



## Young retirement

**GORDON** Young, Star Alliance Coordinator for Australia, has decided to retire and will step down from his role on 31 Dec.

Young joined the Star Alliance in 2014 with more than 40 years' experience in the industry, and has helped significantly raise the organisation's profile in Australia.

Star Alliance Country Steering Committee Chair, Rick Pomery on Air Canada, said Young's passion and determination had been "nothing short of inspirational".

More industry moves on [page 5](#).

## Mondo Travel sale

**NEW** Zealand agency group Mondo Travel has changed hands, with the business acquired by two of the founding members, Chris and Tamsin Hammonds.

The group has 11 outlets across New Zealand as well as a network of independent home-based travel brokers.

## ETG seals Aeronology deal

**EXCLUSIVE**

**EXPRESS** Travel Group (ETG) is set to announce a trans-Tasman agreement with technology firm Aeronology, with an eight year deal seeing the Aero ticketing NDC-compliant system integrated into the Express Tickets platform.

The agreement will see the system adopted by ETG's more than 800 travel agency members across Australia and NZ, including through its majority ownership of First Travel Group (FTG).

All brands within the ETG & FTG networks will be able to access the system, including italktravel, Independent Travel Group, Select Travel Group, Alatus, wholesale ticketing operations and the group's soon-to-launch new home-based mobile division.

"This is a game-changing advantage...in what has been a very challenging year and as we position for success in 2021," said ETG CEO Tom Manwaring.

"The Express Tickets (Australia) and First Fares (NZ) brands will be able to offer choice and the best that current technology can deliver to improve business productivity and single screen journey completion," he said.

"We are very positive about emerging from the COVID period smarter, faster and stronger."

Aeronology MD Russell Carstensen said "Aeronology is a game-changer, and we are pleased to partner with ETG and FTG as our launch client".

"We are committed to providing these 800-plus agents and advisors with new distribution strategies via our platform which will improve productivity, NDC connectivity, online product, increased yields and single screen selection.

"Our Microsoft cloud-based solution firmly positions these agents for the future," he said, with a full cutover to be completed in early 2021.

## Viking health move

**VIKING** Cruises has announced the details of its new health and safety protocols, confirming it will undertake daily PCR testing of all Viking guests and crew via on-board laboratories, and install new air purification technology on all vessels.

The first PCR lab has already been installed aboard *Viking Star* in collaboration with international healthcare and diagnostics services firm Medcover, which will also give access to a "vast network of dedicated shoreside laboratories" for guests and crew on Viking's European river ships.

The full Viking Health & Safety Program is detailed at [vikingrivercruises.com.au](http://vikingrivercruises.com.au).

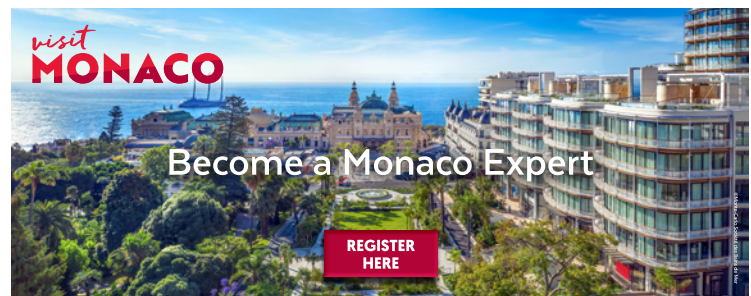
## Today's issue of TD

*Travel Daily* today has five pages of news including our **PUZZLE** page plus a product profile from **Singapore Tourism Board**.



# LOVE ♥ NSW

Book your client a memorable cultural experience in NSW.



## NLK flight boost

AIR New Zealand is set to lift frequencies from Australia to Norfolk Island next year, with GDS screens indicating thrice-weekly return flights ex Brisbane and two weekly Sydney flights.

The new schedules will be live effective from 24 Jun 2021.

## 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](mailto:addvalue@traveldaily.com.au)

More at [markcarter.com.au](http://markcarter.com.au)

## Collette sees demand surge

**EXCLUSIVE**

COLLETTE Vacations recorded its biggest ever booking day last month during the annual Black Friday sales in the USA, with the company's CEO Dan Sullivan saying he's confident the global travel industry will bounce back strongly from COVID-19.

Speaking to *Travel Daily* from the company's head office in Rhode Island yesterday as part of a Travel Industry Hub webinar, Sullivan described Collette's response to the pandemic.

After repatriating clients from across the globe, employee numbers were initially reduced from about 700 globally to the current 280, who continue to take bookings and develop product for future travel as early as Apr 2021.

Sullivan said the biggest sellers in the USA at the moment are Collette's 2022 Oberammergau departures in Germany as well as trips to Australia.

Interestingly Collette's forward bookings for Sep 2021 are up 125% on the figures for Sep 2019, he confirmed, with the rollout of the COVID-19 vaccine seeing a significant jump in US consumer

## EY offset scheme

ETIHAD has launched what it's calling the first aircraft carbon offset program in the Middle East, seeking to completely neutralise the CO<sub>2</sub> operations of its flagship "Greenliner" 787-109 aircraft for a full year of operations in 2021.

confidence despite ongoing restrictions and soaring cases.

Sullivan also noted that Collette had established plenty of goodwill among its clientele through its policy of providing refunds for trips which had been cancelled due to the pandemic.

"We have given back more than US\$130 million - that's about \$180 million Australian dollars, because we believe it's not our money, it's our clients' money."

Although Collette has established inbound operations in Australia, the company is not planning to roll out a domestic program here, he confirmed.

Sullivan said the new Biden Administration in the USA was likely to be good for the travel sector, with key factors including more stability and also a likely strong investment in America's national parks.

The full interview is now online at [thetravelindustryhub.com](http://thetravelindustryhub.com).



## Window Seat

WE ALL wish we could be in Europe at the moment - but perhaps a visit to Venice is not the best idea right now because it's getting pretty damp.

In fact the iconic destination was underwater this week during an exceptionally high tide which put the famous St Mark's Square about a metre beneath the surface.

The inundation is pretty disappointing given authorities have just commissioned an €8 billion system of artificial dams which are supposed to be activated automatically during a high water event.

The MOSE flood defense system was installed in Oct, but apparently wasn't turned on this week because the weather forecast incorrectly predicted a lower rise in the water level.

**A summer sale like never before.**

**Earn \$50\***

For every eligible booking and a chance to win a place on an 'All of NT' famil, which includes an amazing experience on The Ghan.

**NEVER BEFORE SUMMER SALE**

SAVE UP TO \$1,000

**NORTHERN TERRITORY**

JOURNEY BEYOND THE GHAN

\* Terms and conditions apply.

For more information, visit [tourismnt.com.au/summer-sale](http://tourismnt.com.au/summer-sale)

# ANTARCTICA WITH FLIGHTS EX AU/NZ

## 2022 and 2023 Cruises

LIMITED TIME, BEST OFFER

FROM \$10,999\* \*T&Cs apply



HURTIGRUTEN





Discover all the different Aboriginal cultural experiences travellers can engage in in NSW. Read more in the December issue of *travelBulletin*.

## Sojern chief goes out on his own

**CHRIS** Greenwood, who until last month was Australia/NZ country manager for online travel marketing group Sojern, has established a new business called Travel Vector Index (TVI) in partnership with Luke Bussell.

TVI draws on "global real-time first party travel intent and booking data" to blend social influencer and programmatic media to "deliver real-world outcomes for travel brands" - see [traveltorindex.com](http://traveltorindex.com).

## Bring back cruising

**A NEW** Change.org petition is urging Prime Minister Scott Morrison to "bring back cruising to Australia" - [CLICK HERE](#).

The petition from cruise blogger Honida Beram has so far attracted over 1,100 signatures and notes the need for domestic voyages to restart in early 2021, taking into consideration the success stories of resumption in nearby regions.

## QF partners with Journey Beyond



**JOURNEY** Beyond's iconic The Ghan train made an unexpected visit to Sydney this week, travelling all the way from Adelaide for a special event to launch a new partnership with Qantas Frequent Flyer.

Guests were treated to some of The Ghan's lavish on-board hospitality at Central Station Platform 2, with a meal featuring some of the fabulous flavours

of the Australian landscapes through which the train travels.

The QF/Journey Beyond deal allows members of the loyalty scheme to earn and burn points on Journey Beyond Rail products including The Ghan, Indian Pacific and the Great Southern.

It's the first time Qantas Classic Reward Seats have been offered on the ground, with Qantas Loyalty CEO Olivia Wirth saying "90% of our members want to use their points for travel so the ability to explore the country by rail is an exciting alternative for frequent flyers and a real drawcard for our program".

Chris Tallent, Journey Beyond CEO said the pact reflected the coming together of two great Australian brands.

Bookings are now available for rail travel next year, with new capacity on offer via a two week extension of the Great Southern's second season into Feb, while the Ghan is going to twice weekly from May-Aug.

QF frequent flyers can also earn one Qantas Point on all Journey Beyond Rail Expeditions, while redemptions for Gold cabins start at 100,000 Points.

**Pictured** on the platform yesterday are, from left: Journey Beyond's Peter Egglestone, Fiona Watson and Chris Tallent.

More photos from the launch at [facebook.com/traveldaily](https://facebook.com/traveldaily).

## VA price prediction

**VIRGIN** Australia CEO Jayne Hrdlicka has forecast a market share battle on the key Sydney-Brisbane-Melbourne triangle with the entrance of Regional Express will mean it "will never have been cheaper to travel in this country".

Speaking at this month's CAPA Live event yesterday, Hrdlicka said "we fully intend to hang onto roughly a third of the market...I'm sure Qantas fully intend to hang onto their market share, so it's going to be very competitive, which is fantastic for Australians".

## Can you Handa this

**HANDA** Opera is returning to Sydney Harbour next year, with dates announced today.

Mar will see Giuseppe Verdi's *La Traviata* take the stage, after being shut down earlier this year just two weeks before opening.

Handa Opera has also extended its long-standing partnerships with Destination NSW and the International Foundation of Arts and Culture until 2023.

## Pelican off to MCY

**FLYPELICAN** has added the Sunshine Coast to its network, with direct services from Newcastle kicking off on 04 Jan.

Operating aboard FlyPelican's newly refurbished aircraft, flights will initially operate on Mon, Wed and Fri over a 12 week season.

## TA targets Kiwis

**TOURISM** Australia has today launched a new program aiming to encourage young New Zealanders to undertake a working holiday in Australia.

Although not currently reciprocated, NZ visitors are able to come here without quarantine, with Tourism Minister Simon Birmingham saying this means Kiwis can take a longer stay in Australia and "experience jobs within sectors that usually rely on more than 300,000 working holiday makers every year".

## Words flowing in

**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](mailto:christmas@traveldaily.com.au)

before 16 Dec.

**Today's entry comes from Daniela Chiro from RoundAbout:**

*As the days wind down on what has been a strange year, It's important we remember our Christmas Cheer.*

*Eat, drink and spend time with your fam  
And forget about the travel ban.*

*Things will get better, they always do,  
In the meantime, here's what you should do*

*Be Merry,  
Be Happy,  
And fill yourselves with glee,  
And put your presents under the Christmas tree.*

## Know your brands

**LOGOS** are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



2



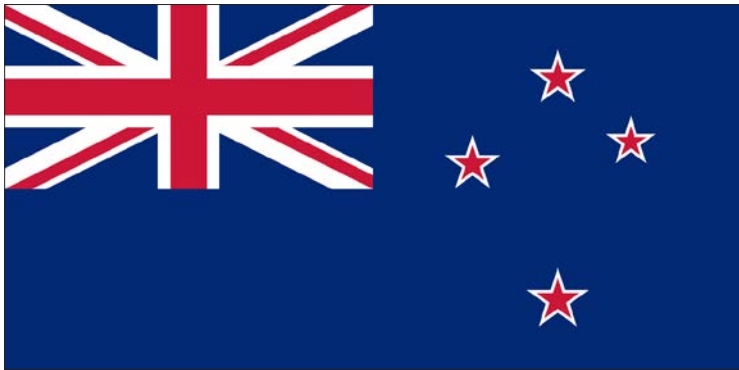
3



4



## Whose flag is this?



**MOST** of our readers should easily be able to pick this flag.

The country has had a few variations of flags over the years, or proposals to change it to incorporate symbols representing the local indigenous population.

These proposals slowed up when in 1981, parliament adopted

an act to make it impossible to alter the flag without wide public approval.

There was momentum for a change in 2014 and a number of designs were submitted but ultimately 56.6% of voters chose to keep the current flag as it is.

Do you know whose flag this is?

### ANSWERS 09 DEC

Pub quiz: 1 False – it was named after his grandfather, naval officer John Byron, 2 Great Sandy National Park, 3 Istanbul, 4 Ukraine, 5 Crimean Peninsula, 6 Fraser Island, 7 1983, 8 Rabat, 9 Maine, New Hampshire, New York and Vermont, 10 Africa

Where in the world: Tower Bridge, London, England

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

## Whose animal is this?



A picture of the Karabakh horse in 1867

**THIS** is the Karabakh horse, a breed developed for mountain-steppe racing and riding.

They are incredibly rare, with less than 1,000 left in the world and are so important to the country that they are the national animal of, that the government has banned the export for sale of the horse.

Karabakh horses are named

after the region in the Caucasus where they were originally developed (so the answer to whose animal it is should be easy if you know your geography).

The breed is known for its incredible speed, with one animal setting a world record for running 1km in a minute and nine seconds.

Do you know whose animal it is?

## Vikings word search

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

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

CONQUEST  
HELMET  
KNARR  
KNATTLEIK  
LONGSHIP  
NORSE  
NORWAY  
ORION

PIRATES  
RUNESTONES  
SHIELD  
SOAPSTONE  
SWORD  
TRADED  
VIKING  
WRESTLING

## Putting a Crown on the year



**CROWN** Group last night celebrated the end of the year on the rooftop of its newest property, Infinity by Crown Group (*TD* 15 Apr).

Guests were treated to rooftop drinks, a menu delivered by Infinity's Italian Street Kitchen, and dessert provided by Original Gelato.

Infinity opened in Apr, around a month into the COVID-19 pandemic, and since then, the Crown team has been hard at work introducing Sydney to the property and preparing for the return of the industry.

"The key thing was how we make sure all the employees and guests are safe, making sure we're following government regulations with our COVID-safe policy," Director of Hotels David Bowen explained to *Travel Daily*. "The next thing is to think about

what business we're going to chase, how we're going to create something people want to come and visit," he said.

Crown's Spirits in the SKYE package can see guests at SKYE Suites Green Square, the property's luxury hotel, enjoy an experience at south Sydney distillery Archie Rose Distilling.

Guests can stay overnight and enjoy a tasting with one of the distillers, which Bowen said was part of the aim of "creating something people need a reason to go and visit", especially on staycations, which he explained had been a key part of the hotel's market thus far.

**Pictured** are PR & Communications Manager Natasha Granath, Chairman & Group Chief Executive Officer Iwan Sunito and Director of Sales Prisca Edwards.

## Vic \$200 voucher

**THE** Victorian State Government's regional travel voucher scheme will launch tomorrow.

Rolled out in tranches, the first of 40,000 vouchers, valued at \$200 each, will be available from tomorrow, redeemable for travel between 12 Dec and 22 Jan.

The vouchers will be available from 10am, with successful applicants able to redeem their voucher after they have travelled.

An additional 40,000 vouchers will become available on 20 Jan for travel between 27 Jan and 01 Apr, and on 30 Mar, for travel between 06 Apr and 31 May.

A total of 120,000 vouchers will be issued over the scheme's life.

## Princess 2022

**PRINCESS** Cruises has announced its 2022 cruises to Alaska, Europe and Japan.

Highlights of the cruise line's Alaska season will see its latest ship, *Discovery Princess* (*TD* 08 Oct 2019), as the newest vessel sailing in the state.

For the European season the line will have five ships sailing in regions such as the Arctic Circle and the Mediterranean.

The Japan program will see *Diamond Princess* offering 35 departures from May through to Sep, featuring 31 destinations and four countries, with highlights including the southern tropical islands of Okinawa and the northernmost island of Hokkaido.

## APPOINTMENTS



**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

**Michelle Mickan** has taken a new role as Head of Marketing for **Abercrombie & Kent**. Mickan was formerly Head of Marketing & Product at Phil Hoffmann Travel in Adelaide, and just before the onset of the COVID-19 pandemic relocated to Melbourne to take up a short-lived role as Director of Marketing for G Adventures (*TD* 06 Mar).

**Richard Doyle**, Group General Counsel at StayWell Holdings, has been elected as the new Chair of **Tourism Accommodation Australia NSW**. He replaces Antony Page, who is moving to Victoria to oversee the opening of the new Ritz Carlton Melbourne in 2021.

**Hayden Hughes** has been named as the new General Manager of **Hilton Sydney**. He joins Hilton with more than 30 years of hospitality industry experience across a range of major brands, with his most recent role being as GM of Sofitel Brisbane Central.

**British Airways** has announced the appointment of **Carrie Harris** as its new Head of Sustainability. Harris joins BA from the carrier's parent company International Airlines Group where she has been Group Sustainability Manager for the last five years.

**Travel Beyond Group** has named **Fiona Batten** as its new Chief Operating Officer for Australia and NZ. Batten was previously GM Australia for Flight Centre's cievents brand.

**Karl J. Pojer** is stepping down as CEO of Hapag-Lloyd Cruises, with the integration of the business with **TUI Cruises** seeing the Hapag-Lloyd brand led by **Julian Pfitzner**.

**Brett McDougall** has taken a new role as General Manager - Aviation Security at **ISS Facility Services Australia and NZ**. McDougall has previously held a range of senior aviation roles in Australia, including positions with Royal Brunei, Philippine Airlines, Qatar Airways & Qantas.

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





## Singapore Travel Specialist

Welcome to Singapore - home of Singapore Airlines (SIA), Changi Airport (CAG), and the Singapore Tourism Board (STB). Together, we'd like to take you on a journey of how we've established one of the most spectacular, luxurious, safe, and seamless travel and destination experiences in the world.

### *Creating a new standard for travel:*

Over the past few months, Singapore has shown both resilience and ingenuity to meet the evolving needs of residents and visitors alike, and ensures that every aspect of their experience is safe, yet delightful. The Singapore Travel Specialist training program within the Travel Daily Academy, and STB's 'SingapoReimagine' efforts, aim to:

**Reimagine Travel** - Co-create ideas and spur the renewal of Singapore tourism

through transformation and innovation with SIA & CAG.

**Reimagine Safety** - The 'SG Clean' Quality certification requiring establishments to adhere to stringent levels of hygiene and sanitisation as well as Safe Management Measures (SMMs).

**Reimagine Technology** - Contactless technology, cleaning or barista robots, TraceTogether app and token (the world's first national digital contact tracing tool), virtual experiences, and hybrid meeting venues and events.

**Reimagine City & Nature** - Singapore aims to be the world's most sustainable urban destination with nature-based concepts in places of interest such as Jewel Changi Airport, Gardens By the Bay, the Jurong Lake District, and the Mandai Precinct, all featuring the best of sustainability, innovation, nature, science, eco-friendly accommodation, and wildlife attractions.

### *Taking travellers to the skies again:*

CAG & SIA continue to lead in the new world to support the revival of Singapore tourism. Advancements in

traveller journeys include, but are not limited to:

**FAST** check-in kiosks and bag-drop machines fitted with proximity sensors; Enhanced features on the **SQ mobile** app enabling all booking management and in-flight entertainment on personal devices; **Auto-clearance immigration lanes** upgraded with a new biometric system using facial and iris recognition technology; **Refreshed in-flight meal** preparation, service, and presentation to reduce handling and interactions while maintaining quality; **Autonomous cleaning equipment** deployment throughout Changi Airport to clean floors and carpets daily, also fitted with a misting attachment; **Increased cleaning and disinfection** frequencies in cabin and lavatories, as well as usage of hospital grade HEPA filters, cleaning solutions, and personal protective equipment (PPE).

We endeavour to be your most trusted and valuable airline, airport, and tourism partners, and hope becoming a Singapore Travel Specialist allows you to rediscover and reconnect with everything we have to offer.