

Join PONANT and spot *The Kimberley's 'Big 5'*

Live Online Event
Tuesday 1 September
4pm AWST | 6pm AEST



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Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page and a front full page from Ponant.

Qantas sheds 2,500

QANTAS is proposing to outsource groundhandling operations at a number of major hubs, a move which will see a possible further 2,500 jobs shed and a saving of \$100 million.

The cuts will affect staff based at Sydney, Melbourne, Brisbane, Adelaide, Canberra, Cairns, Townsville, Alice Springs, Perth and Darwin airports, with Qantas Domestic CEO Andrew David stating the job losses were "unfortunate" but necessary in light of how COVID-19 continued to adversely impact the sector.

MEANWHILE, Jetstar Airways has also flagged a move to outsource groundhandling at the six remaining Australian airports where the work is done in-house.

IATA waives agent audits

EXCLUSIVE

THE International Air Transport Association (IATA) has confirmed a range of changes to facilitate travel agents renewing their annual accreditation, "in light of the challenging circumstances as a result of the COVID-19 outbreak".

An IATA spokesperson told *Travel Daily* that in consultation with the Agency Programme Joint Council Australia, the organisation had "waived the requirement to submit Audited Financial Statements for this year's financial review exercise".

However, independently certified financial statements prepared by a qualified accountant in accordance with Australian Accounting Standards will still need to be submitted if agencies wish to maintain their accreditation.

The deadline for the submission

of documents for the review exercise has also been extended through to 23 Oct 2020 to allow more time for agents to submit.

The audit requirement changes are specific to agents in Australia, but IATA has also confirmed that alongside these local changes, agents across the world do have the option not to submit their financial statements.

This can be done by opting out of this year's financial assessment exercise under Resolution 812, under which a "No Risk Status" is assigned to the agency and the Remittance Holding Capacity is set and limited to the level of financial security that the agent provides voluntarily.

Agents can also opt to change from the GoStandard to the GoLite accreditation model, which foregoes the requirement for financial statements or financial security.

Now you see me...

PONANT is going on the hunt for the Kimberley's "big five"...but just what are they you ask?

The cruise line is holding a live online event next Tue for you to find out, beginning 4pm Kimberley time and 6pm (AEST). See the **front page** for details.

Thredbo ski tours

THREDBO is hailing its "storm of the season" that has delivered over 78 centimetres of powder in seven days, allowing the launch of new Snowshoe Tours, adding to the variety of the ski resort's Backcountry Tours.

The biggest overnight fall was 30 centimetres on Fri night, with Thredbo's snow depth now well in excess of a metre.

The guided venture takes skiers on a trek to point out interesting features and landmarks of the Australian Main Range, as well as a climbing adventure to the top of Mt Kosciuszko.

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Cunard extends

CUNARD Line has extended its pause in operations, which will see all of *Queen Elizabeth's* 2020/21 season sailings to Australia cancelled.

The ship's voyages have been cancelled through to 25 Mar, as has *Queen Mary 2's* sailings through to 18 Apr and *Queen Victoria's* trips until 16 May.

The extended pause will also see a range of itinerary changes in 2021, including a new 2022 world voyage which will visit Australia, and new European sailings.

The new 118-night world adventure will depart roundtrip from New York on 03 Jan 2022, and will visit Greece, the United Arab Emirates and more.

Affected guests will be contacted by the cruise line.

Accor/IHG merger?

ACCOR Hotels is reportedly examining a merger with rival InterContinental Hotels Group (IHG), according to a report by French media outlet *Le Figaro*.

However, the report indicated that no formal approaches had been made by Accor, with the cited motivation to merge being the global pressures on the hotel market due to COVID-19.

Japanese skiing

THE Japan National Tourism Organization will host a new webinar at 11am, 27 Aug on Japan's ski appeal - access [HERE](#).

CATO proposes reforms

THE Council of Australian Tour Operators (CATO) has stoked debate about how the nation's travel sector should operate, today releasing a discussion paper proposing key changes around consumer protection (**TD** breaking news).

Acting on behalf of a number of submissions from across the industry, CATO's paper addresses the idea of enhancing consumer protection, as well as reforming the AFTA Travel Accreditation Scheme (ATAS) model.

Part of the proposal put forward advocates for the establishment of a consumer-funded insolvency protection scheme, which would be compulsory for all international leisure bookings but only available through ATAS accredited entities.

The proposed benefits would provide improved consumer

protection, in addition to creating a compelling reason for Australian travellers to book with ATAS members.

Meanwhile, the paper also put forward the idea of broadening the scope of ATAS, featuring separate versions for travel agents, wholesalers, tour operators and cruise companies.

ATAS would become the Australian Travel Accreditation Scheme and be administered by AFTA, but overseen by a board comprised of AFTA, CLIA and CATO, with each group required to sign off on accreditation criteria for each sector.

CATO Chairman Dennis Bunnik told **TD** the proposals should only be viewed as a draft for discussion in the hope of generating some healthy debate.

Read the full discussion paper online [HERE](#).

Princess cancels

PRINCESS Cruises has announced the cancellation of a range of voyages through to 01 Apr 2021, including *Pacific Princess'* season in Australia.

Also not going ahead will be Princess' 2021 world cruise ex Los Angeles on *Island Princess*.

Other cancelled voyages include sailings in the Caribbean, New Zealand, the Panama Canal and South America.

Princess attributed the cuts to global restrictions and limitations.

Travel tech startup

AUSTRALIAN travel tech startup reZme has launched a capital raising to fund its ambition of disrupting the online travel agency space.

ReZme's key purpose is helping hotels increase direct bookings, with a low cost monthly subscription fee and zero booking commission, with investors able to take a stake via the crowdfunding platform Birchal.

The platform wants to secure \$800,000 in funding.



Window Seat

PERHAPS one of the most fitting acts of crime was carried out at the The Iga-rya Ninja Museum in Japan last week, with a band of, you guessed it, ninjas stealing a safe containing close to US\$10,000.

Security staff at the popular tourist attraction claim the daring heist only took less than three minutes to pull off.

"It was planned, they must have scoped us out and singled us out," one official said.

Making things even more ninja-like was the fact the museum is located in the shadowy area of a Japanese forest, the perfect hunting ground for the suspected group of nefarious ninjas.

On top of that, the museum was also robbed only weeks after reopening from a period of lockdown.

The only silver lining, if the culprits are captured, they may well end up as a permanent exhibit as punishment.



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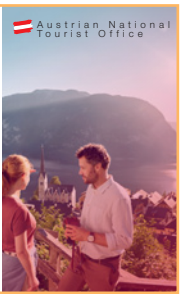
QATAR AIRWAYS



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Austrian National Tourist Office

Discover the GC

DISCOVER Queensland has added 15 luxury homes on the Gold Coast to its suite of holiday homes available in the state.

The properties will join a range of options already on offer in North Queensland and the Sunshine Coast, with CEO Steve Chant stating that continued demand had led to the expansion.

"We have seen a great take up on our selection of holiday homes on the Sunshine Coast and in North Queensland, so we see it as a natural progression to now be able to extend this type of holiday experience to those looking for holiday homes on the Gold Coast," he said.

To celebrate the new properties, Discover Qld is offering a range of discounts - more details [HERE](#).

Sharma highlights agents

FEDERAL Member for Wentworth, David Sharma, has singled out travel agents for support in Federal Parliament this week, urging the government not to forget about their plight, and asking prospective travellers to book through their local agent.

Describing the COVID-19 pandemic as "particularly damaging" to Australia's travel sector, Sharma referenced meet and greets with travel agencies in his electorate in eastern Sydney, part of a range of meetings with MPs spearheaded by AFTA Chief Executive Officer Darren Rudd in recent months.

"Over the last few weeks, I have been meeting and visiting with a number of travel agencies in my own electorate: Wentworth Travel at Double Bay, All Tours at Edgecliff, Right Directions Travel in Queens Park, Flight Centre at Edgecliff and the Travel Industry Club in Paddington, I have been hearing firsthand how they are dealing with these unprecedented challenges," Sharma said.

"Some have never been as busy but it is in processing refunds, when they have processed the refunds, they have also had to return the commissions they earned from these sales.

"These businesses have

benefited from JobKeeper but, in many respects, it has never been tougher for them.

"They have many of the same costs but their cash flow is often negative because they have no new bookings coming through the door," Sharma added.

AFTA's head Darren Rudd has now organised nine visits to local Members so far, creating a forum for 26 travel agencies to share their individual challenges directly with political figures.

"AFTA is attacking this problem at multiple levels to make sure our political decision-makers understand how devastatingly hard hit travel agents have been by COVID-19, border closures and travel restrictions," Rudd said.

"The impact of hearing directly from agents from within their local community really hits home as David Sharma's comments to Parliament show, he, and in fact all the parliamentarians briefed so far now understand the multiple challenges travel agents face, the value of travel agents and the important work agents have been providing in supporting consumers," he added.

The electorate campaign builds on AFTA's direct Federal lobbying for more agent financial support.

Amadeus advises

AMADEUS has released a new report titled *Omnichannel, a source of differentiation in the new reality*, which aims to help travel sellers achieve success in the "new era of travel".

"An omnichannel strategy that allows travel brands to respond to this ultra-connected landscape and the evolving customer needs is a must," the report said.

"To regain travellers' trust and get them travelling again...it will be crucial that travel brands offer a frictionless and convenient experience across all points of contact."

Read the full report [HERE](#).

WTTC dashboard

THE World Travel & Tourism Council (WTTC) has introduced a new data dashboard that measures the recovery of travel demand across major sectors such as aviation and hotels, as well as travel intentions through online searches.

The data is collated over weekly intervals and across major international markets, including Australia, with featured graphs examining Google searches in comparison to COVID-19 cases, shifts in booking behaviour, as well as the percentage change in searches when compared to the previous week.

Travel demand in Australia was shown to have dropped by 8% for the week ending 09 Aug when compared to the first week of Jul.

View the new tool [HERE](#).

Regent Europe '21

REGENT Seven Seas Cruises' (RSSC) latest brochure for Europe features more than 80 voyages to the Mediterranean, Northern Europe and the Baltics, departing between 07 Jul and 22 Sep 2021.

Highlights of RSSC's latest collection include the addition of 15 new ports to destinations such as Dunkerque in France, Eskifjordur in Iceland, Kaliningrad in Russia, Klaksvik in Faroe Islands, and Liepaja in Latvia.

View the full online version of the brochure [HERE](#).

Federal Court backs hard borders

THE Federal Court has found in favour of The Western Australian Government's hard border stance, concluding a dispute with mining magnate Clive Palmer.

The court decided WA's hard borders had helped to mitigate the spread of COVID-19, rebuffing Palmer's claim that by denying him a travel exemption, WA had infringed his constitutional rights.

The Qld Govt hailed the decision as a vindication for hard borders.



NOMINATIONS ARE OPEN!

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

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AA cuts 15 cities

AMERICAN Airlines (AA) will drop its services to 15 cities when its bailout money runs out in Oct.

Flights will start to be suspended from 07 Oct, with affected destinations including Del Rio, Greenville, Kalamazoo-Battle Creek, Springfield and Williamsport.

The service cuts will initially last one month through to 03 Nov, but could be extended beyond this date if needed.

AA has also reportedly slashed more than 40,000 jobs from its business due to COVID-19-related pressures on its bottom line.

Sudoku

BEGINNER

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Numbers can only be used once in each row, column, and 3x3 box.

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

www.sudokuoftheday.com – visit them and get a new Sudoku every day!

Pub quiz

1. Mount Bartle Frere is the highest point in which Australian state?
2. Which airline currently produces the longest-running inflight magazine?
3. Is Lord Howe Island closer to Sydney or Norfolk Island?
4. Which city is nicknamed The Capital of Latin America?
5. What percentage of Perisher Ski Resort's runs are classed as "advanced", or "black diamonds"?
 - a) 18%
 - b) 22%
 - c) 60%
6. Which airline's call sign is "Shamrock"?
7. Why does cruise line Paul Gauguin Cruises take the name of the French Post-Impressionist artist?
8. Which luxury hotel chain is attempting to get approval for a 237-metre-high accommodation in Sydney's Pyrmont neighbourhood?
9. The Japanese capital of Tokyo is located at the head of which bay?
10. Athens is the capital of and largest city in Greece, but which is next-largest?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 01 Aug 2013.

GOOD news for wildlife and adventure travel operators - scientists at Idaho State University have launched a new program which aims to once and for all solve the mystery of Bigfoot - the legendary and elusive gigantic bipedal mammal which is believed to roam North America.

Dubbed "The Falcon Project," the scheme will utilise a drone aircraft with a camera attached to conduct a grid search of the Canadian wilderness.

The move follows last week's emergence of a video on YouTube which shows admittedly grainy footage of an ape-like creature, and has been viewed over 300,000 times.

However some experts believe it's unlikely that the drone will find anything, with one avid **Travel Daily** reader commenting that "sasquatch is far too intelligent to be fooled by a feeble drone".

Whose flag is this?



YOU could easily be tricked into thinking this flag belongs to another country - there are two who share this simple design, with the only difference being the width-length ratio of the flags.

To make matters even more confusing, there is also another country who shares the design

except the colours are switched, with the red down the bottom instead.

Can you name the two countries which have this exact design (with the red up the top)? Bonus points if you can also name the country that the flag with the switched colours belongs to.

ANSWERS 25 AUG

Pub quiz: 1 Three – Broken Hill, Sydney and Lorde Howe Island (GMT +9.30, +10, +10.30), 2 Melbourne and Perth, 3 Manly-Warringah Sea Eagles and St. George Illawarra Dragons, 4 Rotterdam, 5 Mallorca, 6 Premium, 7 Pan American, 8 A mollusc, 9 New Zealand, 10 Chicago

Unscramble: demur, drum, drupe, duet, dump, dumper, dumpier, dupe, erupt, hued, humid, hump, humped, burt, impure, impute, imputed, mute, muted, prude, pure, putrid, rheum, rude, rued, rump, tedium, thru, thrum, thud, thump, thumped, triumph, TRIUMPHED, true, trued, trump, trumped, tumid, turd, umpire, umpired, uptime

Where in the world: Lombard St, San Francisco, USA

Wednesday 26th August 2020

Face mask or face the consequences

THE International Air Transport Association (IATA) is reminding travellers to wear face masks during travel or face the risk of incurring legal penalties.

"Failure to comply can jeopardise a flight's safety, disrupt the travel experience of other passengers and impact the work environment for crew," said IATA Director General and Chief Executive Officer Alexandre de Juniac.

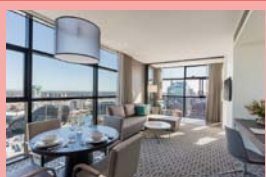
SFO rapid response

SAN Francisco International Airport has launched the first rapid COVID-19 testing program for airport employees in the United States - providing results in less than one hour.

The major hub has partnered with Dignity Health-GoHealth Urgent Care to set up the testing area located in the Int'l Terminal, with SFO Director Ivar Satero suggesting the new facility will maintain crew safety while still ramping up operations.

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.



Fraser Hospitality Australia has completed the its multimillion-dollar refurbishment of **Fraser Suites Sydney**, with new suite updates including refreshed bedheads, sofas, coffee tables, chairs, desks, carpet and decorative lights. The property also now boasts original artwork and ergonomic workstations in every room, with new smart televisions to also be in place by 2021.



Set to open its doors in Oct this year, **The Hotel Britomart** will be the first 5 Green Star hotel to operate in New Zealand, certified by the New Zealand Green Building Council. Featuring 99 room across 10 storeys, the Auckland property will feature a variety of environmentally friendly attributes, such as organic sheets, bathrooms stocked with organic shampoos and skincare products, as well as staff uniforms made from all natural materials. The hotel is part of the TFE Hotels collection.



Roomzzz Newcastle in the United Kingdom has recently undergone a major renovation, adding an extra 74 self-contained apartments, which the owners claim will help with accommodating new social distancing protocols. As the accommodation sector starts its recovery in the UK, the hotel is hoping to leverage the renewed interests in domestic holidays by promoting its new and improved health and safety measures.

The darkness will fade



HELLOWORLD Travel Sefton Park celebrated its 23rd anniversary yesterday.

Beginning life as Travel Extra, Helloworld Sefton Park head Angela Buccella told her LinkedIn network the agency was currently facing the biggest challenge in its more-than-20-year history.

"We have had the pleasure

of travelling to all corners of the world to some incredible destinations and have made amazing memories...we know it's going to be a bumpy ride, but we are holding on tight and can't wait for the darkness to fade and see that shining light at the end of the tunnel," Buccella said.

"Our heartfelt thanks to our clients, our amazing team and our suppliers for your support over the last 23 years, but in particular the last six months.

"Please continue the journey with us and we look forward to fulfilling those travel dreams again - just as soon as we possibly can...we thank you all for coming along for the ride."

Pictured: Marcelo and Angela Buccella celebrate their first day of travel trading way back on 25 Aug 1997.

SA border back flip

SOUTH Australia has reversed its COVID-19 travel restrictions on Victorian border towns, with a 40-kilometre buffer zone for border-crossers to be reinstated by this Fri morning.

The current restrictions prompted a strong backlash from Victorian border residents.

JAL's deft touch

JAPAN Airlines (JAL) has started trialling new touchless technology at Tokyo's Haneda Airport this month, with the new check-in kiosks equipped with sensors that allow customers to complete the check-in process without ever touching the screen.

Using infrared technology, passengers are able to process their boarding passes while being 3cm away from the screen.

The house loses

THE Reef Casino in Cairns has recorded a \$23.7 million loss for the first half of 2020.

The figure represents a staggering 3,000% profit fall, with a \$755,000 net profit posted for the same period last year.

The profit downturn follows a pivot toward online gaming after the forced closure of the casino.