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Grant applications to open on 14 Dec

THE Government has provided more details of the \$128 million COVID-19 Consumer Travel Support Program for travel agents (**TD** 01 Dec), with eligible businesses able to apply for a claim from 14 Dec 2020.

To be eligible for a payment a business must have been operating as "either a travel agent or tour arrangement service provider prior to the announcement of the closure of international borders by the Prime Minister on 19 Mar 2020," have had an annual turnover starting from \$50,000 through to a maximum of \$20 million for the 2019 calendar year, and been in receipt of the extension of the JobKeeper payment which was available from 28 Sep 2020 through until 28 Mar 2021.

Payments will be scaled based on turnover, from \$1,500 through to \$100,000, and claims will be processed and administered by Services Australia.

The full program guidelines will be available shortly, according to a fact sheet at ustrade.gov.au.

Bendigo back on

THE reopening of the NSW-Vic border has seen Qantaslink resume direct flights between Bendigo and Sydney, as the first services to the region since Apr.

QF is operating a 50-seat Q300 turboprop on the route.

Travel ban extended to Mar

INTERNATIONAL outbound travel by Australians will not be possible until at least mid-Mar 2021, after Minister for Health Greg Hunt declared a three-month extension to the human biosecurity emergency declaration (**TD** breaking news yesterday).

The emergency period has now been in place since 18 Mar 2020, when the Smartraveller advisory for all destinations across the globe was lifted to the highest "Do not travel" level.

Hunt said the Australian Health Protection Principal Committee had advised that "the international COVID-19 situation continues to pose an unacceptable public health risk," with the extension of the biosecurity emergency period seen as an "appropriate response to that risk".

The update means the Overseas Travel Ban Emergency Requirements Determination 2020 remains in place until 17 Mar 2021, which stipulates that "an Australian citizen or permanent resident must not leave Australian territory as a passenger on an outgoing aircraft

or vessel," with some exemptions allowed including air or ship crew members, people whose travel is associated with essential work at an offshore facility or people travelling on official government business.

Exceptional circumstances provisions also allow exemptions to the measure to be granted by the Australian Border Force Commissioner.

Hunt noted the restrictions are reviewed regularly, and "can be amended or removed at any time based on the expert medical advice".

The updated recommendation, which is still subject to ratification by the Governor General, also imposes limitations on the movement of cruise vessels, but interestingly Hunt also noted the Government was "working closely with state and territory agencies and the cruise sector to develop a framework for the staged resumption of cruise ships in a manner that is proportionate to the public health risk".

More details in today's issue of **Cruise Weekly**.

Today's issue of TD

Travel Daily today has six pages of news including a photo page from **last weekend's Qantas Flight to Somewhere - Uluru**, our **PUZZLES** plus a full page from **Singapore Tourism Board**.

737 MAX relaunch

BRAZILIAN domestic carrier GOL will become the first carrier in the world to resume flying the Boeing 737 MAX on commercial routes, with the first services in and out of Sao Paulo to recommence later today.

GOL has seven 737 MAXs in its fleet, and before re-integrating them into service has conducted type-specific training for 140 of its pilots using a Boeing 737 MAX simulator in the USA.

The company, which has a future pipeline of 95 MAX orders for delivery over the next decade, also completed a "rigorous series of technical flights" following the meticulous work of removing the aircraft from storage in Belo Horizonte, where they have been located since the global grounding 20 months ago.

Viking out until Apr

VIKING Cruises overnight advised clients it was extending its temporary suspension of ocean and river cruises worldwide through until 31 Mar 2021.



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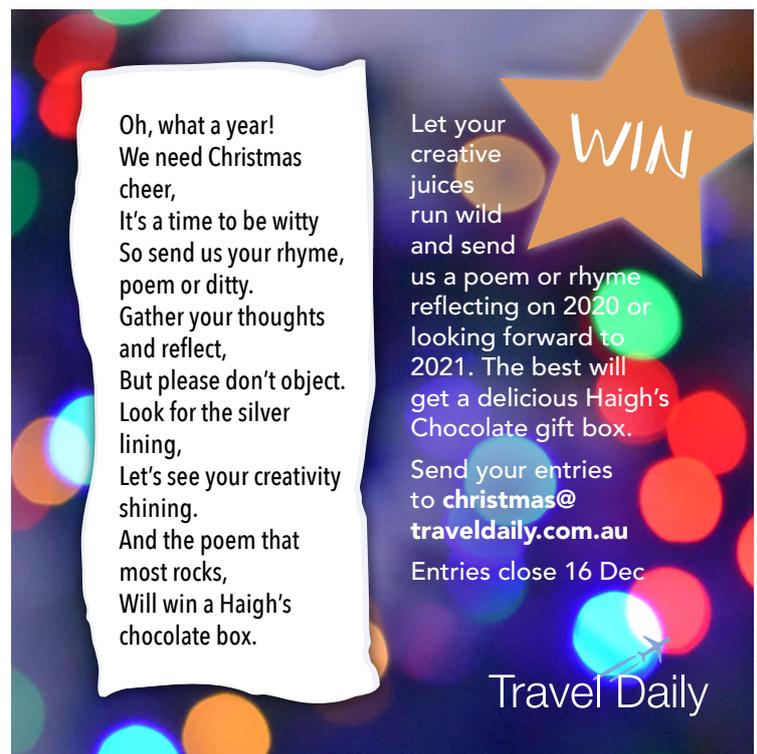
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Oh, what a year!
We need Christmas cheer,
It's a time to be witty
So send us your rhyme,
poem or ditty.
Gather your thoughts
and reflect,
But please don't object.
Look for the silver lining,
Let's see your creativity shining.
And the poem that most rocks,
Will win a Haigh's chocolate box.

Let your creative juices run wild and send us a poem or rhyme reflecting on 2020 or looking forward to 2021. The best will get a delicious Haigh's Chocolate gift box.

Send your entries to christmas@traveldaily.com.au

Entries close 16 Dec

WIN

Travel Daily



VA MAX revision

VIRGIN Australia Group this morning confirmed it had reached agreement with Boeing on a restructured 737 MAX order and delivery schedule.

The new order book now comprises 25 B737 MAX 10 aircraft which are scheduled for delivery from mid-2023.

The carrier will no longer receive any of the previously ordered 23 MAX 8 variants, with VA CEO Jayne Hrdlicka saying the deal "represents a deep commitment to the future" from Virgin's new owners, Bain Capital.

"We have already moved to simplify our mainline fleet and committed to the Boeing 737 aircraft as the backbone of our future domestic and short-haul international operations," she said.

Hrdlicka also confirmed VA remained in discussions with manufacturers on a fleet strategy to support the reintroduction of widebody services when long-haul travel demand returns.

Fox, Haberle to inspire industry

EXCLUSIVE

FORMER APT Travel Group (ATG) senior executives Debra Fox and Susan Haberle have teamed up in a new venture which promises to help businesses, teams and individuals adapt to the new post-COVID-19 world of travel.

The Inspire Collective is described as a "business and mentoring consultancy" specialising in travel and tourism, providing services and expertise across three key pillars of business, customers and people leadership.

Fox was formerly the long-serving Chief Commercial Officer of ATG, but was a casualty of a major restructure necessitated by the pandemic earlier this year (**TD** 16 Jul), while Haberle, APT's GM of Sales & Customer Experience resigned the following month (**TD** 14 Aug) amid several other COVID-19-related departures.

After a relatively brief hiatus they have decided to go out on their own, with The Inspire Collective underpinned by a "values-based approach to drive positive impacts for their clients".

Fox told **Travel Daily** she believes there are new opportunities for businesses in the ever-changing world.

"This presents an ideal time to regroup, pivot or refine their offering and align their teams' culture to continue their growth pathways," she said.

"We are excited and passionate about working with individuals and businesses, tailoring solutions to deliver a competitive advantage and to maximise commercial outcomes."

The business is launching with a free online workshop taking place on 17 Dec, giving the industry tips on personal well-being and managing stress to help kick start the new year - more on **page six**.



Window Seat

WE ALL know the raspy feeling of a sore throat - so imagine how a bad cough must be for the king of the jungle.

Authorities in Barcelona have confirmed that four of the lions in the city zoo are the latest victims of COVID-19.

It's only the second known case of large felines contracting coronavirus, with Zala, Nima, Run Run and Kiumbe testing positive after keepers noticed they were showing signs of the virus - presumably via some extra-hoarse roaring.

Two staff at the zoo have also tested positive, with authorities making contact to discuss the issue with New York's Bronx Zoo, where four tigers and three lions also tested positive for COVID-19 back in Apr.



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Australia's first carbon-neutral hotel



PINETREES Lodge on Lord Howe Island off the NSW coast (pictured) has achieved the distinction of being the first full-service hotel in Australia to gain certification under the Federal Government's Climate Active

Program.

Achieving the rigorous Climate Active Carbon Neutral Standard involved analysis of all sources of carbon emissions from the business, including electricity, freight, F&B, transport and more.

A five million dollar renovation helped reduce the carbon footprint including refurbishment of all guest rooms following solar passive design principles, a 95% conversion to LED lights, installation of new wiring, a new commercial refrigeration plant, plus water saving plumbing and wastewater systems.

"We also changed the restaurant and laundry operations to reduce water and power consumption, invested in new vehicles, reduced waste, installed worm farms and compost bins, and built a large organic market garden to limit food miles," said Pinetree Lodge owner Luke Hanson.

"All up, we reduced our power consumption by 30% and water consumption by 35%. It is a fantastic outcome," he said.

Hilton Sydney GM

HAYDEN Hughes was today appointed as General Manager of Hilton Sydney, moving from his previous role as GM of the Sofitel Brisbane Central.

His 30-year career has also seen him work with major hotel brands on the Gold Coast as well as in Tokyo, Melbourne and Sydney.

TokyoTokyo Old meets New

Become a Tokyo Expert

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Jetstar Asia catering

JETSTAR Asia (3K) says the reintroduction of on-board food and drinks this month is a "big step forward in the airline's recovery," with the carrier ramping up flights from Singapore to eight key destinations across Southeast Asia.

Initially passengers are able to pre-purchase items prior to departure and be served on board, but from 21 Dec on-board catering will be extended further to allow purchases during flight, but only using credit cards as 3K moves to a cashless cabin.

Club Med winner

LANI Symons Vaughan from Travel Counsellors in NSW has won a future Club Med holiday at a resort in Asia of her choice, after taking part in the recent "Club Med on the Couch" webinar series.

The latest instalment was titled How to pivot your traditional travel business to keep growing and grow fast, helping agents understand what they need to do to get ready for the resumption of international travel.

The webinar can also be viewed at clubmedta.com.au.

Poetry inspiration

WE ARE continuing to receive many entries to our Christmas competition.

We've decided to publish a few over the next week or so to inspire your entries.

A reminder that a Haigh's chocolate hamper is up for grabs to the best poem or rhyme reflecting on 2020 or looking forward to 2021.

Send your entries to christmas@traveldaily.com.au before 16 Dec.

Today's entry comes from Mikaela Toze from Topdeck:

*His eye twitched and arms tensed, his breathing came fast
As the grandchild upon his knee*

*Asked in a small voice for stories of years past
"Grandad, tell me about 2020."*

*The old man stopped and thought for a while
Surely it was about time he knew*

*He let out a breath and said with a smile
"My boy, let me tell you"*

*"There were fires and protests and red-hatted fools
And a virus that took over the world*

*There were lockdowns and closures and a lot more new rules
And we watched on as chaos unfurled."*

*"But despite all the heartache and ruin and stress
There were blessings to be found in disguise
People everywhere made the most of the mess*

Looking not at the lows but the highs."

*"A resilient lot that bonded together
Looking out for all of their mates*

*Managing to stay chipper in all forms of weather
Ready to tackle whatever awaits."*

*The old man smiled again as he thought of that year
For how could he ever forget
He looked at his grandson and swigged from his beer
"2020 sucked, but 2021 was the best year yet."*



Do you listen to Travel Daily - News on the Fly to catch up on the news?

Use the podcast to update our listeners with your company's news.

[CLICK HERE TO ENQUIRE](#)

Travel Daily

Uluru welcomes QF Flight to Somewhere

LAST weekend, Voyages Indigenous Tourism Australia partnered with Qantas on its first ever “Scenic Flight Getaway – Uluru”. Around 120 guests were treated to a lively pre-flight event emceed by Jim Wilson from Radio 2GB. Entertainment was provided by Gumaroy Newman on the yidaki (didgeridoo) and the Pathfinders – a group of past and present Qantas staff who raise money for the Royal Institute for Deaf and Blind Children. This was followed by an auction, breakfast and a range of cocktails infused with wild foraged and local native botanicals to set the scene for the trip to the spiritual heart of Australia.

Guests were flown on the Mendoowoorrji B737-800, inspired by the work of late West Australian Aboriginal painter, Paddy Bedford. Low level fly-bys of Sydney, Uluru and Kata Tjuta on the flight there and the magnificent Lake Amadeus and Lake Eyre salt lakes and the mythical Marree Man were rewarded with rounds of applause from the delighted passengers.

A 24-hour whirlwind tour gave guests a taste of the destination and included a dot painting workshop by Maruku Arts, A Night at the Field of Light and a spectacular sunrise tour of Uluru and Kata Tjuta with AAT Kings.



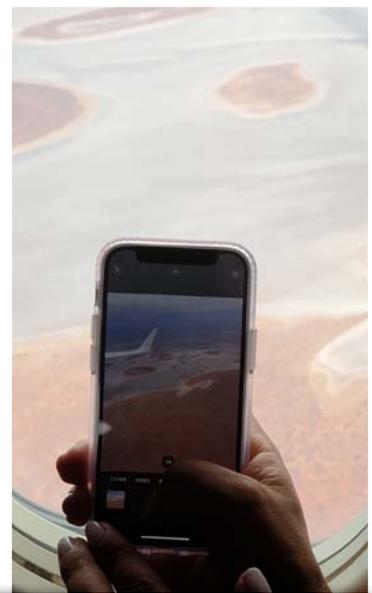
JIM Wilson from Sydney radio station 2GB enjoys the sunrise with Amanda Bolger from Qantas.



TROLLEY'D served cocktails infused with native plant botanicals.



CHRISTIN and Cassie from AAT Kings at the pre-flight event in Sydney.



HOMEWARD bound - flying over Lake Amadeus, the largest salt lake in the Northern Territory.



PASSENGERS flew on the Mendoowoorrji B737-800.



SOME guests took part in a dot painting workshop with Maruku Arts.



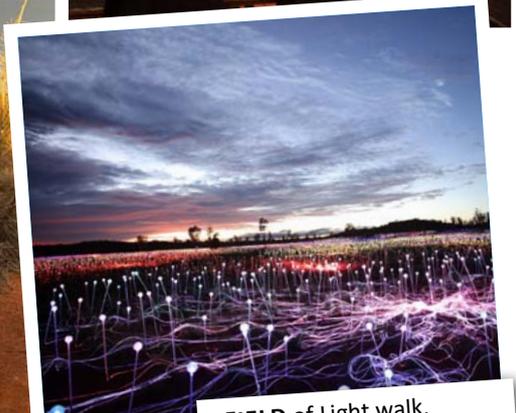
SUNRISE at Uluru.



QANTAS flight crew arriving into Ayers Rock Airport.



YIDAKI at sunset.



FIELD of Light walk.



Pub quiz

1. True or false: named Cavvanbah by local Aboriginals, James Cook named Byron Bay after famous British peer Lord Byron?
2. Fraser Island is part of which national park?
3. What is the most populous city on the Black Sea?
4. The giant Potemkin Stairs are located in what country?
5. Sevastopol is a city located on what peninsula?
6. Indian Head is a coastal headland located on which Australian island?
7. Sri Lanka's most recent civil war, which ended in 2009, began in what year?
8. What is the capital of Morocco?
9. Quebec borders which four American states?
10. Which continent's average population is the youngest?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's a gem from **TD** 14 Apr 2014:

NEXT time your flight is delayed, spare a thought for those passengers aboard a recent Cathay Pacific flight from New York City to Hong Kong, which included a "15- hour unscheduled layover" in Zhuhai, China.

According to *NBC News*, CX 831 departed JFK on 29 Mar for the 16 hour journey to HKG, but a storm during its final approach caused the aircraft to be diverted to Zhuhai.

Unfortunately, Chinese officials didn't allow anyone off the airplane when it landed, and the pilots and crew were unable to continue the flight because they ran out of cockpit hours.

Fortunately, supplies were allowed on board and a replacement crew was promptly dispatched by CX, but rather than fly to Zhuhai they had to travel by ferry to Macau and then drive an hour to Hong Kong.

The flight finally arrived at 2pm on 31 Mar - about 34 hours after departure.

ANSWERS 08 DEC

Pub quiz: 1 Hawaii, 2 Mojave Desert, 3 Australian Airlines, 4 Iceland, 5 Poles, 6 Under, population is 881,000, 7 Antarctica, 8 Fraser Island, 9 Cape Byron, 10 Beirut

Whose flag is this: Canary Islands

Unscramble: artier, caret, cart, carte, cater, cert, cite, crate, crater, erratic, gait, gaiter, garret, garter, gate, GERIATRIC, girt, gite, grate, grater, great, grit, irate, irrigate, rate, react, rite, tare, tear, tier, tiger, tire, trace, tracer, tragic, trice, trier, trig

Sudoku

DIABOLICAL

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.

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

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

Where in the world?



THE building located in the centre of this picture is actually an extremely iconic bridge.

It was built in the late 19th century and is a world-famous symbol of the city in which it is located in.

The bridge was named after a nearby attraction, which also influenced its design, with the two having similar architecture despite being built centuries apart.

Do you know where in the world this is located?

Deb and Sue are back!



TODAY'S launch of The Inspire Collective (see **page 2**) sees the welcome return of two of the industry's most dynamic females.

Proving that you can't keep a good woman down, Susan Haberle and Debra Fox (**pictured**)

have teamed up to offer their extensive experience and expertise to the industry, with a free "Bring on 2021" workshop scheduled for 11am AEDT on 17 Dec - register on their new website at theinspirecollective.com.au.

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.



Located in the Laguna National Golf & Country Club, the **Dusit Thani Laguna Singapore** will see Dusit International expand into Singapore for the first time.

Comprising 198 contemporary rooms and suites and eight Pavilions with private pools, Dusit Thani Laguna is located just 10 minutes by car from Singapore Changi Airport and 15 minutes from downtown. The resort is the first in Singapore to offer direct access to two golf facilities.



InterContinental Hotels Group has signed its first luxury hotel in Mallorca, with **Kimpton Mallorca** to open in 2022. The 79-room hotel will operate under a management agreement with Calvia Country Club, and will be located on the site of the existing

Santa Ponsa Country Club, next to Golf Santa Ponsa. The hotel will also be located less than 30 minutes from Palma de Mallorca Airport, and will feature two outdoor pools, one located directly next to the beach.

Become an Austria Travel Expert!

This week is your last chance to complete all 8 modules and go in the draw to win a trip to Austria.



Emotional support crackdown in USA

THE US Department of Transportation has issued a new rule which should put paid to the days of passengers insisting on travelling with "emotional support" animals such as horses, peacocks, monkeys and turkeys.

The update aims to close a loophole which mandated that airlines had to allow travellers to bring a companion animal on board if they needed it for medical purposes.

The new rule defines a service animal strictly as a "dog, regardless of breed or type, that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability".

Passengers must provide airlines with documentation of the disability, as well as certification that the dog is a service animal.

HA adds four more

HAWAIIAN Airlines has begun ticket sales for its nonstop services between Honolulu and the mainland destinations of Austin, Ontario and Orlando.

Beginning 11 Mar, Hawaiian will offer two weekly flights between Honolulu and Orlando, while HNL and ONT will be connected five times weekly, and from 21 Apr, two weekly flights will begin from Honolulu to Austin.

Hawaiian is also adding services between Kahului and Long Beach, beginning 09 Mar.

The carrier is also offering its guests dedicated pre-travel COVID-19 testing services which allow them to avoid quarantine.

It's a tough job...

TRAVELMANAGERS General Manger Michael Gazal and Entire Travel Connection CEO Brad McDonnell are raising funds for the Cancer Council by playing 72 holes of golf in a single day.

The four-round ultimate golfing challenge takes place next Mon 14 Dec, and the industry is being invited to help make every hole count via tax-deductible donations which can be lodged online at longestday.org.au.

Win Mark Carter's new book Add Value

To celebrate the launch of leadership development specialist Mark Carter's new book *Add Value*, each day this week *Travel Daily* is giving a lucky reader the chance to win an autographed copy.



The impact of COVID-19 has forced many of us to re-evaluate what really matters. In his second book, Mark takes a deep dive into the meaning of value and provides readers with a unique framework to help you tap into your core values and be prepared and skilled to manage the challenges of today and tomorrow.

To win, simply tell us what value you add at work or beyond to addvalue@traveldaily.com.au
More at markcarter.com.au

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WATER LILY POND
GARDENS BY THE BAY