



TRAVEL DAILY AWARDS

NOMINATIONS ARE OPEN!

Travel Daily wants to support the industry by honouring travel agents and suppliers for their work through COVID-19.

Tell us who has gone above and beyond in these challenging times and how they have supported you.

Nominations are open to both those who are currently employed and those who are seeking new roles.

TRAVEL AGENTS CAN NOMINATE:

- Best airline
- Best ocean cruise line
- Best expedition cruise line
- Best river cruise line
- Best ground transport supplier (car hire, motorhome hire, transfers)
- Best tour operator
- Best hotel group or accommodation supplier
- Best technology supplier
- Best industry support service
- Best industry sales executive

SUPPLIERS CAN NOMINATE:

- Best travel consultant for each state and territory
- Best leisure travel agency
- Best corporate travel agency

Click here to nominate someone now!

**More information at
awards.traveldaily.com.au**

TD Awards open

TRAVEL Daily Awards nominations are now open, with members of the industry invited to support each other by recognising the hard work done by travel agents and suppliers through the COVID-19 pandemic.

Let us know who has supported you through these challenging times, with nominations open to those currently employed and those seeking a new role.

Travel agents can nominate from a range of important categories, including best airline, best ocean cruise line, best river cruise line, best ground transport supplier, best tour operator, best hotel group or accommodation supplier, best technology supplier, best industry support service and best industry sales executive.

Suppliers are also invited to submit nominations for categories including best travel consultant for each state and territory, best leisure travel agency and best corporate travel agency.

CLICK HERE to submit a nomination today, or to view more of the exciting details/categories, see the **front page**.

Senate hears of travel travails

AFTA Chairman Tom Manwaring and CEO Darren Rudd yesterday clearly laid out the dire straits the travel industry is currently navigating, in an appearance before the Federal Senate Select Committee into COVID-19.

The pair appeared in a joint session with the Business Events Council of Australia, with various Senators asking about specific support measures the industry was receiving from Government.

Rudd noted that the sector was very grateful for JobKeeper 2.0, but in response to a question about whether travel agents are being factored into the Tourism Australia *Holiday Here This Year* marketing campaign noted that "there won't be a complete retooling of travel agents substituting domestic product".

"We are actively trying to help them market and think of innovative packaging of product for the domestic market...[but] the problem for our particular membership base is that 70% of the trips booked are international," the AFTA CEO said.

Manwaring echoed the

concerns, noting that domestic product for many years had been geared to direct sales, "sidestepping the travel agent".

"While general tourism is an earning avenue for travel agents, what we would like to see is a little bit more of 'See your travel agent' amongst some of those Tourism Australia ads," he said.

The AFTA Chairman also alluded to the proposed business support package for agents which is part of the organisation's upcoming budget submission (**TD** yesterday).

He highlighted the plight of the industry in contrast to other sectors of the economy, which will be "up and away once the borders open - coffee shops will be thriving as will everything else, pubs, clubs, caravan parks etc".

"Travel agents though will wait a further six months before earnings can be created," Manwaring said, noting that as a result "a lot of agencies will fail without that support".

"It's a \$45 billion business currently going in reverse, and 3,000 travel agents and 40,000 staff depend on it," he said.

Rudd and Manwaring raised the importance of safe state and international border reopenings.

"We think it's critical that a system be developed which will enable the opening of some corridors in a safe way...other countries in the world seem to be making more progress than we are," they noted.

Today's issue of TD

Travel Daily today has six pages of news including our **PUZZLE** page and a front cover page from **Travel Daily Awards**.

No money to burn

TRAVEL Money Oz will temporarily hibernate, leaving the majority of staff working within the business without a job, parent company Flight Centre Travel Group announced yesterday (**TD** breaking news).

The currency exchange & travel money card provider will not operate while international travel remains off-limits to Aussies, with the business to resume when border restrictions are lifted.

The Travel Money Oz Currency Pass, Travel Money Transfers and MoneyGram products are all available online for customers to continue to interact with until the physical return of the business.

Travel Money Oz will also retain a support team to ensure the needs of customers are met.

JAL Syd returns

JAPAN Airlines will reinstate its service to Sydney in Sep, alongside increasing its flight frequency to Singapore.

The airline will offer a once-weekly, one-way service from both Narita International and Tokyo International to Sydney.

Additionally, Japan's twice-weekly Singapore service will increase to thrice-weekly.

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TOSCANA
PROMOZIONE TURISTICA

QATAR AIRWAYS
الخطوط القطرية

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



Viking combo trips

VIKING has released two new departures for its Grand European & Viking Fjords combination cruise, with the 22-day itinerary to now sail on 13 and 20 Sep 2021.

A number of special offers are also available for a limited time on the sailing, which travels between Budapest and Bergen (or VV), such as savings of up to \$4,500 when booking before the end of the month.

The departure visits six countries and features 17 guided shore excursions, and is now on sale from \$8,990 per person.

CLICK HERE for more info.

QR rebounds

QATAR Airways has rebuilt its network to more than 550 weekly flights to more than 85 destinations during Aug.

For the month, eight destinations have resumed, including Adelaide.

Bestjet liquidation payout

THE liquidators of Bestjet Travel Pty Limited, which spectacularly imploded almost two years ago (**TD** 19 Dec 2018), believe there will now be sufficient funds to enable a partial dividend to unsecured creditors, while staff entitlements will be paid in full.

Pilot Partners yesterday detailed the current state of play for their investigations into the collapse, which took place just six weeks after the business was purchased from Rachel James by McVicker International (**TD** 06 Nov 2018).

The liquidators have since conducted public examinations of Bestjet's Director, Robert McVicker Jr, as well as former Director Rachel James, her husband Michael James, and key staff of Bestjet and sister firm Wynyard Travel, including David Lanning (**TD** 25 Jul 2019).

Yesterday's update confirmed that a \$3.6 million claim by credit card processor Integrapay Pty Ltd

had been found to be "without merit," with Integrapay having since withdrawn the claim and also paid the liquidators further funds received after 17 Dec 2018 plus a contribution to legal fees.

"In our view, this has been an excellent outcome for creditors," said Pilot Partners' Nigel Markey.

"The liquidators have been able to quickly obtain access to significant funds for the benefit of creditors at minimal cost despite a serious challenge," he said.

Legal proceedings against sister company Bestjet Singapore to recover Sabre GDS rebates worth about \$3.2 million have also seen formal mediation conducted this week by former Singapore Supreme Court Judge Andrew Ang.

"The mediation was very productive and we remain in advanced settlement discussions with Bestjet Singapore," Markey said, with a further update to be forthcoming in due course.

Mint funds Oz focus

MINT Payments has successfully completed its entitlement offer, which closed at the end of Jul and has raised \$3.45 million.

Funds raised will go towards funding the continued rollout of its payment platforms in the Australia and New Zealand markets, growth initiatives through investment in sales & marketing, the launch of new payment types, and paying down costs associated with its entitlement offer.

The cash injection will also be used to support Mint's delisting from the ASX, with the company to continue trading until 21 Sep.

Mint listed an undervalued share price, lack of historical funding outside of major shareholders and administrative costs as the reason for the move.

The payment company recently entered a five-year agreement with CVFR Travel Group to offer a payment processing platform for travel agents (**TD** 23 Jul).

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Travel Daily
NEWS ON THE FLY



submit your cocktail recipes!

We want your recipes from around the world for our weekly feature.

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Travel Daily

A Virtuoso success

THE Virtual Virtuoso Travel Week was held last week, engaging more than 4,000 luxury travel professionals from 96 countries to discuss the industry's recovery.

There were 72,768 one-on-one meetings between the network's travel advisors and preferred partners, 20 professional development classes, and 50 destination training sessions.

A sustainability session and keynotes were also delivered by Virtuoso Chairman & CEO Matthew Upchurch and Black Entertainment Television co-founder Sheila Johnson.

Ponant's big five

PONANT is next month hosting an online event to spot the Kimberley's "big five".

Hosted on 01 Sep, agents will be able to tune in and listen to a panel of Ponant's in-house Kimberley experts, including Sandrine Erwin-Rose and Mick Fogg and Business Development Manager Craig Farrell to spotlight the region's big five experiences.

The event will also include a live Q&A session at the conclusion of the presentation.

Register for the webinar [HERE](#).

Hawaii push back

THE US state of Hawaii has further deferred the return of tourism, with a previous plan to reopen its borders next month now delayed until 01 Oct.

Governor David Ige said "we will continue to monitor the conditions here in Hawaii as well as key markets on the mainland to determine the appropriate start date for the pre-travel testing program".

Previously Hawaii had hoped to reopen to visitors without a mandatory quarantine period as long as they had proof of a negative COVID-19 test on arrival.

The state is also experiencing its own surge in coronavirus cases, with 5,300 positive since mid-Jul.

Not all doom and gloom

THE lack of international visitation to Australia during the COVID-19 pandemic may not hit the tourism sector as hard as initially feared, Tourism Research Australia (TRA) believes.

In a report released this week, Austrade's tourism intelligence branch said that last year domestic travellers outspent those arriving from overseas by a ratio of more than 2:1, and Australians travelling internationally spent \$26 billion more than overseas visitors spent in Australia.

"In 2019, more than nine million international visitors came to Australia, spending a total of \$45 billion, with only \$31 billion of this international spend reaching the Australian economy," the report concluded.

"This was overshadowed by the \$107 billion Australians spent on domestic overnight travel and day trips...it was also significantly less than the \$65 billion spent

by Australians on 11.6 million outbound trips, half of which was holiday travel."

The TRA report also contends the much talked about domestic-led recovery in Australia could incorporate converting a portion of travellers who had been considering overseas travel into domestic tourists instead.

However, TRA did also recognise the long-term impact that COVID-19 is likely to have on future travel and spending patterns for Aussie travellers.

"People are likely to be more concerned about personal hygiene and safety," the report cautioned.

"This will retard the resumption of all kinds of travel, and people may be more reluctant to undertake some of the activities".

The decline in household incomes is also likely to have a significant impact on travel intention, the report noted.

A-ROSA delays ship

A-ROSA'S E-Motion ship is now scheduled for a Mar 2022 delivery, 10 months later than originally planned.

The new vessel is currently under construction at the Severnav shipyard in Romania, with the interior to be completed at the Concordia Damen shipyard in the Netherlands.

The ship will feature the E-Motion concept which allows a switch to battery power when approaching a port, with the ability to be charged overnight by shore power connection.

First departures are scheduled on the Northern Rhine in Apr 2022, and have been designed specifically to cater for the multigenerational market.

Family-friendly features include 28m² cabins that can sleep up to five people, a dedicated kids' club room, as well as a separate children's pool next to the main pool on the sundeck.



Window Seat


TOURISM authorities in Japan are preparing for the return of visitors by rolling out public toilets in Tokyo's Shibuya district "like you've never seen".

"Toilets are a symbol of Japan's world-renowned hospitality culture," according to a website dedicated to the initiative at tokyotoilet.jp.

Top architects are creating the public dunnies, one of which is attracting attention because it is completely see-through.

It's the brainchild of designer Shigeru Ban, who said it aimed to combat the two key concerns by people as they enter a public restroom: "how clean it is, and whether anyone is inside".

Not quite an exhibitionist's dream, the glass turns opaque when the door is locked.



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CORPORATE UPDATE

Safety key, says HWBT study

THE safety and wellbeing of travellers is the top priority for company travel programs in a post-COVID world, according to a new survey of Helloworld Business Travel (HWBT) clients.

The results of the poll were circulated by HWBT member Reho Travel, noting “priorities in travel programs have been turned on their head in recent months,” with cost savings coming in third place in terms of key issues for customers, behind traveller health, the wellbeing of those with whom travellers interact, and supplier hygiene practices.

Although there was an acceptance among those surveyed that it may take some time for travel to return to 2019 levels, more than a third of HWBT clients are predicting no change in the amount they expect to travel internationally, while some are even forecasting an increase.

The survey also looked at the changes that travellers would like to see before they travel again, with the top answer (40%) being “certainty that air, hotel and car companies are managing sanitation and disinfection well”.

More than a third of travellers are looking for clear government guidelines that it is safe to travel, while an interesting outcome was that 10% of road warriors would like to have “a choice between travelling or not”.

Several respondents said they were not willing to travel overseas if it involved quarantine

requirements.

The survey asked travel managers about their perceptions of the most important services provided by a Travel Management Company (TMC) post-COVID, with the top priority being “identifying and negotiating with suppliers that have best practice with health and hygiene policies”.

That was closely followed by TMCs providing an advisory service for government travel and health policies, such as visas, border controls, quarantine and inoculations.

Two thirds expect to travel again

A NEW report from SAP Concur has found that about 66% of business travellers in Australia and New Zealand “do not expect to routinely limit their attendance at events and conferences” once travel is allowed to resume.

The 2020 Global Traveller Report collated responses from almost 5,000 business travellers in 23 markets, with almost all of the local respondents saying they expect long-term changes to business travel in the post-COVID environment.

One third of Australasian business travellers expect to limit their use of public transport, while almost 25% predicted they will use their personal vehicles for business travel.

The full report is available for download at www.concur.com.

Executive Edge helps out



Picture courtesy Cynthia Bird

THE team from Executive Edge Travel have been lending a COVID-19 helping hand to support Australian family-owned and operated fashion business Fella Hamilton, which has pivoted through the pandemic to produce reusable cloth face masks and other health worker garments.

Executive Edge co-founder and Head of Leisure, Yvonne Verstandig, has pitched in to help out her sister, Fella Hamilton CEO Sharon Hamilton, who has been inundated with major orders for masks from hospitals, government entities, corporates and individuals across Australia.

The new Fella Hamilton range also includes hospital scrubs and gowns which are being rolled out by the iconic fashion house founded in 1969.

The extension of the business has also helped ensure the ongoing employment of Fella Hamilton’s staff, as well as the team from Executive Edge Travel while they await the return of their global travel operations.

Verstandig (pictured in the dark green jumper) said her team were assisting with the

heavy administration workload associated with client liaison, packaging and dispatch of masks.

“We are loving the work and knowing that we are helping with such an important assignment for all the great people at Fella Hamilton,” she said.

“Like everyone we are hoping to get through these challenging times and look forward to a bright new future for travel, but in the meantime we must all try to keep safe, healthy and happy.”

Orbit enterprise

ORBIT World Travel has released the latest version of its Orbit Enterprise software, incorporating ATPCO’s new Reassurance Universal Product Attributes (UPAs) (TD 09 Apr) covering COVID-19 health and safety measures by airlines.

The RouteHappy UPAs complement other enhancements including a new real-time State Border Status widget, check-in hyperlinks for 265 airlines and the ability to switch the platform to a traveller’s local timezone and preferred language.



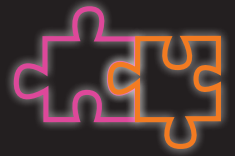
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**NEED A DISTRACTION
AMID THE DOOM
AND GLOOM?**



Check out our daily puzzle page.

Travel Daily

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

H	D	R
A	G	N
Y	A	E

Good – 18 words
Very good – 27 words
Excellent – 36 words

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 09 Aug 2013.

UP THERE on the list of the world's best reasons for a plane crash must surely be this one - the plane collided with a cow.

But alas, it happened on Tuesday this week, with a Lion Air jet this week hitting one of the bovines while it was landing at Jalaluddin Airport in Indonesia, at which point the aircraft skidded off the runway.

While there were no injuries reported among passengers, the cow didn't survive, with the pilot later saying he could smell "burning meat" as the plane ran over the unfortunate animal.

THE world's first Twitter-themed hotel has launched, on the Spanish island of Majorca.

The Sol Wave House Hotel in Magaluf encourages guests to interact using the #SocialWave hashtag, and they can also use Twitter to order room service or have their fridge restocked.

And by following the @SolWaveHouse page they can even keep tabs on new check-ins, in case there's someone they want to connect with.

ANSWERS 20 AUG

Pub quiz: 1 Western Australia, 2 Somali Sea, 3 South Africa, 4 Japan Airlines, 5 Baltic, 6 Paris Metro, 7 Sao Paulo, 8 Manhattan and Staten Island, 9 Dreamworld, 10 Queens Park Rangers, 11 Denpasar (den + pass + arrr)

Where in the world: Bridge of Sighs, Oxford, UK

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

Pub quiz

1. How many countries are larger than the state of Queensland?
2. After London and New York City, which city has the third-highest proportion of foreign-born residents?
3. Which national park makes up almost half of the Australian Capital Territory's land area?
4. Luxury cruise line Silversea Cruises is headquartered where?
5. Regional Express Airlines' entire fleet consists of planes made by what manufacturer?
6. The Sydney Fish Market sits on the foreshore of which bay?
7. Which airline was founded in 1959 as Polynesian Airlines?
8. What tree is depicted on the flag of Norfolk Island?
9. MGM Grand merged with what fellow hotel-casino operator in 2000?
10. On-demand transportation company Gett was formed in which country?

Where in the world?



THIS is just one colourful station in this city's metro system, which is sometimes known as the longest art gallery in the world.

The rail system includes artwork done by more than 100 artists.

This particular artwork was

done by Enno Hallek and Ake Pallarp and commemorates the nearby Olympic Stadium, which (get ready for your big hint) hosted the 1912 games.

Do you know where in the world this is?

Rural NSW recovery

RURAL tourism in NSW should “boom” post COVID-19 restrictions, according to new figures released by the NRMA Parks and Resorts.

The organisation said the state’s rural areas would play a big role in rebuilding the state’s economy, with its report showing bookings for the spring break are up 30% on the same period last year, and more families are desiring intrastate holidays in case they need to go home at short notice.

“They want to be within a few hours of home, in open spaces with lots of fresh air and natural beauty, and most importantly, they want flexible booking options,” said NRMA spokesperson Peter Khoury.

National park holidays have also performed strongly.

Aqua Nera is nearer

AQUA Expeditions is gearing up to add its newest luxury small ship to the fleet, with the 20-suite *Aqua Nera* due to depart a Vietnam shipyard on 31 Aug.

The vessel has been custom-built to undertake voyages down the Amazon, and will be based out of the home port of Iquitos in Peru, where she will undertake three-, four- and seven-night itineraries along the famous South American river.

Prices start from \$5,730 per person, twin share for three-night sailings, subject to future fluctuations in exchange rates.

Aqua Nera had her formal launch ceremony on 29 Jul, following a construction period which only took one year to complete.

For more details, [CLICK HERE](#).



TRAVELMANAGERS' personal travel managers (PTMs) have recently spent some time enjoying rural New South Wales.

Eight PTMs organised a self-famil around the state, in search of new destinations and the opportunity to get together, workshop their thoughts and support each other through the COVID-19 shutdown.

The group of PTMs, based in Sydney, the Central Coast and the Central West of New South

Wales, spent three days travelling around the state while basing themselves in Mudgee (pictured).

The weekend began with a degustation lunch at The Zin House Mudgee, followed by a private tour of local wineries, organised by Mudgee Tourist Bus.

PTM Julianne Gazal-Rizk said the short break was useful, not just to learn about Mudgee, but also as a much-needed time to catch up with each other.

Since the COVID-19 pandemic, PTMs have assisted clients to return to Australia around the globe, having organised for aid workers to get to Addis Ababa, and new parents to travel to Seattle to collect their surrogate daughter.

TRAVEL SPECIALS



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

Vouchers of up to 50% are available on **Tropica Island Resort Fiji** stays of five or seven nights. Vouchers are commissionable to its retail agent community at 10%, with stays able to be taken up to 31 Mar 2022, and there is also no cost for date changes up to seven days prior to arrival. Vouchers are on sale until end of Sep, e-mail book@tropicalisland.com.

Queensland's **Novotel Brisbane South Bank** in South Brisbane is offering a holiday saver package targeting travellers wanting to stay close to home. Valid for sale and travel until the end of 2021, the deal includes breakfast for two at Spice Central Kitchen & Bar - [CLICK HERE](#).

Book a music-themed river cruise with **American Queen Steamboat Company** and save up to US\$1,800 per couple when bookings are made by 30 Sep. [CLICK HERE](#) for more information.

Boutique river cruise line **Riviera Travel River Cruises** has released savings of \$4,000 on a new double river cruise package on the Danube & Douro through **Cruise Traveller**. The offer includes free flights to Europe for the back-to-back cruises in Sep and Oct 2021. Call 1300 561 001.

AKL profit dwindle

AUCKLAND Airport (AKL) has posted a NZ\$194 million profit, down 63% on last year.

The airport's total passenger volumes also decreased to 15.5 million, down 26.5%, with AKL's Chief Executive Officer Adrian Littlewood admitting the facility had been forced to reduce its workforce by 25% due to the significant fall in pax and a fall in infrastructure development.

In Apr, Auckland Airport carried out a successful NZ\$1.2 billion equity raising (**TD** 09 Apr), and last week reintroduced strict new rules when Auckland moved to Alert Level 3.

Sheraton appoints

SHERATON Grand Mirage Resort Gold Coast has appointed a new General Manager, with Keith Massey joining the team.

Coming to the hotel from Thailand, where he was General Manager of JW Marriott Khao Lak Resort & Spa, Massey has also held positions in China, France, Hong Kong, India, Malaysia and Singapore.

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