

## Agents number one

A NEW Travelport study that surveyed more than 5,000 travellers from five countries, including Australia, found that people are now more likely to book through a travel agent than before the COVID-19 crisis.

The report also found that the majority of travellers are ready to consider domestic and international travel, so long as a range of important safety measures are introduced.

These include enhanced cleaning and/or disinfection, access to sanitising gel/wipes, face masks & gloves, social distancing, temperature checks, mandatory wearing of face masks, improved air filtration, staggered boarding protocols and contactless services such as Plexiglass at check-in.

LET NEW  
ADVENTURES  
BEGIN

Join the *itravel* family

MOBILE | FRANCHISE | LINK

FOR A CONFIDENTIAL CHAT  
CALL STEVE  
0409 287 547  
steve@itravel-au.com

**itravel**

## Mental health initiative

THE Australian Federation of Travel Agents (AFTA) has revealed the details of a new four-week mental health initiative, designed to provide travel agents with important emotional support tools during the current health crisis (**TD** breaking news).

The new resilience program, launched in partnership with the Mind Body Brain Performance Institute, will see AFTA fund up to 1,000 places in the initiative, which includes access to a range of online tools, videos, workouts, a social feed, as well as "habit forming daily rituals", scientifically proven to assist participants in maintaining a healthy mindset.

"We selected the Resilient Mind program based on its scientific foundation and proven methods that deliver results," said AFTA CEO Darren Rudd.

"Resilient Mind is a fun and proven way to boost your resilience and we look forward to doing just that together as we take on this four-week challenge," he added.

## SQ tix adjustment

SINGAPORE Airlines has adjusted ticketing time limits on return flights from Singapore to Australia to ensure timely distribution, applying to new bookings made before 24 Oct.

Bookings made six day or less before departures will now get tix one day after booking flights.

Director for the Mind Body Brain Performance Institute Paul Taylor said the program would be a great fit for agents because it focused on the practicalities of the mental health approach.

"I'm a 'pracademic', which means I take the academic research and make it real...giving travel agents access to proven methods," Taylor said.

Agents who register will also receive a free invite for family and friends, which will help draw support from loved ones as agents participate in the program.

Registration is now available via a downloadable form at [afta.com.au](http://afta.com.au), with registrations then to be emailed to Joanne Arancibia at [jo@afta.com.au](mailto:jo@afta.com.au) by Wed 02 Sep.

The initiative will run from Mon 07 Sep through to Sun 04 Oct.

## Emirates eyes full return by mid 2021

EMIRATES COO Adel al Redha believes the carrier will be back flying at full capacity by the northern summer of next year.

Speaking with CNBC on the weekend, al Redha said he was confident the airline would be serving all 143 destinations on its network by mid 2021.

The optimism varies markedly from Australia's national carrier Qantas, which last week flagged only 50% of its network would return by 2022.

MACAO  
READY  
GO



Sign up to become a **Macao Travel Expert** to learn what makes Macao so Special.

Its' Easts meet Wests and the Old meets New culture, the Incredible Gastronomy, all the Fun Activities and the Glamorous Resorts.

Australia & New Zealand agents who complete the training quiz and score highest within the shortest time frame will win a prize.

Register Now  
[macaotravelexpert.com](http://macaotravelexpert.com)

## Today's issue of TD

*Travel Daily* today has six pages of news including our PUZZLE page and a full page from **Okinawa Tourism**.

## STA goes into administration

STA Travel Group has gone into voluntary administration following the collapse of its Switzerland parent company STA Travel Holding AG last week (**TD** 20 Aug).

Deloitte has been appointed as the company's administrators, with STA citing the downturn in trading brought on by the global pandemic as the primary driver for the company's failure.

Deloitte's Jason Tracy said he was now doing an urgent financial assessment of the group to determine whether or not a global restructure or business sale can be achieved.

## NZ agent support

NEW Zealand's travel agency sector united yesterday in a meeting with the country's Minister of Immigration Kris Faafoi and Minister of Tourism Kelvin Davis, pleading for support through the COVID-19 pandemic.

The heads of First Travel Group, Flight Centre, Helloworld and House of Travel have combined to lodge a formal Proposal for Support of the Travel Agency Sector, describing the discussions with government officials to date as "positive".

"The next step is to more accurately quantify the scale of outstanding customer funds and the costs incurred in retrieving them," the group said.

"We'll be working closely with Ministry of Business, Innovation and Employment to form an aligned proposal that will then go to the Ministry of Finance by the end of the week."

The proposal is set to be presented to government during the next NZ cabinet meeting.



## Magnifica delayed

MSC Cruises has been forced to postpone the restart of its *MSC Magnifica* sailings until 26 Sep due to the introduction of additional COVID-19 testing measures in Italy.

With the testing targeting Italians who have travelled to Greece, MSC said it had seen cancellations and a softening of demand for *Magnifica*.

## Delta steers a middle course

DELTA Air Lines (DL) will increase its overall capacity in Economy class from 60% to 75% from Oct, but will keep its middle seats unreserved until early 2021.

From Oct, DL will make available more aisle and window seats, and will let families book seats next to each other, with Economy capacity to be reevaluated in Oct.

However, capacity in First class will remain at 50% until Nov.

## Coordinate our borders

THE Business Council of Australia, supported by a number of prominent stakeholders in the travel sector, has composed an open letter to the National Cabinet calling for a co-ordinated framework for the reopening of Australia's domestic borders.

The coalition represents a range of industries critically affected by the sporadic border closures, with the letter pleading for government to take an "evidence-formed, consistent" approach to containing the virus.

While acknowledging the need for the health of Australians to come first, the letter details the "serious consequences" that a lack of coordinated border policy has had on Australian businesses, inhibiting their ability to make an economic recovery.

"The rapid and piecemeal implementation of complex and inconsistent domestic border

restrictions in response to COVID-19 is impacting families, destroying jobs and crippling the Australian economy's ability to recover from this pandemic," the letter stated.

"In May, we welcomed the National Cabinet's announcement of a nationally agreed three-step COVID Safe plan...instead, what has emerged is a patchwork of inconsistent state and territory-based rules that ignore the reality of the way small and large businesses operate across borders and Australians live."

Read the full letter [HERE](#).

## Jetstar halts NZ

JETSTAR has suspended flights in NZ until 06 Sep, citing the requirement to keep the middle seat free as unsustainable.

Affected customers will be able to reschedule their flights or receive a credit voucher.

## Window Seat

ONE of Sydney's most iconic tourist landmarks recently played host to the filming of Aussie hip hop trio Bliss n Eso's latest film clip.

Titled *Lighthouse*, the new song filmed at the top of the Sydney Tower represents a full revolution of the creative juices for the popular music group.

"Eso and I came up to the Sydney Tower when we first made the group and wrote some rhymes, and...many years it is later, here we are shooting the first music video ever shot up here," Bliss enthused.



# 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](http://etihad.com/wellness)

**Your wellness, our priority.**

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



## Okinawa agent support

### EXCLUSIVE

**OKINAWA** is set to ramp up its support of the trade today, with the roll out of a new online learning platform, marketing and incentive campaign.

The first two of five modules are now available, providing a general introduction to the destination, an exploration of the islands that comprise the region, along with details of prizes on offer.

Located to the south of the Japanese mainland, Okinawa has welcomed more than 38,000 Australian travellers since 2018, and is gearing up to grow that number even more, according to Okinawa Tourism Account Manager Antonio Khattar.

“The islands are one of Japan’s best kept secrets and a destination with true appeal to

the Australian market given our love of Japan and beaches.

“Okinawa offers a unique blend of Japanese and Ryukyu culture, with many of the centuries-old Ryukyu traditions and festivals available for travellers to experience throughout the year and we look forward to welcoming Australians back to a very unique Japanese experience once the borders re-open,” Khattar added.

Over the coming weeks, three additional modules will be rolled out spanning Okinawa gastronomy and culture, activities for travellers and festivals that are unique to the region.

For agents that register and complete all five modules, a top prize is on offer, a trip for two with five nights accommodation, breakfast and airport transfers.

Consolation prizes include bottles of Awamori, a distilled alcohol unique to the region.

The training platform is built via the **Travel Daily** Training Academy and can be viewed online **HERE**.

## Carnival celebrates

**CARNIVAL** Cruise Line has announced that its new Excel-class ship, arriving in 2022, will be christened *Carnival Celebration*.

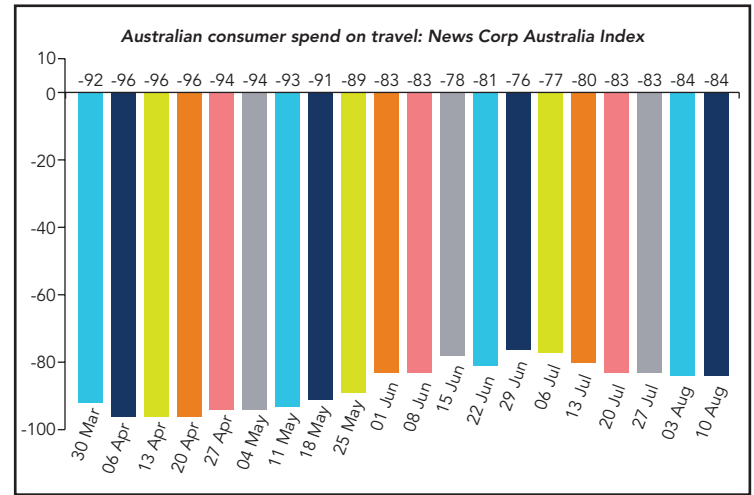
“The name...couldn’t be more perfect for a ship that will be a key component of our 50th birthday festivities,” said Carnival President Christine Duffy.

She will debut in Nov 2022, operating from PortMiami where she will be a sister ship to *Mardi Gras*, the first in the Excel series which is currently scheduled to enter service on 06 Feb 2021.

## Air NZ links PVG

**AIR** New Zealand has introduced its second weekly service on the Auckland to Shanghai Pudong route, operating services on Sat from Auckland to Shanghai Pudong using Boeing 787-9 aircraft.

## The graph says it all...



### EXCLUSIVE

**THIS** week’s News Corp Australia consumer travel spending update is predictably depressing, reflecting the ongoing impact of border closures and the

Victorian lockdown on consumer confidence to spend on travel.

However, News Corp MD Food & Travel Fiona Nilsson said a bright spot was that cruise and travel agent spending showed the first increases for several weeks.

## AFTA UPDATE

from the Australian Federation of Travel Agents

**TODAY** we announced the launch of an innovative, scientifically-based four-week mental wellbeing and resilience program and you’re invited to join.

The four-week challenge will commence on 07 Sep and is

for anyone who is interested in enhancing their physical state, mental wellbeing and building mental resilience.

We know that these are tough times, lives have been turned upside down and significantly impacted by fear, anxiety and panic about coronavirus.

Following on from the bushfire disasters over summer, our travel and tourism community has been materially impacted in a number of ways and faces ongoing struggles. Research shows that this has led to significantly higher levels of anxiety, depression, anger, confusion and uncertainty, and financial stress.

In addition to business support, assisting members with mental wellbeing support is a priority of AFTA and the Board of Directors.

So, to assist members AFTA has partnered with the Mind Body Brain Performance Institute



**AFTA**  
AUSTRALIAN FEDERATION  
OF TRAVEL AGENTS

to deliver this comprehensive resilience program that will provide members with the necessary mental and emotional support, along with a range of proven practical,

actionable strategies and tools to help them in the face of adversity.

Designed by Exercise Physiologist, Nutritionist and Neuroscientist Paul Taylor, the guided program blends resilience education with mindset tools, workouts, recipes, leader-boards, a social fee and a habit-forming Ritual Board to deliver real and long-lasting benefits to those who participate.

AFTA is subsidising the cost for members, and thanks to an anonymous donor and the generosity of Paul Taylor, the program is free for those who wish to participate.

To learn more visit the AFTA website – **CLICK HERE**.

So, grab your colleagues, and register your team for the challenge by completing this form and returning it to Joanne Arancibia at [jo@afta.com.au](mailto:jo@afta.com.au).

## 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).

**CLICK HERE TO LEARN MORE**

VISITFLANDERS



**GET YOUR MESSAGE  
TO LISTENING EARS**

**CLICK HERE FOR INFO ON  
PODCAST SPONSORSHIP**

Travel Daily

## Virgin slammed by COVID

**THE** administrators of Virgin Australia have concluded the airline's difficulties were "largely due to the inability of the Virgin Group's balance sheet to withstand the immense financial impact caused by COVID-19".

The opinion is part of Deloitte's formal 192-page Report to Creditors released this morning (**TD** breaking news), which tracks the carrier's performance through the years before it was placed into administration in Mar.

"The balance sheet had been weakened from cumulative losses incurred almost year-on-year from 2009 to 2020 of approximately \$2.2 billion," Deloitte said.

During that period, VA's revenue had continued to grow, "however it was not profitable growth," the administrator noted, with the company unable to derive sustainable profits from its

change in strategy from a budget to a full service airline.

The Deloitte report found that COVID-19 was the final nail in the coffin, with the business reducing its capacity to less than 10% of normal levels by 22 Mar this year.

"Such a reduction in business was not sustainable to service the Virgin Group's costs and debt load," the administrators said.

Support was sought from the airline's shareholders but they were also exposed to the crumbling global aviation sector, while attempts to secure funding from less conventional sources including state and federal govts were also ultimately unsuccessful.

Deloitte, which was appointed administrator of the Virgin Australia group of companies on 20 Apr, concluded the airline may have traded insolvently since 18 Mar 2020 as the impact of travel restrictions increased.

## VA credits honoured

**VIRGIN** Australia Future Flight Credits will be honoured for bookings through to 31 Jul 2022 and travel until 30 Jun 2023, under the proposed Deed of Company Arrangement for the sale of the carrier to Bain Capital.

The Report to Creditors from Deloitte issued this morning says bookings using the credits will be "subject to seat availability within the fare class reserved for Future Flight Credits on the selected flight," with the administrator estimating that the total value of these credits is \$550m-\$650m.

## 100% staff payout

**EMPLOYEES** of Virgin Australia will receive their full entitlements under the proposed sale of the carrier to Bain Capital.

The VA Report to Creditors says those leaving will get a 100% payout, while those still employed will be paid "in the normal course of business".

## Average payout of 9% to 13%

**UNSECURED** creditors of Virgin Australia are estimated to receive between 9c and 13c in the dollar under the proposed Deed of Company Arrangement (DOCA) detailed in this morning's VA Report to Creditors.

The DOCA envisions the establishment of a Creditors' Trust which would administer available funds through four separate "Trust Pools" based on the type of debt owed and the VA Group entity involved.

A summary in the report notes 1,437 general creditors owed \$237 million, 63 landlords owed \$201 million, statutory creditors such as the Australian Taxation Office owed \$19.3 million and 9,022 employees with entitlements worth \$129 million.

There are 6,500 bondholders owed \$1.93b, with this group not responding to the report before **TD's** deadline today.





# 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.

**Click here to nominate someone now!**

**More information at  
[awards.traveldaily.com.au](https://awards.traveldaily.com.au)**

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

[CLICK HERE TO LISTEN](#)

## Pub quiz

1. Excluding daylight savings, how many time zones are there in New South Wales?
2. Upon its completion, Crown Sydney will join Crown resorts in which two other Australian cities?
3. Online travel agent TripADeal appears on the jerseys of which two NRL teams?
4. Holland America Line traditionally adorns its flagship with what name, which is also the city where the cruise line was founded?
5. Travel technology company Hotelbeds' headquarters is on what island?
6. Is the Pullman Hotels & Resorts brand defined as luxury, premium or midscale?
7. Which airline is thought to have had the first in-flight magazine?
8. Norwegian Cruise Line is designing its new terminal at PortMiami to look like what sea creature?
9. Cook Islanders are nationals of their own country, but also citizens of which other country?
10. After New York City, which US city is home to the second-most skyscrapers, with 118?

## Where in the world?



**TODAY'S** where in the world is possibly a little easier than usual, as this street is so iconic.

As of 2015, the location was receiving around two million visitors a year and up to 17,000 per day on a busy weekend

during summer.

Since you probably know where in the world this is, the tricky part of today's puzzle is telling us what is the name of the street, as well as what city it is located in.

Check tomorrow for the answer.

## International Bacon Day



**THIS** year's International Bacon Day falls on Sat 29 Aug, giving you plenty of time to cook up a hot breakfast and savour the delicious flavours of bacon, without having to worry about rushing off to work.

That said, it doesn't have to be

breakfast - bacon can arguably be enjoyed in any meal of the day.

No matter how much bacon you consume in celebration, you'll be hard pressed to beat Matt Stonie, who holds the world record for bacon eating, consuming 182 rashers in just five minutes.

## 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.

M	I	P
T	U	H
R	D	E

**Good** – 22 words

**Very good** – 33 words

**Excellent** – 43 words

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

### ANSWERS 24 AUG

Whose flag is this: Latvia

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



## LATAM's cash slide

LATAM Airlines Group has reported a 75.9% fall in revenue for the second quarter of 2020 when compared to the same period last year, slipping to US\$571.9 million for the period.

The poor result has been driven by ongoing travel restrictions, with only a small number of routes rebooting during the quarter, such as limited capacity flights in Chile and Brazil and domestic operations in Ecuador.

## AirAsia bundle deal

ONLINE travel platform Agoda has partnered with AirAsia.com to collaborate on a number of initiatives designed to encourage travel in Southeast Asia as borders begin to open back up.

The strategic deal will see a sharing of flight and hotel inventories in the region, with AirAsia customers able to take advantage of deals by booking via the carrier's SNAP platform.

## In for the long-haul

THE Thailand Government has announced that tourists will be welcome back at its popular island destination of Phuket from Oct - provided they stay on holiday for at least 30 days.

Visitors will be required to stay for two weeks in hotel quarantine as part of the 30 days, including taking two separate COVID tests, after which they can visit any part of the island.

Thailand hasn't had a confirmed case of a local transmission for nearly three months, according to its government's figures.

## Feeling free to book in 2023



VIKING has released a selection of its Europe, Russia, Egypt and Southeast Asia river cruises for the 2023 season at 2020 prices.

The offer is available to bookings made by 31 Aug, providing savings of up to \$4,600 per couple on select itineraries.

Highlights of the voyages now on sale include the 15-day Grand European Cruise from Amsterdam to Budapest (or vice versa), visiting four countries and offering 12 guided tours.

The cruise departs 24 Oct 2023 and is priced from \$7,395 per person, twin share, offering savings of up to \$1,000 per couple and air credit of up to \$3,600 per couple.

Another sailing on offer is the 15-day France's Finest voyage from Paris to Avignon (or vice versa), featuring stops at some of France's most highly regarded vineyards, and the opportunity to follow in the footsteps of the legendary French heroine Joan of

Arc at Rouen.

Rates for the trip which departs 14 Nov 2023 lead in at \$6,195ppts and offers savings of up to \$1,000 per couple.

Viking said it released the selection of 2023 cruises in response to a demand from the local market and to give travellers and agents the ability to plan ahead during a volatile time.

"We know travellers are seeking certainty in order to plan their future travels, which is why we've opened 2023 departures for sale before any other major river cruise line," said the line's Managing Director Australia and New Zealand Michelle Black.

"Now is the time to plan ahead for your pick of dates, staterooms and value for money for our 2023 departures - and of course, enjoy the confidence that only Viking's Risk-Free Guarantee can deliver," she added.

**Pictured:** One of Viking's long-ships sailing Budapest.

## Fiji ecology course

SCUBA diving instruction company Ocean Ventures Fiji has introduced a new coral reef ecology course that provides agents with a better knowledge of the country's coral ecosystems.

The online course can be completed as a standalone program for US\$50, or with certification for US\$95.

Deductions of US\$50 for select dive packages are on offer for participants who plan to dive with Ocean Ventures Fiji in the future.

More details available [HERE](#).

## MONEY

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

**AU\$1 = US0.714**

THE strength of the United States dollar has capped the Australian from making strong gains, closing only 0.1% higher.

The United States dollar did however have the same effect on other global currencies, meaning the Australian dollar was higher in other markets, gaining 0.2% against the Pound sterling and Yen and 0.1% against the Euro.

Wholesale rates this morning.

US	\$0.714
UK	£0.547
NZ	\$1.090
Euro	€0.606
Japan	¥75.85
Thailand	฿22.40
China	¥4.885
South Africa	12.05
Canada	\$0.940
Crude oil	US\$44.35

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



Travel Daily

[www.traveldaily.com.au](http://www.traveldaily.com.au)

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

### EDITORIAL

**Editor in Chief and Publisher** – Bruce Piper  
**Contributors** – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper.  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

### ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

### BUSINESS MANAGER

Jenny Piper  
[accounts@traveldaily.com.au](mailto: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)

*Travel Daily* operates by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).

CRUISE WEEKLY

travelBulletin

business events news

Pharmacy Daily

*Travel Daily* is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

# Discover Okinawa



**Nakijin Village, Okinawa Main Island**

The **Discover Okinawa** training platform has been created to expand your knowledge on the stunning islands of Southern Japan.

**The first two modules are now available!**

1. Okinawa 101 - An Introduction
2. Exploring the Islands of Okinawa

More modules will be released over the coming weeks.

*Complete all the modules to be in the draw to win the major prize of a 5 night Okinawa getaway in 2021 as well as an Awamori prize pack to be awarded at the end of each module.*

**REGISTER  
HERE**

