

## Qatar resumes ADL

**QATAR** Airways said it will become the only int'l airline to service five major Australian cities later this week when it resumes service to Adelaide on 16 Aug.

The move "reaffirms its position as the market leading international carrier in Australia," according to CEO Akbar Al Baker who said the return to the SA capital highlighted QR's commitment to the local market.

Al Baker cited Australian govt data showing QR helped repatriate almost 10 times more passengers in and out of Australia than its nearest competitors.

Yesterday Singapore Airlines revealed the return of its operations in Perth on 18 Aug (**TD** yesterday), which will be SQ's fifth major Australian city.

## Rail Europe restructures

**THE** longstanding Rail Plus brand and website is set to disappear under a major restructure of Rail Europe's operations in Australia and New Zealand - including the closure of the Great Train Journeys division and the departure of most of the local team on 31 Aug.

The industry was advised of the changes this morning by Richard Leonard, Rail Europe's GM Business Asia & Pacific, who said that like all travel businesses, the company had been highly impacted by COVID-19.

Rail Europe will "reduce its footprint" in Australasia by closing its office in Auckland and dramatically shrinking operations in Melbourne, meaning it "won't be able to offer all customer service channels to every single agent".

Instead, travel agencies will be

provided with support based on their past booking volume.

Rail Europe will focus on its core European product only, meaning effective immediately it will no longer sell any Great Train Journeys product, with all existing bookings transferred to suppliers for ongoing support.

Effective 30 Sep the existing Rail Plus website will transition over to the new Rail Europe ERA booking tool, which Leonard said was easier to use and features all the major rail companies with an e-ticketing solution.

The company's current Once Upon a Train incentive competition is being terminated early, and all communications with agents will be undertaken by Rail Europe's Paris-based team rather than locally.

Leonard assured agents that a full handover between the teams would be organised to allow a smooth transition.

"We will continue together with you to attract more travellers on board our European trains, as we truly believe that this is a rough patch that we will overcome and that more flourishing times lie ahead of us," he said.

## Agency closures

**THE** Australian Federation of Travel Agents has confirmed the cancellation of ATAS participation for Helloworld Travel Watergardens in Taylors Lake, Vic (ABN 398 340 660 29) and Spring Hill Travel Centre in Brisbane (ABN 617 377 974 82).

Both agencies have voluntarily withdrawn from the scheme due to the businesses being closed.

## Win a Tuscany trip

**THE** Italian National Tourist Board has six trips to Tuscany up for grabs for travel consultants who boost their knowledge by participating in the Travel to Italy Training Academy.

More details on the **last page**.

## Today's issue of TD

*Travel Daily* today has five pages of news including our PUZZLE page & a full page from Italian National Tourist Board.

## NT clampdown

**NORTHERN** Territory Chief Minister Michael Gunner today suggested bans on travel to the NT from Vic and Sydney could be in place for over a year.

Gunner, who is facing a tightly-fought election in less than two weeks, told the ABC this morning "we will have hard border controls in place for at least the next 18 months".

Rival politicians have accused Gunner of "scaremongering and misleading Territorians" about the coronavirus situation ahead of the 22 Aug poll.

## Royal restart?

**ROYAL** Caribbean International says there is a possibility it could recommence operations in Australian waters as early as the end of Oct.

The plan was revealed by the brand's global CEO Michael Bayley during an earnings call overnight - more details in today's issue of **Cruise Weekly**.

## CATO WTTC stamp

**THE** Council of Australian Tour Operators (CATO) has been

granted access to the new Safe Travel Stamp (**pictured**) recently released by the World Travel and Tourism Council (WTTC).

CATO members can apply to use the stamp on their collateral if they commit to CATO COVID Safe Travel Protocols, with requests for access and more information via [cato@cato.travel](mailto:cato@cato.travel).



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## SYD to raise \$2 billion

**SYDNEY** Airport has launched a \$2 billion capital raising program, as it reported a \$53.6 million loss for the six months to 30 Jun.

The airport said once the Entitlement Offer was finalised its debt position would be reduced from \$9.1 billion to \$7.1 billion, with CEO Geoff Culbert saying the move "will position Sydney Airport for the future".

He said in Mar the airport had taken pre-emptive action to shore up its liquidity and monitor how the COVID-19 situation evolved.

"Six months into the pandemic there remains uncertainty as to how long it will take for aviation markets to return to pre-COVID-19 levels," Culbert said.

The half yearly results confirmed material impacts on passenger volumes, with a total of 9.4 million passengers over the six-month period, down 56.6% on the prior corresponding period.

For the three months to 30 Jun, volumes were down 96.6%.

Total revenue was \$511 million, with aeronautical income down 58% including "provisions for doubtful debts".

Retail revenue declined 44% including abatements, "reflective of fair and equitable sharing of the pain with our tenants," while property and car rental revenue was down 31.3%.

Car parking & ground transport income was 50.9% lower.

A \$40.9 million doubtful debt provision includes moneys owed by Virgin Australia prior to it being placed into administration.

Culbert said a Sydney Airport Recovery Taskforce was currently working with airline partners, overseas airports and government agencies to "develop a safe and sustainable pathway for the resumption of domestic and international travel".



## Rex stoush over

**REGIONAL** Express (Rex) will resume flights to Grafton on Mon after withdrawing on 04 Jun following a dispute with a councillor.

Rex said it withdrew after a councillor made offensive remarks regarding Rex and its leadership at an open council meeting and in the press.

Member for Page, Kevin Hogan intervened and the airline has since accepted the apologies of the council and Hogan's assurance that the remarks were condemned by the vast majority of the community.

Rex will operate return services between Sydney and Grafton on Mon, Wed and Fri.

"Although Rex has always taken the view that elected representatives speak on behalf of the community, Rex is giving the benefit of the doubt to the community of Grafton," Deputy Chairman John Sharp said.



## Window Seat

**COVID-19** has seen many travel and tourism businesses look to new revenue sources, and an aquarium in the USA is no exception.

The North Carolina Aquarium at Pine Knoll Shores has been closed for almost six months now - and while there's been no money coming in the front door there is apparently plenty at the bottom of the wishing well.

Managers have ordered the drainage of a large waterfall which was previously popular with customers who threw coins in as they made a wish.

Aquarium staff have been kept busy dredging the bottom and have retrieved and cleaned about "100 gallons of coins" which will go towards the care of the aquatic residents.

## Etihad Wellness

An extensive range of wellness initiatives to give you peace of mind when you travel.

To learn more about our wellness initiatives visit [etihad.com/wellness](https://etihad.com/wellness)

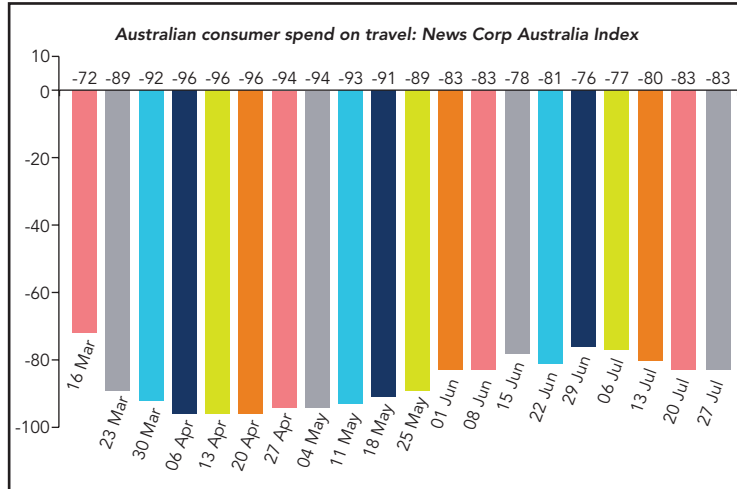
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**Choose Well.**

### Wellness Ambassadors

Online Wellness Hub	Social Distancing	Refreshed Cabins	Deep Cleaning
Equipped Crew	Enhanced Hygiene	Wellness Kits	Booking Flexibility
Refreshed Meal Service	Lounge Initiatives	Vehicle Sanitisation	Sustainability Focused

## Spending still languishes



### EXCLUSIVE

**THE** combined impacts of the Victorian lockdown and other ongoing border restrictions continue to reverberate across the travel sector, with low consumer confidence clearly reflected in the latest exclusive figures from News Corp Australia.

The statistics are collated from credit card spend with major brands across accommodation, air, cruise, OTAs, travel agents and tour companies, and for the week to 27 Jul continue to hover at exceptionally low levels compared to the previous corresponding period in 2019.

"All sectors except accommodation dropped a little, resulting in a flat market overall," said News Corp MD Food and Travel, Fiona Nilsson.

Despite the spending results "we know Australians are still

dreaming about their next holiday and we are feeding those dreams with more travel content across more titles than ever before," she said.

The weekly figures are part of work being undertaken to assist the industry to better understand the total retail travel market.

Additional weekly data including sub-category figures are available to CEOs and CMOs who are welcome to reach out to News Corp if interested.

### Geraldton jetties

**THE** WA Government has allocated \$3 million in funding for two new purpose-built tourism jetties in Geraldton.

A jetty for vessels up to 25m long will be built at the Batavia Coast Marina, while a second, for larger vessels, will be located at the Geraldton Port breakwater.

## AFTA UPDATE

from the Australian Federation of Travel Agents

**AFTA** is thrilled to announce that the AFTA Micro Credentials Program is now live for AFTA/ ATAS members.

In response to the COVID-19 pandemic, AFTA has developed, in partnership with Learning Vault, an innovative online education

and training suite of micro credentials to support AFTA business owners and staff to upskill and cross-skill in priority areas during these challenging times and have these skills recognised.

Micro Credentials are a new innovative approach to learning and have emerged to fulfil the urgent need for upskilling and retraining in the digital economy, as well as validating skills already acquired through on job experience.

Micro credentials are now becoming mainstream and have been built to be digested much faster, delivered in short bursts, and designed to engage learners and increase outcomes.

AFTA launches the program with over 60 courses available to members from coaching and mentoring, social media and customer engagement, marketing – understanding trends and data, conflict

management and more. Over time, more courses will be added, giving members a plethora of learning opportunities.

The AFTA suite of micro credentials are focused on supervisory,

managerial and business skills, and aligned to a training unit within the Australian Nationally recognised, Vocational Education and Training (VET) Qualification Framework.

After completing each micro credential, AFTA members will be issued with an AFTA Industry Endorsed "Digital Badge" for their achievement in completing the course.

Being digitally native, these badges lend themselves to appearing easily on CVs, LinkedIn pages and more, making AFTA members' credentials more visible, valuable and verifiable.

And thanks to the commitment of Learning Vault to work with AFTA to give back to our industry at a time of great need, these micro credentials are being offered at an 80% discount – it only costs \$19.99 per course!

We invite you to sign up for this exciting new program by **CLICKING HERE**.



### New ONYX brand

**ONYX** Hospitality Group is introducing a new brand called Saffron Collection.

The addition will be a portfolio of individual boutique hotels and resorts and will initially be available in Hanoi, Penang, Bangkok and Aranyaprathet in Thailand, with plans for further expansion across Asia-Pacific.

The first under the brand will be ONYX Hospitality Group's Oriental Residence Bangkok, which will be reintroduced as a Saffron Collection property, followed by The Five Residences Hanoi, which is scheduled to open in Oct.

This will be followed by the mid-2021 opening of The George in Penang, and the early 2022 opening of Indochina Hotel in Aranyaprathet, Thailand.

Each property under the brand will have a signature cocktail.

### Tribe Travel adds

**EVENTS** company Tribe Travel & Events is launching a Virtuoso luxury travel arm, Tribe Travel.

Directors Kelly Gelfand & Leon Burman will be joined by travel advisor Jan Upton for the venture.

"With Leon's experience in conferences and incentives combined with my experience in high-end luxury travel we believe we will be a true force in the industry once things are back on track," Gelfand said.

### Ponant extends

**PONANT** has extended its Serenity Policy across new bookings on all dep until 30 Apr.

The policy sees deposits reduced to 10%, final payment due 30 days before departure and cancellation up to 30 days prior to departure.



### 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](mailto: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.

## World Lizard Day



**THIS** week has a number of international days celebrating animals, including World Lion Day, World Elephant Day and World Honey Bee Day but one which we feel may not get the love it deserves is International Lizard Day, celebrated on 14 Aug.

Many zoos commemorate the day with special lizard exhibits, and some science and nature centres might put on lizard presentations and education seminars.

We hope you celebrate our scaly friends this Fri.

## Pub quiz

- Which country would you find the Kelvingrove Art Gallery and Museum?
- Which country has the internet domain code .al?
- Carnival Corporation is the parent company of how many different cruise lines?
  - 10
  - 8
  - 6
  - 12
- Which country is home to the largest castle?
- What is the currency of Argentina?
- What is the national sport of Spain?
- Who is the current President of France?
- Suaasat is the national dish of what large northern territory?
- True or false: A woman in Japan can hire a "handsome" man to watch a soppy chick flick with and wipe away any tears?
- The circle in the middle of South Korea's flag is comprised of which two colours?

**Catch up on the news of the week**

[CLICK HERE TO LISTEN](#)

## 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.

N	A	G
H	P	O
R	A	E

Good – 23 words

Very good – 35 words

Excellent – 46 words

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

## Where in the world?



**IT CLAIMS** to be the world's largest rooftop infinity pool and offers you dizzying views.

Usually this iconic landmark is pictured from a different angle, but we thought that might make it a bit too easy for you.

A drink at this poolside bar, or dip in the water, is the perfect way to top off a day hitting up the sights of the city, and you can also stay the night.

Do you know what this is and where in the world it is located?

### ANSWERS 10 AUG

Whose flag is this: Peru

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

## JB back cruising Sydney



**JOURNEY** Beyond (JB) on Sun hosted TravelManagers and a range of selected suppliers for a luncheon on Sydney Harbour to celebrate its relaunch of cruises from 29 Aug.

Invitees enjoyed the Cruise Sydney premium all-inclusive dining experience while spending an afternoon at Port Jackson.

**Pictured** inside the ship and out of the rain are Pru Gallagher, Sue Kuti, Jennifer Jones, Graceila Craig, Penny Toon, Tanya Tyler,

Lana Kanchik, Annalize Troost, Michelle-Michael Pecora and "Captain" Craig Owens.

## IMM goes virtual

**TRAVMEDIA** has launched International Media Marketplace (IMM) Virtual Australia, to be held on 21 & 22 Oct.

Sponsored by Tourism Australia, IMM Virtual will provide destinations, hotels and tour operators the opportunity to pitch recovery stories and develop relationships with key media contacts.

A face-to-face IMM Australia will be postponed until at least Jun 2021, with IMM Virtual France, Monaco & Benelux also taking place on 06 & 07 Oct.

For more, [CLICK HERE](#).

## FlyPelican flights

**FLYPELICAN** will introduce a Byron Bay to Dubbo direct service from 28 Aug.

Flights will operate on Mon and Fri, and are available for booking now.

## Intrepid restarts

**INTREPID** Travel last week took six UK-based travellers on the operator's first tour since Mar.

The trip departed from Athens on the new five-day Greece Retreat: Syros Island tour, making the most of changes to UK restrictions allowing quarantine-free travel to a range of countries including Greece.

The trip is part of the newly launched Intrepid Retreats range (**TD** 17 Jun) and ventures to Syros Island, one of Greece's lesser known islands.

Something big is coming...

Get ready next week.

## AIDA to resume

**AIDA** Cruises will resume cruise operations from 06 Sep, after receiving the approval of its flag state Italy (**TD** 04 Aug).

Ships will sail from German ports, with the first departure from Kiel.

Cruises aboard *AIDAprera* to the Norwegian fjords will also start from Hamburg on 12 Sep.

The remainder of the cruise season is hoped to kick off from 30 Sep.

## IAC invests in MGM

**HOLDING** company IAC has made a significant investment in MGM Resorts International.

The stake is thought to be worth nearly US\$1 billion, amounting to about a 12% interest in MGM Resorts.

"IAC's expertise in growing and expanding brands online is a natural fit for our focus on enhancing the resort experience through curated and personalised offerings, as well as digital enhancements in sports betting and online gaming," said recently appointed MGM Chief Executive & President Bill Hornbuckle.

## Dest Canada sesh

**ALBERTA** is the topic of the next Destination Canada webinar, which will invite travel agents to discover the unique experiences and landscapes of the home of the Canadian Rockies.

Two webinars will be held tomorrow on Alberta, at 8.30am and 10.30am AEST.

[CLICK HERE](#) for session one and [HERE](#) for session two.

## SeaWorld results

**FLORIDA-BASED** theme park operator SeaWorld Entertainment's revenue has taken a dive in the second quarter due to the COVID-19 pandemic.

Revenue for the three months ending 30 Jun tanked by 95% to US\$18 million, down from US\$406 million for the same period last year.

Year-to-date earnings were also down 72% to US\$171.6 million from \$626.6 million for the year-ago period.

## MONEY

**WELCOME** to Money, *TD's* Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.713**

**THE** US dollar has extended its gains overnight, but it did not stop the AUDUSD hitting one-week lows, down 0.2%.

The Aussie dollar was also weaker against other currencies, down against the GBP 0.4%.

Markets in the US are looking ahead to a potential deal for a new stimulus program, with politicians remaining hopeful despite being unable to reach a deal last week.

*Wholesale rates this morning.*

US	\$0.713
UK	£0.545
NZ	\$1.077
Euro	€0.607
Japan	¥75.66
Thailand	฿22.08
China	¥4.916
South Africa	12.56
Canada	\$0.948
Crude oil	US\$44.99

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CRUISE WEEKLY

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A photograph of a young couple in Tuscany. The man, with blonde hair, is pointing towards a large, historic stone building with a tall bell tower. The woman, with brown hair in a braid, is looking in the same direction. They are standing on a wide set of stone steps. The scene is bathed in warm, golden light, suggesting late afternoon or early morning.

# Win 1 of 6 trips to Tuscany!

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