical facilities.

AFTA pushes for PMC funds

THE Australian Federation of Travel Agents (AFTA) is formalising a Federal Budget submission urging that half of the money collected through the Passenger Movement Charge (PMC) should be diverted into a fund to help travel agents.

The \$60 per pax tax last year brought in more than \$1.2b in revenue to the govt - several times the estimated cost of running border and customs operations.

AFTA Chairman Tom Manwaring cited a recent survey of members which indicated about half of the industry was expected to close its doors by the end of the year (**TD** 10 Jun), with the loss of about 20,000 jobs.

"We have all been through 26 weeks of hell, business-wise, so I think some cash needs to come into the industry as a specific

support package," he told the ABC.

AFTA CEO Darren Rudd also confirmed to **Travel Daily** that the Federation was seeking "incremental relief for our sector given its unique impact as a result of COVID-19".

MEANWHILE AFTA is also making a skills funding submission based on its Micro Credentials training program (**TD** 23 Jun), which went live this morning.

Available to all AFTA/ATAS members, the online platform aims to support business owners and their staff to upskill and cross-skill in priority areas, as well as validating skills already acquired on the job through heavily discounted training.

More than 60 courses are now available, in partnership with Learning Vault, and all are aligned to a unit within the nationally recognised Vocational Education and Training (VET) Qualification Framework - see afta.com.au.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a full page from the **Austrian National Tourist Office**.

SQ returns to PER

SINGAPORE Airlines has announced the return of operations in Perth, with three weekly 787 flights scheduled effective 18 Aug.

The flights are now live and bookable in all GDS.

MEANWHILE the carrier has also extended its COVID-19 Global Travel Waiver policy by two months, to now include tickets with original travel commencing up to and including 30 Nov 2020.

The policy also applies to any passenger whose flights were cancelled due to COVID-19, and allows flexible rebooking with bonus flight credits, or a refund of the unused value of the ticket.

Air India crash

A REPATRIATION flight being operated by Air India Express has crashed at Calicut Airport in the country's southern state of Kerala, leaving at least 16 dead.

The Boeing 787-800 was arriving from Dubai and had attempted to land multiple times, before reportedly skidding off the runway in rainy conditions and plunging into an adjacent valley.

There were 191 passengers aboard the aircraft, which split into two during the accident.

New HLO shares

JUST over five million new Helloworld Travel Limited shares will formally commence trading on the Australian Securities Exchange tomorrow, after being issued under the company's recent \$50 million capital raising program underwritten by Ord Minnett (**TD** 16 Jul).

The retail entitlement part of the offer raised \$550,000 from 655 shareholders, representing a total take-up rate of 17.2%.

Genting delays

NEWBUILD ships for Crystal Cruises and Dream Cruises will be delayed for "about a year" according to an update from parent firm Genting Hong Kong.

The company has confirmed it expects to report a loss of US\$600 million for the six months to 30 Jun, with *Crystal Endeavor* and the massive *Explorer Dream* impacted by the suspension of operations at the Werften shipyards in Germany which are also owned by Genting.

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

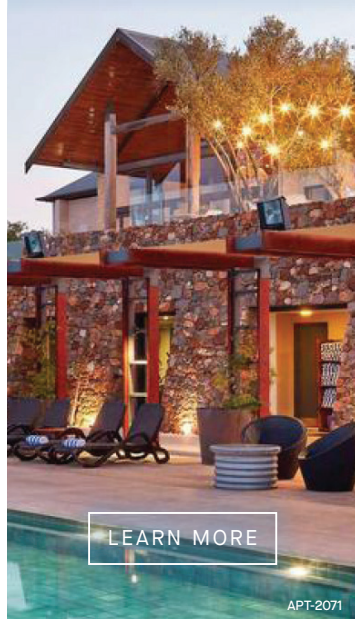
Antarctic flights

THE new Boeing 787 charter services from BNE, SYD, MEL and PER overflying Antarctica (**TD** 07 Aug) are being operated by Antarctica Flights, a division of Australian (Pacific) Holdings.

Chimu Adventures is retailing the services, which are also available for any other travel agent to book on behalf of their clients with prices from \$1,199 - antarcticaflights.com.au.

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APT-2071



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.



Only the tip of the iceberg: AFTA

THE Australian Federation of Travel Agents (AFTA) has warned the recent quarterly ABS figures relating to tourism job losses (**TD** 07 Aug) only provided a "hint" of the harsh reality to come.

"These ABS quarterly stats reflect the fact that tourism has been harder hit than the wider economy, however, we know from our member agents that while JobKeeper has been a very welcome lifeline to keep travel consultants working, this situation has already worsened significantly since Mar," said AFTA CEO Darren Rudd.

"AFTA continues to work closely and collaboratively with government...to find the best path forward that will allow things to start returning to normal while accommodating the necessary health measures," he added.

AFTA added it continues to "push hard" for travel bubbles.

Austria alps out agents

EXCLUSIVE

THE Austrian National Tourist Office (ANTO) is the latest organisation to launch a dedicated online training program for Australian and New Zealand travel agents.

Designed by the **Travel Daily** Training Academy to provide expert knowledge and planning tips on how to make the most of travel experiences in the years ahead, the Austria Travel Expert platform has three modules available now.

These include The Essentials, Cultural Experiences and Nature Reloaded, with additional modules to be rolled out over the coming months.

"We're excited to release the first three modules of our training platform that highlight the perfect combination of culture and nature in Austria and also provide up-to-date information

about how to get there and around," said Astrid Gruchmann-Licht, Director ANTO.

"The Austria Travel Expert Program will provide agents with the insider knowledge to design unique and safe itineraries focusing on their clients' interests," Gruchmann-Licht added.

The online training program is backed by generous incentives to encourage travel agents to register and complete all eight modules over a six-month period.

"Travel agents who complete all eight modules will automatically go into the draw to win a week-long trip to Austria for two, including flights and Eurail passes.

"There are also plenty of prizes for competing each individual module too," Gruchmann-Licht advised.

For more, see **page seven** or to register and begin, **CLICK HERE**.

Book Your Bubble

G ADVENTURES has released 80 private tours for small groups of friends and family titled the "Book Your Bubble" collection.

The private escorted trips in the Active, Marine, Classic and 18-to-Thirtysomethings travel styles offer discounts for organisers and flexible booking conditions as well as the health and safety measures of the company's new Travel with Confidence policy.

For groups of up to eight, the eighth spot is discounted by 50%, and for groups of 12 or more the 12th passenger is complimentary.

G Adventures founder Bruce Poon Tip said the initiative aimed to "encourage travellers to get back out there and start making a difference as soon as it is safe to do so".

Educational sessions covering the incentives and benefits of the program for Australian and NZ agents will take place next week - **REGISTER HERE**.

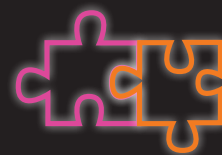
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Travel Daily

Pandaw appoints new rep

ASIAN river cruise line Pandaw has appointed Complete Travel Marketing (CTM) as its sales and marketing representative in Australia and New Zealand.

The agency is charged with raising the profile for the boutique river brand in the local market, including a mandate to form a closer relationship with the Aussie travel trade.

This activity will be comprised of a "strategic combination of sales and marketing activities", all aimed at ensuring the Australian market becomes more familiar with its suite of river product.

"Australia has long been a key market for us and we have a loyal following of regular Australian travellers, yet we are less well-known to the Australian travel market at large," said Pandaw founder Paul Strachan.

"We are confident that our new partnership with CTM will change that and help get the message out that Pandaw is a very different river cruise experience," he added.

In a statement released last week, the line said it was an

"extremely trade-friendly" option in Australia, having a dedicated travel trade booking engine set up that allows agents to book exact cabin numbers and hold bookings for 14 days.

Highlights of Pandaw's river expeditions include sailings down the Mekong River through Vietnam and Cambodia, as well as the Irrawaddy and Chindwin rivers in Burma and voyages along India's famous Ganges and Brahmaputra rivers.

Currently, agents can book customers on a 2021 sailing with US\$100 per person fixed deposit - for more info, [CLICK HERE](#).

Jetstar Asia ups

JETSTAR Asia is ramping up its operations ex Singapore, today relaunching flights to Jakarta and Medan in Indonesia, Penang in Malaysia, Clark in the Philippines and Ho Chi Minh City in Vietnam.

The move sees the airline operate a total of 26 weekly flights, with the new additions complementing services to Manila, Bangkok & Kuala Lumpur.

Trump's Oz tick

THE United States has lifted a warning for its citizens to avoid travelling overseas to a specific number of countries, including Australia.

The US State Department said it would make decisions on travel on a case-by-case basis, with Australia one of the few nations to be granted level one ranking, meaning it presents only minimal health concern for travel.

The US continues to struggle to contain the spread of COVID-19 within its own borders, recording more than 160,000 total deaths.

KE earnings slide

KOREAN Air has recorded US\$1.4 billion in revenue for the second quarter 2020, marking a 44% decrease year-on-year.

The figure represented a US\$1.2 billion drop of the previous corresponding period.

Despite the significant fall in revenue resulting from the global pandemic, the carrier managed to record an operating profit of US\$123.7 million following a strong pivot toward cargo operations.

ATIC welcomes JobKeeper tweak

THE Australian Tourism Industry Council (ATIC) has welcomed the Federal Govt's decision to extend the eligibility for the JobKeeper program from 01 Mar to 01 Jul 2021, labelling the move a major boost for the industry.

"Whilst awaiting the full detail we hope and anticipate many traditional and seasonal tourism businesses operating across northern Australia, not previously eligible for JobKeeper, will be far better placed to qualify for the Program," said ATIC Exec Director Simon Westaway.

"Many of these...businesses were not eligible at its establishment, as most of their operations commence post 01 Mar for the dry season."



Window Seat

SOMETIMES the best advice comes from the most unusual sources, in this case a Latvian explorer by the name of Karlis Bardelis who has a message for the world about the challenge of isolation felt during lockdowns and travel restrictions.

Bardelis spent 140 days rowing the ocean without sighting another soul, an experience that he believes forced him to be stoic about his own survival.

Along the journey he was pummelled by sharks off Papua New Guinea, managed to fashion an anchor out of a battery, and nearly collided with a number of large ships, all near misses Bardelis says has made him more philosophical.

"If we can't change the circumstances, we can change our attitudes towards them," he told local media in Latvia, having spent two weeks in mandatory quarantine upon return from Malaysia.

"A lot of people asked me if I didn't lose my mind or become insane, no I just enjoy it because that's what I choose to do."

Row on my friend, row on.



MH cuts flights

MALAYSIA Airlines has updated GDS screens with new schedules reflecting steep reductions in frequencies of flights to Australia.

From 25 Oct MH plans to operate one weekly service to Adelaide and Brisbane, and three weekly flights to Melbourne, Perth and Sydney, with all routes ramping up again from Dec.

Catch up on the news of the week



Travel Daily

[CLICK HERE TO LISTEN](#)



A poem from the heart of a travel agent

THERE'S no doubting the COVID-19 pandemic has sparked some incredible creativity among Australia's travel industry.

Claire Morris from Flight Centre Hampton and North Brighton (**pictured**) is locked down along with the rest of Victoria, and took the time to pen this ode to encourage the industry amid the avalanche of complaints and refund requests. You can follow Claire on Instagram [@hereclaireandeverwhere](#).



ONCE upon a New Years evening, 2020 had me gleaming - pondering all that was to come, with love and prospects and then some. But January came and went, while news across the world had spread; the month of February sat there stagnant, while government action remained absent.

March hit hard like a runaway train and suddenly travel went down the drain - something happened across the waters which had us concerned for our borders.

Numbers slowly crept up high while we were scrambling to get by, and suddenly those we thought were friends took a turn we could not comprehend.

Relationships we had built over decades suddenly began to quickly fade; those we had considered friendly and faithful had suddenly become so ungrateful!

WAKING every morning seemed like my heart would inwardly let out a scream, I'd drive to work in a state of trance, which seemed to fly by in a glance.

Sitting upon my throne of despair which had once been my comfortable agent's chair, silently waiting for the next incoming call and wondering if this client would be my downfall. Hearts skipping a beat every time it rang, wondering if the next conversation would start with a bang - the middleman, as we were

known, were the ones being berated on the phone.

The looks of despair on my colleagues' faces told us silently they were being put in unwarranted places, labelled dishonest, pathetic and simply rude, or basically anything just as crude.

I stared at my spreadsheet of names and numbers trying not to make any blunders, knowing that one mistaken definition would lead to just more ammunition - for every call of praise and thanks there were ten more who were firing blanks.

AS MY travel agent friends grew weary, our sunken eyes showed signs of tearing. Kindness is a virtue people seem to forget when they believe a company owes them a debt.

So forget those clients who have their doubts who fling their empty threats about, because in this time of trials and testing comes along a different kind of blessing.

Forget the kind words we crave from society who seem to have lost all sense of propriety. The support from my work family at my store means more to me now than ever before. For every client who becomes abusive, just remember we have something more exclusive - a family that has joined collectively to support each other more affectionately.

And although we now must work alone in the solitude of our own homes, just know that spiritually we are combined, our thoughts and feelings intertwined.

And even if we feel defeated, just know that in this family you are needed.

SO WHEN you feel all hope is lost, just know this situation will defrost.

When one of us is overcome with grief, beaten and downtrodden with disbelief, please remember that you have a family who without fail will be here substantially.

So close your eyes and take a pause, eventually the public will retract their claws, and remember this won't last forever, we're all in this tough time together.

And one day soon elbow knocks will fade, and once again we won't be afraid, we'll hug each other very tightly and suddenly the world will seem so much more brightly.

But until that time we just need to push through, and just know, through thick and thin, I'll stand by you.

Norfolk borders up

AUTHORITIES on Norfolk Island have declared NSW and the ACT as COVID-19 hotspots along with Victoria, with entry denied to residents of all three jurisdictions effective from 1.00am last Sat.

Anyone who has been in Victoria during the last 14 days cannot access Norfolk at all - including residents and essential personnel - while similar restrictions apply to NSW and the ACT except that residents and essential workers can apply for an exemption via the island's entry pass system.

Any person receiving an exemption will still be required to quarantine for 14 days at their own expense on arrival into Norfolk Island.

However people from Queensland, the NT, SA, WA and Tasmania may travel to Norfolk Island, and entry passes may be granted to people from these states who have transited through Sydney airport in the same day en route to Norfolk.

NT voucher scheme

RESIDENTS of the Northern Territory have now redeemed more than 17,400 vouchers under the NT's "Tourism Voucher" scheme (**TD** 22 Jun), generating over \$7 million in bookings for local tourism and hospitality operations.

The program sees the Territory Government provide \$200 in matched funds for each booking, with popular activities including hot air ballooning, fishing charters and harbour cruises.

Vouchers not redeemed within 30 days have gone back into the funding pool and are now being released on a staggered basis to those on the waitlist.

A further \$10 million has been allocated for two more rounds of the voucher scheme to encourage locals to continue supporting local operators.

Round two opens on 01 Nov, and round three on 01 Feb 2021.

Sudoku

FIENDISH

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

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

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

Whose flag is this?



THIS flag is often shown without the coat of arms in the centre - this version pictured is used when displayed by the government.

The colours of the stripes on the flag represent flamingos, because

history says that when a figure - revered for his help in leading a revolution against the colonial powers of the country - arrived in the nation, a flock of these birds flew away.

Do you know whose flag it is?

Who needs a drink?

THIS week's recipe comes from APT. Their Queensland sales team came up with the recipe to celebrate cruising along the Mekong or Irrawaddy rivers. The cocktail's flavours will take you straight to Asia!

Please keep sending your recipes to cocktails@traveldaily.com.au.

xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



Asian Fusion Cocktail

INGREDIENTS

- 1 nip vodka (or more to your liking)
- 1 nip Lemongrass Cordial
- 1 cup (approximately) soda water
- Dash of water
- 3 or 4 mint leaves
- 1 stick lemongrass, bruised
- Lemon or lime slices (optional)

METHOD

In a cocktail shaker, add vodka, lemongrass cordial, and lemongrass, top up with soda water and a dash of water. Add ice if desired. Stir it – don't shake it! Pour into a cocktail glass and add mint plus lemon or lime slices (optional).

ANSWERS 07 AUG

Pub quiz: 1 Hawaii, 2 They were killed by a volcanic eruption, 3 The Caspian Sea, 4 Morocco, 5 c) Roast lamb, 6 Sumo wrestling, 7 A sun, 8 Angela Merkel, 9 The Sri Lankan Rupee, 10 False, 11 Denarau (den + arrr + ow)

Unscramble: beep, bleep, elope, eloper, help, helper, hope, hype, hyper, HYPERBOLE, hypo, leper, lope, loper, peel, peer, phoebe, pleb, ploy, pole, poly, pore, prey, probe, prole, pyre, repel, reply, rope, ropery, ropy, yelp, yelper

Where in the world: Flying Pins, Eindhoven, the Netherlands

Capella Bangkok opens res



CAPELLA Bangkok has opened for reservations ahead of its launch on 01 Oct.

The hotel will mark the first property for Capella Hotels & Resorts in Thailand, and will be located on the Chao Phraya River within the Chao Phraya Estate development.

Capella Bangkok will offer 101 guestrooms, suites and villas, each with views of the river.

It will also be nearby Charoenkrung Road – Bangkok's oldest paved road and home to trendy cafes, bars and art galleries.

Accommodation ranges from 61m² to 595m² in size and rooms are fitted with floor-to-ceiling windows and a balcony or verandah.

Every riverside Villa and Verandah accom also features an outdoor jacuzzi plunge.

Four dining options will be available, including Cote by Mauro Colagreco, Phra Nakhon,

Stella and a Tea Lounge.

A Riverfront Premier room is pictured and inset.

WA \$150m tourism

THE West Australian Government has committed to a \$150m investment in tourism to support the sector as it responds to the impacts of COVID-19.

The funding is part of the WA Recovery Plan and will see tourism icons such as Kings Park, Margaret River, Karijini, Monkey Mia, the Pinnacles, Rottnest Island and Ningaloo undergo major improvements.

The program also includes affordable airfare packages, enhancements for Aboriginal cultural tourism and road improvements for better access.

US agencies facing "devastation"

THE American Society of Travel Agents (ASTA) has released the details of a new survey of agencies in the USA, revealing that more than 86% predict they will close their doors within a year without additional support from the US Federal Govt.

The poll found that more than 90% of members had a revenue decline of 75% or more year-on-year, with ASTA CEO Zane Kerby saying "it cannot be overstated - these are incredibly difficult times for travel agencies across the country".

Kerby said the survey found 15.8% of respondents expected to close in six weeks or less; 24% in three months; 31% in six months and 15% in 12 months, with just 13% expecting to survive more than a year.

The mass closures would "leave travel suppliers' main distribution channel crippled, and the travelling public left without access to the critical services that travel planners provide," Kerby warned, urging Congress to provide special consideration for agents in a relief package currently under consideration.

Komodo reopening

INDONESIA'S Komodo National Park will welcome foreign tourists again from 15 Aug.

According to Park representative Lukita Awang Nisyantra, health protocols will be in place for visitors, who will only be allowed to visit if they have been in the country since Mar.

The Park reopened on 06 Jul for domestic tourists within the West Manggarai regency only, and with a limitation of 25 visitors per day, with the country planning to continue to limit visitor numbers in the future.

Travellers who wish to go to the Park are required to register online prior to visiting by submitting their name, identity card/passport number and more.

MSC resumes

MSC Cruises has returned to service in the Mediterranean, despite extending its cancellation in other parts of the world.

Available to Schengen guests only, *MSC Grandiosa* and *MSC Magnifica* will both welcome back guests in the west and east Mediterranean respectively, while US-based cruises have been cancelled through to 31 Oct.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Viking - World Cruises 2021/22

Viking has released its 2021/22 World Cruises e-brochure to showcase the line's 136-day 2021-2022 Viking World Cruise, the shorter 119-day portion, the 2022 Viking World Horizons voyage, and the 18-day Panama Canal & Coastal Holiday sailing. The full 136-day itinerary visits 27 countries, 56 ports and has overnight stays in 11 cities, setting sail on 24 Dec 2021 from Fort Lauderdale to London. It included three new ports of call for Viking: Phillip Island in Victoria, Eden in NSW and Yangon, Myanmar. The voyages will sail on the 930-guest *Viking Star*.

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

Why become an Austria Travel Expert?

When people think about Austria, Vienna's imperial splendor, historic architecture, white Christmas and Sound of Music often come to mind. True enough but there is much more to the small country in the heart of Europe!

Learn about what Austria has to offer for your clients, find out what's new in 2021 and learn how tourism in Austria safely adapted to the current situation.

Finish each module for your chance to win some amazing prizes plus a week-long trip for 2 to Austria including airfares!

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- 1 Austria - The Essentials
- 2 Cultural Experiences
- 3 Nature Reloaded



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