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 \$100 GIFT CARD for every deposited booking*.	 SAVE 20% on all sailings from April 2021 and beyond*.
 GENEROUS COMMISSIONS We offer some of the best commissions in the cruise industry.	 BOOK RISK-FREE with our flexible cancellation policy.
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 BOOK-A-BDM Connect with your BDM in a time and way that suits you.	 REDUCED DEPOSITS Save 50% on the deposit on all sailings*.
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*For more information on Partner Promotions visit trade.ncl.com/berewarded *Offers correct as at 12 August and are subject to change or withdrawal. Offers end 31 August 2020 unless extended. For full terms and conditions visit ncl.com

Today's issue of TD

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

Accor AXA pact

HOSPITALITY giant Accor has announced a new healthcare partnership with AXA, giving guests staying at its properties across the globe access to expert medical teleconsultations.

Effective today all guests in Australia, NZ and French Polynesia will have access to the free-of-charge medical service which can apply to any non-urgent health need and is "suitable for, but not limited to, COVID-19 concerns," according to Accor Pacific COO Simon McGrath.

Australian Traveller reprint in Woolies

AUSTRALIAN Traveller magazine has announced a reprint of its Tourism Australia-supported *100 Ways to Holiday Here This Year* issue (**TD** 25 Jun), proving there is insatiable community desire to start travelling again.

The cover price was reduced to \$3.95 and the initial run was stocked in Coles supermarkets as well as through Flight Centre Travel Associates stores.

The reprint was made possible by Woolworths offering to stock the special edition for four weeks.

Aeronology offers free setup

EXCLUSIVE

AIR booking technology provider Aeronology is offering free-of-charge implementation of its wholesaler flight platform to help the industry remodel as it emerges from COVID-19.

Aeronology co-founder and CEO Russell Carstensen told **Travel Daily** the offer being available during the pandemic ensures all travel wholesalers, cruise firms and even MICE organisers can easily embed flights into services offered to customers.

"I've been inundated with enquiries by various wholesale businesses asking if our ticketing technology could be used within the current wholesale models.

"I know that most, if not all wholesale businesses have little to no air expertise - it's generally a high cost, highly manual service.

"In the current environment, even the big operators are being careful with their money, understandably so...flights are a must-have add-on that most wholesalers and travel suppliers don't manage very well but will need to provide as we work our way out of COVID," he said.

Carstensen said in many cases air was a non-performing value-add to wholesalers' core business.

"This is an opportunity to rebuild your air team and move it to a profit centre, instead of running it at a loss."

Aeronology's free setup offer

is being provided in conjunction with Sabre, Travelport and TravelSky - but not Amadeus.

Existing GDS contracts can be used, or transactions can also be made under Aeronology's own GDS deals if desired.

Aeronology's Aero Tickets application will connect to any mid/back office, Carstensen said, and wholesalers can also optionally connect to WebBeds free of charge if hotels are needed.

"Aeronology's business model is based on a very small transaction fee, a couple of dollars - it's transparent, we don't take commission and the relationship is between the customer and the wholesaler.

"While COVID-19 is still out there and businesses need to remodel, we will not charge any implementation costs - it's only small transaction charges and if you don't use it you don't pay."

The offer is available globally, with limited implementation slots available by contacting enquiry@ aeronology.travel.

BA QR codeshares

BRITISH Airways is set to place its code on Qatar Airways flights to Australia and NZ, including QR services from Brisbane, Auckland, Sydney and Canberra to Doha.

The expansion is on top of BA's current codeshares on QR flights to Perth and Melbourne, in place through the COVID-19 pandemic.

Tasmania extends border closure

TASMANIAN Premier Peter Gutwein has revealed the state's borders will remain closed until 01 Dec, citing the need for neighbouring states to contain COVID-19 as the reason.

Speaking yesterday in parliament, Gutwein said the border extension would provide the time needed for Tasmanians and businesses to adjust to the relaxation of restrictions.

"It will give us time to build the community's trust in our border measures to protect Tasmania from areas in the rest of the country," he said.

MEANWHILE, the Premier also unveiled a \$7.5 million program to support intrastate travel, with the "Make yourself at home" voucher to make midweek accommodation in Tasmania cheaper from Sep to Nov.

Earlybird rewards

NORWEGIAN Cruise Line (NCL) is reminding agents about the range of benefits offered when sailings are booked early.

Perks include a \$100 gift card for every deposit secured, some of the best commissions in the cruise sector, protections in place for commissions already earned, personalised service from a BDM, and a local call centre team that is contactable from Mon to Sat.

For further details about the benefits, see the **front page**.

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New Speaker Announcement
Alan Joyce | Group CEO
Qantas Airways

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Resilience.
Reconnection.

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

CLICK HERE TO LEARN MORE



Crown profit slump

CROWN Resorts has posted an 80% drop in annual profit, with COVID-19 pandemic restrictions and the Australian border closure contributing to the slide.

Net profit after tax fell to \$79.5 million for the financial year, down from a restated figure of \$401.8 million a year ago, the company told the Australian Securities Exchange.

Total revenue also fell 23.6% to \$2.24 billion for the year, with non-gaming revenue contributing \$581.5 million, down 22.7%, and main floor gaming revenue totalling \$1.24 billion, which was significantly impacted by the closure of gaming activities at Crown Aspinalls and Crown Melbourne.

Reported EBITDA was also down 40.6%, totalling \$504.6 million.

Crown progressively stood down more than 11,500, or approximately 95% of its employees as a result of the mandated closure of some properties across its network.

Groupon inks Rezdy

GROUPON has selected Rezdy to be its first partner for Groupon Connect, the company's new "next-generation API".

The technology enables booking partners, reservation and ticketing platforms to directly connect their merchants to the Groupon platform, with Rezdy now able to sync its bookings with Groupon's inventory.

Vanuatu tour in '21

CROOKED Compass has launched a new seven-day tour package in Vanuatu for 2021, featuring visits to volcanoes, traditional villages, bungalow stays, reef snorkels, remote island visits and swims with dugongs.

Prices for the new trip leads in at \$2,969 per person, twin share, with a 20% savings on offer when bookings are made by 31 Aug.

For further information on the trip, [CLICK HERE](#).

CTM limits COVID-19 loss

CORPORATE Travel Management's (CTM) \$8.2 million full year loss (*TD* breaking news), despite the COVID-19 travel slump, has positioned the company for a recovery, according to CEO Jamie Pherous.

Revenue through the pandemic has been significantly higher than previously forecast, with the company able to leverage its strong client base in essential services which have still been able to travel.

An ASX update this morning also confirmed the "business can be profitable on a domestic only model," with the Australia/NZ and European regions both breaking even in Jul.

Pherous said CTM had benefited from its exposure to the largest travel markets, with the northern hemisphere representing 81% of revenue in the Apr-Jun quarter.

However the tough times have seen CTM cancel its already deferred FY20 interim dividend, and there will be no final dividend to shareholders for the year.

Pherous noted the company's strong liquidity position, with no

NSW can be heroes

NEW South Wales' tourism champions are being showcased online, sharing their inspiring stories in a video series aiming to motivate future travel and support the local industry.

The 49 Local Stories were launched today by NSW Minister for Tourism Stuart Ayres and Member for Coffs Harbour Gurmeh Singh in recognition of leading Coffs Harbour operator, Wajaana Yaam Gumbaynggirr Adventure Tours' Clark Webb who features in the series.

The series, produced by Destination NSW, will be a multi channel campaign run across its websites and social media.

The 49 Local Stories feature 11 Sydney-based operators.

Watch the campaign [HERE](#).

debt and net cash of \$55 million alongside undrawn loan facilities of \$180 million.

He said if international travel is shut down for an extended period that was "likely to create opportunities for industry consolidation".

"CTM will continue to pursue potential acquisitions that align with the group's strategy, and is well positioned to pursue any relevant opportunities," he said.

The company's TTV for 2019/20 was \$4.56 billion, down 29% on the \$6.5 billion figure reported in 2018/19.

Virgin cleans it up

VIRGIN Voyages has introduced a new wave of health measures before it sets sail, including more pre-boarding screenings, thermal camera temperature checks, and the use of UV light in cleaning - read the full list of changes [HERE](#).

Katz us if you can

CRUISE Lines International Association (CLIA) MD Australasia Joel Katz has reinforced the cruise industry's best response to the COVID-19 pandemic is to present a united front.

The Association's regional head shared his thoughts following the handing down of the report of the *Ruby Princess* Special Commission of Enquiry, which effectively exonerated Carnival Corporation and Princess Cruises of any wrongdoing (*TD* 17 Aug).

Katz lauded the industry for "working together" with regulators to always put safety first, adding, "this is our industry's greatest strength, however difficult it has been amid huge public scrutiny, and it's helping to drive the many teams of people around the world who are working hard to achieve a new foundation for cruising and create a pathway towards recovery."

More in today's *Cruise Weekly*.

TRAVEL DAILY AWARDS

Honouring travel agents and suppliers for their industry support through COVID-19

We believe it's time to support one another by honouring those who have gone above and beyond in these crazy times.

Nominations open Fri 21 August

More information at awards.traveldaily.com.au

Bringing agents to the table



AFTA'S engagement roadshow rolled on earlier this week with a visit to the offices of Trent Zimmerman MP in North Sydney.

Pictured discussing key issues facing the industry are, around the table from left: Amanda Rixon, AFTA; Claudia Rossi Hudson, Mary Rossi Travel; Bruce O'Brien from Travel Associates Blues Point; Trent Zimmerman MP; Gary Berman of World Corporate Travel; Tom Tescher from Timeless Tours & Travel; Debbi Ashes from Helloworld Travel Lane Cove; and AFTA CEO Darren Rudd.

Hotelbeds' choice

HOTELBEDS has signed a new strategic agreement with Choice Hotels International, which will see Hotelbeds recognised as a preferred wholesaler for the accommodation company.

The deal provides Choice Hotels with access to Hotelbeds' network of 60,000 travel distribution clients globally, such as tour operators, retail travel agents and airlines.

Oakwood ups China

OAKWOOD Serviced Apartments has announced a major expansion push in China, flagging a new lifestyle brand called Oakwood Beluxs, that will open 100 new properties across 50 of the country's cities by 2030.

Carnival breached

CARNIVAL Corporation has launched an investigation into a malicious ransomware attack which saw the data for both guests and staff compromised.

The company said the breach tapped into one of its brand's information technology systems, but did not identify the brand that was affected and declined to provide more details, with the investigation process still in its early stages.

However, Carnival has conceded certain "data files" were downloaded during the attack, and that there is no certainty the information technology systems of its other brands will not be adversely affected.

The company added it believed the incident will not have a big impact on its bottom line.

Kimpton Asia push

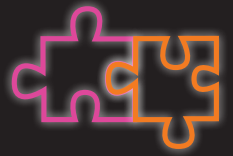
INTERCONTINENTAL Hotels Group has confirmed Kimpton Maa-Lai Bangkok will open on 01 Oct and Kimpton Shinjuku Tokyo the following day.

The two hotels are the first in Southeast Asia and Japan respectively, with a range of upcoming openings also scheduled for Bali, Paris, and Hong Kong.

Kimpton Maa-Lai Bangkok will feature 362 rooms, while Kimpton Shinjuku Tokyo will open with 151 rooms.

**NEED A DISTRACTION
AMID THE DOOM
AND GLOOM?**

Check out our daily puzzle page.



Travel Daily

Tata eyes Air India

TATA Group is close to reclaiming control of Air India, with the country's Government attempting to fully exit the embattled carrier, which has accrued debt of A\$10.81 billion.

The Group originally founded Air India almost 90 years ago, and is set to make a formal bid as the sole eligible purchaser before the 31 Aug deadline.

Air India was taken over by the Government 20 years after it was founded, as part of a nationalisation program.

WA tourism plans

THE Western Australian Government is inviting "market-led proposals" for new tourism attractions for the state's national and marine parks as part of its COVID-19 recovery plan.

The ideas submitted are encouraged to deliver "high-quality" nature-based tourism that will grow visitation and deliver swift economic benefits.

Recently the Government announced \$150 million in funding to upgrade tourism infrastructure - see wa.gov.au.



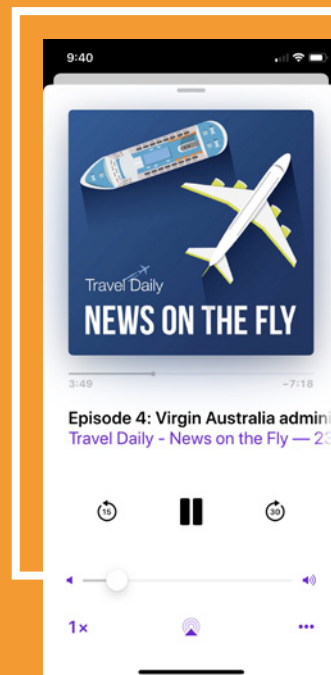
Window Seat

WHEN travel finally reboots, there are now 11 cool new reasons to travel to the planet's southern extremities, with scientists discovering a score of new Emperor Penguin breeding colonies in Antarctica.

The new waddles of birds were discovered by British Antarctic Survey staff who were using high-res imagery from the European Commission's Copernicus Sentinel-2 satellite.

Not to take the gloss off the story, but this amazing nature discovery was made because of the detection of guano stains, aka penguin poo.

Mmm...this simply smells like really good science to us!



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Travel Daily

Pub quiz

- On which NCL ship can you experience the must-see Broadway hit *Kinky Boots*?
- On the *Norwegian Joy* and *Norwegian Bliss* race tracks, you can reach speeds of up to 20km/h. True or false?
- Which NCL ship underwent the company's most extensive bow-to-stern renovation in 2020 and will be sailing down under to Australia & New Zealand from Dec 2021?
- What dining experiences can you find on an NCL ship?
 - Authentic Southern Brazilian churrascaria, Teppanyaki, Fresh seafood, French Bistro fare
 - Fine dining Italian, American-style steakhouse, Spanish tapas and sushi
 - 24-hour grill, Texas Smokehouse, Italian gelato and authentic Mexican
 - All of the above
- There are no fixed dining times or dress codes onboard an NCL cruise. True or false?
- Which NCL accommodation option gives you access to a 24-hour certified butler?
- Grammy-award winning artist Kelly Clarkson is the godmother of which NCL ship?
- Thrill seekers can "walk the plank" on *Norwegian Breakaway* and *Norwegian Getaway*, stepping out on to a six-inch wide plank, hanging 18 decks over the water's edge. How long is the plank?
- For how many consecutive years has NCL won 'Europe's Leading Cruise Line' by the World Travel Awards?
- How many Hawaiian islands do you visit on NCL's immersive seven-day itinerary onboard *Pride of America*?

ANSWERS 18 AUG

Unscramble: ache, aether, arch, char, chart, chat, cheat, cheater, cheer, cheetah, chert, each, earache, earth, echt, etch, etcher, ether, haar, hare, hart, hatch, hate, hater, hath, hear, heart, HEARTACHE, hearth, heat, heater, heath, heather, hectare, here, hetaere, reach, reheat, retch, rhea, teach, teacher, tech, thee, there, three, trachea

Whose flag is this: Greenland

Pub quiz: 1 Spain, 2 Vietnam, 3 Amerigo Vespucci, 4 Iran, 5 The US Dollar, 6 Muay Thai (Thai boxing), 7 A lion, 8 Justin Trudeau, 9 Fiji, 10 False (Kylie Minogue and Adam Hills were the two main stars), 11 Seoul (sole)

Where in the world?



THIS city is the second-most populous in the country, and visited by Norwegian Cruise Line on seven different itineraries between 2021 and 2023. Highlights of the locale

include cable cars to the top of a mountain and a former gaol turned museum which held a famous prisoner. Do you know where in the world this is?

Tropical holiday search

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

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

BEACHTOWEL	ISLAND
BIKINI	PLANE
BORABORA	RELAX
COCKTAILS	SAND
COOKISLANDS	SNORKELLING
FIJI	SUNSCREEN
HAMMOCK	SWIMMING
HAT	VANUATU

HURRY, OFFERS END 31 AUGUST!



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& BE REWARDED.

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RECEIVE A
\$100
GIFT CARD
FOR EVERY BOOKING*



Feel Free™

*Conditions Apply



QTIC free coaching

THE Queensland Tourism Industry Council (QTIC) is now providing free online coaching, available anywhere in Australia.

The new initiative is Stage 2 of the Tourism Industry Business Capability Development Program, which provides one-on-one coaching across four sessions.

The program is tailored to the needs of individual businesses in a bid to provide ongoing support, resources and respond to questions from QTIC's webinars.

Register for the sessions **HERE**.

Long walk, new pier

THE Howard Smith Wharves precinct in Brisbane is seeking approval to turn its two function centres into a hotel, bar and restaurant to ensure its survival.

The operator said the changes are necessary to secure the "ongoing viability" of the tourism precinct, with the ongoing coronavirus restrictions hitting the business's bottom line hard.

The plan requests that Brisbane City Council allow it to be more flexible amid the events sector's major downturn.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Delivering an immersive experience in the midst of Seoul, the **Mondrian Seoul Itaewon** has unveiled its latest property, located in the city's hippest district. Aiming to offer an innovative design and concepts tailored to the destination, Mondrian Seoul Itaewon is the brand's fourth property, with approximately 15 scheduled hotels to be open by 2022.



A former Sunshine Coast motel has just reopened as **Loea Boutique Hotel**, a "chic, boutique hotel with a touch of glam". Located opposite the Maroochy River, the property has undergone an on-trend renovation, with the hotel offering double, twin and family rooms with the decor inspired by "warm breezy beach days", with a soft white colour palette, locally sourced rattan furniture, brass fixtures and luxury bed linen.



JW Marriott, Anaheim Resort has opened this week on the Anaheim GardenWalk, just steps from Disneyland Resort and the Anaheim Convention Center. The property is Marriott International's first in Orange County, with the boutique hotel consisting of 466 lavish guestrooms, including 19 suites, and infused with modern art and augmented reality technology, with a design inspired by the OC's agricultural history.

CONGRATULATIONS Phil, they say the best things come in pairs, with Phil Hoffmann (**pictured**) this year celebrating 30 years as a Qantas Frequent Flyer and 30 years of his namesake travel agency, Phil Hoffmann Travel.

The AM recipient has also been a member of the Australian Federation of Travel Agents

(AFTA) State Committee for 25 years, 11 of which he was Chapter Chairman.

Nationally, Hoffmann has spent 13 years as an AFTA Director, and was President of the Association for six years, following which he was made a life member in 2000.

Phil Hoffmann Travel opened in Sep 1990, and since its inception has grown to an annual turnover of over \$125 million, employing a staff of 200 across its ten branches in Adelaide, Barossa Valley, Gawler, Glenelg, Hyde Park, Modbury, Norwood, Semaphore, Stirling and Victor Harbor.

Hit plastic for six!

SIX Senses Hotels Resorts Spas has set the goal of being plastic-free by 2022, after becoming one of the first signatories of the Global Tourism Plastics Initiative, led by the United Nations Environment Programme and the United Nations World Tourism Organisation.

The hotel operator's commitment will see it eliminate its use of plastics by 2025 at the latest, with Six Senses hopeful it can accomplish the feat with three years to spare.

Also part of Six Senses' commitment is the goal of zero waste to landfill at all resorts and continuing its policy of no single-use shampoos or amenities, and no plastic water bottles.

Africa camp reboots

SINGITA Sabora Tented Camp is reopening next month following an extensive redesign.

The change has transformed the camp into a "modern interpretation of luxury tented safaris, while retaining the quintessential elements of a romantic experience under canvas."

The new camp features hand-stitched leather finishes, durable canvas and campaign furniture.