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Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a front cover from Norwegian Cruise Line.

NCL discount deals

NORWEGIAN Cruise Line (NCL) is offering a \$100 gift card and 20% off for guests until the end of the month.

Check out the **front page** for the full list of benefits.

Take half the TIME

THE Travel Industry Mentor Experience (TIME) is currently running a 2 for 1 mentoring promotion, allowing two mentees to participate in the program for the price of one.

The usual rate to attend the six-month program is \$2,500pp, with the special deal reducing the cost of entry to \$1,250 per person for registration made between 15 Aug & 31 Dec - see **HERE** for info.

Flight Centre's COVID hit

FLIGHT Centre (FLT) will report a loss of \$825m-\$875m for the year to 30 Jun, with the result highlighting the massive impacts of border closures and travel restrictions on the company's operations (**TD** breaking news).

The large deficit includes one-off restructuring costs as staff have been made redundant, as well as the impact of supplier failures, impairment charges and write-offs against goodwill, shop fixtures and software assets.

The result is more than \$1.2 billion lower than the \$364 million profit reported last year.

CEO Graham Turner said the company currently had about \$1.15 billion in liquidity, and had significantly beaten its cost reduction targets in Jul to record \$53 million in monthly spending.

Sales have also been stronger than initially expected, with total transaction value exceeding \$200 million globally for the month and

almost \$100 million in Australia.

"To date, FLT's corporate travel businesses have predominantly fuelled the company's revenue generation during the COVID-19 lockdowns, given that essential services have generally been permitted to travel," Turner said.

On the leisure side, revenue generation had "generally been more subdued," he said, with low consumer confidence and heavier travel restrictions imposed.

About 70% of Flight Centre staff globally have either been placed on government stand-down or furlough programs, or their roles have become redundant with customers prevented from travelling and no visibility around timeframes for restrictions lifting.

The company intends to "extend its runway" by increasing revenue as borders open and/or travel bubbles are formed, and an "ongoing, targeted cost focus" particularly in leisure operations.

Tassie recovery plan

THE Tasmanian Government has released a visitor recovery plan that aims to restore the value of the state's visitor economy to \$2.5 billion by the end of 2022.

The *T21 Visitor Economy Action Plan* report flagged a need to increase visitor spend over the next two years and generate more employment in tourism, with its natural environment, festivals/events, road trips and "unique operator experiences" all earmarked as key drivers for increasing future visitation.

The action plan to achieve this will involve a domestic push through its Tasmania - Come down for Air brand campaign, a marketing push in New Zealand, launching a drive campaign featuring a series of five-day journeys, as well as promoting visitation to its Bass Strait islands.

Further initiatives will include improving its digital marketing collateral and a push for more business events in the state.

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Ecotourism online

ECOTOURISM Australia's annual Global Eco Asia Pacific Tourism Conference will for the first time broadcast via a live stream, with interstate attendees able to join online.

The event takes place 01-03 Dec in Margaret River - details [HERE](#).

Bali travel bubble?

INDONESIA is reportedly pushing to open up a travel bubble between Bali and Australia, with the country's Minister for Maritime Affairs and Investment Luhut Pandjaitan telling the Jakarta Foreign Correspondents' Club he hoped to have plans in place by as soon as next month.

Despite Indonesia's optimism for the concept, the Australian Govt has shown little sign of softening its border policy, which currently prohibits any person from travelling overseas without obtaining a special dispensation.

New CATO standard T&Cs

THE new set of Council of Australian Tour Operators (CATO) standard agreements and policies for the land supply sector (**TD** breaking news) will provide "consistent delivery of best practice" across the industry, according to CATO Managing Director Brett Jardine.

Available exclusively to CATO members under a licence fee arrangement, the new documents include Industry Standard Booking Terms and Conditions (T&Cs), short-form Supplier Agreements & a Privacy Policy, developed with travel law specialists Pointon Partners.

Jardine said CATO had been actively engaging with the Australian Competition and Consumer Commission (ACCC) and other state-based Fair Trading organisations on behalf of members impacted by COVID-19.

"A real challenge in our lobbying and consultation efforts with

regulators and media during the COVID crisis has been the variation across operators' T&Cs, so consistency of messaging has been difficult," Jardine said.

Accordingly CATO has undertaken a project to develop the newly released core set of standard documents which are "consistent across the industry, better aligned with obligations under Australian Consumer Law, and will help tour operators and wholesalers mitigate future risk".

"Once adopted by the majority of CATO members, this will provide consistent delivery of best practice for all concerned, and enable operators to take collective positions if an event like this pandemic ever arose again," Jardine said.

The new documents are available for roll out to CATO members, with the fees payable "significantly less than having them drafted independently".

GC legal action

SCENIC Day Tour Group Director Bernhard Weibel has been accused of improperly spending millions in company money on loans and credit cards.

The liquidator for the failed Gold Coast tour company, KPMG, has started legal action to recover more than \$2.5 million which is alleged to have been spent prior to the business being formally wound up in Sep 2018.

KPMG's Tim Michael filed a statement of claim on 23 Jul in the Supreme Court in Brisbane against Weibel, his now separated partner Tamara Weibel, a hot air balloon holding company owned by Bernhard Weibel called Proflex and Scenic Hinterland Holdings Pty Ltd, the parent company for the Gold Coast operator.

Creditors are collectively owed an estimated \$1.1 million, which includes former employees.

Bernhard and Tamara Weibel have until 04 Sep to file a defence against the allegations.

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Taking some time out



SOME Sydney-based industry supplier representatives took the opportunity for some down time this week, gathering for a catch-up to discuss life, the universe and everything in the era of COVID-19.

Pictured from left are David Bayliss of Insight Vacations; Andy Kirkman from Adventure World and Aaron Dodkin of Back-Roads Touring.

Walshe extends HTA

THE Hawaii Tourism Authority (HTA) has extended its long-standing relationship with The Walshe Group to represent Hawaii Tourism Oceania in the Australian and NZ market.

Melb hotel signing

NESUTO has partnered with Ashe Morgan for the signing of a new Nesuto apartment hotel in Docklands, Melbourne.

The 211-key, \$100 million newbuild is slated to open in The District Docklands of Melbourne in Jan 2023, and will be the brand's first property in Victoria.

The apartment hotel, designed by Melbourne-based Fender Katsalidas Architects, will feature 58 one-bedroom, 20 two-bedroom and 133 studio apartments.

Viking 2020 canned

VIKING Chief Executive Officer Torstein Hagen has announced the cancellation of the remainder of the cruise line's 2020 voyages in a video update - see today's *Cruise Weekly* for more.

Virgin battle heating up

FIVE former Virgin Blue airline executives were this morning revealed as the "specialist industry advisors" supporting the rival bid for Virgin Australia by the airline's bondholders (**TD** 06 Jul).

The group is led by former Virgin Blue co-founder Rob Sherrard alongside founding executive Bruce Highfield, and the team also includes former CFO Manny Gill, former GM of Network Operations Andrew Lillyman and the airline's GM of Public Affairs, Heather Jeffery.

Documents were filed in the NSW Federal Court yesterday by significant bondholders Broad Peak Investment Advisors and Tor Investments, seeking orders that would allow them to access information so they can finalise their proposal as an alternative to the current planned sale of the carrier to Bain Capital (**TD** 26 Jun).

They aim to provide a Deed of Company Arrangement which can be voted on at the formal second meeting of creditors, which is currently scheduled for 04 Sep.

"In simple terms we are the proud investors and supporters of Virgin Australia and its people," Sherrard said.

"We believe in the airline, firmly support the vision of management and are confident that Virgin can return to being a successful airline."

The bondholder group comprises about 6,000 retail investors and more than 30

institutions who are collectively owed about \$2 billion - and who under the current Bain deal are believed to be unlikely to recoup their investments.

"Under our plan Virgin Australia would remain a majority Australian owned public company, listed on the ASX as opposed to the asset of a privately owned investment company based in the USA.

"We firmly believe our Founders and Bondholders proposal will result in the best return for all creditors and employees," Sherrard added.

He said the group was keen to engage with employees on its proposal, which has not been possible under the current terms of the VA administration.

Pacific World closure

PACIFIC World, one of the largest ground operators in Asia, is believed to be reducing its network across the region, with industry partners advised this week that the Hong Kong office will cease operating on 14 Sep.

Pacific World is a division of European travel giant TUI Travel, and has been in operation across the region for over 40 years.

A letter to the industry in Hong Kong this week hinted at wider closures, saying "it is with heavy hearts we inform you that Pacific World will cease its operations from Nov 2020".

Air NZ delays again

AIR New Zealand has announced the extension of its suspension on bookings to Australia until late Oct, in line with the Australian Government's cap on arrivals being pushed out to 24 Oct.

The carrier previously revealed it was not taking new bookings until at least early Aug (**TD** 07 Jul).

Aeroplan revamp

AIR Canada is planning to overhaul its loyalty program Aeroplan, with the scheme set to relaunch on 08 Nov with greater flexibility and personalisation.

Benefits of the revamped program will include seat purchases redeemable with points with no restrictions or blackouts, no cash surcharges & more consistent pricing of tickets.

The carrier also revealed that customers can redeem Aeroplan points for hotels and car rentals via aeroplan.com, as well as the introduction of a wider range of gift options for online purchases.

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Travel Daily

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



NSW scraps hotel quarantine fees

THE NSW Government has opted to waive fees associated with hotel quarantine for returning residents from Victoria.

The decision will see the policy applied retrospectively, as well as to residents already in hotel quarantine, with Premier Gladys Berejiklian saying the decision was driven by a need to "ease the financial burden on returnees".

"We have listened to the concerns of NSW residents who say they cannot afford to come home," the Premier said.

"We are asking any NSW residents who are in Victoria and want to come home to make their way back to NSW before Fri 11 Sep if they want to avoid paying for hotel quarantine," she added.

It's now poetry in motion



NANCY Smith (pictured) from Helloworld Cootamunda in New South Wales has scored herself a cruise for two on board *Celebrity Solstice* after putting her creative quill pen to the test and composing some great poetry.

She put together a piece about her favourite cruise port in Airlie Beach in the Whitsundays.

GC chief departs

DESTINATION Gold Coast CEO Annaliese Battista has resigned from her position after spending two years in the role.

No reason for her departure has yet been released, however, Battista spoke glowingly about her time at the helm of the Qld-based tourism body.

"I am immensely proud of what we have achieved together during this time, it is a fantastic organisation with a strong volunteer board and a dedicated team," she said.

Destination Gold Coast have indicated they intend to launch a search for a replacement, but no timetable has yet been set.

Lindblad profit dive

LINDBLAD Expeditions has recorded a second quarter adjusted EBITDA loss of US\$25.5 million, representing a decrease of US\$38 million when compared to the same period in 2019.

The adverse impact of COVID-19 has seen segment bookings in 2020 drop by 62% of what they were at the same point 12 months ago, as cancelled and rescheduled voyages take a toll on the company's bottom line.

Lindblad had been enjoying a solid growth period before the pandemic struck, with bookings at the end of Feb up 25% when compared to the previous corresponding period.

Costa plans reboot

COSTA Cruises has revealed plans to gradually resume operations from Italian ports from 06 Sep following formal approval granted by the Italian Govt.

The first of its vessels to set sail will be *Costa Deliziosa*, offering local pax weekly cruises from Trieste to places such as Greece.

Window Seat

TRAVEL restrictions have tested out the bandwidth of many Australian's internet connections, with many finding themselves more home-bound and watching more Netflix than they ever have previously.

But now ironically it appears it's Netflix itself which is doing more of the travelling.

The popular streaming service is currently visiting towns with the funniest names in America, including Zigzag in Oregon, as part of the "Netflix Is a Joke" campaign, promoting its range of upcoming stand-up comedy specials.

A Netflix-branded truck will be in Zigzag, as well as other quirky named towns in the US, with locals who spot the truck in line to earn themselves a free month's subscription.

SATC Murray sesh

THE South Australian Tourism Commission (SATC) is gearing up to host a webinar for agents next week, highlighting the selling points of the Murray River, Lakes and Coorong regions.

The online session is scheduled to take place on 20 Aug at 10.15am (Adelaide time), with quizzes and product presentations also available.

Register for the webinar [HERE](#).

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Where in the world?



THERE'S a hint of where in the world this is in the picture, if you look closely enough.

This bridge was the longest

suspension bridge in the world when it was first opened and is an iconic landmark.

Do you know what is pictured?

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 12 AUG

Pub quiz: 1 Norway, 2 Argentina, 3 The Cambodian riel, 4 Two, 5 Thailand, 6 Rugby Union, 7 Genghis Khan, 8 True, 9 c) \$9.6 billion, 10 Azerbaijan

Whose flag is this: Tunisia

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

Activities to travel for

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

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

ARTGALLERIES
BIRDWATCHING
CAMPING
CYCLING
DIVING
DRIVING
EATING
GOLF

HISTORY
MUSEUMS
ROCKCLIMBING
SIGHTSEEING
SKIING
SURFING
WALKING
WINETASTING

Whose animal is this?



ALTHOUGH this okapi is in the zoo, these animals can usually be found in the wild in forests.

In fact another name for the animal is the forest giraffe, despite the fact that its markings most closely resemble those of

a zebra, with its stripes and rings on its legs.

Okapis are native to only one place in the world, so its unsurprising that these creatures are also the nation's national animal. Do you know whose it is?

TSA gun concerns

THE gradual resumption of domestic air traffic in the United States over recent weeks has coincided with some alarming trends, with the Transportation Security Administration (TSA) indicating the number of loaded guns discovered in carry-on luggage had increased.

The agency said its officers had discovered 15.3 guns for every one million pax screened during Jul, three times the rate found during the same period last year.

Perhaps even more concerning was that 80% of the weapons found were loaded.

Air NZ inks deal

TRAVELPORT has signed a new multi-year content agreement with Air New Zealand that will provide the carrier with links to 68,000 agencies who can access real-time access to its inventory.

STB swipes right

THE Seychelles Tourism Board (STB) has partnered with global finance brand Visa to help promote the island destination as a more appealing holiday for tourists around the world.

A Memorandum of Understanding signed this week will aim to strengthen the destination's marketing strategy globally through the promotion of electronic payments technology and services in Seychelles.

Qantas share fail

QANTAS has blamed the timing of the pandemic for having an "obvious impact" on its latest share raising, with only 14% of its targeted \$500 million achieved via its capital push on 25 Jun.

The raising also coincided with a series of tightened border restrictions across the country's states and territories.

We never forget to care



ADVENTURE World Travel and the TreadRight Foundation have marked World Elephant Day by creating a video with Mark "Butch" Butcher from Jozibani Camp in Zimbabwe to highlight the plight of the endangered animal around the world.

The TreadRight Foundation has also released its *Guide to Elephant-Friendly Experiences*, ensuring travellers are aware of the right and ethical ways to incorporate elephant encounters into their holidays.

"Unfortunately, and unknowingly to a lot of travellers, many elephant experiences are traumatic and abusive for elephants," the Travel Corporation brand said.

The document also includes ways to spot elephant abuse while on a tour, as well as the rationale behind why elephant riding and painting constitutes an act of animal cruelty.

Watch the video **HERE**, and read the full list of ethical travel guidelines **HERE**.

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.

Bob van den Oord has been appointed to the role of Chief Operating Officer for the **Langham Hospitality Group**. Van den Oord brings more than 20 years' experience to the position, having most recently served as the Managing Director at The Langham.

Dorchester Collection's **Mayfair Hotel** has tasked **Jamie Shears** with being its Executive Chef, overseeing the culinary direction of the hotel, including its noted restaurant CUT. He has worked with some of the world's most famous chefs, including the outspoken Gordon Ramsey.

A new General Manager has been selected at the **Emporium Hotel South Bank Queensland**, with **John McIlwain** formally assuming the role. He arrives with more than 30 years of experience in the hospitality sector, having worked with key brands such as Rydges and QT.

Crystalbrook Collection's **Byron at Byron** has made four major appointments ahead of its reopening on 01 Sep, including **Monique Rutene** as Resort Operations Manager, **Sara Coughlan** as Head of Sales, **Pascale Rocher** as marketing chief, and **Angela Harris** as HR Manager.

Something

BIG

is coming...

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Editor – Jasmine Hanna

Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8213 6350)

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